



AGENDA – Library Board Meeting - Amended

Library Board Member Meredith Sager, Chair
Library Board Member Michael Hinckley, Vice-Chair
Library Board Member Stacy Taylor, Secretary
Library Board Member Whitney Child
Library Board Member Trevyn Sagucio

CITY OF SARATOGA SPRINGS - Tuesday, July 14th at 6:30 pm
Utah Lake Room, Floor 2
319 S Saratoga Rd, Saratoga Springs, UT 84045

Questions and comments to staff and/or Library Board may be submitted to library@saratogasprings-ut.gov

Call to Order

Roll Call

Public Input - *This time has been set aside for the public to express ideas, concerns, and comments. Limit of 3 minutes per speaker, unused time may not be given to another. Time for Public Input is limited to no more than 15 minutes total.*

REPORTS

1. Friends of the Library

BUSINESS ITEMS

The Board will discuss (without public comment) and may approve the following items:

1. Oath of Office: Whitney Child
2. Library Board Minutes for May 12, 2026
3. Board Roles: Chair, Vice-Chair, Secretary

DIRECTOR'S UPDATE

1. Budget
2. Director Report
 - a. Annual report will not be ready until the August meeting
3. 2026 Policy Review Conversation
 - a. Holds Extended to 7 days vs. 4 days
 - b. AI generated content
 - c. Attached a current version of the document for recommendations
4. AMH Unit
 - a. Tentative signage out to several vendors
5. Announcements
 - a. Next Meeting: Tuesday, August 11, 2026

ADJOURNMENT

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Board Members may participate in this meeting electronically via video or telephonic conferencing.

The order of the agenda items are subject to change by the Chair. Citizens may address the Library Board during Public Input which has been set aside to express ideas, concerns, and comments on issues not listed on the agenda as a Public Comment item. All comments must be recognized by the Chair and addressed through the microphone. Final action may be taken concerning any topic listed on the agenda.

In compliance with the Americans with Disabilities Act, individuals needing special accommodations (including auxiliary communicative aids and services) during this meeting should notify the Library Director at 801.766.6513 at least 72 hours prior to the meeting.



MINUTES – Library Board

Tuesday, May 12, 2026

City of Saratoga Springs City Offices- Library Action & Adventure Room
319 S. Saratoga Rd. Saratoga Springs, Utah 84045

LIBRARY BOARD MEETING

5 **Call to Order:** 6:30 PM by Meredith Sager.

Roll Call: A quorum was present.

Present:

Board Members: Meredith Sager, Michael Hinckley, Stacy Taylor, Trevyn Sagucio, Todd Carpenter.

10 Staff: Melissa Grygla, Library Director.

Public Input: No comments were made.

REPORTS

15

1. **Friends of the Library** –Friends of the Library donated \$2,5000 directly to the City to purchase additional launchpads. These launchpads will be purchased by the Library directly and will move forward with a budget amendment since the check is offsetting the expense; this way, if there is an issue where it needs to be sent for repair, it can be done easily.

20

BUSINESS ITEMS

1. **Approval of Minutes for April 14, 2026.**

25

Motion made by Michael Hinckley to approve the minutes of April 14, 2026. Seconded by Stacy Taylor.

Yes: Meredith Sager, Michael Hinckley, Stacy Taylor, Trevyn Sagucio, Todd Carpenter.

No: None.

Motion passed 5-0.

30

DIRECTOR'S UPDATE

1. **Budget**

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An explanation was provided regarding expenditures on equipment, books, and other resources now that the new space has been established, in order to utilize the allocated funding. A budget amendment will be going forward for the launchpad purchases. There will be some savings in salary and wages, however it has not been approved to spend those savings on digital content.

40

2. **Director Report.**

A monthly report was provided and the Library Board reviewed it.

3. **2026 Policy Review Conversation.**

45

- a. Holds extended to 7 days vs. 4 days. As we've settled into the new space the hold shelf has more flexibility than the last location. We discussed editing the holds period to 7 days in the revisions for the policy this fall.
- b. Any other board suggestions. Timeline for reviewing the policy document was discussed including allowing the Board members to review the current document and making other suggestions for customer service improvements within the policies.

50

4. **AMH Unit.**

- 55 a. Signage Update: Tentative signage designs were submitted to the Planning Department in February and are currently pending approval.
- b. System Alerts: Staff are working with the vendor to address issues with the email/text alert system. While previously non-functional during system downtime, the system is currently operational but unreliable.
- 60 c. Equipment Failure & Operational Changes: Ongoing misuse of the equipment is causing significant failures. Users are disregarding the light-based guidance system (red light/green light) and stacking items, which causes the belt to push items back, while the items are being moved back toward them they are inserting more items, which is resulting in mechanical failure.
- 65 d. Action Plan & Constraints: Management has presented potential solutions to City Administration, including re-installing the old outdoor drop, addressing ongoing support tickets, and increasing customer education.
- e. Staffing Impact: It was noted that a "perfect" solution is not immediately available, as alternative solutions—such as returning to an exterior drop—would require roughly 4 hours of daily staff time to empty. This would necessitate increased staffing costs or the redirection of resources from other departments, including programming and cataloging.
- 70

5. Announcements

75 Next Meeting: The next meeting is scheduled for July 14, 2026. Discussion was held regarding the date of the next meeting, and it was discovered that the date listed on the agenda reflecting a June meeting was incorrect, and the June meeting was not on the schedule.

ADJOURNMENT

80 **Motion made by Todd Carpenter to adjourn the meeting. Seconded by Stacy Taylor.**
Yes: Meredith Sager, Michael Hinckley, Stacy Taylor, Trevyn Sagucio, Todd Carpenter.
No: None.
Motion passed 5-0.

85 Meeting adjourned at 7:02 p.m.

90 _____
Date of Approval

Library Board Secretary
Stacy Taylor

95 _____
Library Director
Melissa Grygla

City of Saratoga Springs

Department Details for Period July

	2027 YTD Actuals	2027 YTD Budget	2027 YTD Variance	2027 YTD Variance Icon	2027 YTD Percentage Variance
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* Report Contains Filters

10. GENERAL FUND

Revenue

3600. OTHER REVENUE

-132	-1,185.25	-1,053	✗	-88.84%
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Sub Total Revenue

-132	-1,185.25	-1,053	✗	-88.84%
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Expenditure

4610. LIBRARY SERVICES

0	161,726.00	161,726	✓	100.00%
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Sub Total Expenditure

0	161,726.00	161,726	✗	-100.00%
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Sub Total 10. GENERAL FUND

-132	160,540.75	160,673	✓	100.08%
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Report Total :

-132	160,540.75	160,673	✓	100.08%
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Selected Filters

Account Type

- Include - Expenditure
- Include - Revenue

City of Saratoga Springs

3600. OTHER REVENUE Department

Account Details

for Period July

	2027 Annual Budget	2027 YTD Actuals	2027 YTD Budget	2027 YTD Variance	2027 YTD Variance Icon	2028 Total Next Year Budget
* Report Contains Filters						

10. GENERAL FUND

10-3680-276. DONATIONS - LIBRARY	-2,292	-3	-191.00	-188	×	0
10-3680-287. MISC SALES - LIBRARY	-1,661	-3	-138.42	-135	×	0
10-3680-288. FINES - LIBRARY	-10,270	-126	-855.83	-730	×	0
Sub Total 10. GENERAL FUND	-14,223	-132	-1,185.25	-1,053	×	0
Report Total :	-14,223	-132	-1,185.25	-1,053	×	0

Selected Filters

Account Type
Include - Expenditure
Include - Revenue

City of Saratoga Springs
4610. LIBRARY SERVICES Department
Account Details
for Period July

	2027 Annual Budget	2027 YTD Actuals	2027 YTD Budget	2027 YTD Variance	2027 YTD Variance Icon	2028 Total Next Year Budget
* Report Contains Filters						

10. GENERAL FUND

10-4610-110. SALARIES & WAGES	1,071,801	0	89,316.75	89,317	✓	0
10-4610-130. EMPLOYEE BENEFITS	470,451	0	39,204.25	39,204	✓	0
10-4610-210. COMPUTERS &	82,460	0	6,871.67	6,872	✓	0
10-4610-260. BUILDINGS MAINTENANCE	3,000	0	250.00	250	✓	0
10-4610-330. EDUCATION/TRAINING	5,700	0	475.00	475	✓	0
10-4610-340. OFFICE	56,200	0	4,683.33	4,683	✓	0
10-4610-350. PROFESSIONAL/CONTRACT	5,800	0	483.33	483	✓	0
10-4610-400. BOOK PURCHASES	75,000	0	6,250.00	6,250	✓	0
10-4610-410. DIGITAL PURCHASES	150,000	0	12,500.00	12,500	✓	0
10-4610-500. LIBRARY PROGRAMS	20,300	0	1,691.67	1,692	✓	0
10-4610-550. LIBRARY GRANT	0	0	0.00	0	⚠	0
10-4610-700. CAPITAL OUTLAY	0	0	0.00	0	⚠	0
Sub Total 10. GENERAL FUND	1,940,712	0	161,726.00	161,726	✗	0

Report Total :	1,940,712	0	161,726.00	161,726	✗	0
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Selected Filters

Account Type
Include - Expenditure
Include - Revenue



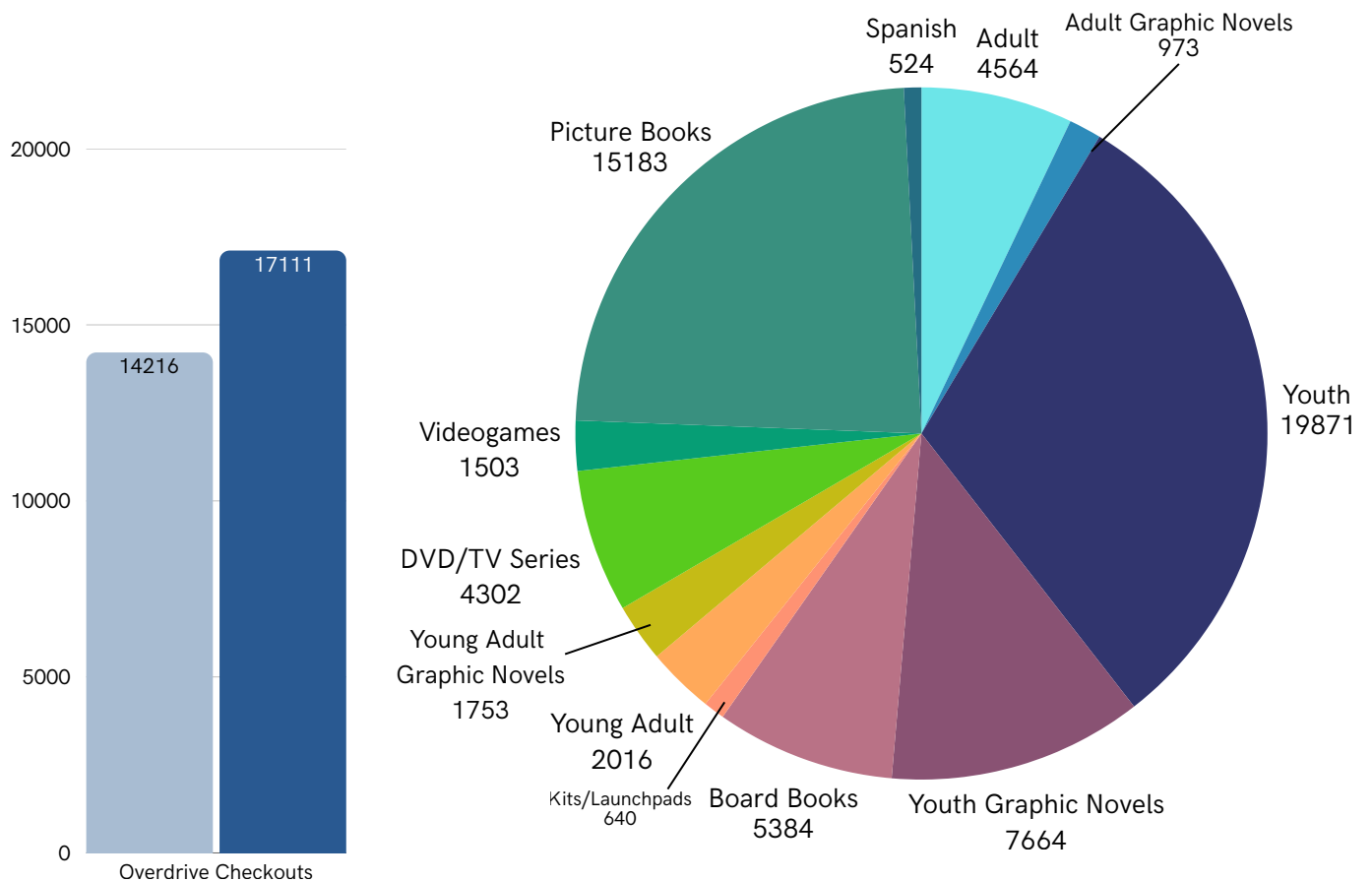
MONTHLY REPORT

JULY 2026

CIRCULATION

Circulation by cardholder type

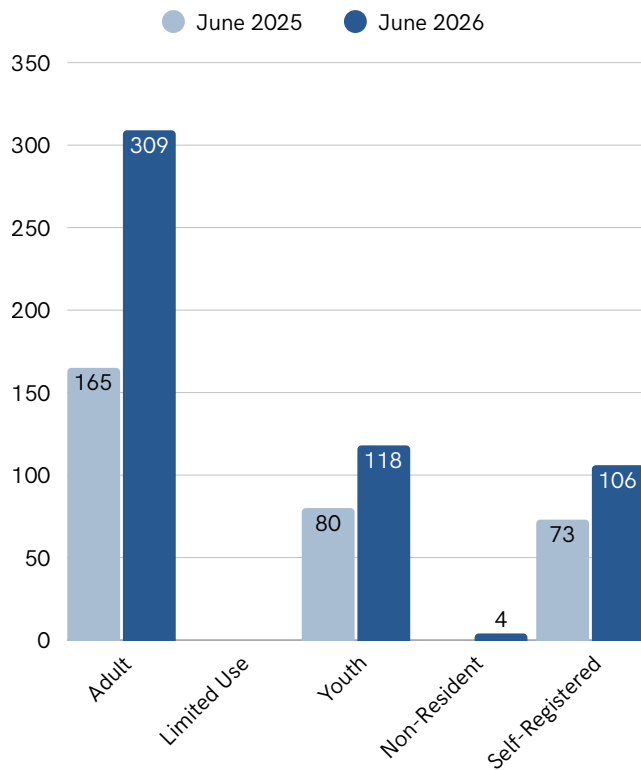
Cardholder Type	June 2025	June 2026
Adult	27,916	54,897
Youth	3,632	9,035
Non-Resident	82	693
Administrative	546	611
Total Physical Circulation	32,176	65,236



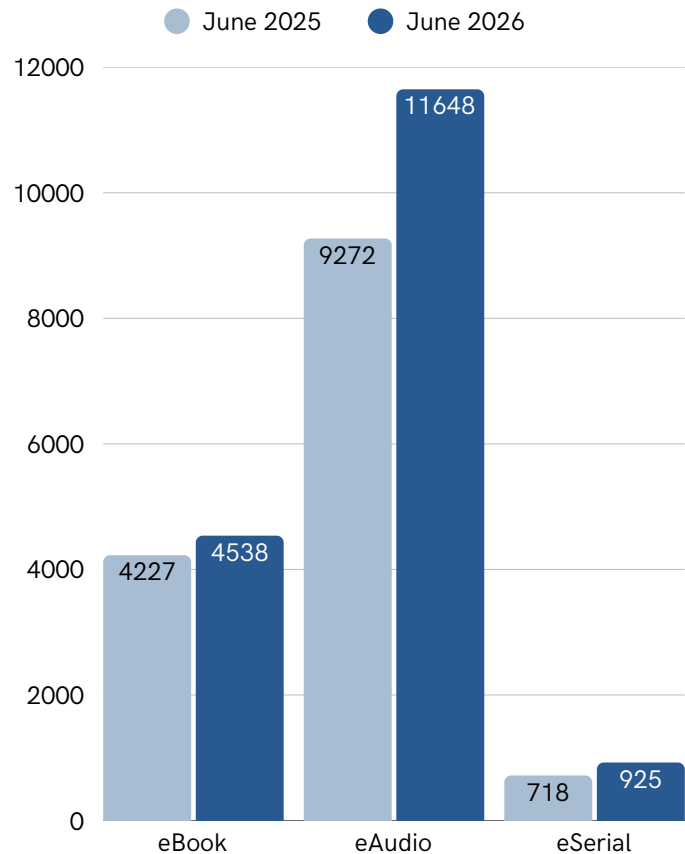
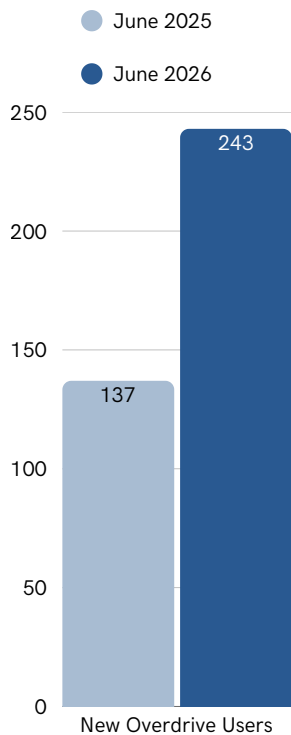
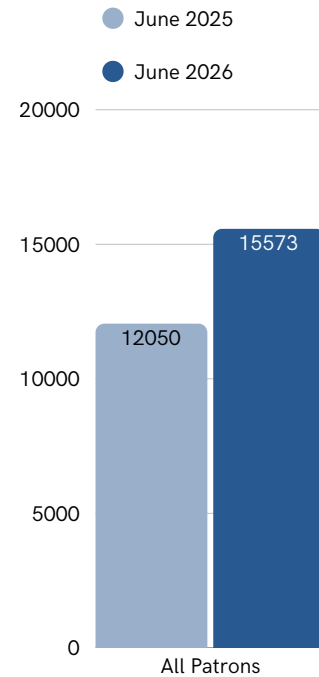
Circulation by home location in April 2026

