# **PAYSON CITY LIBRARY**

# **POLICY**

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# **VISION:**

# We are a hub. Illuminating, innovating, connecting, and expanding in Payson and beyond.

# **MISSION STATEMENT:** Boldly providing information, ideas, and opportunities for the Payson community to explore, connect, succeed and thrive.

Collection Development Policy

Policy Statement

The Payson City Library strives to meet the informational, educational, and some recreational needs of the whole community. The Payson City Library Board and the Library Director, in accordance with the Utah State Library standards and Payson City Code, established the following Collection Development Policy for the Payson City Library (hereafter referred to as the Library). This Policy serves as a guide for selecting materials, informs the public about the principles upon which selections are made, and helps maintain standards of excellence for the Library.

“Materials” include all items in the Library, including books, movies, magazines, newspapers, other periodicals, etc.

The library collection strives to represent the interests of all members of the community.

# General Principles for Material Selection

Within our community, there are diverse interests, backgrounds, and needs. The library collection represents the interests of the majority of the community, while not neglecting the equally important interests and views of the minority. The Library recognizes its responsibility to provide materials presenting various points of view, within the limitations of space, budget, and availability.

The Library takes no sides on public issues and does not attempt to promote any beliefs or points of view, nor does it endorse the opinions expressed in the materials held.

It should be recognized that items provided may be offensive, shocking, or uninteresting to some patrons but may be meaningful and/or significant to others. Freedom of communication is vital in preserving a free society. It is the sole responsibility of individuals to limit their library use to books and materials that are consistent with their individual tastes and/or values. While all patrons are free to reject for themselves and their children, materials of which they do not approve, they may not restrict the freedom of others to read or inquire.

Materials in the collection are arranged in a way to facilitate access to information. No restriction is placed on its use or location except for the purposes of protecting it from theft, damage, or misplacement. As a matter of this Policy, no challenged library material shall be removed from the Library without following the procedure outlined in section Collection Development Guidelines, subparagraph 9.

To ensure the rights of a community with a broad range of ideas and concepts, the Library Board continues to adhere to the guiding principles of the [American Library Association Bill of Rights](https://www.ala.org/advocacy/intfreedom/librarybill) and [ALA Freedom to Read Statement](https://www.ala.org/advocacy/intfreedom/freedomreadstatement), along with the [ALA Freedom to View Statement](https://www.ala.org/advocacy/intfreedom/freedomviewstatement) and the [ALA Code of Ethics](https://www.ala.org/tools/ethics).

