

VII. USE AND CONFIDENTIALITY OF INFORMATION

A. General Statement of Policy:

It is the policy of the Hollis Social Library to protect the privacy of all persons who use the Library. Patrons have a right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted. Accordingly, the Hollis Social Library will treat as confidential all records in its possession that contain the names or other personal identifying information regarding users of the Library. The Library, its director, its employees, or its trustees will only release such information to third parties when required by law.

B. What Information the Library Keeps About Users:

Because the Hollis Social Library respects the privacy of its users, it is the policy of the Library to maintain user-specific information only as necessary. Specifically, the Library maintains user information only as follows:

1. The Library maintains the name, address, telephone number, and signature of each person with circulation privileges.
2. The Library keeps a list of users of Internet computers, and when they have used the computer.
3. As to each item in the Library's collection, the Library maintains a record of the current borrower of the item.
4. The Library keeps a record of fines, including the user responsible for the fine and the item from the collection associated with the fine.
5. The Library maintains a record of use of the Meeting Room.

C. When Release of Information is Required by Law:

Section 201-D:11 of the New Hampshire Revised Statutes describes the circumstances in which a New Hampshire public library must disclose information about a user to a third party. The USA PATRIOT Act (*Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism (USA PATRIOT) Act of 2001.*) may require disclosure of records.

D. What the Library Will Do When Served with a Court Order or Subpoena:

When a member of the Library Staff is served with a subpoena or court order purporting to require the disclosure of user information, or if the Staff member is otherwise approached by law enforcement authorities in connection with his or her work at the Library, the Staff member shall immediately refer the matter to the Library Director. It is the responsibility of the Library Director to handle all such inquiries from law enforcement authorities. If the Library Director is unavailable, the Staff member should refer the inquiry to the Chairman of the Library Trustees or, if the Chairman is unavailable, to another member of the Trustees. When possible, the Library Director (or member of the Trustees) shall seek the advice of

counsel prior to complying with any court order or subpoena requiring the release of user information.