REGISTRATION & DIGITAL CIRCULATION

New Patrons Registered



Total Patrons Registered

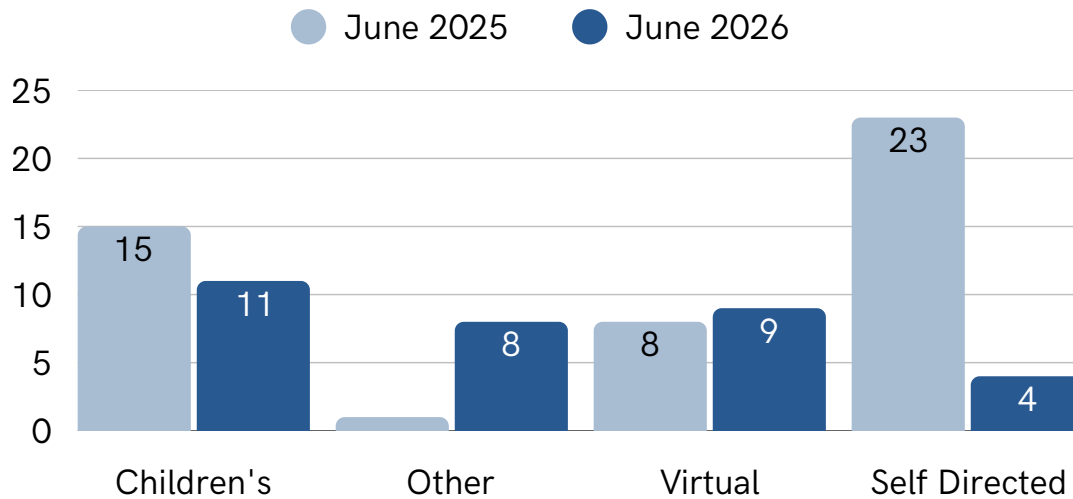


ATTENDANCE/OTHER

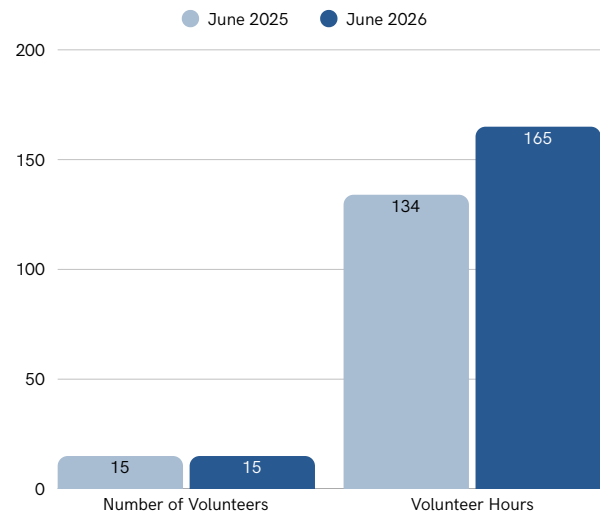
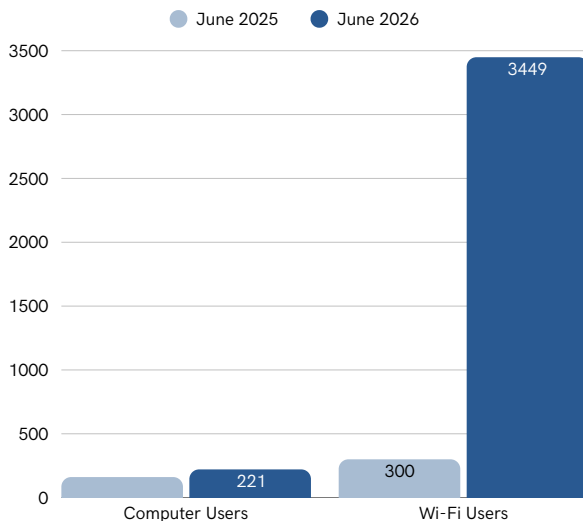
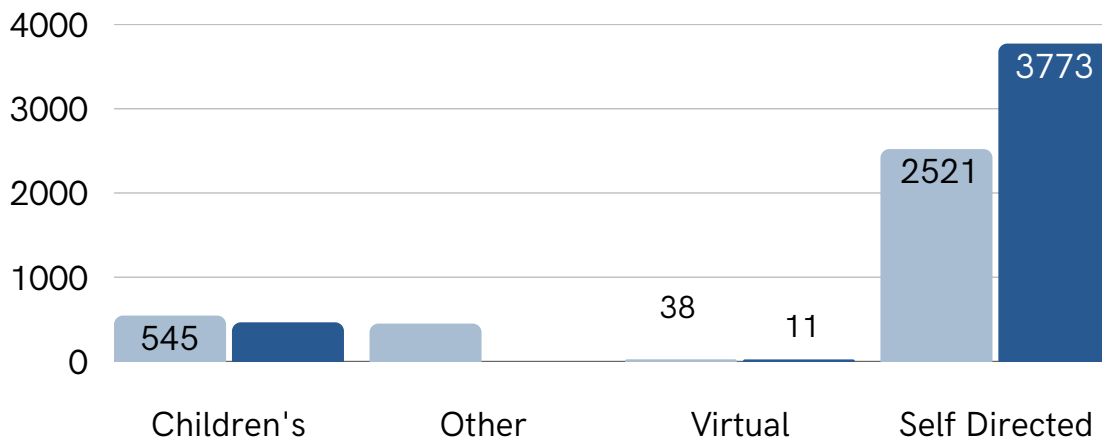
June 2025 Total Visits: 13,194

June 2026 Total Visits: 14,335

Number of Programs

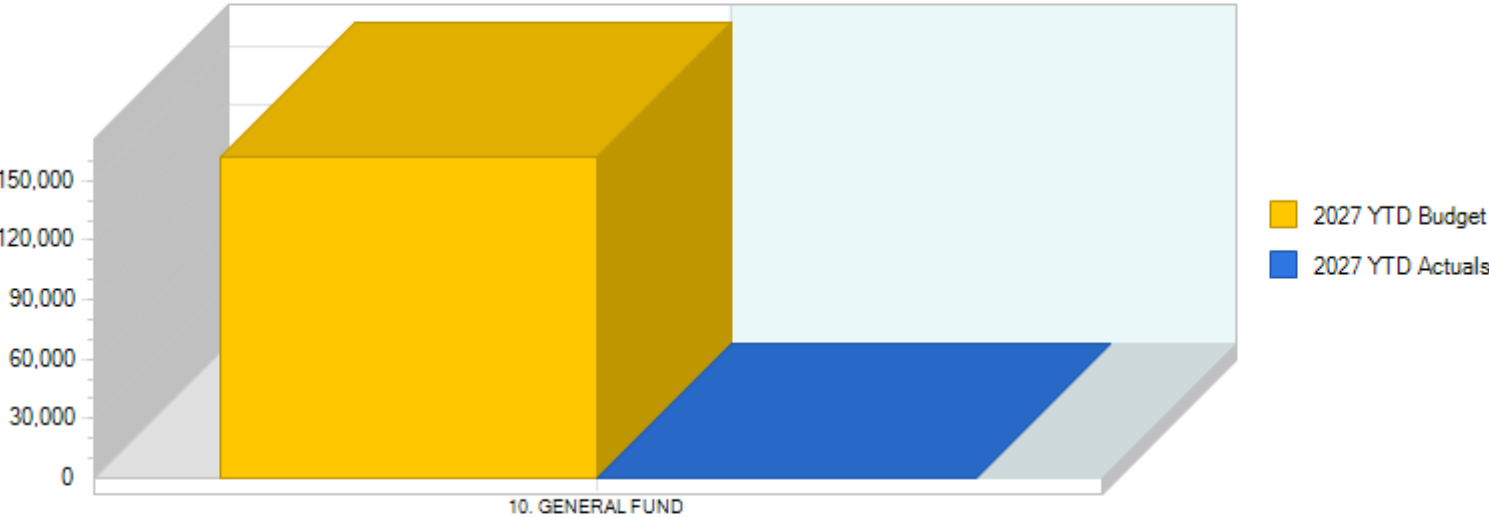


Program Attendance



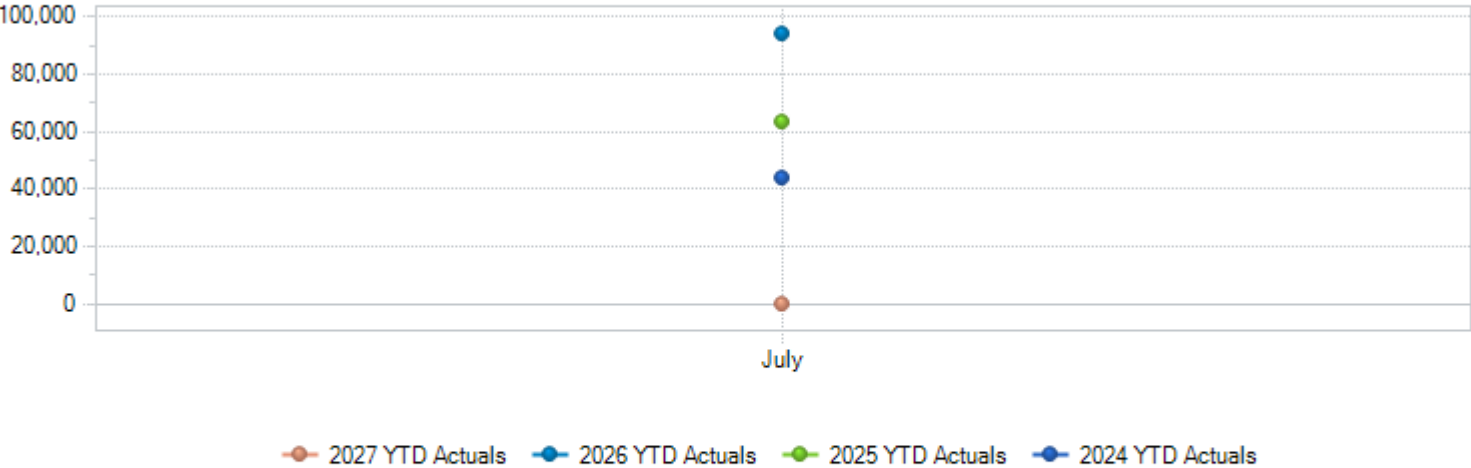
EXPENDITURES

YTD Bud VS YTD Act - Exp Only



10. GENERAL FUND		
2027 YTD Budget		161,726
2027 YTD Actuals		0

Expenditure Comparison Chart



July		
2027 YTD Actuals		0
2026 YTD Actuals		93,638
2025 YTD Actuals		63,445
2024 YTD Actuals		43,976

Benchmarks 2026
Saratoga Springs Public Library
Population of Legal Service Area: 57,411



**Utah State
Library Division**

2025 Reporting Year	Benchmark #1 Library Visits	Benchmark #2 Circulation of Physical Materials	Benchmark #3 Circulation of Electronic Materials	Benchmark #4 Turnover Rate of Physical Materials (Circ / Collection)	Benchmark #5 Internet Terminal Users	Benchmark #6 Local Operating Expenditures	Benchmark #7 Percentage of Collections Budget (Collection \$ / Total \$)	Benchmark #8 Staffing Levels (FTE)	Benchmark #9 Number of Programs	Benchmarks Below the 10th Percentile	Benchmarks Above the 10th Percentile	Benchmarks at or Over the 70th percentile
Percentile	6.9	37.29	37.29	98.31	3.39	3.39	96.61	1.69	5.08	5	4	2

Percentiles range from 0 to 100, representing where a given number ranks in a group of numbers. A number that is at the 70th percentile, for example, means that 30% of numbers in the group are higher, and 70% are the same or lower.

Statewide Benchmark Cutoffs	Benchmark #1 Library Visits Per Capita	Benchmark #2 Circulation of Physical Material Per Capita	Benchmark #3 Circulation of Electronic Material Per Capita	Benchmark #4 Turnover Rate of Physical Material (Circ / Collection)	Benchmark #5 Internet Terminal Users Per Capita	Benchmark #6 Local Operating Expenditures Per Capita	Benchmark #7 Percentage of Collections Budget (Collection \$ / Total \$)	Benchmark #8 Staffing Levels (FTE) Per Capita	Benchmark #9 Number of Programs Per Capita
10th percentile	1.97	3.49	2.21	63%	0.1062	\$18.52	5%	0.0002	0.0067
50th percentile	3.92	6.68	3.72	204%	0.2566	\$36.62	10%	0.0005	0.0244
70th percentile	4.93	9.13	4.41	320%	0.4261	\$41.81	12%	0.0006	0.0398
My Library	1.8	5.04	3.24	951%	0.0306	\$16.1	22%	0.0002	0.0058

To compare across different library sizes, library figures are represented Per Capita, except for benchmarks 4 & 7 which aren't adjusted for population.

Hypothetical cutoff figures based on the Legal Service Area of 57,411	Benchmark #1 Library Visits	Benchmark #2 Circulation of Physical Material	Benchmark #3 Circulation of Electronic Material	Benchmark #4 Turnover Rate of Physical Material (Circ / Collection)	Benchmark #5 Internet Terminal Users	Benchmark #6 Local Operating Expenditures	Benchmark #7 Percentage of Collections Budget (Collection \$ / Total \$)	Benchmark #8 Staffing Levels (FTE)	Benchmark #9 Number of Programs
10th percentile	113,361	200,213	126,600		6,097	\$1,063,104		12.86	383
50th percentile	224,838	383,265	213,799		14,733	\$2,102,552		27.67	1,399
70th percentile	282,832	523,978	253,403		24,465	\$2,400,199		35.08	2,287
My Library's Actual Figures	103,487	289,373	185,914	951%	1,756	\$924,034	22%	10.57	334

The hypothetical figures section shows what numbers your specific library, given your population, would have needed to rank at the 10th, 50th, and 70th percentiles. Benchmarks 4 & 7 aren't adjusted for population; refer to the Statewide Benchmark Cutoff table for the actual cutoff values.

RED represents a value below the 10th percentile
YELLOW represents No Data was submitted and benchmark could not be calculated
GREEN represents a value equal to or above the 70th percentile

The numbers in this table do not necessarily reflect future years' data.



Planning and Policy Manual

Abstract

This document includes the long range plan, technology plan, bylaws of the Saratoga Springs Public Library Advisory Board, and policies which govern Library operations.

Saratoga Springs Public Library

library@saratogasprings-ut.gov
www.saratogasprings-ut.gov/library

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I: Authority

Pursuant to the U.C.A. 10-3-717 stating: “the governing body exercising its administrative power by resolution,” and City of Saratoga Springs (hereinafter “City”) Resolution R##-##, the City Council (hereinafter “City Council”), with a quorum present, in a regular and public meeting held on the 18th Day of November, 2025 hereby adopts the following effective 10th day of December, 2025.

Pursuant to the U.C.A. 9-7-404(2)(b) stating: “The board shall establish policies for its [the Library’s] operation,” and City of Saratoga Springs (hereinafter “City”) Resolution R10-23, the Saratoga Springs Library Advisory Board (hereinafter “Library Board”), with a quorum present, in a regular and public meeting held on the 14th of October, 2025 hereby adopts the following effective 10th day of December, 2025.

This document supersedes all Library Policies previously established or approved by the Saratoga Springs Public Library Advisory Board.

In the event that there is a conflict between the contents of this document and any regulation, the Personnel Policies and Procedures Manual for the City of Saratoga Springs (hereinafter “Personnel Manual”), or other City policy, those documents will take precedence. In the event that any future legislation renders null and void or materially alters any provision of this document, the legislation will take precedence.

The Library Board, City Council, and Library Director shall review these policies no less than every three (3) years or as circumstances dictate.

The Long-Range Plan and Technology plan are reviewed by the Library board and progress is evaluated annually. Factors outside the Library’s control may be affecting the progress of initiatives and will be considered and goals and initiatives will be modified. Staff performance goals may also be tied to these efforts, especially if they are assigned to manage and assist with specific technologies in the plan. The Library Director should review the plan each fall to verify that the Library is on-track to meet goals set for the year and to take focused efforts to move forward with Library personnel if progress is not yet adequate.

Specific technology brands, vendors, review sites, and/or periodicals are mentioned only as examples and not as primary vendors of the equipment, product, or technology.

Reviewed by Library Board: October 14, 2025

Ratified by City Council Date: November 18, 2025

Effective Date: December 10, 2025

II: Definitions

Adult- An individual over the age of 18.

Alternate Contact- Phrasing within the Library's Integrated Library System which identifies "Authorized Individuals."

American Library Association- The association represents all types of libraries; its mission is to promote the highest quality library and information services and public access to information. Abbreviated within this document as ALA.

Americans with Disabilities Act- A civil rights law that prohibits discrimination based on disability. Abbreviated within this document as ADA.

Amendments- Change or addition to text.

Appeals Process- Process by which a decision made by the Library may be appealed to the Library Board and an Appeals Committee.

Arts Council- Saratoga Springs Arts Council is run by a group of dedicated volunteers working to bring arts to Saratoga Springs in the form of Visual and Performing Art.

Art Policy- City of Saratoga Springs Art Policy adopted by City Council in 2024.

Authorized Individual- An individual over the age of 18 who customers identify as another individual able to access their Library account utilizing their photo ID and the Library card.

Automated Material Handling- A piece of equipment that allows for the automated return and sorting of items circulated by the Library to more effectively utilize staff time.

Attorney's Office- City of Saratoga Springs Attorney's Office.

Biohazardous- A biological agent or condition that is a hazard to humans or the environment. Typically when seen in the Library, it is in the form of blood, saliva, vomit, and human waste products.

Board Game- Any game played on a board, with pieces and/or cards which is circulated by the Library.

Bylaws- Bylaws of the Saratoga Springs Public Library Advisory Board adopted by resolution and ordinance by the City Council.

Chair- The leader of the Library Board.

Children's Internet Protection Act- This Act was enacted by Congress in 2000 to address concerns about children's access to obscene or harmful content over the Internet. It imposes certain requirements of institutions which receive discounts for internet access or internal connections through E-Rate funding. Abbreviated within this document as CIPA.

Chromebook(s)- Web-centric laptop that runs Google Chrome's operating system.

Circulation Desk- This refers to the main customer service desk within the Library.

City- The City of Saratoga Springs, Utah.

City Code- All ordinances and codes adopted by the City of Saratoga Springs.

City Council- The legislative body for the City of Saratoga Springs, whose members are elected, or in rare instances appointed, to make policy decisions for the City of Saratoga Springs.

Classic Literature- Classic Literature is defined herein as those materials that, although they have dated copyrights, have, or are expected to have, regular demand over time.

Collection Agency- A firm that collects unpaid bills for the City of Saratoga Springs.

Collections- Groups of materials included in the holdings of the Library which are included in the catalog of items available to the public.

Collection Development and Maintenance- A statement of guidelines for Library employees to follow when selecting, acquiring, building, and maintaining Library collections.

Customer Statement of Concern Form- A form used by the Library to collect information from a customer regarding their concerns with respect to events, programs, activities, physical materials or displays provided in, by or in partnership with the Library.

Delinquent Account- A delinquent account is an account with over \$10.00 in fines or fees and/or lost, missing, damaged, or overdue item(s).

Digital Collections- Digital collections are items in any electronic format, which may or may not be purchased, which are available for download, circulation, or other customer use.

Disposition- The act of removing, disposing of, or discarding items in the collection or donations given to the Library.

