

TRACY MEMORIAL LIBRARY

Policy Manual



Confidentiality of Library Records

Confidentiality extends to information sought or received, and materials used or borrowed, including registration records, circulation records, database search records, reference interviews, interlibrary loan records, and all other personally identifiable uses of library materials, facilities, or services. The Library shall adhere to these laws and protect patrons' privacy in accordance with them. It is further understood that compliance with validly issued court orders does not eliminate the right of the Library to challenge their issuance in proper legal manner. The Library will seek the advice from an attorney retained for such purpose or from legal counsel supplied by the Freedom to Read Foundation, on the scope and content of the applicable laws pertaining to that particular search, and on compliance with the search of library and patron records.

In accordance with New Hampshire RSA 201-D:11, the Library declares its circulation records and other records identifying the names of Library users to be confidential in nature.

New Hampshire RSA 201-D:11 Library User Records; Confidentiality

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.

The following procedures are in effect to protect confidentiality:

- Patrons shall be registered numerically.
- The Library needs to retain specific information for the regular operation of library business. Information that does not need to be retained will be destroyed in a secure manner.
- All overdue messages shall be sent in envelopes or to an email address provided by patron. All telephone messages regarding reserves or overdues shall be given only directly to the person involved. If a message is left, no title shall be mentioned.
- Patrons may access their account information using the Library's online catalog by using their library card number and self-generated password.

All Library staff and volunteers are responsible for adherence to these policies and procedures. They must be fully informed concerning this policy and procedure and their own role if such situations arise.