WEST PLAINS
PUBLIC LIBRARY

Privacy Policy

I. Purpose

The purpose of this policy is to affirm the West Plains Public Library's (the "Library") dedication to the principle of confidentiality of library patron records and the expectation of privacy when using library materials, and to identify those limited circumstances under which information regarding a patron's use of the Library will be released.

II. Scope

The Board of Trustees of the West Plains Public Library accepts and endorses the Policy on Confidentiality of Library Records of the American Library Association and strictly abides by all local, state, and federal laws that govern privacy and confidentiality. As defined by Missouri Revised Statute, sections 182.815 & 182.817 (2014), a "library record" refers to any document, record, or other method of storing information retained, received, or generated by a library that identifies a person or persons as having requested, used, or borrowed library material, and all other records identifying the names or confidential patron records of library users. The term "library record" does not include non-identifying material that may be retained for the purpose of studying or evaluating the circulation of library material in general.

No employee or agent of the library, or third party contracted by the library that receives, transmits, maintains, or stores library records, shall release or disclose a library record or portion of a library record to any person or persons outside the operation of confidential Library business, except pursuant to federal, state, or local law satisfying the requirements set forth in Missouri Revised Statute, section 182.817, or upon the order of a court with competent jurisdiction setting forth findings encompassing at least the requirements of section 182.817. Moreover, any cost incurred by the library in any search through patron records, even under court order, shall be chargeable to the entity demanding such search.

The confidential patron library records referred to in this Policy, whether print or electronic, include but are not limited to:

- Circulation records from any library branch;
- Library card registration records;

- Interlibrary loan or patron material (holds) requests;
- Event registration and attendance records;
- Reference requests received in person or via email or telephone;
- Donation records including the donor's personal and financial information, payments, and communications with library staff; and
- Patron computer, internet, e-materials, library database, or website use records. The confidential information in these records includes, but is not limited to:
    - Subjects researched;
    - Materials consulted;
    - Individual titles borrowed; and
    - Patron library card number, name, address, phone number, email, DOB, financial transactions, and all other unique identifiers.

III. Third Party Partners

Any third-party partners, providers, or services contracted by the West Plains Public Library will be bound by this Privacy Policy as well as by the laws of Missouri and any and all other relevant local, state, or federal laws governing privacy when collecting, storing, or utilizing any patron data or library records required for the administration, delivery, or fulfillment of the library service(s) they are contracted to provide.

This Privacy Policy was adopted by the Board of Board of Trustees of the West Plains Public Library at a public meeting, following normal public notice, on this date the 9th day of April, 2024. Jarryd Alsup presiding.