Disqualifying Offenses- An employee or volunteer will be disqualified and prohibited from working or volunteering if the person has been found guilty of the crimes listed in the Background Checks Disqualifying Offenses section.

Et seq.- This phrase means “and the following” and denotes a list or series of items that continues from the item cited just prior to the “et seq.” abbreviation.

Equipment- A set of tools or other objects that are used to achieve a particular job. The equipment collection in the Library references equipment such as computers, Chromebooks, iPads, and other electronic devices used to perform work or research.

Friends of the Library- Friends of the Library is a non-profit tax-exempt organization established as 501c3 for the purpose of fundraising and supporting the Saratoga Springs Public Library.

Guardian- A guardian is a person who looks after and is legally responsible for someone who is unable to manage their own affairs. For the purpose of obtaining a Library card, a guardian is identified as any of the following: parent; grandparent; step-parent; foster parent; or any individual with proof of legal guardianship of the minor.

Hold- A hold is the process of requesting to be put on a list for an item owned and circulated by the Library.

Human Resources Department- The City of Saratoga Springs Human Resources Department. Abbreviated within this document as HR Department.

Identification- Official papers or documents identifying a specific individual. Abbreviated within this document as ID.

Independently Published- Independent publishing involves the creation of a publishing company or small press to provide services related to those of traditional publishers.

Incident Report- A report used by Library employees to document any issues which may arise.

Information Technology Services Department- A department within the City which provides technology services and support. Abbreviated within this document as ITS.

Internet Acceptable Use and Customer Agreement- Terms and conditions which govern the public use of the internet, networked or Wi-Fi, and technologies held by the Saratoga Springs Public Library.

Integrated Library System- Software used by the Library to manage accounts and access. Abbreviated within this document as ILS.

Inter-Library Loan- A system in which one borrows an item from another library for the use of a customer. Abbreviated within this document as ILL.

Institute of Museum and Library Services- A federal agency that provides library grants, museum grants, policy development and research. Abbreviated within this document as Institute.

Inventory Wand- A piece of equipment used by the Library to search for lost, missing, or checked out items utilizing the tags included in the items.

Kit(s)-A kit is an item type which is defined as a mixture of various components, which may be plastic, metal, cardboard, paper, or electronic, which are issued as a unit and intended primarily for instructional or leisure purposes.

Launchpad(s)- Tablet devices produced by a company that do not connect to Wi-Fi or the Internet which can be reset between users to remove data.

Library Board- The Saratoga Springs Public Library Advisory Board whose members are appointed by the Mayor with the City Council's approval via resolution at a regular public meeting of the City Council.

Library Display Committee- A committee established by the Library to review employee proposals of collection displays.

Library for the Blind and Disabled- A library division within the Utah State Library housing a collection of materials in a variety of formats for individuals who have a visual impairment or disability, which impacts their ability to read traditional format materials.

Limited Use Account- A specialized type of Library account for an adult applicant (over the age of 18) without a photo identification who applies for an account utilizing another form of identification.

Loan Periods- The period of time that an item is checked out for.

Local Author- A local author is an individual who, for the purpose of this policy resides, in Utah County, Utah.

Mayor- The elected head of the legislative body for City of Saratoga Springs.

Minor- An individual under the age of 18.

North Utah County Library Cooperative- A cooperative of North Utah County Libraries who have agreed to activate accounts in each other's locations to facilitate the use and exchange of materials; however, they do not share programming, digital collections, and other services.

Open and Public Meetings Act – U.C.A. § 52-4 involving open and public meetings held by public bodies. Abbreviated within this document as OPMA.

Overdue- An item belonging to the Library for which the loan period has lapsed and/or passed, yet it has not been returned to the Library or been declared lost by the customer.

Password- A secret word or phrase which may be used to gain access to an account.

Parliamentary Procedures- Parliamentary procedures are rules that define how particular situations are to be handled, or a particular outcome achieved, in a legislative body. Robert's Rules of Order is an example of a manual of parliamentary procedures.

Personal Identification Number- A secret code which may be used to gain access to an account. Abbreviated within this document as PIN.

Personnel Policies and Procedures Manual for the City of Saratoga Springs- The Personnel Policies and Procedures adopted by the City of Saratoga Springs. Referenced within this document as Personnel Manual.

Policy Violation(s)- Policy violations are a breach in a set of ideas or plans that are a basis for making decisions which can lead to a denial of certain services.

Published- Items which are printed, prepared, and issued for public sale.

Quorum- The minimum number of members of an assembly that must be present at any of its meetings to make the proceedings of that meeting valid.

Recommendation to Purchase Independently Published Title- A form used by the Library to collect information from a customer regarding their recommendation to include or purchase an independently published title.

Recreation- A kit which is a collection of sporting equipment intended primarily for instructional or leisure purposes which may be checked out from the Library.

Request Exemption to Filter Form- A form used by the Library to request that the ITS will consider lifting the filter for a blocked URL for legitimate research purposes where similar information is not available elsewhere.

Renewals- The process of allowing additional time to access either items or accounts.

Saratoga Springs Public Library- The Saratoga Springs Public Library was established in 2011 after authorization to establish a Library Committee was made by City of Saratoga Springs Resolution R10-23. Referenced within this document as Library.

Secretary- The member of the Library Board who conducts their correspondence and keeps records.

Section 504 of the Rehabilitation Act of 1973- This is a federal law within the United States Code (U.S.C.) that protects qualified individuals from discrimination based on their disability.

Self-Check Out- The process of a customer using a Library provided device or kiosk to check items out onto an active Library card.

Self-Published- A paid book production service where the creator of content pays for the items publication.

Special Committee(s)- A special committee is a committee of Library Board members and employees whom are authorized to research and make recommendations regarding a specific policy, requirement, issue, or need of the Library.

State Certification- Utah State Library is authorized by U.C.A. §9-7-205 (1) (n): “The [USL] Board shall . . . develop standards for public libraries.” The State Certification process outlines those requirements. Information can be found online at <https://library.utah.gov/certification/>.

Science, Technology, Engineering, Art, and Math- This is an educational approach to incorporating science, technology, engineering, arts and math into curriculum. Referenced within this document as STEAM.

Ticket- A ticket is a case or service report submitted to a software vendor regarding an issue. Referenced within this document as ticket or service ticket.

Uniform Resource Locator – A location or address identifying where something can be found on the Internet. Abbreviated within this document as URL.

United States Code- The United States Code is the codification by subject matter of the general and permanent laws of the United States. Abbreviated within this document as U.S.C.. The contents of the code can be found online at <https://uscode.house.gov/>. Within this document, code is cited with the Title Number U.S.C. § Section number.

Utah Administrative Code- The Utah Administrative Code is the compilation of administrative rules and regulations that govern the operations of state agencies in Utah. The contents of this code can be found online at <https://adminrules.utah.gov/public/home>. Within this document, the Utah Administrative Code is cited with the Utah Admin. Code, the title reference, the rule number, and the section number.

Utah Code- The Utah Code is the codification by subject matter of the general and permanent laws of the State of Utah. This code is sometimes called Utah Code Annotated or Utah Code and is abbreviated as or abbreviated within this document as U.C.A. The contents of the Utah code can be found online at https://le.utah.gov/documents/code_const.htm. Within this document, Utah Code is cited with the U.C.A. § Title-Chapter-Section number.

Utah Indoor Clean Air Act- U.C.A. § 26-B-7-503 established to protect those in Utah from the dangers of secondhand smoke. Abbreviated within this document as UICAA.

Utah State Library- Utah State Library is the department created by the State of Utah to guide and support libraries ran within the State of Utah. Abbreviated within this document as USL.

Vice-Chair- The individual responsible for running the Library Board meetings in the absence of the Chair.

III: Introduction

Purpose

The Library promotes access to information by making free accounts available to the residents of the City and providing the option to purchase access to non-residents. The Library therefore establishes the following policies for establishing and maintaining services.

The Library recognizes as its primary clientele the citizens of the City. Library service is extended to the residents of the City and its employees. Additionally, by membership with the Beehive Library Consortium, the Library serves over 150,000+ citizens from surrounding communities with shared digital collections. The constituency is comprised of a wide range of ages, education levels, and occupations, and has diverse viewpoints, interests, and needs.

Community History

The City was formed and developed by a group of land owners desiring to develop lakeside and foothill properties and build upon the spectacular view and resort-style history of the region. Near the mouth of the Jordan River are natural hot springs that inspired early settlers in the area to create a resort known as Beck's Saratoga Springs. It was named after the original Saratoga Springs, New York resort, and Mr. John Beck, the owner. The resort was opened in 1884 and also served as a home for the Beck family for many years. The area had several buildings and amusement park facilities, and was a very popular location for tourists and visitors. Although the original buildings are gone, the resort area is now a part of a private development that contains an outdoor pool, clubhouse, and a beautiful bowery and kitchen facility for groups and parties.

In the early 1990s, landowners began to investigate the possibilities of developing the land around the hot springs and in the foothill locations of Lake Mountain. The Utah County land development ordinances were not sufficiently urban in nature, so several landowners sought incorporation as a town. Subsequently, Saratoga Springs was incorporated in December of 1997. Thousands of acres have since been annexed into the City limits, and the City now has a linear shape running north and south. The City contains over 23 square miles and runs from Pelican Point on the west side of Utah Lake and continues over 11 miles north.

The City is governed by a 6-member council form of Government, one of whom is the Mayor. The City has a number of departments conducting a wide range of business through the City, including planning, legal, parks, recreation, fire, police, public works, finance, engineering, and the library. A centralized business district of Saratoga Springs includes city services, restaurants, fast food, grocery, personal services, dry cleaners, banking services, a medical center, gas stations, and professional offices. The City has experienced high growth throughout its history, and remains one of the fastest growing cities in Utah.

At the time of adoption of this policy, the local school district operates 14 schools in Saratoga Springs: 8 elementary schools serving kindergarten through 6th grades, 2 middle schools serving 7th through 9th grades, and 1 high school serving 10th through 12th grades. There are several small preschools run within the community that help prepare students for entering elementary school and 5 other schools, including private and charter schools.

The Library began as a volunteer effort, as a result of many people's hard work. A children's library opened in March 2011 and the Library added adult and young adult collections in June 2011. Over a two year period almost 200 volunteers donated over 12,000 hours to grow the Saratoga Springs Public Library to include 4,000 users and over 17,000 items in its collection. The Library featured a children's activities room with child-sized furniture, materials targeted to the community's youth, and a variety of programs for customers to attend.

The Library received State Certification in 2013. The Library is unable to join North Utah County Library Cooperative (herein after "NUCLC ") as a full member until it has a collection of over 50,000 or 2.5 items per resident; to be able to house a collection of that size would require a different space than is currently available. By the end of 2020, the Library had grown to include almost 6,500 active card holders, had over 96,452 visitors, and 164,584 checkouts in the year.

By 2021, the City had grown to a population of 44,861 residents, up from 2010's population of 17,781, an overall population growth of 49%. In 2021, the median age is 22.6 years old. The average household size was 4.19 people. Median household income was \$80,857, with 1.5% below the poverty level. 96.6% of the population was over age 25 have a high school education, and 49.5% have a bachelor's degree or higher. The mean travel time to work was 28.5 minutes.

From 2021-2025 the library resided in its original location, with some additional office space increasing its size to 3,285 square feet, and had grown to hold a collection of 25,000 items. By January of 2024, the City had grown to a population of 60,894 residents, with that the Library experienced cardholder growth to 10,123 registered accounts, 66,269 Library visitors, and 369,715 total checkouts in the year. On March 18, 2024, the City broke ground for the construction of a new City Hall and Library facility. It is anticipated that this new facility will be complete and open to the public at the beginning of 2026..

Mission

The mission of the Library is to improve the quality of life for all citizens of our community by providing resources and services that enhance and contribute to individual knowledge, enlightenment, and enjoyment while creating a sense of community which fosters a love of learning and reading.

Vision Statement

The Library generally subscribes to the “Library Bill of Rights¹” reaffirmed on January 23, 1996 included below, the “Freedom to Read Statement,²” and the “Freedom to View Statement³”. These documents affirm free and equal access to ideas and information and are of vital importance to the experience of every citizen in the community.

Library Bill of Rights

“The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.”

The Library is committed to free and open access of its collections and to connecting people with the world of ideas, information, and materials they wish to explore in a friendly, nonjudgmental manner. The Library allows the individual to form their own opinion on issues, values, and materials accessed without regard to the user’s age or perceived maturity. The Library provides materials to support each individual’s journey and does not place a value on one customer’s needs or preferences over another’s. The Library upholds the right of the individual to access information, even though the content may be controversial, unorthodox, or unacceptable to other individuals. The Library does not use labels on any material in such a way as to show approval or disapproval of the content for a particular audience. Decisions about what materials are suitable for particular children should be made by the people who know them best, their parents or guardians.

¹ <https://www.ala.org/advocacy/intfreedom/librarybill>

² <http://www.ala.org/advocacy/intfreedom/statmentspols/freedomreadstatment>

³ <https://www.ala.org/advocacy/intfreedom/freedomviewstatment>

IV: Long Range Plan

The values of the Library are as follows:

1. We will develop programming, enhance our collection, and expand our services based on our community's needs and as available funding and resources allow when directed by the City Council.
2. We will provide a comfortable and safe learning environment.
3. We will treat all of our customers equally, enforcing the same policies and guidelines with individual customers.
4. We will support equality, diversity, and inclusion for our residents while remaining politically neutral.
5. We will work with the City Council, Library Board, donors, and other funders to use funding effectively, keeping our community's needs in mind.

The Library's long range objectives can be broken down into the following categories financial, customer, operational, learning, and growth. Within these objectives are specific initiatives, measures, 2028 targets, and projected 5 year targets.

Financial

We are working to build a strong and stable financial position.

1. Maintain the confidence of the community and City Council to continue funding the Library.
 - a. Initiative: Library Director or Board Member to attend City Council meetings for scheduled updates and agenda items.
 - b. Measure: Number of times the Library Director or Board Member attends City Council meetings.
 - c. 2028 Target: The Library Director attends City Council meetings when the Library has an agenda item.
 - d. 5 Year Target: An employee will attend City Council meetings when the Library has an agenda item.
2. Focus our funding on programming with a wide audience range including children, young adults, and adults.
 - a. Initiative: Develop a list of possible grants and apply.
 - b. Measure: Number of grants applied for.
 - c. 2028 Target: Apply for at least one (1) grant a year.
 - d. 5 Year Target: Apply for five (5) grants to fund programming and/or equipment for programming.

Customers

Provide customers with the opportunity to enjoy their experiences at the Library and return.

1. Provide programs for customers throughout the year as available funding and resources allow when directed by the City Council.
 - a. Initiative 1: Have monthly programs for residents.
 - b. Measure 1: Count the number of programs offered annually.
 - c. 2028 Target 1: Offer enough programs to serve the community effectively with attendance of approximately 20 participants per program.
 - d. 5 Year Target 1: Consider adding programs as needed when attendance is over 20 participants per program and there is available funding to offer the program long term within existing budgeted resources.
 - e. Initiative 2: Focus on adding and/or adjusting weekly programs during the summer.
 - f. Measure 2: Add one (1) to two (2) additional programming opportunities during the summer and remove 1 (one) to 5 (five) programs for the 0 (zero) to 5 (five) age range during the summer.
 - g. 2028 Target 2: Consider community needs and wants as we add one (1) additional program each week for the summer. Reach out to extension offices, local museums, and other potential partners regarding programming opportunities.
 - h. 5 Year Target 2: Have one (1) to two (2) additional programming opportunities weekly during the summer funded by grants or customer payment.
2. Maintain the relevance and diversity of the collection as available funding and resources allow when directed by the City Council.
 - a. Initiative: Develop a schedule for maintaining the collection within the parameters of the collection development and maintenance criteria herein.
 - b. Measure: Continue to complete a review of the collection checked for parameters outlined in the collection development and maintenance criteria to ensure that the items available remain relevant and interesting to customers. Create and include a schedule for the replacement of the literacy, kits, and equipment collections.
 - c. 2028 Target: On an annual basis, maintain the collection by checking for condition, currency, and other parameters outlined in the collection development and maintenance criteria herein. Replace items that are worn or damaged within this policy as necessary.
 - d. 5 Year Target: On an annual basis, maintain the collection by checking for condition, currency, and other parameters outlined in the collection development and maintenance criteria herein. Replace items that are worn or damaged within this policy as necessary.
3. Maintain and provide an environment where customers feel comfortable, valued, and welcome.
 - a. Initiative: Consider the existing facility and how it can be arranged to allow for improved customer access.
 - b. Measure: Continue to remain flexible in our facility's space to meet community and resident needs.

- c. 2028 Target: Touch up paint annually and complete monthly facility inspection for the City.
- d. 5 Year Target: Consider funding and schedule needed facility maintenance and repairs including restrooms, furniture, and equipment.

Operations

We operate the Library for effective and efficient service to the community.

1. Focus on accuracy of customer transactions.
 - a. Initiative: Ensure inventory using the RFID wand to search for missing, lost, and checked out items is completed on a scheduled basis.
 - b. Measure: Schedule 2 (two) staff to leverage the use of this technology to scan the whole Library at least twice a month.
 - c. 2028 Target: Verify that staff are inventorying the entire Library and located items are checked in.
 - d. 5 Year Target: Continue to leverage the inventory wand to complete an annual inventory of the Library collection.
2. Actively manage the Library Newsletter.
 - a. Initiative: Library specific newsletter is emailed to all subscribers every other month.
 - b. Measure: Identify specific content including, but not limited to, STEAM, Early Literacy, How to, Electronic Resources, etc.
 - c. 2028 Target: Publish and email to all subscribers.
 - d. 5 Year Target: Continue to use as a publication and education tool for subscribers regarding upcoming events and services.
3. Be responsive to customer needs and community interests in Library services as available funding and resources allow when directed by the City Council.
 - a. Initiative: Inquire often about programs and services through informal feedback.
 - b. Measure: Short informal survey of questions asked at programs twice a year.
 - c. 2028 Target: two (2) informal surveys a year.
 - d. 5 Year Target: one (1) formal survey every three (3) years and two (2) informal surveys a year.

Learning and Growth

The employees of the Library are critical to the success of the Library.

1. Train all employees to be knowledgeable about resources available to customers and ongoing educational opportunities available to our customers as available funding and resources allow when directed by the City Council.
 - a. Initiative: Library employees to attend subject-appropriate training online and in person.
 - b. Measure: Training hours completed.
 - c. 2028 Target: Employees will receive annual training in an organized and timely fashion reaching a minimum of 100 training hours annually.

