



H O P K I N T O N   T O W N   L I B R A R Y

## Hopkinton Town Library Privacy Policy <sup>1</sup> Redraft July 2021

New Hampshire laws RSA 91-A:5 and RSA 201-D:11 (link to full RSA on Hopkinton Town Library website) protect the privacy of library users. Hopkinton Town Library user records (regarding all library services) are confidential and shall not be disclosed except upon request by or consent of the user as required by law.

Our system maintains patron borrowing history for the use of individual patrons and staff only. Our public computers do not register patron names, nor do they retain usage history by library users.

The Library also subscribes to the American Library Association's Code of Ethics. Article III states, "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted."

Patrons must present some form of identification to get a new or replacement card. Acceptable forms of identification are limited to a photo ID or a piece of official mail with the patron's local address (e.g. a utility bill) or a local rental agreement.

Patron confidentiality extends to questions regarding the presence of patrons in the library. To this end, to protect the privacy of our patrons, staff will not indicate if a patron is present if they are asked (by phone or in person) whether an individual is present. Staff will take a name and contact information of the person inquiring and pass along that information. Staff members can use their discretion in applying this part of the policy.

---

<sup>1</sup> New patrons will be given a copy of the Privacy Policy to review upon application for a library card.

Parents and guardians of children twelve and under will be given access to their child's records if requested.

- A child's record is linked as "related" to his/her parent's name. At the age of 13, a child will be given the option of maintaining the record link.
- Children twelve and under need to have a form signed by a parent/guardian in order to apply for a card, or have the parent/guardian present to give permission for them to have a card.
- Families who share a family email must assume that there is no confidentiality when emails are sent by the library. Patrons thirteen years and older must consent to having a shared email listed in their contact information.
- The Library recognizes that patrons often have family members involved in the pickup and delivery of materials and therefore these are exceptions to the policy to be decided at the discretion of the library staff and individual families.

### Downloadable Electronic Materials

In the current state of technology, downloading electronic content from our web based vendors may compromise library user's confidentiality as outlined above. The Hopkinton Town Library works with many vendors to provide downloadable content to our patrons to a variety of devices and platforms. By creating accounts with third party vendors (e.g. Amazon or Adobe) to download materials, you may be allowing the vendors to store data about your reading/listening habits and download history.

Approved by the Hopkinton Town Library Board of Trustees October 2013  
Reviewed and Revised July 2021