

**Keene Public Library Trustees
Policy Committee
Agenda October 21, 2025**

- 1. Old Business**
- 2. New Business**
 - Review of Patron Confidentiality Policy**
- 3. Next Meeting**
 - a. Confirm time**
 - b. Review of coming updates**

Attached:

**Current Patron Confidentiality Policy
Draft of revisions
Draft of Request for Minors Records form**



Keene Public Library Policies

Patron Confidentiality Policy	Adopted: April 23, 2024
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The Keene Public Library recognizes that patrons’ circulation records and other records identifying the names of Library users with specific materials are confidential. Library Staff shall not make these records available to any agency of 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 investigatory power. See NH RSA 201-D:11.

In accordance with NH RSA 201-D:11, records may be disclosed to the extent necessary for the proper operation of the library. This is limited to the specific records necessary to retrieve materials or collect fines or fees for lost materials. Youth accounts remain private unless the library needs to contact parents or guardians about overdue materials, fines or fees on their minor’s library card.

See Borrowing Policy regarding the obligation to return library materials.



Keene Public Library Policies

<u>Patron Confidentiality Policy DRAFT</u>	<u>Adopted: April 23, 2024</u> <u>Revised:</u>
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In accordance with NH RSA 201-D:11, the Keene Public Library recognizes that patrons' circulation records and other records identifying the names of Library users with specific materials are confidential. Library records include any written or electronic record used to identify a customer. This includes, but is not limited, to, whether someone has a library account, a person's borrowing history, program records, name, address, telephone number, and email address.

Records may be disclosed to the extent necessary for the proper operation of the library. This is limited to the specific records necessary to retrieve materials or collect fines or fees for lost materials.

Library Staff shall not make ~~account~~~~these~~ records available to any agency of 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 investigatory power. ~~See NH RSA 201-D:11.~~

Upon receipt of such process, order, or subpoena, the Library Director will consult with the City Attorney to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause for its issuance.

~~In accordance with NH RSA 201-D:11, records may be disclosed to the extent necessary for the proper operation of the library. This is limited to the specific records necessary to retrieve materials or collect fines or fees for lost materials. Youth accounts remain private unless the library needs to contact parents or guardians about overdue materials, fines or fees on their minor's library card. Youth accounts remain private unless~~

- the library needs to contact parents/guardians about overdue materials, fines or fees on their minor's library card

- or, effective January 1, 2026 in compliance with RSA 201-D:11, II-a, a parent/guardian formally requests access to their minor children's current borrowing of printed library materials and audio-visual materials

A parent or legal guardian requesting library records of a minor will be required to fill out a request form and show identification to demonstrate that they are the parent or a legal guardian of that minor child. Only a senior administrator at the library may approve the release of information. A response will be sent to the requester within five business days. The requester must provide

- identification that lists an address matching that on the minor's library account
- and/or that they are listed on the minor's library account by name.
- If their name is not listed on the minor's account, proof may include the minor's birth certificate naming the parent, or a court order appointing the legal guardian.

Patrons may designate a person who has full access to their account. The Patron must confirm their identity with photo ID before assigning a designee. A designee [with a Photo ID](#) may

- check out materials,
- pick up materials on hold
- renew the account
- renew materials
- access current check outs

Home-bound patrons [may](#) designate access remotely when

- The patron mails or emails a copy of current ID and a written request to designate access.
- The patron requests a letter to the address on file and calls to confirm receipt by providing a password included in the letter.

The patron may remove or change a designee at any time.

Remote Account Access

Patrons, and their parents or caregivers are encouraged to access accounts online to renew materials, place holds, and review fines/fees.

Staff may assist those who provide name and library card number by telephone or email with the following transactions:

- Renewing borrowed materials for the whole account or items that the caller identifies by title or barcode

- Placing holds on items
- Providing due dates for only items the caller identifies by title or barcode
- Answering general library service questions

To protect the privacy and safety of all patrons, staff are prohibited from ~~doing~~ ~~disclosing~~ ~~the following~~ ~~to anyone in a remote location~~ ~~any caller~~:

- ~~Giving~~ The whereabouts or presence of any individual in the library
- ~~The~~ Giving borrowing records, account details, or contact information of any another individual
- ~~Telling~~ Whether a specific person holds a library card
- Passing messages to a visitor from a third party

See Borrowing Policy regarding the obligation to return library materials.

Keene Public Library
Request for Minor Records DRAFT

Note: Please complete a separate form for each child for whom you are requesting records.

I swear and affirm that I, the undersigned, am a parent or legal guardian of the child listed below:
_____ (name of child) and that I am entitled to receive all library records related to this minor's current borrowing of printed or audio visual library material pursuant to RSA 201-D:11, II-a.

By completing this Request for Minor Records Form, I, the undersigned, am requesting a list of library materials my child currently has checked out on their library card with the Keene Public Library.

I authorize and request that the Keene Public Library produce printed or audio-visual library records currently checked out by my child in accordance with RSA 201-D:11, II-a.

I hereby release and waive any and all claims I have or may have in the future against the Keene Public Library, its Board of Trustees, employees, agents- and volunteers from any claims, damages or liabilities arising from its providing the information requested above and agree to defend and indemnify the library and its Board of Trustees, employees, volunteers and agents from all suits and claims arising from and in any way related to production of these records to me.

PLEASE BE AWARE: Only a library manager may review and fulfill requests for the borrowing records of a minor. The library will produce a printed list of currently checked out materials for the minor listed above within five business days. The requesting parent or guardian listed above may either pick up the list in person at the library or may request to have this list mailed/emailed to them at the addresses provided below. To protect the privacy and confidentiality of all library users, the library will not provide such a list over the phone or to a third party.

Child's Name: _____

Parent/Guardian's Name: _____

Address: _____

Phone: _____ Email: _____

Signature: _____ Date: _____

Library Staff Use Only:

Approved by: _____ Date: _____

Verification of identification for person making the request (please check one)

☐ Government issued I.D.

☐ Court Order

☐ Same address as the child

☐ Birth Certificate with parent named

☐ Approved borrower on card

☐ Signed for or listed as second parent on
minor's library card