- d. 5 Year Target: Employees will receive annually training in an organized and timely fashion reaching a minimum 10 (ten) hours of training for each employee annually.
- 2. Keep technology updated for employee and customer use as available funding and resources allow when directed by the City Council.
 - a. Initiative: Develop a schedule for replacing or evaluating electronic equipment.
 - b. Measure: Ensure that tablets, Chromebooks, self-check outs, and other equipment are accounted for and regularly updated or maintained.
 - c. 2028 Target: Ensure that service tickets are open with software companies and/or we follow a replacement schedule for the technologies we use.
 - d. 5 Year Target: Request and schedule funding or grant funds for replacement of equipment as needed.
- 3. Open and transparent communication environment between employees, the Library Director, and City Management so that any issue can be discussed and resolved.
 - a. Initiative: Human Resources staff will work with employees and the Library Director for issues as needed.
 - b. Measure: Report concerns and needed changes to the Library Director, Human Resources, and/or City Administration.
 - c. 2028 Target: Report to the City Administration.
 - d. 5 Year Target: Report to City Administration monthly.

V: Technology Plan

The Library provides technology to our customers to increase their productivity and information access in order to enrich their knowledge and growth.

Staff technology training must be documented. All new staff will be trained in technology within 90 days of onboarding.

Library staff will offer 1 (one) on 1 (one) technology assistance to customers whenever possible. If staffing precludes this, staff will provide the ability to schedule 1 (one) on 1 (one) assistance for the customer. In order to accomplish this, staff must be familiar with all existing customer and related staff technology.

Library Services and Technology Act grants administered through the Utah State Library Division have provided important supplemental sources of revenue and additional electronic resources for our customers' technology needs.

The Library's technology objectives can be broken down into the following categories: radio-frequency identification (RFID), equipment, software, circulating items, and service. Within these objectives are specific initiatives, measures, 2028 targets, and projected 5-year targets.

Radio-Frequency Identification Specific:

The Library will utilize RFID technologies to aid in circulation and tracking of materials, collection of data, and to assist with facilitating customer service as available funding and resources allow when directed by the City Council.

1. Software suite including options for writing tags, circulation, and gate tracking as available funding and resources allow when directed by the City Council.
 - a. Initiative: Continue purchasing and encoding RFID tags annually, purchase at least 60,000 tags in preparation for the new facility to open in 2026.
 - b. Measure: Continue purchasing and encoding 4,500 RFID tags annually.
 - c. 2028 Target: Ensure staff are trained in troubleshooting the RFID tags to determine if there are issues with the technology.
 - d. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
2. RFID Gates will be utilized at the main library entrance to track the unauthorized removal of items from the Library as available funding and resources allow when directed by the City Council.
 - a. Initiative 1: Continue purchasing and encoding RFID tags annually, purchase at least 60,000 tags in preparation for the new facility to open in 2026.
 - b. Measure 1: Continue purchasing and encoding 4,500 RFID tags annually.

- c. 2028 Target 1: Ensure staff are trained in troubleshooting the RFID tags or double-checking customers' checkout details to determine if there are issues with the technology.
 - d. 5 Year Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using a monthly inspection report and that staff are trained in troubleshooting the tags.
 - e. Initiative 2: Check the gate alarms daily and have staff search for items that set off the alarms marking any not found as missing.
 - f. Measure 2: Daily gate alarm reports and monthly missing and lost item reports.
 - g. 2028 Target 2: Ensure staff are searching for items that set off the alarm at least two times a week and marking them missing if appropriate.
 - h. 5 Year Target 2: Ensure staff are searching for items that set off the alarm at least 2 times a week and marking them missing if appropriate.
 - i. Initiative 3: Utilize the gate reports to count the total number of customers entering the Library.
 - j. Measure 3: Hourly, daily, monthly, and annual reports will be ran counting the number of customers entering the Library and will be used for reporting purposes.
 - k. 2028 Target 3: Ensure all equipment is maintained, functional, and serviced appropriately using a monthly inspection report and that staff are trained in troubleshooting the customer count report.
 - l. 5 Year Target 3: Ensure all equipment is maintained, functional, and serviced appropriately using a monthly inspection report and that staff are trained in troubleshooting the customer count report.
3. Self-circulation stations utilizing RFID technologies will be available in the Library to facilitate customer transactions as available funding and resources allow when directed by the City Council.
- a. Initiative 1: Provide two (2) to five (5) self-circulation stations in the Library for customer use.
 - b. Measure 1: Annually track the percentage of use of the self-circulation machines for checkouts vs. the use of staff.
 - c. 2028 Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are trained in troubleshooting the tags.
 - d. 5 Year Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and consider replacement of equipment or upgrades to incorporate RFID tagged Library cards.
 - e. Initiative 2: Investigate the cost and implementation of hold pickup stations outside the Library for customer use.
 - f. Measure 2: If hold pickup stations are purchased and put into use, track data of usage and impacts on staff time. If use indicates a need, consider additional locations for placement of stations.

- g. 2028 Target 2: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are trained in utilizing the hold pickup stations.
 - h. 5 Year Target 2: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are trained in utilizing the hold pickup stations.
4. Functional RFID antennas will be provided at all staff work stations.
- a. Initiative: Provide one (1) antenna at each dedicated staff work stations.
 - b. Measure: Ensure that all staff who need an antenna at their work station have one provided.
 - c. 2028 Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are trained in troubleshooting the tags.
 - d. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and consider replacement of equipment or upgrades to incorporate RFID tagged Library cards
5. An inventory wand will be utilized to best utilize staff time.
- a. Initiative 1: Train staff members in utilizing an RFID want to inventory the collection for lost, missing, and/or overdue items.
 - b. Measure 1: On a monthly basis ensure that staff are checking their assigned areas of the collection for lost, missing, and/or overdue items.
 - c. 2028 Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are inventorying their assigned areas of the collection as scheduled.
 - d. 5 Year Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are inventorying their assigned areas of the collection as scheduled.
 - e. Initiative 2: Utilize the inventory wand for shelf reading in the future Library.
 - f. Measure 2: On a monthly basis ensure that staff are using the inventory wand to shelf read in their assigned areas of the collection.
 - g. 2028 Target 2: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are using the inventory wand to shelf read in their assigned areas of the collection.
 - h. 5 Year Target 2: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are using the inventory wand to shelf read in their assigned areas of the collection.
6. Automated Materials Handling (AMH) solutions will be utilized in the new facility to best facilitate the efficient and accurate performance of library operations as available funding and resources allow when directed by the City Council.
- a. Initiative: When the Library is relocated include an AMH solution for transforming the circulation workflow.

- b. Measure: Ensure that the equipment is functional, that items are sorted into the appropriate bins, and workflows are appropriate. Ensure staff are trained in the appropriate use of the equipment and troubleshooting problems.
- c. 2028 Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are notifying appropriate individuals when there is an equipment failure or need for a modification of the workflow.
- d. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are notifying appropriate individuals when there is an equipment failure or need for a modification of the workflow.

Equipment

Equipment is utilized by both customers and staff of the library for the efficiency of operations, to reduce noise levels, and/or provide optimal service. All devices will be filtered by the City's firewalls according to Utah Code and in compliance with CIPA.

1. Public Computers will be provided and connected to the Library's printer software. All public computers will include customer productivity software, including, but not limited to: OpenOffice, Google, and an internet browser.
 - a. Initiative: Public computers will be replaced when new technology necessitates replacement as available funding and resources allow when directed by the City Council.
 - b. Measure: Public computers will be replaced when new technology necessitates and as available funding and resources allow when directed by the City Council.
 - c. 2028 Target: Determine if public computers need to be replaced and a schedule for their replacement and as available funding and resources allow when directed by the City Council.
 - d. 5 Year Target: Consider the replacement of existing computers and/or technologies with laptop, Chromebook, or MacBook kiosks to allow the circulation of devices as available funding and resources allow when directed by the City Council.
 - e. Catalogue computers which facilitate customers' access to the collection will be available for use in the Library.
 - f. Initiative 1: Devices will be provided in the library for customers to search for specific items as available funding and resources allow when directed by the City Council.
 - g. Measure 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report prior to the new facility opening.
 - h. 2028 Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are reporting any issues with equipment as necessary.
 - i. 5 Year Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are reporting any issues with equipment as necessary.

- j. Initiative 2: Consider the addition of signage in the Library directing customers toward an app or URL to search the catalogue on their own device as available funding and resources allow when directed by the City Council.
 - k. Measure 2: Track usage of the catalogue devices via reports.
 - l. 2028 Target 2: Track usage of catalogue devices comparing use of online search methods via reports.
 - m. 5 Year Target 2: Track usage of catalogue devices comparing use of online search methods via reports.
2. Tablets including iPads and androids are maintained by the Library for internet and programming use as available funding and resources allow when directed by the City Council. Devices will be managed by a third-party software to prevent downloading additional applications or modification of device settings by unauthorized individuals.
- b. Initiative 1: Android devices will be replaced as available funding and resources allow when directed by the City Council or when new technology necessitates replacement.
 - c. Measure 1: Determine internet and programming needs for the future facility. Ensure that the equipment and the cart housing it are moved into the new facility, and that implementation of technology use in programming is appropriate.
 - d. 2028 Target 1: Determine if additional equipment is necessary. Ensure all equipment is maintained, functional and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
 - e. 5 Year Target 1: Determine if additional equipment is necessary. Ensure all equipment is maintained, functional and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
 - f. Initiative 2: iPads will be replaced as available funding and resources allow when directed by the City Council or when new technology necessitates replacement.
 - g. Measure 2: Determine internet needs for the future facility. Ensure that the equipment is moved into the new facility and that implementation of technology use in account applications is appropriate.
 - h. 2028 Target 2: Determine if additional equipment is necessary. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
 - i. 5 Year Target 2: Determine if additional equipment is necessary. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
3. The Library will utilize a server to support software used for RFID technologies, Wi-Fi, printer services, and additional needs.
- a. Initiative: Devices will be replaced as available funding and resources allow when directed by the City Council or when new technology necessitates replacement.

- b. Measure: Determine server needs for the new facility scheduled to open in 2026.
 - c. 2028 Target: Determine if the server needs replaced or upgraded, ensure that the equipment is maintained and functional. If necessary, work with ITS to implement upgrades to software and/or equipment as available funding and resources allow when directed by the City Council.
 - d. 5 Year Target: Ensure that the equipment and the software it operates is maintained and functional. If necessary, work with ITS to implement upgrades to software and/or equipment
- 4. An adequate number of printers will be provided for staff and public use as available funding and resources allow when directed by the City Council.
 - a. Customers will be required to purchase their print jobs according to the adopted fines and fee schedule.
 - b. Initiative: Printers will be replaced as available funding and resources allow when directed by the City Council or when new technology necessitates replacement.
 - c. Measure: Determine printing needs for the new facility scheduled to open in 2026.
 - d. 2028 Target: Determine if additional equipment is necessary for workstations. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
 - e. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
- 5. An adequate number of copy machines will be provided for staff and public use.
 - a. Customers will be required to purchase their copies according to the adopted fines and fee schedule.
 - b. Initiative: Machines will be replaced as available funding and resources allow when directed by the City Council or when new technology necessitates replacement.
 - c. Measure: Determine printing needs for the new facility scheduled to open in 2026.
 - d. 2028 Target: Determine if additional equipment is necessary and/or if preventative maintenance needs scheduled for current equipment. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
 - e. 5 Year Target: Determine if additional equipment is necessary and/or if preventative maintenance needs scheduled for current equipment. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
- 6. Advertising displays will be considered for the new facility and incorporated into the website to run simple text, easily readable ads for Library events, services, etc.
 - a. Initiative 1: Train staff in resizing of images from appropriate software into the indoor advertising display in the new facility.
 - b. Measure 1: Determine if additional displays or coordination is needed between the Library and City for the other units utilized by the City.
 - c. 2028 Target 1: Ensure there is a schedule developed for updating content displayed on a monthly basis.
 - d. 5 Year Target 1: Ensure there is a schedule developed for updating content displayed on a monthly basis. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.

- e. Initiative 2: Train staff in resizing of images into the appropriate formatting for newsflash features on the website.
 - f. Measure 2: Determine if additional displays or coordination is needed between the Library and City for information displayed on the website.
 - g. 2028 Target: Ensure there is a schedule developed for updating content displayed on a monthly basis.
 - h. 5 Year Target: Ensure there is a schedule developed for updating content displayed on a monthly basis.
6. An adequate number of phones will be provided for staff use with an established departmental phone tree.
- a. Initiative 1: Phones will be replaced in coordination with ITS when new technology necessitates replacement as available funding and resources allow when directed by the City Council. Ensure that the phones have closure recordings scheduled with ITS during planned periods of closure.
 - b. Measure 1: Determine phone needs for the new facility scheduled to open in 2026. Restructure the phone tree to incorporate additional extensions, positions, and lines as needed.
 - c. 2028 Target 1: Determine if additional equipment and/or formatting of the lines is needed. Ensure all equipment is maintained, functional, and serviced appropriately and that any phone maps and recordings are updated as needed.
 - d. 5 Year Target 1: Ensure all equipment is maintained, functional, and serviced appropriately and that any phone maps and recordings are updated as needed.
 - e. Initiative 2: Phones trees and mailbox settings will be configured in coordination with ITS prior to the opening of the new facility. Ensure that separate voicemail needs are outlined and identified within the new facility. Identify if headsets, cordless phones, or other equipment are needed. Coordinate access to establish voicemail boxes for identified service points and/or members of staff.
 - f. Measure 2: Determine phone needs for the new facility scheduled to open in 2026. Restructure the phone tree to incorporate additional extensions, positions, and lines as needed.
 - g. 2028 Target 2: Determine if additional equipment and/or formatting of the lines is needed. Ensure all equipment is maintained, functional, and serviced appropriately and that any phone maps and recordings are updated as needed.
 - h. 5 Year Target 2: Ensure all equipment is maintained, functional, and serviced appropriately and that any phone maps and recordings are updated as needed.
 - i. Initiative 3: A dedicated customer use phone will be considered and/or configured in coordination with ITS prior to the opening of the new facility. Ensure that limits are placed on the use of the phone and that it has a dedicated line established for this purpose.
 - j. Measure 3: Determine customer phone needs for the new facility after it has opened. Work with ITS to determine if a limited use public phone should be provided.

- k. 2028 Target 3: Determine if additional equipment and/or formatting of the line is needed. Ensure all equipment is maintained, functional, and serviced appropriately and that any phone maps and recordings are updated as needed.
 - l. 5 Year Target 3: Ensure all equipment is maintained, functional, and serviced appropriately and staff and customers are aware of the governance of the phone.
 - m. Initiative 4: Determine and identify the potential use for and cost of an American Sign Language (ASL) Videophone for customer and City use.
 - n. Measure 4: Determine and identify the potential use for and cost of an American Sign Language (ASL) Videophone for customer and City use after the Library has been relocated. Work with ITS to determine how and if it should be provided.
 - o. 2028 Target 4: Determine if additional equipment is necessary. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
 - p. 5 Year Target 4: Determine if additional equipment is necessary. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
2. Public Address System will be incorporated into the new facility to allow for staff to page customers, announce closures, and/or make other announcements.
 - a. Initiative: A public address system will be incorporated into the new facility. This will allow staff to page customers, announce closures, and/or utilize it in other emergency situations.
 - b. Measure: Verify that the public address system is set up and available for staff use. If possible, schedule and record the closing announcements prior to opening the new facility. If not, provide a script to staff for notifying customers of the Library's closure.
 - c. 2028 Target: Ensure all equipment and/or software is maintained, functional, and serviced appropriately using an inspection report.
 - d. 5 Year Target: Ensure all equipment and/or software is maintained, functional, and serviced appropriately using an inspection report. Ensure that appropriate staff are identified and are trained in the use and maintenance of the public address system.
 3. Headphones are utilized to minimize and reduce disruptive noise from devices while in the Library.
 - a. Initiative: Headphones will be available at the Circulation Desk for customers to use with devices and equipment provided in the Library.
 - b. Measure: Determine headphone needs for customers and keep sets available at the Circulation Desk.
 - c. 2028 Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. If necessary, consider repurchasing replacements for equipment.
 - d. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. If necessary, consider repurchasing

replacements for equipment as available funding and resources allow when directed by the City Council.

4. Barcode Scanners will be provide for staff workstations.

- a. Initiative: An adequate number of barcode scanners will be provided at all staff work stations and will be replaced when new technology necessitates replacement as available funding and resources allow when directed by the City Council.
- b. Measure: Determine number of barcode scanners necessary to bring the new location online and provide 1 for each staff use terminal.
- c. 2028 Target: Determine if additional equipment is necessary for any new positions. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
- d. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.

4. Shredder will be utilized to facilitate the removal and disposal of confidential information.

- a. Initiative: Access to a shredder for removal and disposal of private/confidential staff and customer information will be provided.
- b. Measure: Determine shredding needs for the new facility scheduled to open in 2026. Purchase and provide any necessary equipment as available funding and resources allow when directed by the City Council.
- c. 2028 Target: Determine if additional equipment is necessary for any new positions. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
- d. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.

5. Book repair equipment will be utilized to facilitate the repair and maintenance of items.

- a. Initiative 1: Binding technology for the repair of Library items will be replaced when equipment fails or new technology necessitates replacement as available funding and resources allow when directed by the City Council.
- b. Measure 1: Determine binding technology needs for the new facility scheduled to open in 2026.
- c. 2028 Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- d. 5 Year Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- e. Initiative 2: Lamination and dustjacket technology will be considered when the Library relocates into a new facility as space and time allows. This equipment will be considered for replacement as equipment fails or new technology necessitates replacement.
- f. Measure 2: Determine lamination and dustjacket technology needs for the new facility scheduled to open in 2026.

- g. 2028 Target 2: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- h. 5 Year Target 2: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- 6. Disc cleaning equipment will be used to facilitate the repair and maintenance of discs.
 - a. Initiative: Equipment for maintenance of the portion of the collection in disc format will be replaced as equipment fails or as new technology necessitates replacement as available funding and resources allow when directed by the City Council.
 - b. Measure: Determine additional equipment needs for the new facility scheduled to open in 2026.
 - c. 2028 Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
 - d. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.

Security Equipment

- 1. Security cameras are installed to help prevent and follow up on safety and security issues for customers and staff in public areas of the Library.
 - a. Initiative 1: Continue to work with the City's assigned personnel regarding the recording of safety and/or facility issues which may occur.
 - b. Measure 1: Ensure staff are trained in the use of security cameras for closing the Library.
 - c. 2028 Target 1: Ensure staff are trained in the use of these cameras for securing the building at closure prior to the department's relocation.
 - d. 5 Year Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
 - e. Initiative 2: Ensure appropriate access to the security cameras is provided to Library staff on closing shifts in the new facility coming online in 2026.
 - f. Measure 2: Ensure that terminal or individual access is provided to Library staff on closing shifts prior to moving operations into the new facility coming online in 2026. Work with the City's assigned personnel regarding the recording, access, and/or the identification of potential areas where complications may arise when securing the facility.
 - g. 2028 Target 2: Ensure staff are trained in the use of these cameras for securing the building at closure prior to the department's relocation. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.

