



Gleason Public Library

Library Card FAQs

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

We prefer that cardholders provide their physical card or display their barcode using the MVLC Mobile app. 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, such as 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. Can you tell me what my child has checked out or requested?

Yes, if you have their library card with you or can display their barcode in the MVLC Mobile app, or if you are paying a bill for a lost item. See below for further information on privacy policies.

4. What other privacy policies apply to library records?

Under the Massachusetts General Laws, Chapter 78, Section 7 *"That part of the records of a public library which reveals the identity and intellectual pursuits of a person using such library shall not be a public record..."* Circulation, registration information, and information retrieval records may not be disclosed except to:

- The cardholder. NOTE: This is regardless of age or relationship. For example, parents cannot be told what materials a child has checked out without the child's consent, with the exception of lost or billed items (see [Privacy Policy](#).)
- Staff of MVLC libraries acting within the scope of their duties in the administration of the library system and in facilitating interlibrary loans.
- Persons authorized by the cardholder to access the individual's records identified by a note of permission given by the cardholder or persons with physical possession of the library card. NOTE: Picking up holds is considered access to a cardholder's records; permission is required.
- Representatives of any local, state, or federal government, pursuant to subpoena or search warrant authorized under the authority of federal, state, or local law relating to civil, criminal, or investigative power. Upon receipt of any such subpoena or search warrant, the library director will consult with legal counsel to determine if the subpoena or search warrant is in proper form and if there is a valid basis for its issuance before providing confidential information.

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

For items owned by the GPL, the following rules apply:



- A cardholder who wishes to provide a replacement copy must contact the library to obtain approval prior to purchasing the replacement. The librarian responsible for that area of the collection will make a decision on whether to accept a replacement based on current collection development needs. Please check with staff before purchasing a replacement item.
- Replacement copies must be brand new, and must be identical in edition and format to the original item unless an alternate edition is approved (e.g. a current edition of a travel book to replace an older one).

For items owned by another library and checked out at GPL, please contact the owning library regarding replacement options. Replacement copies will not be accepted without authorization from the owning library.

6. 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.

7. 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.

