

Confidentiality FAQ

Issue/Request	Okay to do over phone?	Library Card Number required?
I want to know what I have on hold.	Yes	Yes
I want to renew a specific item.	Yes	No
I want to know what I have checked out.	Yes	Yes
I want to check on my husband's holds.	Yes	Yes
How much do I owe?	Yes	Yes
I returned this item. (Claims returned)	Portal form only	Yes
I want to renew all my items.	Yes	No
Can you tell me what the due date is on the book I have out?	Yes	Yes
I want to put an item on hold.	Yes	No
Do I have anything overdue?	Yes	No
What phone number is on my account?	No	N/A
Have I been sent to Collections?	Yes	Yes
I want to know what my daughter has checked out.	Yes	Yes
How many items do I have checked out?	Yes	Yes
I want to delete my library account.	Yes	Yes
I want to change my address.	Only if proof of address not required	Yes