- h. 5 Year Target 2: Ensure staff are trained in the use of these cameras for securing the building at closure prior to the department's relocation. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.

Circulating Items

The Library will circulate electronic collections to facilitate customer access to new technologies including but not limited to Chromebooks, digital items, and other equipment.

1. Chromebooks are available for checkout. All private information will be removed from the devices upon their return to the Library.
 - a. Initiative 1: 7 Chromebooks are available for cardholders to checkout.
 - b. Measure 1: Circulation statistics will be recorded.
 - c. 2028 Target 1: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
 - d. 5 Year Target 1: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
 - e. Initiative 2: An assessment will be completed to determine needs for available Chromebooks. If necessary new items and a kiosk will be purchased by November 2025.
 - f. Measure 2: Circulation statistics will be recorded.
 - g. 2028 Target 2: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
 - h. 5 Year Target 2: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
2. Circulating technologies such as audio, card, and tablet devices created for Library use. They include digital items in various formats, which are various formats of circulating technology for customer use.
 - a. Initiative 1: Tablets are a collection of tablets designed for educational and leisure purposes which can be reset between users. The Library began establishing their collection of circulating tablets in 2015 with grant funding.
 - b. Measure 1: Circulation statistics will be recorded.
 - c. 2028 Target 1: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.

- d. 5 Year Target 1: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
 - e. Initiative 2: Digital audiobooks are a collection of audiobooks designed for educational and leisure purposes which can be reset between users. The Library may choose to consider purchasing a collection of these items prior to or after moving into the new facility and funding is authorized by the City Council.
 - f. Measure 2: Circulation statistics will be recorded.
 - g. 2028 Target 2: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
 - h. 5 Year Target 2: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
 - i. Initiative 3: Digital audio and picture books are a collection of books and audiobooks designed for educational and leisure purposes which can be reset between users. The Library may choose to consider purchasing a collection of these items prior to or after moving into the new facility and funding is authorized by the City Council.
 - j. Measure 3: Circulation statistics will be recorded.
 - k. 2028 Target 3: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
 - l. 5 Year Target 3: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
3. Circulating media includes, but is not limited to, DVDs, Blu-Rays, Audio Books on CD, Audio Picture Books, and other playable discs.
- a. Initiative: Circulating media has been a part of the Library's collection since it was established. Annual reports of usage have tracked a decline in Audiobooks with an increase in juvenile DVD use. Continue to allocate financial resources towards this collection as appropriate and funding is authorized by the City Council.
 - b. Measure: Circulation statistics will be recorded and used to guide future budget allocations forwards media resources.
 - c. 2028 Target: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.

- d. 5 Year Target: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- 4. Digital collections may be made available to allow customers access to information. This can particularly benefit those who have mobility difficulties. The accessibility features allow those with visual impairment to adjust text sizes and contrast. Audiobooks benefit all, but particularly those with visual impairments. These items are never physically lost by customers, releasing customers from the responsibility for lost, damaged, or overdue item costs.
 - a. Initiative 1: Beehive Library Consortium, spearheaded by the Utah State Library Division, provides access to the larger collection of nearly 38,000 eBooks, audiobooks, and other digital publications through Overdrive & the Libby customer platform. Annual reports of usage continue to grow. Continue to allocate financial resources towards this collection as appropriate.
 - b. Measure 1: Purchase only items that card holders are requesting from the OverDrive Marketplace (though the “Deep Search/Notify Me feature”) which the Beehive Library Consortium is not purchasing or items with holds request as available funding and resources allow when directed by the City Council.
 - c. 2028 Target 1: Report the circulation data in annual reporting. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff.
 - d. 5 Year Target 1: Report the circulation data in annual reporting. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff.
 - e. Initiative 2: Utah State Library Division provides access to the larger collection of digital publications and resources through a variety of platforms. Annual reports of usage continue to grow. Continue to allocate staffing resources towards assisting customers with their use of this collection as appropriate.
 - f. Measure 2: Track circulation of these materials and consider the amount of time allocated for staff to assist customers with the use of these resources. Consider highlighting each of these resources in the advertising schedule for the public displays and website newsflashes.
 - g. 2028 Target 2: Report the circulation data in annual reporting. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff who can report those issues to either the Utah State Library Division or the vendor.
 - h. 5 Year Target 2: Report the circulation data in annual reporting. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff who can report those issues to either the Utah State Library Division or the vendor.
 - i. Initiative 3: Other electronic resources will be considered based on customer requests.

- j. Measure 3: Track circulation of additional resources and the cost per circulation for these collections.
- k. 2028 Target 3: Report the circulation data in annual reporting. Ensure funding for ongoing use of resources is allocated, providing that the usage indicates there is a need for this service. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff.
- l. 5 Year Target 3: Report the circulation data in annual reporting. Ensure funding for ongoing use of resources is allocated, providing that the usage indicates there is a need for this service. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff.

Software

1. Integrated Library System discovery software is currently utilized by staff and customers to provide circulation services in the library and online. It is the primary portal to the collection for customers and staff. It facilitates holds, reporting, fee tracking, circulation rules, limitations, and more. The user interface integrates the Library's physical and digital collections into one convenient website for customer-friendly use.
 - a. Initiative: The Library will maintain a software solution to facilitate the circulation of items.
 - b. Measure: Continue to train staff and customers in the use of this software to facilitate the use of Library services. Continue to run reports regarding Library use, review the software functionality with staff, and make recommendations for improvement to the developer as appropriate.
 - c. 2028 Target: Report the circulation data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff. Schedule regular upgrades on a quarterly basis and evaluate procedures based on improvements made to the software.
 - d. 5 Year Target: Report the circulation data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff. Schedule regular upgrades on a quarterly basis and evaluate procedures based on improvements made to the software.
2. The Library will maintain a departmental portion of the City website.
 - a. Initiative: The Library will maintain departmental pages within the City website.
 - b. Measure: The Library will review their webpage content annually and will develop a schedule for the newsflash features to be updated on a scheduled basis.
 - c. 2028 Target: Report the usage data in annual reporting. Ensure staff time for ongoing use of this resource is allocated. Ensure all staff are trained in educating

customers regarding the website and to submit issues to the identified members of the Library staff.

- d. 5 Year Target: Report the circulation data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff. Schedule regular upgrades on a quarterly basis and evaluate procedures based on improvements made to the software.
3. Computer reservation software is available to book sessions on public computers. Reservations can be made online, in person, or by library staff.
 - a. Initiative: The Library will maintain a software solution for booking time or reservations for public computers.
 - b. Measure: Continue to train staff and customers in the use of this software to facilitate the use of public computers. Continue to run reports regarding Library use, review the software functionality with staff, and make recommendations for improvement to the developer as appropriate.
 - c. 2028 Target: Report the circulation data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff. Schedule regular upgrades on a quarterly basis and evaluate procedures based on improvements made to the software.
 - d. 5 Year Target: Report the circulation data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff. Schedule regular upgrades on a quarterly basis and evaluate procedures based on improvements made to the software.
4. Community Spaces registration and contracts will be available to facilitate customer use of some public spaces within the new facility.
 - a. Initiative: The Library will maintain a software solution to reserve the public spaces in the new facility.
 - b. Measure: Count the number of reservations, revenues, and staff time allocated to facilitating the use of this space. Continue to train specific members of staff and customers in the use of this software to facilitate the use of public spaces. Continue to run reports regarding Library use, review the software functionality with staff, and make recommendations for improvement to the developer as appropriate.
 - c. 2028 Target: Report the usage of the space in annual reporting or as directed. Ensure funding to provide staffing for ongoing use of this resource is allocated and/or offset with revenues. Ensure all staff are trained in educating customers regarding how to book the space. Schedule regular upgrades to the software and evaluate current departmental procedures based on improvements made to the software or issues which may arise regarding space use.

- d. 5 Year Target: Report the usage of the space in annual reporting or as directed. Ensure funding to provide staffing for ongoing use of this resource is allocated and/or offset with revenues. Ensure all staff are trained in educating customers regarding how to book the space. Schedule regular upgrades to the software and evaluate current departmental procedures based on improvements made to the software or issues which may arise regarding space use.
- 5. Online event registration software is utilized for customers to view the calendar of events, book their reservation, and/or manage their attendance.
 - a. Initiative: The Library will maintain event registration for planning and preparation purposes.
 - b. Measure: The Library will consider the ease of customer use of this product, if email or text notifications are in place, and the Library's planning needs. They will also consider the potential for integrating this software with the existing Aspen Discovery application.
 - c. 2028 Target: Report the programming data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding registration and the processes available to them and to submit issues to the identified members of the Library staff. Evaluate procedures utilized for registration based on improvements made to the software.
 - d. 5 Year Target: Report the programming data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding registration and the processes available to them and to submit issues to the identified members of the Library staff. Evaluate procedures utilized for registration based on improvements made to the software.
- 6. Print Management Software is utilized for customers to send print jobs to Library equipment from the website, email, or on public computers.
 - a. Initiative: The Library will continue to utilize print management software to organize and receive print jobs.
 - b. Measure: Ongoing use of wireless, web based, and public computer printing which can be estimated based on revenues collected.
 - c. 2028 Target: The Library will utilize this software in the new facility with a large color/black copier with multi-page scanning and/or possible email capabilities. Ensure all staff are trained in educating customers regarding the use of this software and to submit issues to the identified members of the Library staff. Evaluate procedures utilized for print management based on improvements made to the software.
 - d. 5 Year Target: Ensure that this software is meeting customer and staff needs, pricing is fair, and support service is evaluated. Ensure all staff are trained in educating customers regarding the use of this software and to submit issues to the identified members of the Library staff. Evaluate procedures utilized for print management based on improvements made to the software.

7. All devices will be filtered by the City's firewalls according to Utah Code and in compliance with CIPA.
 - a. Initiative: The Library will enable a firewall and require that customers agree to the terms and conditions of using the Internet.
 - b. Measure: Continue to train staff and customers in the use of Wi-Fi. Continue to run reports regarding Library use, review the software functionality with staff, and make recommendations for improvement to the developer as appropriate.
 - c. 2028 Target: Report the usage data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Work with the ITS department as needed to troubleshoot issues related to the internet and train identified members of staff in the basic steps they can take to troubleshoot an outage.
 - d. 5 Year Target: Report the usage data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Work with the ITS department as needed to troubleshoot issues related to the internet and train identified members of staff in the basic steps they can take to troubleshoot an outage.
8. A software will be utilized on public computers to maintain the security of the customer information and the network.
 - a. Initiative: The Library will maintain public computers which can be used by multiple customers, which do not retain private or confidential information.
 - b. Measure: Continued use of dedicated software to manage public computers and private or confidential information entered by the users.
 - c. 2028 Target: Continue to train staff and customers in the use of public computers. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Ensure that staff are aware that rebooting the machine will remove private and/or confidential information.
 - d. 5 Year Target: Continue to train staff and customers in the use of public computers. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Ensure that staff are aware that rebooting the machine will remove private and/or confidential information.
9. A software solution will be used by the Library to track Wi-Fi use.
 - a. Initiative: The Library will continue to use a software solution to track Wi-Fi use for annual reports.
 - b. Measure: Continue to train staff and customers in the use of this software to facilitate the use of public internet. Continue to run reports regarding Library use, review the software functionality with staff, and make recommendations for improvement to the developer as appropriate.
 - c. 2028 Target: Report the usage data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding use of the Wi-Fi and to submit issues to the identified members of the Library staff. Schedule regular upgrades on an as-needed basis and evaluate procedures based on improvements made to the software.
 - d. 5 Year Target: Report the usage data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding use of the Wi-Fi and to submit issues to the identified

members of the Library staff. Schedule regular upgrades on an as-needed basis and evaluate procedures based on improvements made to the software.

10. The Library will work with the Utah State Library Division to utilize a vendor to facilitate Inter-Library Loans and downloading of MARC data.

- a. Initiative: The Library will continue to work with a vendor to make requests and download MARC data for resources where records cannot typically be found using other methods.
- b. Measure: Continue to train staff in the use of this software to facilitate the use of Inter-Library Loans and cataloging.
- c. 2028 Target: Ensure identified staff are trained in use of the software. Evaluate procedures used internally to facilitate Inter-Library Loans based on improvements made to the software.
- d. 5 Year Target: Ensure identified staff are trained in use of the software. Evaluate procedures used internally to facilitate Inter-Library Loans based on improvements made to the software.

VI: Bylaws of the Saratoga Springs Public Library Advisory Board

Establishment and Name of the Library Board

The Library Board was established for the purpose of enhancing the community's education, cultural, and personal interests.

Regular Meetings

The regular meetings of the Library Board shall be on the days specified in the Library Board's regular meeting schedule as adopted on an annual basis per state law. Regularly scheduled meeting may be cancelled by the chair at any time due to extenuating circumstances such as lack of quorum, emergencies, or lack of business to conduct.

The meetings shall be open to the public and noticed in advance. At the beginning of each fiscal year, the Library Board shall specify regular meeting dates and times. The Library Director shall work with the City Recorder to ensure that public notice requirements are met,

These meetings are held in accordance to the Utah Open and Public Meetings Act (hereinafter "OPMA"), U.C.A. 52-4-101 *et seq.* and in accordance with U.C.A. 52-4-207; in accordance with the OPMA.

The agenda and/or information packet for the meetings will be distributed by the Library Board Secretary at least 24 hours prior to meetings, or as otherwise allowed by the OPMA. Any 2 Library Board members wishing to have an item placed on the agenda must contact the Library Board Secretary in sufficient time preceding the meeting to have the item placed. Any Library

Board member who is unable to attend a meeting will notify the Library Director to indicate that they will be absent. Due to the fact that a quorum is required for each meeting, this notice should be given as far in advance as possible.

Emergency Meetings

Special Library Board meetings shall be held at any time following the emergency meetings guidelines under the OPMA.

Annual Meeting

An annual Library Board meeting shall be held in July for the purpose of hearing the annual reports of the Library Director, and if established and necessary, any committees. The report should include a summary of the previous fiscal year's work to date with a detailed account of the receipts and expenditures, a budget for the following year, and other information according to statute. A copy of this report shall be forwarded to the USL in accordance with the law. A copy should also be on file in the Library or on the Library website.

Quorum

A quorum at any meeting shall consist of a majority of the Library Board members.

Library Board Responsibilities

The Library Board is charged with the responsibility of the oversight of the Library and shall recommend to the City Council policies for guiding the Library's operations.

Library Board members are not to be compensated pursuant to City ordinances, but may be reimbursed for necessary and related expenses pursuant to City policies. To be effective, Library Board members must attend most meetings, read materials presented for review, and actively contribute to Library Board meetings and projects.

Library Board members are not exempt from late fees, fines, or other user fees.

Library Board Membership

The Library Board should consist of 5 members appointed by the Mayor, with the advice and consent of the City Council, from the residents of Saratoga Springs. A Library Board member shall serve a 3-year term, expiring the 30th day of June at the end of each term, and may be reappointed for up to 2 consecutive terms subject to the discretion of the Mayor, with the advice and consent of the City Council.

A representative of the Friends of the Library may serve as an ex-officio member of the Library Board. The Library Director, or designee, shall attend meetings of the Library Board, but does not serve as a voting member of the Library Board.

A Library Board member may be removed by a majority vote of the quorum at a regular Library Board meeting. Removal can be based on lack of attendance at Library Board meetings, behavior or statements detrimental to the Library Board, or failure to declare conflicts of interest.

Officers and Elections

The officers of the Library Board shall be a Chair, Vice-Chair, and Secretary. These officers shall be elected by a majority vote of Library Board members for a 1 year term at the regular meeting in the month of July. In the event of a resignation of an officer, an election to fill the unexpired term of that officer will be conducted by vote at the next regular Library Board meeting.

Chair The Chair shall preside at all Library Board meetings, appoint all standing and special committees, serve as ex-officio member of all committees, and perform all other such duties as may be assigned by the Library Board.

Vice-Chair The Vice-Chair, in the absence of the Chair, shall assume all duties of the Chair.

Secretary The Secretary shall keep minutes of all Library Board meetings, record attendance, and record a roll call on all votes. The Secretary shall perform all other such clerical duties as may be assigned by the Library Board.

Special Committees

Special Committees may be appointed by the Chair, with the approval of the Library Board at a regular meeting, to present reports or recommendations to the Library Board and shall serve until completion of the work for which they were appointed.

Parliamentary Procedure

The Library Board shall adopt a set of parliamentary procedures.

Amendments

Amendments to these Bylaws and changes to Library policies or any other procedural document may be proposed at any regular meeting of the Library Board and will become effective when adopted by a majority of those members present providing they represent a

quorum. All amendments must be consistent with Personnel Manual, the City Code (including § 3.05.03), and Utah State law.

VII: Accounts and Library Cards

Eligibility Requirements

1. **Adult Applicant.** An adult applicant (over the age of 18) is eligible for a Library card if they meet one (1) of the following qualifications:
 - a. They reside within the City of Saratoga Springs;
 - b. They are an employee of the City of Saratoga Springs;
 - c. They are an employee of a school located in Saratoga Springs;
 - d. They register for a non-resident account and pay a non-resident fee of \$100.00 for one (1) year or \$50.00 for six (6) months;
 - e. They are a young adult between the age of 16-17 and they meet one (1) of the adult criteria listed above and can present a valid ID and proof of their current address (if it is not on their photo ID).
2. **Minor Applicant.** A minor is an individual between the ages of 0-17 is eligible for a Library card, if they cannot meet the adult criteria listed above, and if they have a parent or guardian who meets one (1) of the eligibility requirements listed above for an adult application who will be present to co-sign for the minor's account.
 - a. For the purpose of this policy, a guardian is identified as any of the following:
 - i. Parent;
 - ii. Grandparent;
 - iii. Step-parent;
 - iv. Foster parent;
 - v. Any individual with proof of legal guardianship of the minor.
3. **Application for Limited Use Account.** An adult applicant (over the age of 18) without a photo ID is eligible for a Limited Use Library card if they meet one (1) of the following qualifications:
 - a. They reside within the City of Saratoga Springs;
 - b. They are an employee of the City of Saratoga Springs;
 - c. They are an employee of a school located in Saratoga Springs;
 - d. They register for a non-resident account and pay a non-resident fee of \$100.00 for one (1) year or \$50.00 for six (6) months;
 - e. They are a young adult between the age of 16-17 and they meet one (1) of the adult criteria listed above and can present another non-photo ID issued by a government (domestic or foreign) and proof of their current address.The application will be required to present a non-photo ID issued by a government (domestic or foreign) and proof of Saratoga Springs residency. Examples of acceptable non-photo IDs include, but are not limited to:
 - i. Birth certificate;
 - ii. Social Security card;

- iii. Native Tribal ID;
 - iv. Jail/Prison ID;
 - v. Medicaid/Medicare cards.
4. Exceptions may be made using the Library Director's, or designee's, best judgement and should be in keeping with the spirit of the policy as circumstances warrant.

