



Keene Public Library Policies

Patron Confidentiality Policy	Adopted: April 23, 2024 Revised: December 16, 2025
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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 patron. 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 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.

Upon receipt of such process, order, or subpoena, the Library Director or the acting 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.

Youth Accounts

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 or that they are listed on the minor's library account by name.
- and, 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.

Designating Account Access

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 from the library be sent 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, parents of minors and caregivers are encouraged to access accounts online to renew materials, place holds, and review fines/fees.

Staff may assist those who provide their 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 discussing the following with anyone in a remote location:

- the whereabouts or presence of any individual in the library
- borrowing records, account details, or contact information of any individual
- whether a specific person holds a library card
- delivering messages to a visitor from a third party

See [Borrowing Policy](#) regarding the obligation to return Library materials.