



Confidentiality of Patron Library Records Policy

1. Purpose

The Durham Public Library is committed to protecting the privacy and confidentiality of all library users. In accordance with RSA 201-D:11, the Library upholds every individual's right to privacy in their use of library materials, services, and resources.

2. Confidentiality of Records

Pursuant to RSA 201-D:11, all library circulation records and any other records identifying individual library users are considered confidential. Such records shall not be disclosed except as specifically required by law.

3. Access to a Minor's Library Records

Effective January 1, 2026, and in compliance with RSA 201-D:11 II-a, records relating to a minor's current borrowing of printed or audiovisual materials (including books, DVDs, and CDs) shall be made available to either parent or the legal guardian of the minor upon request.

A parent or legal guardian requesting such records must provide valid identification and proof of parental or guardianship status. Acceptable proof includes:

- 1) A government-issued photo ID listing an address that matches the minor's library account; and
- 2) Identification showing the requester's name as listed on the minor's library account; or
- 3) Official documentation such as a birth certificate naming the parent or a court order establishing legal guardianship.

4. Release of Records to Government or Legal Authorities

The Library Trustees, Director, and staff shall not release library records to any state, federal, or local government agency without:

- The written consent of the library user,
- A subpoena, court order, or
- Another legal requirement explicitly authorized by statute.

Upon receipt of such a legal request, the Library Director shall immediately consult Legal Counsel to verify the validity and proper form of the order or subpoena. If deficiencies are

identified or if good cause has not been shown, the Director will request that such defects be corrected prior to compliance.

5. Staff Responsibility and Training

All staff and volunteers are required to maintain the confidentiality of library records. Any request for patron information—formal or informal—must be referred to the Library Director or their designee. No staff member is authorized to release or confirm patron information without administrative approval.

6. Data Privacy and Security

The Durham Public Library employs best practices in data security and privacy. Electronic records are password-protected and accessible only to authorized personnel. Paper records containing personally identifiable information are secured when not in active use.

7. Policy Review

This policy shall be reviewed periodically by the Library Director and Board of Library Trustees to ensure continued compliance with applicable state and federal laws.

8. Objections to Library Resources

The Library will review, consider and respond to all comments and questions about library materials, services, programming, and policy although greater weight may be given to the requests of eligible cardholders, who are the Library's constituents. Any individual who wishes to provide comments or questions about any item(s) in the collection or the services and programs the Library provides to the community should complete a [REQUEST FOR RECONSIDERATION OF A LIBRARY RESOURCE FORM](#).