

New Madrid County Library (the "Library") is committed to protecting the privacy and confidentiality of its patrons. This privacy policy explains how we handle library records, the role of third-party partners, and our compliance with relevant federal and Missouri state laws regarding privacy.

1. Library Records

Library records are confidential and are protected by state and federal law. In accordance with Missouri law, specifically **RSMo 182.815**, **182.817**, and other relevant statutes, the Library respects the privacy of its patrons and does not disclose personally identifiable information about library users except as permitted or required by law.

- **Confidentiality of Library Records:** In accordance with **RSMo 182.815**, library records, including but not limited to information about materials borrowed, searches made, and services used, are confidential. The Library will not disclose this information without the consent of the patron, except as required by law or court order.
- **Exceptions:** We may release information in cases where the law mandates disclosure, such as in response to a subpoena, court order, or law enforcement investigation. Additionally, the Library may disclose information for the purpose of recovering overdue materials or for other administrative functions related to library operations.

2. Third-Party Partners

The Library may partner with third-party service providers to enhance library services, such as email, cloud storage, internet access, and data management. These third-party partners include, but are not limited to, the following:

- **Follett Destiny:** Follett Destiny handles our library record and patron data storage and management. This system stores and manages patron data, including library account information, borrowing history, and materials cataloged within our library system.
- **MOREnet:** MOREnet is our internet access provider at our Portageville, New Madrid Memorial, and Rhodes Memorial branches. MOREnet provides internet services for both staff and public access, including public computer internet access and public Wi-Fi at these branches.
- **Google/Google Workspace:** The Library uses Google/Google Workspace for email and cloud storage services. While we do not directly share patron data with Google, some patron data may be transmitted and stored through Google's services for operational purposes, including email communication and data storage. Google's privacy policies and terms of service govern their handling of any data they process.
- **Other Third-Party Services:** The Library may use third-party vendors to host websites, provide database access, or facilitate the operation of library services. We ensure that these partners comply with applicable privacy laws and uphold appropriate standards for data security and confidentiality. Any data shared with third-party services is done so with the utmost care to protect patron privacy.

Missouri State Law: In accordance with **RSMo 182.815**, library records are confidential and cannot be disclosed without the consent of the patron, unless ordered by a court or as otherwise required by law. Furthermore, **RSMo 182.817** ensures that library staff are not required to disclose any information that could identify patrons' library use unless authorized by the patron or required by law.

- **RSMo 182.815:** This statute specifies that a library record is confidential and may not be disclosed to any person or agency except as allowed by law, such as in the case of a subpoena or a law enforcement request.
- **RSMo 182.817:** This statute further protects the confidentiality of library records by specifying that library employees or volunteers cannot disclose information about patrons' library use unless specifically required by law.
- **RSMo 182.818:** In addition to the protections outlined in **RSMo 182.815** and **182.817**, **RSMo 182.818** imposes legal penalties on library employees or volunteers who disclose library records without proper authorization. The statute ensures that library personnel uphold the confidentiality of patron information and are held accountable for any unauthorized disclosures. This strengthens the Library's commitment to protecting the privacy of its patrons by enforcing legal consequences for breaches of confidentiality.

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4. Data Security

The Library takes reasonable precautions to protect patron data from loss, misuse, and unauthorized access or disclosure. We employ a variety of technical, administrative, and physical security measures to ensure the safety of patron information.

5. Collection and Use of Data

We collect and use patron information, such as library card registration, borrowing history, and other relevant data, to facilitate library services. This data is used to provide access to materials, manage library accounts, and enhance the overall patron experience.

- **Usage:** Data may be used for library operations, such as notifying patrons about due dates, overdue materials, or upcoming events. The Library does not use patron data for marketing purposes.

6. Changes to this Privacy Policy

The Library reserves the right to update this Privacy Policy from time to time. Any changes will be communicated through appropriate channels and will become effective upon posting.

Approved by Board of Trustees, Apr 17, 2025