# Collection Development Guidelines

1. The Library is committed to:
   1. Providing open, free access to collections and services for everyone, regardless of age, gender, sexual orientation, race, ethnicity, disability, language proficiency, and social or economic status. All areas of the Library are accessible to all patrons. Parents and legal guardians are responsible for monitoring their child’s or teen’s use of all library materials and/or spaces.
   2. Supporting intellectual freedom and offering a range of ideas and viewpoints. The Library does not buy pornography (as defined by Utah State Code, Title 76-10-1203) or materials defined exclusively by sensationalism.
   3. Creating a welcoming space with diverse, up-to-date materials to enrich the Payson community.
2. Factors influencing selection of an item may include:
   1. Factual accuracy, effective expression, current usefulness, significance of subject, interests, permanent value, relevance to the existing collection, qualifications of the author in subject field, style, reputation of publisher, arrangement of material, format, physical qualities, and cost.
   2. Selections are based on content quality, format, and durability. Each item is assessed for its merit, demand, relevance, popularity, and audience. Materials are evaluated on the overall content, how it relates to the library’s mission, and the needs or interests of the community. Each item will not be selected or rejected based on individual passages or scenes.
3. The library's collection includes materials with both popular appeal and lasting historical value, which is available in various formats from print to digital. It supports a diverse audience, including children, teens, adult learners, readers of other languages, and individuals with disabilities. The Library offers some collections to help serve specific interests in the community such as religious materials, foreign language materials, book club sets, large print books, and local history resources.
4. The Library Director, following policies set by the Library Board and Payson City Code, is responsible for selecting materials. Guided by the Director, trained librarians choose items according to the collection development standards.
   1. This Policy guides librarians in choosing materials but does not replace their professional judgment. Librarians use their expertise to select materials by consulting professional reviews, purchasing new editions and popular authors, reviewing bestseller lists, considering patron requests, attending book previews, using professional publications, collaborating with other librarians, following grant guidelines, and monitoring community interests and needs.
   2. The Library can accept donations that meet selection criteria and commemorative requests, with commemorative bookplates added to these items. (See Gifts and Donations Policy)
   3. Patrons can suggest purchases using the Purchase Suggestion form online.
5. The Library aims to provide materials on many subjects but may not meet every need on-site.
   1. Within budgetary limitations, the Library attempts to be responsive to individual requests and community demand for specific material. To meet demand, popular titles may be duplicated. Typically, one copy is purchased for every five requests.
   2. Through an agreement with Santaquin City Library, patrons can access additional resources if items aren’t available at the Library.
   3. The Library also participates in an Interlibrary Loan Network, allowing patrons to borrow print materials from other libraries to meet their information needs. (See Interlibrary Loan Policy)
6. The Library typically does not purchase academic textbooks because students need them for extended periods beyond library loan limits. Textbooks are also expensive and quickly become outdated. Textbooks are purchased ONLY when it is the best material available in the field.
7. The Library maintains its collections by keeping essential materials and regularly removing items that are worn, outdated, insignificant, or no longer in demand.
8. The Library carefully selects and organizes materials to help patrons easily find resources suited to their needs and preferences. This approach supports patrons in finding materials that match their preferences while respecting individual choice and family values. In particular:
   1. The Library acquires rated feature films whenever possible, allowing patrons to make informed choices regarding age-appropriate viewing.
   2. Youth collections are clearly organized by age groups to guide children, teens, parents, legal guardians, and caregivers in selecting materials that align with developmental stages and interests.
   3. Librarians consider factors such as reading level, content, and appeal to specific age groups when curating collections for young readers, ensuring accessibility to both educational and recreational resources.
   4. Library materials will not be marked or identified to show approval or disapproval of the contents, and nothing will be sequestered except to protect it from theft or damage.
   5. The Library labels items to help patrons locate and identify materials efficiently, using neutral and informative labels such as genre, topic, age range, or format indicators. However, labeling materials as “sensitive” or “controversial” can risk appearing judgmental or suggesting a particular viewpoint. To respect intellectual freedom and support patrons in exploring diverse topics without bias, the Library avoids subjective labeling. Instead, materials are organized and categorized to empower patrons to make their own informed choices about content.
   6. The Library does not use labels or markers that could bias users against specific items to avoid unintentionally stigmatizing or isolating materials by or about sensitive issues, controversial authors, historically marginalized groups, or historical events.
   7. The Library recognizes that parents and legal guardians are responsible for monitoring and guiding their children’s use of library materials. It is up to each parent or legal guardian to decide which items are suitable for their child to check out and explore.
9. Library patrons who wish to object to a material’s presence or absence can fill out a Library Material Feedback Form. At least three library staff members will review the material; after which, the Library Director or an appointed staff member will respond in writing within two weeks. Patrons may appeal this decision to the Library Board, which will review and provide a decision. Patrons may appeal the decision of the Library Board to the City Attorney, which will review and provide a final decision. Anonymous or non-user complaints will not be considered. Items previously reviewed by the Library Board will not be reviewed again.

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## Internet Access and Use Policy

Policy Statement

Internet access and the provision for public computing at the Payson City Library has become an integral part of the Library’s programs and services; they are an extension of the Library’s commitment to meeting the community’s information needs.

The intent of this Policy is to meet the provisions of UCA 9-7-215, and 9-7-216, and Administrative Rule 458-2, as well as provide guidelines for patrons and staff regarding internet accessibility and online computer use.  
  
Developed under the direction of the Library Board, this Policy was discussed and adopted during an open meeting of the Library Board on March 12, 2025. This Policy supersedes all previous internet policy statements of the Library and is effective on March 12, 2025.  
  
The Library will abide by all laws governing or regulating internet use as such legislation relates to library policy or service.  
  
This Policy will be reviewed by the Library Board at least every three (3) years, and a copy of the new Policy will be sent to the Utah State Library Division as required by Administrative Rule 458-2.  
  
