

OTTUMWA PUBLIC LIBRARY
POLICY AND PROCEDURE

Name and Policy: HOLDS & RESERVES POLICY

Purpose: A policy of holding library materials for patrons.

Procedure:

1. In order to place materials on hold patrons must have an Ottumwa Public Library account in good standing.
2. Patrons may place holds in person, on the phone, or through the library's website.
3. A hold may be placed on items that are on the shelves or on items checked out to other patrons.
4. The patron with items on hold will be notified immediately upon those items being placed on the reserves/hold shelf. Notification will be either by email, text or by phone depending on the preferences requested by the patron.
5. Holds are good for 3 business days. After this time period expires, items will be either returned to the shelves or on to the next person on the hold list.
6. The library's confidentiality policy applies to holds. The staff should not share hold titles or details with anyone other than the patron requesting them.

Date Revised: February 9, 2026

Date Revised: July 10, 2023

Date Revised: February 10, 2020

Date Revised: May 8, 2017

Date Revised: November 10, 2014

Date Created: September 12, 2011

By: Ottumwa Public Library Board of Trustees