Registration

Customers must fill out an application form to register for a new Library card. Library card users are asked for the following information when registering for a Library card:

1. Name;
2. Address;
3. Phone number;
4. ID information (parent or guardian ID information will be collected for a minor's account);
5. Birth date;
6. Email address;
7. The name of the parent or guardian if the customer is a minor who will need a co-signer, as defined in VII: Accounts and Library Cards Eligibility Requirements 2.

This information is retained in the customer record in order to contact and identify the customer.

The following statement will be included on the registration form for the customer's information and acceptance:

I agree to be responsible for all items borrowed with the Library card issued in the above name, including items borrowed by it with or without my consent, unless I have previously reported the loss of my card. I promise to comply with all Library rules and policies, both present and future, and to give prompt notice of change of address or loss of Library card. If I choose to add an authorized individual to my account, I understand I am authorizing this individual access to information regarding my Library account, including, but not limited to: information about active checkouts, fines, fees, holds, or damaged items. I understand that this individual must be over 18 and will be required to present my Library card and their photo ID at the front desk for access to account information. In the event that this is a minor's account, I authorize my child's use of the computer at the Saratoga Springs Public Library. I understand that by signing the Authorization my child can access material on the Internet and is bound by the Library's Internet Acceptable Use and Customer Agreement. I understand that the Library may, upon a violation of the Library's policy, revoke my child's ability to use the computer and/or Internet. I further agree and acknowledge that the City shall in no way be responsible for any material accessed by my child on the Library's computers. Any restriction placed on a child's access to the Internet, beyond those discussed in the policy, is the responsibility of the parent or legal guardian. I agree to release, waive, and hold harmless the

Library and the City of Saratoga Springs from any and all liability or damage incurred by my child's use of the computers and Internet at the Library.

Obtaining

Customers who fill out the online application will have 30 days to come into the Library to present their photo ID or non-photo ID issued by a government entity (domestic or foreign) and proof of address to activate the account.

1. Adult (Not Limited Use, see Section 3 Limited Use Below). In order to obtain a Library card, adults must present a valid photo ID and proof of their current address (if it is not printed on their photo ID).
 - a. Examples of valid photo IDs include, but are not limited to, a driver's license, a state issued ID, a passport, or a military ID.
 - b. Examples of proof of address include, but are not limited to, a bill, a check, a vehicle registration, or mail addressed to their name. This proof may be presented in either physical or digital format.
2. Minor. A minor between the ages of 0-17, who cannot meet the adult criteria listed above, and must have a parent or guardian co-sign for their account.
 - a. Eligible cosigners, as defined in VII: Accounts and Library Cards Eligibility Requirements 2.a., will need to present a valid photo ID and proof of their current address (if it is not printed on their photo ID).
 - b. Examples of valid photo IDs include, but are not limited to, a driver's license, a state issued ID, a passport, or a military ID.
 - c. Examples of proof of address include, but are not limited to, a bill, a check, a vehicle registration, or mail addressed to their name. This proof may be presented in either physical or digital format.
3. Limited Use. An individual who is over the age of 18 and cannot provide a photo ID, but provides a non-photo ID listed in VII: Accounts and Library Cards Eligibility Requirements and proof of their current address.
 - a. Examples of proof of address include, but are not limited to, a bill, a check, a vehicle registration, or mail addressed to their name. This proof may be presented in either physical or digital format.

Authorized Individual

Customers may choose to authorize an additional individual over the age of 18 on their registration form to access their Library account, utilizing that individual's photo ID and the Library card.

I authorize the following individual access to information regarding my Library account, including, but not limited to information about active checkouts, fines, fees, holds or damaged items. I understand that this individual must be over 18 and will be required to

present my Library card and their photo ID at the front desk for access to account information.

This individual is identified as the “Alternate Contact” within the software used by the Library. Customers may change this alternate contact at any time by logging into their account online or notifying a Library employee and providing the alternate contact’s first and last name.

Account Renewal and Expiration

The Institute defines a registered user as the following:

“A registered user is a library user who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow library materials or gain access to other library resources⁴” the Institute requires that accounts be purged within a period of time specified by them.

As such, Library accounts will remain valid for:

1. Two (2) years from the date they are issued for residents;
2. Six (6) months or one (1) year from payment for non-residents;
3. Accounts which have been barred, sent to collections, and/or the account holders have had issues with policy violations, will be retained after expirations for documentation purposes, but cannot be used until all issues noted on the account have been resolved.

30 days prior to an account’s expiration, the customer will be sent a notice asking them to renew their account by coming into the Library with their Library card, photo ID, and proof of address (if their current address is not printed on their photo ID).

Due to contract limitations which require that customers using digital services reside within the State of Utah, accounts may not be renewed through email or over the phone. Special requests may be made to renew accounts without coming in by filling out the “Card Renewal” form online. The customer will be asked to provide the following:

1. An image of a valid photo ID;
2. An image of their Library card (where the Library card number is visible);
3. Proof of current Saratoga Springs address which is correspondence to their first and last name, which is dated and/or postmarked within the last 30 days.

Accounts that have been expired for more than 1 year will be removed following U.C.A. § 63G-2-302(1)(c).

Accessing the Account

⁴ <https://www.ims.gov/search-compare-defintions#demographic>

1. Customers who are logging into their account for any online services may do so by providing their Library card number and password or PIN.
2. Customers who are utilizing the self-check will be asked to provide their Library card and PIN.
3. Alternate contacts will be asked to provide the Library card or a digital wallet image of the Library card and their photo ID.
4. Customers who do not have their Library card and/or photo ID or who are calling for service must provide the Library card number and must verify three (3) of the following items on the account, one (1) of which must be the date of birth:
 - a. Name;
 - b. Date of birth;
 - c. Email address;
 - d. Photo ID number collected when the customer registered for the account;
 - e. Physical address;
 - f. Phone number.

Lost and/or Stolen Cards

1. Anyone whose card is lost or stolen must immediately report the loss or theft to the Library and change the PIN on their account.
 - a. Failure to do so will maintain the customer's liability for any materials checked out on the card until the report is made.
2. Anyone using a card which has been reported lost must forfeit the card.
3. Materials will not be checked out on cards which have been reported lost or stolen.
4. To receive a replacement card for a lost or stolen card, the customer must present a valid photo ID.
 - a. Customers who bring in a copy of a completed police report may receive a replacement card free of charge.
 - b. Customers who do not bring in a police report will be required to purchase a replacement card for \$3.00.

Releasing Customer Information

1. No employee shall utilize records deemed private for any purpose except those directly related to the discharge of their duty.
2. No employee will release information concerning a customer's location via phone, online, or in person unless the appropriate warrant or subpoena has been provided by law enforcement.
3. An Incident Report may be filed by an employee and submitted to the City to document issues.
4. Records will not be made available to any agency of state, federal, or local government except by the Library Director, or designee, with the legal advice of the City Attorney's Office in response to a court order, warrant, or subpoena as may be authorized.

5. Library account transaction records are considered to be confidential under the Government Records Access Management Act (hereinafter "GRAMA"). Information is released only to the adult account holder or the responsible guardian listed on a minor account, except that the Library may use such records as necessary, including disclosure to third party contractors, for the reasonable operation of the Library, including, but not limited, to the collection of Library debt.

VIII: Circulation

1. Once an item is checked out to a customer, it becomes the responsibility of that customer.
2. Items may be borrowed for a period of time as defined in "Loan Periods" and the below "Holds" and "Renewals" rules apply.
3. Items not returned within their loan period will be billed overdue fines for each item and each day they are overdue.
4. Items from special collections must be returned in person to the Circulation Desk.
5. If items are returned to another library, the customer is responsible for retrieving the item and returning it to the Library.
6. Items should be returned with all of their pieces, in good condition, free of biohazardous substances, and clean.

Borrowing Privileges

Library customers must present a valid Library card to borrow materials, access services, and/or access digital collections. Borrowing privileges may be blocked or limited for any of the following reasons:

1. Fines or fees in excess of \$10.00.
2. An item checked out on the account is overdue.
3. The customer has been suspended from Library use.
4. The card has been reported lost or stolen.
5. The account has expired.
6. Required information is incorrect or missing from the account.
7. The account has been sent to a collection agency.

Loan Periods

Items in the physical collection have the following loan periods.

Item Type	Loan Period
Audio Books	21 days
Books	21 days
DVDs	7 days
Equipment	14 days
Inter-Library Loan	As designated by the lending library

Kits	21 days
Launchpads	14 days
Recreation	14 days
Video Games	14 days

Digital collections will have other loan periods which vary by platform.

Checkout Limits

Customers will be limited to the following total number of items checked out from the physical collection.

Customer Type	Item Limit
Self-Registered, application is pending photo ID and address verification.	0
Adult	100
Minor, Ages 0-17	30
Limited Use	3

Maximum limits (within checkout limits) are placed upon the number of items from a specific item type that Library cardholders may borrow at a time.

Item Type	Adult	Minor	Limited Use
Audio Books	100	30	3
Books	100	30	3
DVDs	20	20	3
Equipment	2	2	0
Inter-Library Loan	3	3	0
Kits	3	3	0
Launchpads	2	2	0
Recreation	2	2	0
Video Games	5	5	3

Digital collections will have checkout limits which vary by platform.

Special Collections

The Library has established Launchpads, Recreation, Equipment, and digital collections, which include general hobby equipment, Chromebooks, iPads, digital content, and more. These collections are to provide customers in our community access to new technologies and to expose them to new interests.

The Library is not responsible for any liability, damage or expense resulting from use or misuse of the device or item, connection of the device or item to other electronic devices or items, or data loss resulting from the use of device or item. Any use of the device or item for illegal

purposes, unauthorized copying of copyright-protected material in any format, or remission or threatening, harassing, defamatory, or obscene materials is strictly prohibited.

Holds

1. Customers may place holds either in person, online, or over the phone.
2. Customers may choose how to be notified of their arrived holds by modifying their notification options online.
3. Customers may place up to 30 holds on physical items at one time.
4. Holds will be held for four (4) business days after the customer has been notified.
5. Holds will be filled in the order they are listed in the holds queue.

Digital collections will have hold limits which vary by platform.

Renewals

1. Most items may be renewed up to three (3) times, unless there is a hold placed on the item.
 - a. Items from the Launchpads, Recreation, and Equipment collections may only be renewed one (1) time.
 - b. Items from digital collections will be subject to their own online renewal procedures prior to their due date, unless there is a hold placed on the item.
2. Accounts are opted into automatic renewals of their physical checkouts as a courtesy, provided that the item does not have a hold or has not reached its maximum renewal limit for that item type.
 - a. Customers may choose to opt out of automatic renewals by modifying their renewal options online.

Digital collections will have renewal limits which vary by platform.

Delinquent Accounts

A delinquent account is an account with over \$10.00 in fines or fees and/or lost, missing, damaged, or overdue item(s).

Authorization to Send to Collections

In the event of a delinquent account with more than \$50.00 in lost or damaged items that are not paid within 120 days, that account may be sent to collections.

In the case of a customer failure to return materials, the Library may disclose circulation information to a collection agency hired to secure the return of, or payment for, Library materials.

A fee of \$20.00 will be charged for accounts with more than \$50.00 in lost or damaged items that are not paid within 120 days. The collection agency considers all information confidential and does not sell or share any customer information.

In the case of Library materials obtained by means of theft or fraud, the Library may disclose information to law enforcement officials.

Once a delinquent account has been sent to collections, all communication regarding the account must go through the collection agency until the collection agency notifies the Library that the account has been paid in full.

Theft, Damage, and Mutilation of Library Materials

The Library Director is authorized to establish, and the employees are authorized to enforce procedures necessary to protect Library property, including materials, from theft, damage or mutilation, and to document such activities when they occur. Such procedures will conform to the requirements of relevant laws; particularly those established in U.C.A. § 76-6-801 through 76-6-804 or such other provisions as may be adopted regarding Library theft.

The Library Director, or designee, is authorized to establish procedures and/or requirements for notifying customers of lost, missing, damaged, or overdue items. When creating these requirements, employees will consider the needs of the institution, space limitations, and the customer's previous account history.

When Library material is mutilated, damaged, or stolen, as defined within Utah law, it is the policy of the Library to pursue available legal remedies, either civil or criminal, as the circumstances warrant. The decision to pursue legal remedies is made in consultation with the City Attorney's Office. When legal action is taken under the theft and mutilation provisions of Utah law, the action taken will be documented.

See section XVI: Policy Violations Notification Process for the specific process of notifying customers of policy violations.

Inter-Library Loan

The Library provides ILL services to customers with the following provisions:

1. A fee of \$3.00 is charged when the ILL request arrives for each item to offset the postage cost.
2. Customers are also charged, with their prior consent, any fees assessed by a loaning library.
3. The Library does not charge a fee when loaning materials to other libraries.

4. The Library borrows the following types of materials through ILL: books, DVDs, compact discs, reference materials, and articles from periodicals.
5. Customers who do not pick up an ILL which they requested, after they have been noticed the item is available, are still responsible for the ILL charges accrued.
6. The replacement cost of a lost item on loan to another library will be the price assessed by the owning library plus a non-refundable \$5.00 processing fee.
7. To facilitate the efficient and effective operation of the ILL process, the Library Director, or designee, will establish procedures including limitations on the number of ILL requests a customer may have active at a given time.

IX: Fines and Fees

Fines and fees are adopted and amended by the City Council through ordinance on occasion. As of the date of adoption of this Policy, the following fines and fees apply, which are subject to change from time-to-time:

Card Fees

Type	Amount
Non-Resident Account, 6 Months	\$50.00
Non-Resident Account, 1 Year	\$100.00
Replacement Card	\$3.00

Material Fines

Materials must be returned to the Library by the close of business on the day an item is due to avoid late fines. Fines will not be assessed on Sundays, holidays, or days the Library is closed.

Item Type	Loan Period	Fine per day
Audio Books	21 days	\$0.25
Books	21 days	\$0.25
DVDs	7 days	\$0.50
Equipment	14 days	\$0.75
Inter-Library Loan	As determined by the lending library	As determined by the lending library
Kits	21 days	\$0.25
Launchpads	14 days	\$0.75
Recreation Equipment	14 days	\$0.75
Video Games	14 days	\$0.50

Damaged Items, Lost Items, and Processing Fees

Items that are returned more than 60 days overdue or that the Library has repurchased, are ineligible to have the replacement cost removed from the account and will be treated as donations to the Library.

Fee Type	Amount
Damage: Audio Book Case- Multi-Disc Ringed Case	\$8.00
Damage: Irreparable	Current replacement cost plus \$5.00 processing fee
Damage: Media Case- Multi-Disc	\$2.50
Damage: Media Case- Single Disc	\$1.00
Lost Item	Current replacement cost plus \$5.00 processing fee
Processing Fee: Barcode	\$2.00
Processing Fee: Damaged Item	\$5.00
Processing Fee: Lamination	\$3.00
Processing Fee: Lost Item	\$5.00
Processing Fee: Spine Label	\$1.00
Processing Fee: RFID Tag	\$2.00

Returned in Book Drop

Equipment, Kits, Games, Launchpads, Literacy Sets, or Recreation Equipment returned in the book drop will be charged a \$5.00 fee for each item. If damage to the item is discovered by Library employees, these additional costs will be added to the customer's account.

Collection Agency Fee

A fee of \$20.00 will be charged for accounts with \$50.00 or more in lost or damaged items that are not paid within 90 days of the 30 day overdue notice being issued. The account will then be sent to a collection agency.

Payment Plans

If the customer works with the designated member of staff indicated in their overdue notices to establish a payment plan prior to the account being sent to collections, no collection agency fee will be charged and the account will not be sent to collections, as long as the payment plan is followed. They will be unable to resume the use of their Library card until the balance on their account is less than \$10.00.

Inter-Library Loan Fee

The fee of \$3.00 or the postage cost, whichever is greater, will be charged for items which are borrowed from other libraries and postmarked back to the originating library.

Printing

The cost to print is \$0.20 per page using black ink or \$0.50 per page using colored ink. If double sided copies are printed, the cost to print is \$0.40 per page in black ink or \$1.00 per page in color ink. Printing shall only occur on paper provided by the Library.

Refunds

If a customer has paid for a lost item and returns the item within 30 days of payment, the Library will refund the cost of the item, but not the processing fee or any late fines.

Customers will be required to bring the lost item to the Circulation Desk at the Library during open hours to assess the item for damage. If the item is found to be undamaged, an employee will process a refund request for the item. The customer will be asked to identify if they would like their refund applied as credit on their account or through a check mailed by the City.

Fine Waivers

1. The Library Board reserves the right to authorize the Library to allow customers who make specific donations to waive outstanding fines. This may happen during designated dates, which shall not exceed 14 days in a calendar year.
2. Fines of up to \$2.00 may be waived at the discretion of the Library employees and up to \$50.00 may be waived at the discretion of the Library Director.
 - a. For fines and fees above \$50.00, the City Council delegates authority to the City Manager to exercise discretion to waive fines or fees on a case-by-case basis.
3. Customers may apply for a fine forgiveness program once every 36 months based on a demonstration of a medical or financial hardship for the adult account holder or co-signer.
 - a. This program can allow for the forgiveness of a portion of the overdue fines. All items must be returned or replacement cost and processing fees must be paid.
 - b. Customers must fill out an application for fine forgiveness within 120 days of the 30-day overdue notice being issued or within 120 day of the fine's accrual date, whichever occurs first, to qualify for the program.
 - c. Adjustments will be calculated as follows: customer will pay for 50% of the total of overdue fines. For example, if the customer owes \$200.00, they will be responsible for \$100.00.
 - d. Customers may make payments until the amount has been paid in full with the minimum monthly payment of either 10% of the adjusted fine or \$5.00, whichever is greater. They will be unable to resume the use of their Library card until the balance on their account is less than \$10.00.

X: Technology and Internet Use

This policy provides guidelines regarding Library Technology and Internet use and to meet the requirements of U.C.A. § 9-7-215 and 216, Utah Admin. Code R458-2, and 47 U.S.C. § 254.

This policy is part of the terms and conditions to use public computers, Wi-Fi and other internet-based technologies and is readily available to the public on our website. The Library will review this policy at least every 3 (three) years. A copy of the new policy will be sent to the Utah State Library, as required by Utah Admin. Code R458-2. Please contact the Library with any questions concerning this policy or its enforcement.

Computer Access

Adults. An adult may access a Library computer by doing one (1) of the following:

1. Making a reservation or logging into a public computer with their Library card.
2. Presenting their Library card to an employee allowing them to make a reservation for a computer
3. Becoming an authorized day guest by agreeing to the Technology and Internet Use policy when logging into the computer.

