

COLUMBIA HEIGHTS PUBLIC LIBRARY

TELEPHONE LOOK-UP POLICY

GUIDELINES:

In accordance with the Minnesota Government Practices Act, Minnesota Statute 13.40:2, information contained in library records cannot be released to anyone other than the library cardholder. A parent or guardian who lives in the same household as a minor cardholder may have access to the minor's record.

Library staff may provide the following information over the telephone regarding a specific library card only when the patron provides the barcode number as a means of identification:

1. Materials checked out on the card;
2. Fines or bills associated with the card;
3. Requests placed on the card.

Approved: _____

Columbia Heights Public Library Board of Trustees _____
Barbara E. Miller, Chair

Adopted June 2, 1998
Revised 7/1/03, 5/22/07
Revised 8/8/07

Recommend Rescinding Telephone Look-Up Policy. It is a procedure related to the "Data Privacy of Library Records" policy last revised October 7, 2020.