**“This Policy is intended to meet the amended provisions of Rule 458-2 and UCA 9-7-215 and 9-7-216.”**

Legal Requirements

The Policy complies with UCA 9-7-215 Internet and online access policy required, and UCA 9-7-216 Process and content standards for Internet policy, as well as reporting procedures established by Utah Administrative Rule 458-2.  
  
The Library has in place a Policy of Internet safety for minors, including the operation of a technology protection measure, hereafter called “filtering software,” on any publicly accessible computer with internet access that protects against access to visual depictions that are child pornography, materials harmful to minors, or obscene. The filtering software will be enforced to provide internet safety during any use of a computer by a minor.

The Library provides free wi-fi internet for patrons wishing to pursue their informational needs with the convenience and flexibility of using their own devices. Wi-fi access and hotspots are also filtered for internet safety.  
  
The Library Board has approved the use of Sophos firewall filtering software with the Sophos company providing the service. Other filtering software may be used as selected by the Payson City IT Department.

The use of public access internet computers for any illegal purposes is strictly prohibited.   
  
Implementation Requirements

This Policy will be available online and will be available upon request for all patrons.

The Library Board has established procedures and guidelines to handle complaints about this Policy, enforcement of this Policy by library staff, and what a patron should do if they observe inappropriate behavior by another library patron. A notice of the availability of these procedures for public review will be posted online, as well as the policies made readily available to all staff members. These procedures and guidelines will be adhered to by library staff to enforce the requirements of UCA 9-7-215 and 9-7-216.

## Internet and Computer Guidelines

1. Patrons should be mindful that they are accessing the internet in a public place and should be respectful of other library patrons and staff when visiting websites and viewing materials online.
2. Patrons shall be required to digitally sign an Internet Use Agreement stating they will not access pornography before using the computers.
3. Internet access, computing resources, and online resources accessible through the Library are provided to all library patrons in good standing regardless of age, gender, sexual orientation, race, ethnicity, disability, language proficiency, or social or economic status.
4. Aside from the aforementioned filtering software, the Library neither monitors nor controls internet information and cannot be held responsible for its content, quality, accuracy, or currency. The Library is not responsible for changes to the content of linked sites, nor for the content of sources accessed through subsequent links. The internet is a worldwide community with a highly diverse user population, and its use is at the patron's discretion.
5. Library computer access is free to all with a valid Payson City Library card in good standing. Patrons will need to log onto the computer with their library card number and PIN/password. Computers are available on a first come, first served basis. Library cardholders are granted a two-hour session for computer use. Additional time may be purchased.
6. Patrons who are not eligible for a Payson City Library card, or carry a balance on their card, may request and be charged for a guest pass that is valid for two hours that day. Patrons with a fine balance will have that charge put towards their fines to help pay it down.
7. The Library’s network has been configured and sized for interactive searching and knowledge gathering online. The Library’s network is not sized for large downloads.
8. The Library offers the capability to print. The Library charges for the use of its printers, according to the Payson City Fee Schedule. Printing prices are subject to change.
9. Staff will provide assistance to internet patrons to the extent that time and patron demands allow.
10. Library staff will provide general guidelines on the procedures necessary to access the internet via the wi-fi or hotspot connections but are not responsible for any changes patrons make to their computer settings and cannot guarantee that a patron’s hardware will work with the Library’s network. Patrons should refer to their owner’s manuals or other support services offered by their device manufacturer.
11. Library computers must be used in a responsible manner, respecting the rights of others, and taking care with the use of the equipment. Changing computer and/or internet settings is prohibited. Unauthorized use of others’ passwords or identity is prohibited.
12. Patrons should be aware that material on the internet and the World Wide Web is copyrighted. It is the patron’s responsibility to respect federal copyright laws.
13. Library computers are in full view of library staff and patrons. Users have a right to privacy without the close scrutiny of library staff or other patrons; however, staff will periodically walk past to ensure the filtering software is effective at filtering out anything harmful.
14. Parents or legal guardians, not the Library or its staff, are ultimately responsible for monitoring their children’s access to internet information on both public and personal devices.
15. Staff is authorized to terminate any patron’s session if the patron has failed to comply with this Policy or the Internet Use Agreement signed by the patron. The Library Director may impose longer or permanent restrictions for violations of the Library’s policies. Internet patrons whose session has been terminated or whose access to the Library has been prohibited may request the decision be reviewed by the Library Board.
16. Patrons with their own equipment may use the Library’s electrical outlets to power their devices but are not permitted to connect to the Library’s internet connection via an ethernet cable. Entering into the city network without permission from Payson City is illegal and will be prosecuted to the fullest extent of the law.
17. Law enforcement shall be summoned if child pornography is being accessed. Patrons accessing this material will not be warned before the police are called.
18. Access to computers, printers, internet, or wi-fi may be unavailable at times due to technical difficulties.
19. Patrons may make complaints about this Policy, its enforcement, or observations of patrons violating this Policy to the Library Director verbally or in writing. It will be reviewed by the Director and two other staff members. If a resolution is not satisfactory, it will be taken to the Library Board for a final decision.

