



**Gleason Public Library**

## Library Card FAQs

*1. I don't have my card with me. May I check out items?*

Library cardholders may check out items if they are able to provide their library card number and verify their address, or by showing another form of identification. Examples include, but are not limited to, a state-issued ID or school ID.

*2. May I pick up items for my spouse, child, neighbor, etc.?*

Yes, provided the person for whom you are picking up has granted prior permission or provided that you are in possession of the requestor's library card. See a staff member for details on how to authorize someone to pick up holds on your behalf.

*3. I lost an item I checked out. May I bring in a replacement copy in lieu of payment?*

Please note that the GPL may never accept a replacement copy for an item owned by another library. Please contact the owning library regarding replacement options. For items owned by the GPL, the following rules apply:

- DVDs and CDs may be replaced with an identical, new, unopened copy.
- All other items, including books, must have prior approval from the staff member responsible for collection development. Please check with staff before purchasing a replacement item. Replacement copies must be brand new, and must be identical to the original item unless an alternate edition is approved.

*4. I returned an item, but it wasn't checked in properly. What do I do?*

If you believe you returned an item still marked as checked out or if you believe you never checked out an item marked as checked out, please see a staff member for assistance.

*5. Do you keep a record of the items I have previously checked out?*

Library staff is not able to access your checkout history. You may elect to keep a history of the items you check out using your online account. Please note that this feature must be activated; records are not accrued or retrievable prior to activation. Please see a staff member for details.