Minors. A minor (a customer under the age of 18) may access a library computer if they do one (1) of the following:

1. They have made a reservation or logged into a public computer with their Library card.
2. They present their Library card to an employee allowing them to make a reservation for a computer.
3. A minor can be in the care of a guardian who becomes an authorized day guest by agreeing to the Technology and Internet Use Policy when logging into the computer and shares access with said minor.

Guardian Monitoring. A parent or legal guardian is solely responsible for monitoring computer and internet access of their minor child(ren).

Internet Acceptable Use and Customer Agreement

The Library has an Internet Acceptable Use and Customer Agreement for all customers, including minors, which restricts access to specific internet materials as set forth in U.C.A. § 9-7-215(2). This Internet Acceptable Use and Customer Agreement will be enforced by the Library in an effort to provide safety during the use of a computer, internet, or other technology by or around a minor. By using Library technology services, each customer agrees that:

1. Customers shall release, waive, and hold harmless the City and Library from all claims, liability, or damage incurred by Library technology services.
2. Customers of Library technology services agree they shall not:

- a. Access material that is “child pornography,” “harmful to minors,” or “obscene” in accordance with U.C.A. § 9-7-215 and U.C.A. § 76-10-1201, as amended, as well as the respective definitions in U.C.A. § 76-5b-103; U.C.A. § 76-10-1201; and 20 U.S.C. § 9101;
 - b. Use any online gambling websites prohibited by U.C.A. § 76-10-1101 *et seq.*;
 - c. Use Library technology equipment or services to engage in illegal activities;
 - d. Engage in any activity intended to compromise system security or the security of other computers and network systems, interfere with the proper operation of equipment, or compromise the privacy or obstruct the work of other customers;
 - e. Install programs, change or reconfigure the system, software, or hardware;
 - f. Upload or download software on any Library device.
3. Library employees will assist customers using public computers as time or other demands allow.
4. Library computer time limits may be established to ensure fair and equitable access for all customers.
5. The Library does not guarantee the availability or reliability of computer access or internet service.
 - a. Free Wi-Fi connectivity is governed by this and is available during regular business hours for customers with personal wireless devices.
 - b. Connectivity is not guaranteed and the Library cannot provide technical assistance.
6. The Library does not guarantee security of personal information on Library computers or over internet connections, either direct or wireless. Customers entering personal information (e.g. credit card numbers, social security numbers, etc.) do so at their own risk.
7. The Library uses filtering software on each Library device that connects the Library’s network. In the realm of Internet filtering, the ultimate concern is for the safety of minors while at the same time providing access to information. In accordance with the CIPA, the Library employs internet content filtering software to block inappropriate content.
 - a. Filtering software is designed to filter out the materials described in U.C.A. § 9-7-215(2).
 - b. Occasionally, a website that has inappropriate content slips through the filter or a website that the public needs to access is blocked.
 - c. If the website has a chatroom or chat capability, these websites are normally blocked.
 - d. An authorized member of the ITS may disable filtering software from a Library device at the request of an adult customer who utilized the “Request Local Exception to Filter Categorization” form online.
 - i. Such software may be disabled for research or other lawful purposes if the customer can clearly demonstrate that the filter software has blocked access to materials that are not obscene, child pornography, or harmful to minors as defined in U.C.A. § 9-7-215(1).

8. See section XVI: Policy Violations Notification Process for the specific process of notifying customers of policy violations.

Printing

1. Printing is available from public computers, on the website via the wireless printing portal, and/or through the secure email provided on the website.
2. Print jobs will be tied to a Library card number or email address.
3. The Library cannot view your print jobs from the print release terminal.
4. The cost to print is \$0.20 per page in black ink or \$0.50 per page in color ink. If double sided copies are printed, the cost to print is \$0.40 per page in black ink or \$1.00 per page in color ink.
5. Payments made with a credit and/or debit card must be for \$1.00 or more.
6. Print jobs will not be printed until the customer is at the Library to obtain their print jobs.
7. The Library will not print on specialized paper, envelopes, and/or stickers.

Request Exception to Filter

All sites accessible from within the Library and/or from Library technology are subject to the X: Technology and Internet Use subsection Internet Acceptable Use and Customer Agreement. If you feel that you have found a URL that is mishandled by our filter, please read and understand all of the following before proceeding.

Any customer with a valid Library card can fill out the "Request Local Exception to Filter Categorization" form located on the website to question if a URL was mishandled by our filter.

1. Customers shall include their Library card number within their requests for a URL review.
 - a. If the request does not include this Library card number, then the request shall be denied.
2. Requests shall state the reason why the URL should not be blocked and a legitimate research purpose for the website.
 - a. If the request does not specifically state the reasons for the request or specify the violation of policy, then in either case, the request shall be denied.
3. This form must be submitted to request blocking or unblocking of a website provided through the Library.
 - a. If a customer is requesting that a blocked site be unblocked, they should be prepared to defend the instructional or professional value of the website.
 - b. Also, they should determine that comparable content is not already available on some other (unblocked) website(s).
4. The ITS will review the site listed on the "Request Local Exception to Filter Categorization" form.

- a. Some sites are not able to be unblocked as the entire subsets of the website are affected as a unit. It is also important to note that all websites unblocked may impact the entire building.
 - b. All requests will be reviewed by the Library and ITS.
 - c. Controversial website requests may be denied or take longer pending further review and evaluation of the request.
 - i. In case of an immediate block request, the decision will be expedited with a review to follow.
- 5. The Library will respond to the number of requests in chronological order, based on the number of staff resources available without compromising Library operations.
- 6. Due to the sensitive nature of the content requested, displayed and/or in the public space, the Library will not consider appeals regarding the decision of the Library or ITS to not remove internet filtering.

XI: Facilities and Displays

Facility Use

The Library Director is authorized to establish use guidelines and/or other procedural requirements to provide access to space within the facility for customers with an active account. These use guidelines and/or requirements will be consistent with the City's other facility use policies. When creating these requirements, employees will consider the needs of all residents as well as all health and safety regulations.

Customers may use the existing space within the facility as long as their use does not interfere with other customer use of the facility and/or violate Section XII: Customer Behavior, Service & Expectations of this document.

Public Artwork

1. The Library may work with the City, Saratoga Springs Arts Council, other government or school entities to allow displays of public artwork through their organization(s).
2. The Library will follow the criteria for evaluation of displayed artwork from the City's Art Policy.
3. The Library will abide by the community standards of the City and will commit to be thoughtful and sensitive in choosing works of art to be displayed.
4. The Library will be solely responsible for the placement of artwork.
5. The Library shall be responsible for removing artwork from display.
6. The Library may remove or relocate artwork from display at any time for any reason.
7. The Library shall not be liable to any artist for any damage to any artwork displayed.
8. Displayed artwork may be challenged through the "Customer Statement of Concern" form available online at www.saratogasprings-ut.gov/library or at the Circulation Desk.

Library Collection Displays

The Library does not allow for public displays of the collection. Library displays must be approved by the Library Display Committee described herein pursuant to criteria established below.

1. The Library Display Committee is made up of two (2) Library employees and a member of the City Public Relations and Community Outreach Department. The Library Display Committee will review displays proposed by Library staff and will vote to allow or disallow the proposed display.
 - a. The Library Display Committee will meet quarterly to review proposals for displays in the upcoming quarter which will be reviewed by City Administration prior to approval.
 - b. A decision by the Library Display Committee is not subject to appeal.
2. The guidelines for Library Collection Displays include the following:
 - a. Highlight or promote Library materials or services;
 - b. Provide cultural or educational information;
 - c. Serve community needs and interests;
 - d. Provide entertainment or enlightenment;
 - e. Encourage connection to community, state, or national programs, exhibitions, or events;
 - f. Consistent with legal requirements and community standards (e.g. the Library will not display pornography pursuant to U.C.A. § 76-10-1203).
3. Displays may be removed or relocated by the Library at any time for any reason.
4. Displays may be challenged through the "Customer Statement of Concern" form available online at www.saratogasprings-ut.gov/library or at the Circulation Desk.

Brochures, Information Board, and/or Announcements

The information bulletin board is not monitored 24/7. Content must be posted by Library staff and meet the following criteria:

1. Information posted must be from a City partner affiliate.
2. Flyers or notices must clearly include the institution's logo and contact information.
3. Information that offers medical or health information which are not sponsored by a government entity are not permitted.
4. Do not post content that promotes a commercial entity or products.
5. Do not post content that contain threats, obscenity, profanity, graphic language, materials that would violate the law, abusive, and defamatory, sexually explicit materials, discrimination based on race, sex, sexual orientation, gender, religion, national origin, age, genome, or disability.
6. The appearance of this information does not constitute an endorsement by the Library or City, or for the information, products, or service contained therein. The Library or City

does not exercise any editorial control over the information you may find at these locations. If there is a reference herein to any specific commercial product, process, or service by name, trademark, manufacturer, or otherwise, that reference does not necessarily constitute or imply its endorsement, recommendation, or favoring by the Library or City. The views and opinions expressed herein do not necessarily state or reflect those of the Library or City and shall not be used for advertising or product endorsement. With respect to documents available from the server, the Library or City do not make any warranties, express or implied, including the warranty of merchantability and fitness for a particular purpose, or assume any legal liability or responsibility for the accuracy, completeness, or usefulness of information.

Hardcopies of information for the information board, brochures, information and/or announcements should be brought into the library front desk for review and must meet the criteria outlined above. Information not meeting these criteria will be disposed of. Allow for at least 48-72 hours for the review and posting of this information, based on staff availability.

1. Notices and/or announcements will be approved and posted in a locked display case by Library staff for a period of at least seven (7) business days.
2. Brochures will be approved and posted in the display case by Library staff for a period of at least seven (7) business days, or until there are none remaining.
3. Notices may be removed by the Library at any time for any reason.
4. Posted information may be challenged through the "Customer Statement of Concern" form available online at www.saratogasprings-ut.gov/library or at the Circulation Desk.

XII: Customer Behavior, Service, and Expectations

The Library is open to everyone; all are welcome to use the Library's services and resources. So that all Library customers may have a pleasant experience, customers are expected to respect the rights of others and adhere to the following behavioral rules. These expectations apply equally to minors and adults. Adults are responsible for providing proper supervision of those under their care while in the Library.

See section XVI: Policy Violations Notification Process for the specific process of notifying customers of policy violations.

Neither the City nor the Library is responsible for a minor left in or outside of the facility.

If a customer appears to have been the victim of a crime, employees will call the necessary emergency personnel and isolate the area to protect the possible crime scene.

Abandoned Individuals

During Business Hours

If an individual has been abandoned and multiple attempts have been made to reach a responsible party and it has been longer than thirty minutes and during the library's operational hours, employees are to call the police. At no time will a single employee be alone, or out of view, with a minor who is not related to them. The individual should be provided with a seat within eyesight of the service desk.

Outside Business Hours

In the event an individual has been abandoned at closing a guardian or responsible party has not arrived within ten (10) minutes of closing, two (2) employees will wait with the individual in the Library, until law enforcement, or the guardian or responsible party arrives. At no time will a single employee be alone, or out of view, with a minor who is not related to them. The individual should be provided with a seat within eyesight of the service desk.

Behavior Guidelines

The Library's behavior guidelines are intended to maintain a considerate and orderly atmosphere, preserve easy access to Library services and resources, and to protect Library property. Individuals who willfully violate these rules are subject to exclusion from the Library; egregious violations may result in the immediate exclusion or in longer exclusions than indicated in these guidelines.

Individuals who repeatedly violate these behavior guidelines after having been previously excluded due to Library rule violations may face a longer exclusion than indicated in these guidelines. Repeat offenders need not violate the same rule to be subject to stricter enforcement and need not be warned that their behavior is inappropriate before being excluded.

Any person who violates guidelines 1-6 while on Library premises will be immediately ejected without first being given a warning. Any person so excluded shall lose all Library privileges for a period of up to three (3) years, and the incident may be reported to the appropriate law enforcement agency.

1. Committing or attempting to commit any activity that violates any federal, state or local criminal statute or ordinance.
2. Directing a specific threat of physical harm against an individual, group of individuals, or property.
3. Engaging in sexual conduct or lewd behavior.
4. Processing, selling, distributing, consuming, or being under the influence of any controlled substance or alcohol.
5. Intentionally damaging, defacing, or destroying Library property.

6. Carrying dangerous weapons of any type, except as authorized by law.

Any person who violates guidelines 7-15 while on Library premises will be asked to leave for the day. Subsequent offenses will result in that person's immediate ejection and exclusion from the Library for a period of up to 1 (one) year.

7. Verbally or physically insulting, threatening, or harassing other customers, volunteers, or employees, including but not limited to:
 - a. Stalking, staring, lurking, offensive touching.
 - b. Using foul, abusive, or threatening language or gestures.
 - c. Statements or behaviors which discriminate against another individual in regards to any of the federally or state identified protected classes such as, but not limited to: ethnic background, sexual orientation, genome, religious beliefs, age, gender, and/or disability.
 - d. Fighting or challenging to a fight, running, pushing, shoving, or throwing things.
8. Using Library materials, equipment, furniture, fixtures, or facilities in a manner inconsistent with customary use, including but not limited to:
 - a. Standing on chairs.
 - b. Sitting on table tops or counters.
 - c. Climbing on bookshelves or display units.
 - d. Vandalizing or destroying property.
9. Soliciting, completion of private sales, advertising of private sales, petitioning, or distributing written materials or canvassing for political, charitable, monetary, or religious purposes inside the Library towards other customers, volunteers, or employees.
10. Any interference with free passage of Library employees or customers on Library premises, including, but not limited to:
 - a. Bringing prohibited items in to the Library, including but not limited to, bicycles, shopping carts, or similar devices.
 - b. Using wheeled devices in the Library building, including, but not limited to, skateboards, rollerblades, bicycles, scooters, and shopping carts (except for wheelchairs, walkers, and strollers).
 - c. Motorized vehicles must provide mobility assistance and not be for recreational purposes only.
11. Not obeying all federal, state, city, and county laws and ordinances including, but not limited to, the UICAA, which prohibits smoking and vaping in public buildings.
12. Bringing non-service animals or animals not for the express intention of Library programming into the Library. Similarly, leaving animals unattended, tethered or not, outside the Library in a way that impedes other's access to the Library.
13. Violating the Internet Acceptable Use and Customer Agreement.
14. Improperly using Library restrooms, including but not limited to:
 - a. Bathing.
 - b. Shaving.
 - c. Washing hair.

- d. Doing laundry.
- 15. Filming or photographing other Library customers is discouraged to protect their privacy. In the event a customer asks not to be filmed, please respect their wishes. However, the Library is considered a public location, and no Library customer shall have any expectation of privacy in the context of the 4th Amendment to the U.S. Constitution.
 - a. Filming or photographing of Library employees in the public areas is permissible; however, entry to “Employee Only” areas is prohibited.
 - b. A City of Saratoga Springs Special Event Permit must be obtained for filming or photographing for documentary, news, or other purpose on all City property, including the Library.

The Library may utilize security devices including, but not limited to: video cameras, gate alarms, or other security measures, in accordance with City policy.

Any person who violates guidelines 16-17 while on Library premises may be asked to leave for the day. Subsequent offenses by that person will result in the person’s immediate ejection and exclusion from the Library for a period of time up to 6 months.

- 16. Laying down or sleeping in the restrooms, stairwells, lobby, or on any floor or table in the facility.
- 17. Failing to comply with a reasonable employee request and/or neglecting to provide proper supervision of children or others under their care.

Any person who violates guidelines 18-21 while on Library premises will be excluded from the Library until the problem is corrected.

- 18. Entering the Library with inappropriate attire, examples include, but are not, limited to: wet clothing and being barefoot
- 19. Having offensive body odor or personal hygiene that unreasonably interferes with other customers’ ability to use the Library.
- 20. Skateboards, scooters, rollerblades, and like equipment must be carried.
- 21. Engaging in conduct that disrupts or interferes with normal operations of the Library or disturbs Library employees or customers, including but not limited to:
 - a. Conduct that creates unreasonable noise.
 - b. Conduct that consists of loud or boisterous physical behavior.
 - c. Using audible devices without headphones.
 - d. Using headphones set at a volume that disturbs others.
 - e. Using cellphones or other communication devices in a manner that disturbs others.
 - f. Unnecessary use of personal electronic equipment, such as a phone, while requesting employee assistance.
 - g. Leaving personal items unattended and/or exceeding a reasonable amount and/or size.

Minors

The Library Director is authorized to establish procedures for disturbances caused by unattended minors who violate the behavior guidelines.

If a minor appears unattended and is violating the XII: Customer Behavior, Service and Expectations Behavior Guidelines, Library employees should follow prudent measures in locating the responsible party. Prudent measures are defined as, but not limited to:

1. Remaining with the minor and staying in open public areas while searching for the responsible party.
2. Initiating or maintaining as little physical contact with the minor as possible. Employees should not make physical contact with a minor if it can be avoided. There should be no contact that could be considered inappropriate or intimate.

If and when the responsible party to the unattended minor is identified, the employee shall:

1. Explain to the responsible party the behavior guideline(s) which were violated and what actions the minor was engaged in.
2. Explain to the responsible party that the minor should remain in the immediate care and vision of the responsible party.

If an unattended minor appears to have been the victim of a crime, employees will call the necessary emergency personnel and isolate the area to protect the possible crime scene.

If an unattended minor appears to have been abandoned multiple attempts have been made to reach a responsible party and it has been longer than 30 minutes and during the library's operational hours, employees are to call the police.

Events, Programs, or Activities

Events shall include offerings provided by the Library or in partnership with the Library either in the Library, other City facilities, or at off-site locations, such as, but not limited to, story time, STEAM activities, book clubs, continuing education classes, and other educational, informational, and leisure services provided by, in, or sponsored by the Library.

The Library Director, or designee, is authorized to establish registration requirements, program space limitations, and/or other procedural requirements to provide access to all events for customers with an active account. When creating these requirements, employees will consider the needs of all residents as well as all health and safety regulations.

Service to Customers with a Disability

The Library complies with the policies of the City regarding the provision of services to citizens with disabilities as required by Section 504 of the Rehabilitation Act of 1973 and the ADA.

It is the intent of the Library to comply with the provisions of the ADA. As a result, the Library wishes to establish guidelines to facilitate the provision of Library services to citizens with disabilities in accordance with the principle of reasonable accommodation and within the scope of the Library's mission, goals, and resources.

Pursuant to the ADA, no individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of services, programs, or activities of the Library, or be subjected to discrimination by the Library. These guidelines will assist the Library to comply with the ADA.

A person is considered to be disabled for the purposes of this policy if a person has: (a) a physical or mental impairment that substantially limits 1 (one) or more of the person's major life activities; (b) a prior record of such an impairment; or (c) is regarded as having such an impairment. The Library will only require documentation of a customer's disability as allowed by Title II of the ADA.