# Circulation Policy

Policy Statement

The purpose of a circulation Policy is to establish clear rules and guidelines for how library materials are borrowed, returned, renewed, and reserved to ensure efficient and fair use of resources, as well as protecting the Library’s assets and users.

## Library Cards

Library cards are issued in order to identify eligible users and to determine the level of access to services and resources.

1. The Library offers a variety of cards based on eligibility and service needs. Full library service will be given to such card holders subject to the library rules.
   1. Payson Resident
      1. Available to any individual over the age of 18 who can prove with paper or digital documentation that they live or own property within the boundaries of Payson City.
      2. Individuals must fill out an application online and digitally agree to the library rules and policies.
      3. Direct permission must be given by the card holder to allow another patron to check out materials on their library card. Library staff will assume a card holder has given a patron permission by allowing them to possess the card holder’s library card.
   2. Juvenile Payson Resident
      1. Available to any juvenile residents ages 5-17 under their parent’s or legal guardian’s digital agreement.
      2. Children are encouraged to check out, age-appropriate materials; however, rights to privacy will be respected by the Library. Books and materials may be checked out from any area of the Library, except for items requiring adult supervision (community adventure kits, library of things, etc.). Any limitations on what juveniles checkout is the responsibility of the parent or legal guardian to uphold.
   3. Payson Non-Resident Family
      1. Available to any person over the age of 18 residing outside Payson City.
      2. Non-Resident membership requires an annual or bi-annual fee.
      3. Only one card is issued per household with names noted on the account. All family members can check out on the card. Additional cards may be issued if there is a determined need.
      4. Non-residents who are temporarily staying in Payson City will not be issued a library card
      5. Non-residents who live outside of Utah County will not be issued a non-resident library card without the permission of the Library Director or senior staff member.
      6. Any person without a Payson City Library card may have in-house use of library materials.
      7. Short-term residents (such as government workers or missionaries from any church) who know they will be living in Payson City between two to six months may, at the discretion of the Library Director or Senior Staff, be issued temporary library cards. They must give their driver’s license number from Utah, their home state or country, or other suitable identification.
      8. Non-residents who own property inside Payson City limits may have a card upon proof of ownership of Payson property.
   4. Santaquin Family
      1. Available to any person over the age of 18 who lives or owns property within the boundaries of Santaquin City and has a library card in good standing at Santaquin Library.
      2. Only one card is issued per household with names noted on the account. All family members can check out on the card. Additional cards may be issued if there is a determined need.
      3. Santaquin Family cards are subject to the South Utah County Library Cooperative (SUCLC) agreement.
   5. Santaquin Non-Resident Family
      1. Available to any person over the age of 18 whose permanent residence is other than Payson City or Santaquin City and has a library card in good standing at Santaquin Library.
      2. Only one card is issued per household with the names noted on the account. All family members can check out on the card. Additional cards may be issued if there is a determined need.
      3. Santaquin Non-Resident Family cards are subject to the South Utah County Library Cooperative (SLUCL) agreement.
   6. Payson Future Annexation Area Family
      1. Available to any person over the age of 18 who can prove they live or own property in the future annexation area of Payson City.
      2. Only one card is issued per household with names noted on the account. All family members can check out on the card. Additional cards may be issued if there is a determined need.
   7. Housebound
      1. Available to individuals who can prove they live or own property within the boundaries of Payson City and can prove they are physically incapable of leaving their home. A card is not available for temporary physical afflictions.
      2. Must be approved by the Library Director.
   8. Teacher
      1. Available to any person whose permanent residence is other than Payson City but teaches at a school in Payson City.
      2. Only one card is issued.
2. An individual may only have one card.
3. An online application process must be completed for each card.
   1. Applicants ages 18+ must present valid identification to demonstrate eligibility.
      1. Current photo ID and proof of address are required, such as a Utah driver’s license or learner’s permit, state ID card, or school photo ID, and a tax statement, checkbook, or a recent utility bill. Post office box addresses will not be accepted for proof of address. A Payson zip code is not a guarantee of Payson residency.
      2. Non-resident card applicants must present a photo ID. Proof of address is not required.
   2. Juvenile residents ages 5-17 require a parent’s or legal guardian’s digital signature. The parent or legal guardian must be present at the time of account creation and must be connected to the parent’s or legal guardian’s library card. Said parent or legal guardian must be eligible to borrow materials and present proper ID and proof of address. Until a child has their own card, a parent or legal guardian can check out materials for the child on their card.
4. Library cards will be issued to patrons fulfilling the requirements stated above, after online applications are processed. Library materials may be loaned immediately after the application is complete.
5. Cards must be renewed every two (2) years (except non-resident cards, which renew on an annual, or bi-annual basis) to keep library records updated. Santaquin Residents and Non-Residents must renew cards in Santaquin when expired before a card is renewed. Cardholders must provide the same type of documentation used to apply for a new card. Minors must complete an application upon turning 18 years of age to assume legal responsibility for items checked out.
6. The card owner is responsible for all materials issued on the card and agrees to abide by library lending rules and all policies and regulations, which can change at any time. Parents or legal guardians are responsible for all items checked out on their children’s cards.
7. If the card owner claims to have returned materials, the Library will watch for the missing items for six weeks. Items not located within six weeks may be billed to the card holder’s account.
8. The first card is free to the patron. There is a replacement charge for lost or damaged cards according to the Payson City Fee Schedule. Lost cards should be reported immediately. The Library is not responsible for any fees or charges on lost cards. Every library card also comes with a digital library card accessible via a smartphone.
9. Cards that have expired more than a year may be deleted from our system at any time. A new library application can be completed if a patron wishes to become a member again.
   1. An adult card holder must maintain membership for a minor to maintain membership.
   2. Patrons who have an expired account, over $5.00 in fines, overdue books, or been sent to collections will not be deleted from the system.
   3. Patrons who have an expired account with less than $5.00 in fines, will have the fines waived and the account deleted.

