

## Confidentiality of Library Records

The Gilford Public Library protects each library user's right to privacy and confidentiality with respect to information sought or received, and materials consulted, borrowed, acquired or transmitted.

The Director and Staff shall not make library records available to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the written authority for and pursuant to federal, state, and local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power. See also NH RSA 201-D:11.

Upon receipt of such process, order, or subpoena, the library staff will immediately refer the person making the request to the Library Director, who will explain the confidentiality policy.

The Library Director will consult with their legal counsel to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause for its issuance. If so, the requested information will be issued. If the process, order, or subpoena is not in proper form or if good cause has not been shown, the director will insist that such defects be cured.

Under no circumstances will staff or volunteers divulge any confidential information regarding or including;

- Patron's name, address, telephone number
- Library card holding status
- General information regarding a patron's library habits, including but not restricted to, circulation records, Internet use, number of visits, time of visits, number or type of questions asked, etc.

This confidentiality policy shall not apply to any borrowers who have overdue books and whose names have been forwarded to the Gilford Police for further action. See the Overdue Policy regarding the borrower's obligation to return books by the stated deadline.