

Peterborough Town Library

2 Concord Street, Peterborough, NH 03458-1511 ■ (603) 924-8040 ■ PeterboroughTownLibrary.org

Confidentiality of Patron Records

Peterborough Town Library recognizes the confidentiality of all patron records and transactions including, but not limited to, library card registration, materials consulted or borrowed, database searches, Internet usage, reference interviews, interlibrary loan records, program attendance and all other personally identifiable information.

Such records shall not be made available to any individual, group, or law enforcement agency without the due legal process of subpoena or search warrant.

All library records related to a minor's currently checked out materials, including printed library materials and audio-visual materials, such as DVDs and CDs, shall be available to the parent or legal guardian of the minor when requested by the parent or legal guardian listed on the library account.

Parents and legal guardians will be listed as guarantors on all minor library accounts. If a parent or legal guardian are not listed as a guarantor, they may be asked to sign a formal request form attesting their identity.

All transactions between staff and library patrons, regardless of age, whether conducted verbally (in person or over the phone) or in writing are strictly confidential.

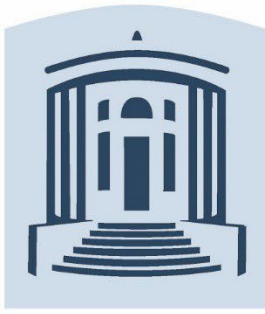
Examples of these transactions are:

- Information that is sought or received by library patrons
- Reference interviews
- Notice that materials requested are ready for pick up
- Resources consulted, borrowed, acquired, or transmitted
- Online searches

RSA 91-A:5 and RSA 201-D:11 stipulate that library circulation and patron registration records are confidential. Even law enforcement officials must secure a court order before patron information is released. Staff will not disclose any personal data to any other party except when required by law or to fulfill patron service requests.

[RSA 201-D:11 II-a](#) further stipulates that all library records related to a minor's current borrowing of printed library materials and audio-visual materials, such as DVDs and CDs, shall be available to the parent or legal guardian of the minor when requested by the parent or legal guardian.

It is our duty to safeguard the privacy and confidential records of all library users from unauthorized disclosure. These guidelines apply to the personal information of library trustees and library employees.



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All personally identifiable information created, received or maintained by the library that is sufficient to identify individual patrons is confidential. Such personal information includes, but is not limited to:

- Name
- Email Address
- Telephone number
- Mailing Address
- Patron Identification Number

Records that may contain personally identifiable information include, but are not limited to:

- Patron registration cards
- Check-out/date due receipts
- Reserve, ILL, and purchase requests
- Payment receipts
- Overdue notices and letters
- Computer sign-in sheets
- Program sign-up sheets
- Circulation Records, showing use of specific library material by a named person
- All other information that, alone, or in combination with other publicly available information, reveals the individual patron's identity.

All printed materials containing personally identifiable information must be manually shredded, either with an electric shredder or torn by hand prior to disposal.

Confidential information **MUST NOT** be discarded in trash containers that are open, unsecured, or in public view.

Approved June 19, 2018

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