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## Loan and Renewal Guidelines

To make materials available to all patrons on an equal basis, the Library sets limits on the number of items allowed out at once, the loan periods, and the number of renewals. Some library materials may have shorter loan periods or fewer renewals due to high demand, limited collection size, material type, or lending source.

1. Library materials must be checked out at a kiosk. Renewal of library materials may be done in person, at a kiosk, by telephone, or online. Most books and materials may be renewed twice for the original loan period if the item is not on hold.

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| Item Type | Checkouts  Allowed | Loan Period |  |
| Audio | 10 | 21 days |  |
| Binge Box | 1 | 7 days |  |
| Book | 50 | 21 days |  |
| Book Club Set | 50 | 21 days |  |
| Chromebook | 1 | 7 days |  |
| Community Adventure Kit | 2 | 7 days |  |
| Digital Adventure Kit | 1 | 7 days |  |
| Discovery Kit | 1 | 7 days |  |
| Game Library | 1 | 7 days |  |
| Hotspot | 1 | 7 days |  |
| Kindle | 1 | 21 days |  |
| Kit | 50 | 21 days |  |
| Library of Things | 1 | 7 days |  |
| Magazine | 3 | 7 days |  |
| Movie | 10 | 7 days |  |
| Video Game | 2 | 7 days |  |

1. Loan time limits may be changed when the situation demands. Extended loan periods may be available upon request for special circumstances.
2. Any item that is on hold cannot be renewed.
3. Patrons with a balance of $10 or more may not check out or renew materials until a payment is made.
4. In compliance with the Library Privacy Act, only the person named on the account, parents, or legal guardians will be provided detailed information on any library account. Spouses are not allowed information from the account.
5. Library staff will keep in confidence the titles and subject matter checked out by patrons.
6. Titles will not be disclosed over the phone to any patron, even when the items are being renewed because staff can’t identify whether the person is the patron or someone else.
7. Parents or legal guardians will not be advised over the phone what titles their children have checked out.
8. The Library reserves the right to make materials non-circulating and only available for in-library use.

