

**Hooksett Public Library
Rights and Responsibilities of the Cardholder Policy**

- Per NH RSA 201-D:11, all cardholders of the Hooksett 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 Hooksett Public Library does not restrict access to any materials on the basis of a person's color, religion, national origin, socioeconomic status, sex, 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.
- It is the responsibility of the cardholder to let the library staff know if there is a change of name, address, email address or telephone number.
- A valid library card must be on file but is not necessary for the circulation of materials; Hooksett Library card holders may present valid photo identification in lieu of their library card.
- The cardholder is responsible for the timely return of library materials and the payment of overdue fines. Courtesy phone calls, emails and overdue reminders that are not received do not exempt the borrower from this responsibility.
- Borrowers are liable for the repair or replacement cost 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.