

## Confidentiality of Patron Records Policy

1. The Langdon Library is committed to preserving the confidentiality of all personally identifiable information about library use in accordance with N.H. RSA 201-D:11, which states:

I. Library records which contain the names or other personal identifying information regarding the users of public or other than public libraries shall be confidential and shall not be disclosed except as provided in paragraph II. Such records include, but are not limited to, library, information system, and archival records related to the circulation and use of library materials or services, including records of materials that have been viewed or stored in electronic form.

II. Records described in paragraph I may be disclosed to the extent necessary for the proper operation of such libraries and shall be disclosed upon request by or consent of the user or pursuant to subpoena, court order, or where otherwise required by statute.

III. Nothing in this section shall be construed to prohibit any library from releasing statistical information and other data regarding the circulation or use of library materials provided, however, that the identity of the users of such library materials shall be considered confidential and shall not be disclosed to the general public except as provided in paragraph II.

2. The Library strives to create a library environment that is:

- Crime free
- Welcoming
- A place for learning and pursuit of information on any topic
- A place where library users can ask any question and discuss any topic

2. In support of these goals, the Library will do its utmost to uphold the privacy and confidentiality of library users' free access to information in accordance with NH state law and the American Library

Association's Code of Ethics which states that "librarians shall protect each library user's right to privacy and confidentiality with respect to information sought or received, and resources consulted, borrowed, acquired, or transmitted."

3. The records of children who have their own library card are subject to the same privacy restrictions as the records of adult borrowers, and the library is not able to share those records with others, including parents. (In 2001 and 2003 bills were introduced in the State House to specifically allow the release of minors' records to their parents. Both bills failed.)

Parents who want their children to have their own library cards need to know that the library won't be able to share with them information about their child's records, including titles of checkouts, holds, renewals, overdues and fines, and other library services.

The Langdon library recognizes that there may be situations when records regarding library use by individual users will be requested with the consent of the user or pursuant to subpoena, court order, or where otherwise required by statute. Refer to our Response to Law Enforcement Policy.

Reviewed and amended by the Board of Trustees June 6, 2023