## Holds

Patrons may place a hold on materials that are currently unavailable.

1. Patrons with a valid library card may put a hold on most library materials.
2. Holds may be placed in person, by telephone, or online.
3. Patrons will be notified by email (if available) and also by phone when a hold is available for pickup.
4. The Library will only notify patrons of available holds once. Relay of any message left for a person in the household is the responsibility of the patron.
5. Holds placed through the Library automation system will be held for a maximum of five (5) days after notification. Some items, such as Community Adventure Kits, will be held for one business day, due to high demand.
6. If not claimed, the item will be held for the next patron on the waiting list or will be put back into the circulating collection.
7. Patrons listed as authorized users, parents, or legal guardians may pick up or cancel held material. The Library card with the item on hold must be present and used to check out the item.
8. In compliance with state law only authorized users, parents, or legal guardians will be provided detailed information on any library account.

## Fines and Replacement Costs

A public library exists to serve the community and is based on the concept of sharing resources. When one person violates that principle by retaining materials beyond the established limits, that person takes advantage of the community as a whole.

1. To encourage the prompt return of materials, fines are charged according to the Payson City Fee Schedule. Other item types may be charged as follows:

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1. On the day after the due date, all materials will be considered overdue if they have not been renewed or returned.
2. No fines will accrue on days that the Library is closed.
3. The Library’s computer system will notify patrons of items due via email (if available), depending on the settings in the patron’s messaging preferences. This message is a courtesy message. Certain email glitches may occur, and patrons should not rely on the email system alone.
4. After an item has been overdue for a period of 120 days, its status will change and the replacement price for the item will be added to the patron’s account
5. Any patron with an account balance of $10 or more shall forfeit borrowing, renewing, and internet privileges until materials are returned and fines paid. Patrons experiencing unusual difficulty in returning materials or paying fines should contact the Library’s circulation staff or Library Director.
6. A staff member uses the Library Scanning Wand on a weekly basis to ensure that overdue materials are not currently in the Library’s possession.
7. Accounts over 120 days overdue, which have been notified no less than three (3) times, shall be turned over to collections. A final notification will be sent by mail before the account is turned over to collections. A service fee will be automatically added. All monetary transactions should be handled through the collection agency until the collection agency has notified the Library that the account has been cleared.
8. Patrons should resolve disputed fines before payment. Once payment is received, refunds will not be issued. The Library does not keep cash on hand to provide reimbursements. Under special circumstances, refunds and reimbursements are provided through Payson City.
9. Credits will not be accepted for any reason.

## Lost or Damaged / Missing Pieces

Library patrons are responsible for all materials checked out on their library card. Replacement costs and processing fees are the responsibility of any patron who loses or damages library materials. In the case of minors under the age of 18, it is the parent’s or legal guardian’s responsibility for lost or damaged items.

1. Upon noticing an item is lost or damaged, the Library will notify the patron of the replacement cost. If pieces are missing, the Library will notify the patron of the replacement cost for the whole item. Once the item is returned, the fine can be adjusted if the whole item doesn’t need to be replaced.
2. Damage that can be repaired, such as minor rips and tears, will be repaired by the Library. Depending on the severity of the damage, a charge may be added to the patron’s account to compensate.
3. If patrons try to repair items themselves, the full replacement cost of the item may be charged to the patron.
4. Water damaged books cannot be returned into the collection because of potential mold so replacement costs will be charged to the patron.
5. Books stained with blood cannot be returned into the collection so replacement costs will be charged to the patron.
6. Patrons will be charged a replacement fee equal to the retail price of the book plus a processing fee.
7. A non-refundable processing fee will be charged for items replaced by the patron. Items can only be replaced with a new copy of the exact item AND the prior approval of the Library Director).
8. Patrons who pay for damaged or lost materials may have overdue fines associated with the items.
9. Damaged or lost items will remain on a patron’s card until the issue is resolved. The patron’s account will be charged for the replacement cost. When a damaged or lost item has been resolved, that item will be removed from the patron’s account.
10. After an item has been resolved, the Library will not issue refunds or credits if the item is found. The patron may keep that item or donate it back to the Library.

