

## **Goffstown Public Library Rights & Responsibilities of the Cardholder**

- Per NH RSA 201-D:11, all cardholders of the Goffstown Public Library, no matter what their age, have the right to strict confidentiality. All policies of the library comply with the RSA and all individual library records are confidential and will only be revealed to the cardholder.
- The Goffstown Public Library does not restrict access to any materials on the basis of a person's color, religion, national origin, socioeconomic status, gender, sexual orientation or age. Free access to the total library is essential to public library service for the entire community.
- The library adheres to the Americans with Disabilities Act of 1990 that assures equal access to all library facilities, activities, and programs. Every attempt will be made to accommodate the needs of persons with disabilities.
- The cardholder is responsible for the timely return or renewal of library materials and the payment of overdue fines and fees, as well as charges for lost or damaged materials. A schedule of fees is posted at the Circulation Desk; charges for lost and damaged materials are subject to the unique item and library ownership, plus any fines and fees. Cardholders should be aware that these fines and fees vary among lending libraries. Reminders sent by text message, email and US Postal Service are provided as a courtesy only and do not exempt the borrower from this responsibility.
- A valid Goffstown Public Library card is required for some programs and events, the use of our downloadable services, the use of e-sources, museum passes and for the requesting and borrowing of all materials. A card is considered valid if it is unexpired and has less than \$3.00 in charges owed.
- It is the responsibility of the cardholder to let the library staff know if there is a change of name, address, telephone number or other pertinent contact information. Library card renewals require valid identification and affiliation, and must be made in-person.
- The cardholder may check out materials without their Goffstown Public Library card as long as they present an unexpired photo ID. In case of the absence of both, the cardholder has the option of reserving the material for checkout within five days.
- Borrowers are liable for the repair or replacement of any item that is damaged, lost or stolen while in their possession or checked out on their library card.

### **NH RSA 201-D:11 Library User Records; Confidentiality.**

I. Library records which contain the names or other personal identifying information regarding the users of public or other than public libraries shall be confidential and shall not be disclosed except as provided in paragraph II. Such records include, but are not limited to, library, information system, and archival records related to the circulation and use of library materials or services.

II. Records described in paragraph I may be disclosed to the extent necessary for the proper operation of such libraries and shall be disclosed upon request by or consent of the user or pursuant to subpoena, court order, or where otherwise required by statute.

III. Nothing in this section shall be construed to prohibit any library from releasing statistical information and other data regarding the circulation or use of library materials provided, however, that the identity of the users of such library materials shall be considered confidential and shall not be disclosed to the general public except as provided in paragraph II.

(August 2012, June 2014, January 2018, June 2019, February 2021)