

Northern New Hampshire Library Cooperative

Jackson – Madison – Tamworth – Conway – Ossipee

Privacy Statement

Updated October 24, 2025

Confidentiality of information

Each of the Northern New Hampshire Library Cooperative (NNHLC) member libraries has a Confidentiality of Information policy that pledges to protect the privacy of library records. These policies comply with the New Hampshire library records confidentiality statute RSA 201-D11, which states:

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, including records of materials that have been viewed or stored in electronic form.

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.

II-a. All library records related to a minor's current borrowing of printed library materials and audio-visual materials, such as DVDs and CDs, shall be available to either parent or the legal guardian of the minor when requested by either parent or the legal guardian of the minor, or the parent or legal guardian of the minor whose address matches that on the library account or who is listed on the library account.

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.

Requests for library records information should be made at your home library.

Security measures

NNHLC has contracted with ByWater Solutions to provide hosting and support for Koha, the open source software we use for our integrated library system, or library management system. This system is web- based, and is accessed online.

ByWater Solutions has installed NNHLC's Koha software on servers that are cloud-based Virtual Machines. Backups are performed to on-site and off-site servers managed by ByWater. Access to these servers is encrypted and limited to Bywater staff only.

In addition, in 2016 we purchased and installed SSL (secured sockets layer) certificates on ByWater Solution's web servers for all websites used to access the NNHLC system: <https://staff.nnhlc.bywatersolutions.com>, <https://cook.nnhlc.bywatersolutions.com>, <https://jackson.nnhlc.bywatersolutions.com>, and <https://jackson.nnhlc.bywatersolutions.com>. NNHLC will renew these certificates when they expire. SSL provides an encrypted connection between an internet browser and a web server.

Retention of records

NNHLC has enabled the setting in Koha that allows patrons/borrowers to choose how long their borrowing history is kept in their online account. There are three options: 1. to retain borrowing history indefinitely, 2. to retain borrowing history for the length of time determined by NNHLC, 3. never to retain borrowing history. NNHLC has set one month as the default borrowing history retention period (option 2, above).

In addition, NNHLC has determined that keeping system logs for one year for all borrowing activity allows library staff to track down missing items. For example, when a book is returned damaged, or a case is returned without a disc, it is important that library staff be able to contact the most recent borrower or, in some cases, previous borrowers. Borrowing records will be anonymized in system logs after one month. Borrowing records for patrons that choose to retain their borrowing history indefinitely (option 1, listed above) in Koha will remain available to them individually.

For more information, refer to your library's policies

Madison Library's Policy of Use and Confidentiality of Information

Cook Memorial Library's Confidentiality of Library Records Policy

Jackson Public Library's policy

Conway Public Library's Confidentiality of Library Records Policy

Ossipee Public Library's Patron Privacy Policy

NNHLC Confidentiality Policy