## Long Overdue Items

The Library will notify patrons regarding overdue items via email (if available), text message, or phone call. This initial notification will serve as a friendly reminder to return the overdue materials promptly. The Library is not responsible if an email fails to be sent or received. Patrons are responsible for updating emails and phone numbers on their accounts. Although emails are fairly consistent, patrons should not rely on emails to return items.

* 1. Automatic Email/Text: The Library system has the ability to automatically notify a patron of overdue items via email or text by setting the notification preferences on their online account, which is considered a courtesy notification.
  2. First Notice Phone - Call: Once items are overdue two (2) weeks, the Library will call to notify the patron of overdue items and help renew the items if possible.
  3. Second Notice - Email: If a patron fails to respond or return materials overdue by four (4) weeks, the Library will email the patron.
  4. Final Notice - Letter: If a patron does not respond to notifications or return materials overdue by six (6) weeks, the Library will mail a final notice emphasizing the importance of returning the materials.
  5. Collections Agency: If a patron does not respond or return materials overdue by eight (8) weeks, the Library will refer the matter to a collections agency, which will pursue the collection of fines, fees, or replacement costs associated with the overdue items. Patrons are responsible for any additional fees charged by the collections agency.

1. Consequences:
   1. Loss of Privileges: Patrons that have been sent to collections will have their privileges suspended until the matter has been resolved. If the patron is under the age of 18, the parent or legal guardian will also have their privileges suspended.
   2. Questions or Concerns: Patrons with questions or concerns may contact the Library Director or a designated staff member who will assist to the best of their ability within the parameters of this Policy.

## Binding and Rebinding

Keeping materials in good physical condition is essential. Decisions are made continuously on the handling of worn materials, whether to rebind, repair, or withdraw them from the collection. Each decision is based on the actual condition of the materials, current validity of the item, availability for reorder, and the cost of repair versus replacement.

## Weeding (Discarding)

Weeding is the continuous evaluation of the Library collection, which is an integral part of collection development and maintenance.

Several factors may be involved in the decision to withdraw materials, which may include physical condition, number of copies in the collection, age, obsolescence, little usage, and questionable value.

Interlibrary Loan As a commitment to meeting the information needs of the community, the Library participates in networks to provide access to information resources it cannot or does not provide.

1. Interlibrary loan (ILL) is defined as the borrowing and lending of materials between the Library and other library systems.
2. The Library participates in programs on a state and national level that enables patrons to borrow materials or obtain articles otherwise unavailable locally.
3. Patrons with a valid Payson City Library card are eligible to use the ILL service free of charge due to the Borrower’s Support Grant from the Utah State Library.
4. The ILL determines the types of material that may be loaned. Some restrictions may apply to:
   1. New materials that are in high demand.
   2. Materials that have been designated as reference or special collections.
   3. Sensitive or costly media.
5. The lending library establishes lending rules in regards to the loan periods and renewals.
6. ILL requests can be placed by library staff at the circulation desk.
7. Library staff cannot guarantee an exact delivery time for ILL materials due to variances in transit methods, work processes, and geographic distance. The patron will be given an approximate timeframe for the arrival of the materials.
8. The patron will be notified when the ILL materials arrive. Patron confidentiality will be maintained in the notification process in compliance with the Library Privacy Act. The patron may contact the Library regarding the status of the request.
9. Patrons are required to leave any identification labels or papers associated with ILL items when received. These identification markers assist staff in identify ILL materials and ensure prompt return.
10. Overdue ILL materials are subject to a fine according to the Payson City Fee Schedule
11. Patrons are responsible for ILL items and will be held charged for replacement costs as set by the lending library.
12. Patrons who abuse the ILL service may have privileges revoked. Patrons whose ILL privileges have been revoked may request the decision be reviewed in compliance with the Library’s Appeals Process for Disciplinary Actions Policy.

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