

## **The Canaan Town Library Confidentiality Policy (May 15, 2023)**

### **Your Right to Privacy**

The Canaan Town Library recognizes the need to protect your right to privacy regarding the questions you ask and the materials you borrow. Staff members and volunteers may not convey information about borrower records, including loan transactions, requests for information or materials and online sites accessed, to individuals or to any private or public agency without an order from a court of competent jurisdiction, or as otherwise required by law.

### **Confidentiality of Library Records**

New Hampshire Revised Statute 201-D:11 Library User Records; Confidentiality mandates confidentiality of your registration and borrowing records. These records include any information that a Library requires a Library user to provide in order to become eligible to borrow books and other materials, and any information that identifies the Library user borrowing particular books and other material. All Library records relating to an individual Library user's use of the Library and its resources are confidential. These records may be consulted and used by Library staff in the course of carrying out Library operations, but will not be disclosed to others except upon the request or consent of the Library user, or pursuant to subpoena, court order or otherwise required by law.

As a public institution the Library is legally obligated to comply with the information request requirements of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act, commonly known as the **USA Patriot Act**, enacted on October 26, 2001. Under provisions of the act, the Federal Bureau of Investigation (FBI) and law enforcement officials may seek court orders for Library records for investigations relevant to national security or terrorism. Libraries or librarians served with these search warrants may not disclose, under penalty of law, the existence of the warrants or the fact that records were produced as a result of the warrants. Patrons cannot be told their records were given to law enforcement agencies or that they were the subjects of FBI investigations.

### **How We Use Your Information**

The Canaan Town Library does not share information collected with outside parties. We use return email addresses to answer the email we receive, to send notification of overdue materials, and to inform customers of Library events. Mailing addresses are used for overdue notices and to inform about Library events. For reserving a computer we use your library number, kept until the reservation is used or cancelled and to show workstation usage (up to 24 hours).