Service Guidelines

The following guidelines are established in fulfillment of this requirement. They are intended to be applied by all employees in carrying out the public services of the Library. Employees uncertain about how to apply the guidelines in a particular situation should, if feasible, consult with the Library Director, or designee, who should consult with the City Attorney's Office and/or HR Department.

1. General Services. The following is a list of examples that includes, but is not limited to, account registration, assistance with third-party applications, computer use, and research assistance.

Individual customers with a disability may require assistance in order to utilize the services of the Library. Cases in which such assistance may be required include, but are not limited to: customers with visual impairment requiring assistance in reading terminal screens or reading reference materials, customers in wheelchairs requiring assistance in retrieving items from high shelves, customers with arthritis requiring assistance in using a keyboard, or customers registering for a Library card needing assistance with the tablet or application. In these and similar cases, the Library employees will:

- a. Evaluate the type of assistance needed and provide it with as much thoroughness as possible. For example, the solution may require the Library to purchase an assistive device, to assist the customer with filling out a form or using a device, or to refer the customer to another agency, such as the Library for the Blind at the Utah State Library.

- b. For cases in which a significant amount of employee time is required to meet the request for assistance, and the Library employees are not able to commit the time to provide the service under the circumstances, the employee will attempt to arrange a designated time when the service can be rendered. Extending reading from reference materials may be such a case. For situations in which it is possible, customers requiring extensive assistance can be encouraged to contact the Library to make arrangements before coming into the Library.
 - c. In all cases, the Library is not required to provide an accommodation that would cause the Library undue burden such as imposing an undue financial or administrative burden on the Library or resulting in a fundamental alteration in the nature of a service. Hardship could likely exist due to the lack of resources of the Library.
 - i. The Library employees should always consult with the Library Director, or designee, who should consult with the City Attorney's Office and/or HR Department, prior to making a determination that the accommodation will not be provided because it causes an undue hardship on the Library.
 - d. Per the ADA, it is not required that customers specifically request a reasonable accommodation where it is apparent that the customer is a person with a disability and the Library employees are aware that such person is being excluded from participation or being denied the benefits of services of the Library without a reasonable accommodation. In such a case, the reasonable accommodation should be made.
 - i. The Library employees should always consult with the Library Director, or designee, who should consult with the City Attorney's Office and/or HR Department, in making such determination.
2. Events, Programs, Activities, and Public Meetings. Examples of these include, but are not limited to, story time, tutoring, Board meetings, book clubs, or other events offered by the Library or in partnership with the Library.

Individuals with a disability may require certain reasonable accommodations in order to participate in a Library-sponsored program or public meeting. Cases in which such accommodations may be desired include, but are not limited to, a sign language interpreter for the hearing impaired, magnified devices to make overhead projections clear for the visually impaired, or special assistance for a physically impaired minor to participate in a hands-on activity.

Any customer who is deemed to be a person with a disability that is interested in attending a program and notifies the Library of the accommodation 1 (one) week before the scheduled program or 72 hours before a public meeting, should be provided reasonable accommodations in accordance with these guidelines. The Library Director, or designee, will investigate feasibility, cost, and other considerations herein. The Library will notify the customer of its findings, and will make appropriate arrangements if the accommodation is judged to be reasonable and not an undue hardship.

Requests for Accommodation

The Library Director establishes the following procedures to facilitate the efficient and effective handling of requests for accommodation.

1. Customers who wish for an accommodation should request one by filling out the “Request for Accommodation” form on the website www.saratogasprings-ut.gov/library, by emailing library@saratogasprings-ut.gov, or calling the Library directly with details of their request.
 - a. Customers should be prepared to provide their name, address, phone number, email address, and Library card number (if applicable).
2. Requests should be made no later than 1 week before a scheduled program or 72 hours before a public meeting.
3. The Library Director, or designee, will work with the City Attorney’s Office and/or HR Department to determine if the Library can reasonably accommodate this request.

XIII: Collection Development and Maintenance

The Library promotes access to information by making available an eclectic, cosmopolitan collection, within the limitations of budget and space. The value and impact of any material is examined as a whole, and not on isolated words, phrases, or incidents. The Library therefore establishes the following policy for selection and de-selection of materials for the collection. This policy is intended to address materials in an array of formats as necessary to reasonably meet community needs. Nothing in this policy shall prohibit the expansion of the number of formats of Library materials as the opportunity, need, space, and funding may arise. Finally, the Library promotes and encourages the opportunity for cooperative collection development and collaboration.

Responsibility for Selection

The final authority for the determination of the policy to guide the selection and acquisition of materials is vested in the Library Board. The Library Board operates under U.C.A. § 9-7-4. The Library Board hereby delegates authority for the selection of Library materials to the Library Director and, at the Library Director’s discretion, the staff.

Selectors shall, as available funding and resources allow when directed by the City Council, select materials consistent with “Criteria for Selection” of this policy and without regards to the selectors’ personal attitudes toward the work, author, or subject matter. Selectors will be expected to address areas of relevancy, currency, community need, duplication (in print or electronic formats), as well as acquire a reasonable degree of subject specific knowledge to meet the challenges of their assignments.

Available electronic sources shall be considered as a valid resource for the purpose of this policy. Electronic resources are governed by the Utah State Library and/or the Beehive Library Consortium and as such are subject to the Utah State Library Collection Development Policy.

Criteria for Selection

1. Selection Inclusion. Specific criteria for inclusion may include:
 - a. Importance of the subject matter to the collection.
 - b. The author's significance as a writer and/or reputation.
 - c. Scarcity of the material on the subject.
 - d. Timeliness or permanence of the work.
 - e. Availability of the material elsewhere in the area.
 - f. Literacy quality.
 - g. Format.
 - h. Authoritativeness.
 - i. Comprehensiveness.
 - j. Construction quality and durability.
 - k. Potential interest to people served.
 - l. Special, favorable consideration maybe given to award-winning materials in all areas.
 - m. Does not contain obscene materials. Material may only be deemed obscene if all of the following criteria are met:
 - i. Whether the average person, applying contemporary community standards, would find that the work, taken as a whole, appeals to the prurient interest;
 - ii. Whether the work depicts or describes in a patently offensive way, sexual conduct as defined by U.C.A. § 76-10-1201(14);
 - iii. Whether the work, taken as a whole, lacks serious literary, artistic, political, or scientific value.
 - n. Whether the material violates U.C.A. § 76-10-1201 *et seq.*
2. Duplication of Materials. The Library does not, without compelling reason, seek to duplicate materials that may be available elsewhere in the community. Examples are:
 - a. Research or special collections available at Brigham Young University, the University of Utah, or any other state library or facility that has resources available through ILL.
 - b. Material available from Riverton Family History Center and the local Stake Family History Centers.
 - c. Textbook needs of students in local schools.
 - d. Materials published in a foreign language, unless community need dictates.
 - e. Professional materials written primarily for specialists.
 - f. Highly specialized reference materials.
3. Purchases. The Library will purchase materials from reputable vendors through various means and in accordance with City purchasing policies and practices.
 - a. Purchases of materials in excess of five (5) years old (from copyright) will not be considered for the collection unless they fill a specific need such as completing a series, directly replacing lost or damage materials that would otherwise be kept or

reordered, or meet another compelling criterion as approved by the recognized primary acquirer for a specific area of the Library.

- i. This does not preclude the purchase of classic⁵ literature.
 - b. The Library purchases only new materials.
 - c. The Library will attempt to maintain a reasonable hold ratio of one (1) copy for every ten (10) customer holds; however, in the event that budget or space disallows doing so, they may choose not to purchase duplicates of materials.
 - i. Multiple holds from the same household will be considered as one (1) hold.
 - d. The Library will not purchase or license more than eight (8) copies of any one (1) publication at a time, regardless of the material type or format.
 - i. The Library may choose to add additional donated copies of a title to increase the number of physical copies.
4. Selection Sources. Sources for selection decision encompass, but are not limited to:
- a. Recognized reviewing media, including prepublication reviews.
 - b. Publishers' catalogs.
 - c. Respected online review sites.
 - d. Regular inspection and evaluation of new material.
 - e. Judgement of the staff based on the application of the standards selection criteria herein.
 - f. Customer request and recommendations which are subject to the selection criteria outlined above.

Policies Regarding Format and Classification of Materials

1. Format. These materials are selected based on various criteria of this section as it relates to other Library materials and needs of the community, which may include, but are not limited to, the following:
 - a. Books. These materials include, but are not limited to, materials that are turtleback, library bound, hardback, paperback, and laminated.
 - b. Digital Materials. These materials include, but are not limited to, such items as downloadable audio recordings, downloadable ebooks, downloadable periodicals, downloadable video recordings, and any combination thereof.
 - c. Audiovisual Materials. These materials include, but are not limited to, such items as audio recordings, video recordings, video games, and any combination thereof.
 - d. Special Collections. Other formats may include, but are not limited to, kits, games, pamphlets, maps, newspapers, pictures, large print media, and items for special collections.
 - e. Other formats will be added to our collection as new technologies and innovations become available and are within budgetary constraints. Said

⁵ Classic is defined herein as those materials that, although they have dated copyrights, have, or are expected to have, regular demand over time.

additions will conform to the general intent of this policy and need not be specifically addressed prior to their addition to the collection.

2. Classifications. Classifications of materials may include, but are not limited to, the following:
 - a. Fiction. The Library attempts to include notable classic and popular novels, short stories, poetry, and plays.
 - b. Non-Fiction. The Library aims to have an authoritative, up-to-date circulating non-fiction collection for the general reader in various fields of knowledge.
 - c. Young Adult Materials. Young adult materials consist of fiction and non-fiction materials and are selected to meet the information and recreational needs of young adults from ages 12 through 17.
 - d. Children's Materials. Children's materials consist of fiction and non-fiction materials and are selected to meet the information and recreational needs for minors through age 12.
 - e. Foreign Language Materials. Fiction and non-fiction materials selected to meet the foreign language needs of the entire community.

Local Author Submissions

As a public library that focuses on popular materials, the Library selects titles aimed at the general reader. The primary focus of our Library is to maintain up-to-date and varied collections that reflect community interests and customer needs.

If an author wishes to submit their book for Library selectors to consider adding to the collection, they will need to review each of the following sections for important instructions and guidelines prior to filling out the "Recommendation to Purchase an Independently Published Title" form located on the website www.saratogasprings-ut.gov/library.

1. Book Reviews. Reviews from industry sources allow Library selectors to fully evaluate the book.
 - a. A positive review in one or more professional library review journals will give the material an improved chance for purchase or addition to the collection. Examples of these journals include, but are not limited to, Booklist, Kirkus Reviews, Library Journal, Publisher's Weekly, and School Library Journal.
 - b. Library selectors will also consider reviews published in the Salt Lake Tribune or Deseret News book sections, as well as titles featured in other local media.
 - c. The author may also submit other online reviews for independently published materials, from sources such as but not limited to, Booklife, Chanticleer Book Reviews, Edelwiess, Independent Publisher, Kirkus Indie Book Reviews, NetGallery, Reedsy Best Book Review Blogs, and Wattpad.
 - d. Reader Reviews: The Library will consider reader opinions based on rankings, comments, and reviews on Amazon, GoodReads, BookTok, and/or other review blogs.
2. Book Binding and Quality Guidelines.

- a. Due to the frequent use of Library materials, the quality of the book production is evaluated by Library selectors when considering the addition of materials. Books made with quality materials, attractive cover art, and/or glued or sewn bindings are preferred.
 - b. Books with interactive pages designed to be filled in or torn out will not be considered for the collection.
 - c. eMaterials. The Library does not currently have an independent platform to distribute digital materials. If the author has an eBook or eAudiobook they would like to have considered for purchase, they may apply to be a publisher partner with OverDrive or Boundless, our digital book vendors. Once they have been accepted and their work(s) is/are available in OverDrive and Baker and Taylors Boundless marketplace they may submit their title request through that specific platform.
3. Sending the item to the Library. If the author chooses to send us a sample copy of the item, the Library will not be able to return it. Submissions of physical items can only be received by mail at the address listed below. The Library will consider the item to be a donation and its deposition will be covered within the Gifts and Donations criteria (*"Gifts and Donations."*)

Items may be mailed to:

Saratoga Springs Public Library
Attn: Acquisitions
319 South Saratoga Rd
Saratoga Springs UT 84045

Maintenance of the Collection

The Library maintains an active process for discarding outdated items, items no longer in demand, duplicate or surplus items, worn or mutilated items, and items which no longer contribute to the total collection.

Once items have been added to the Library's collection, they are managed through an assessment and evaluation process to ensure ongoing collection development goals are met, that collections remain up to date, balanced, and attractive, and that space limitations are minimized. This process identifies items for replacement, retention, or de-selection. Library employees utilize professional judgment and expertise in deciding which materials to retain, replace, repair or de-select.

1. De-selection (removing items from the collection) is an integral part of collection development. De-selected materials may be donated to the Friends of the Library or sold as surplus or sent to other non-profit organizations as donations. The Library retains those materials that continue to have enduring or permanent significance to its mission and overall collection goals.
2. Criteria: Along with the same criteria used to select new materials, general criteria for retaining, replacing, repairing, or de-selecting include:
 - b. Availability of the item in alternative formats.

- c. Feasibility and cost of repair.
- d. Historical significance, interest or value.
- e. Physical condition.
- f. Relative usefulness of item.
- g. Space considerations.
- h. Superseded, inaccurate, or out-of-date content.
- i. Usage.

XIV: Gifts and Donations

The Library welcomes gifts of equipment, money, or material for their use. Books, media, and other donated materials are subject to XIII: Collection Development and Maintenance Criteria for Selection which identifies criteria that are applied to materials which are purchased.

1. Gifts and Donation Receipts. The Library will, if requested, provide a written acknowledgement of the receipt of gifts, but not an itemized list. In accordance with income tax regulations, the Library will leave the determination of value of the donation to the donor or legality of a tax deduction.
2. Donated Materials. All donations become property of the Library and the Library reserves the right to use them according to its needs. The Library is under no obligation to add materials to the collection or to notify the donor of the disposition of items. The Library retains unconditional ownership of the gift. Unused donations may be sold or disposed of through other means determined by the Library. Gifts in excess of 5 years old (from copyright) will not be considered for the collection, unless they fill a specific need. Gifts of items used for the collection are to be in new or nearly new condition.
 - a. The Library encourages and appreciates gifts and donations; however, the following types of materials will not be accepted: audio and video cassettes, encyclopedias, home-made recordings, textbooks, newspaper, software, vinyl records, or extremely worn, damaged, or outdated materials.
3. Monetary Gifts. The Library is pleased to accept monetary gifts intended for the purchase of Library equipment or materials when the donors' intentions for the gift and the Library's policies align.

XV: Background Checks

The purpose of this Policy is to preserve the safety and well-being of individuals utilizing the Library and its services and others who utilize City owned, operated, and maintained facilities. The Policy requires criminal background checks for Library employees and volunteers over the age of 18. This Policy is intended to meet the requirements of U.C.A. § 9-7-218. In the event of a conflict, the more restrictive provision shall apply so long as there is no violation of U.C.A. § 9-7-218. The list of disqualifying charges (whether pending or otherwise) or convictions is listed below in XV: Background Checks Disqualifying Offenses (hereinafter referred to as "disqualifying offenses"). Use of the term "dismissed with prejudice" herein shall also include

charges that were dismissed without prejudice, if and only if, the applicable prosecution agency clearly indicates in writing that charges will not be brought again in the future.

Criminal Background Check Implementation

Prior to employment or voluntary service, criminal background checks are mandatory for all Library employees and volunteers. All Library employees and volunteers are covered by this Policy, regardless of whether they are employees or volunteers.

Prior to beginning their employment or volunteer service with the Library, all prospective employees and volunteers are required to undergo a criminal background check. All employees and volunteers will be required to sign a written consent form allowing the City to order an individual criminal background check.

All signed consent forms for prospective employees must be turned in to the HR Department. All signed consent forms for prospective volunteers must be turned in to the Library Director, or designee, no later than the designated due date.

Failure to provide a completed consent form by the deadline will automatically disqualify the employee or volunteer from employment and service.

Employees and volunteers who discontinue their employment or volunteer service for longer than 12 consecutive weeks will be required to sign a new consent for another background check to be completed.

New criminal background checks will be conducted for continuing employees and volunteers every five (5) years. When a new background check is required, the employee or volunteer shall be required to sign an additional background check consent form within five (5) business days of the date it is requested and prior to the Library running the background check. If a volunteer fails to meet this deadline, the volunteer's service shall terminate automatically. If an employee fails to meet this deadline, the City shall consider termination proceedings pursuant to the Personnel Manual and U.C.A. §§ 10-3-1105—1106.

The Library reserves the right to conduct a background check of any Library volunteer or employee at any time upon a reasonable belief the employee or volunteer has committed or been charged with a new disqualifying offense.

During the term of service of an employee or volunteer, if any criminal charges are brought through a citation, Information, indictment, or other charging document against such employee or volunteer that are disqualifying offenses, the employee or volunteer is required to immediately disclose the nature of the charges to the Library Director and Human Resources Director. Failure to notify the Library Director within five (5) days of such a criminal charge being brought against a volunteer, will result in the volunteer's service terminating immediately. For an employee, failure to notify the Library Director and Human Resources

Director within five (5) days of such a criminal charge being brought against the employee will result in the City considering termination proceedings pursuant to the Personnel Manual and U.C.A. §§ 10-3-1105—1106.

Background Screening Processing and Handling of Information

The City will be responsible for selecting a reporting agency or method to conduct criminal background checks. The Library Director, or designee, will administer the process of criminal background checks for volunteers. The HR Department will administer the process of criminal background checks for employees.

The HR Department is responsible for keeping the results of criminal background checks in a safe and secure location and in keeping them for the time period specified in the City's retention policy or applicable law, whichever is longer. The HR Department is also responsible for ensuring that the records are kept private and are not disseminated, except for the purposes of assisting the City in making a decision as to whether Library employees are eligible for prospective or continuing employment.

Prospective Employees

The HR Department will administer the process of criminal background checks for prospective employees. If a criminal background check for a prospective employee includes any offense, the HR Department will receive the background check from the reporting agency and will determine if there is a disqualifying offense.

Upon receiving notification of an offense, the HR Department will disqualify the individual in accordance with these Policies, and, therefore, the individual will not be allowed to be employed. The individual who has been disqualified will receive written notification informing the individual of disqualification and of the method for disputing the results of the criminal background check and the right to appeal.

If a background check indicates that a prospective employee has pending criminal charges for a disqualifying offense, the prospective employee may not be hired until there is a resolution of the charges resulting in dismissal with prejudice or acquittal. Under no circumstances will a prospective employee be hired if the prospective employee has been found guilty, entered a plea of guilty or no contest, been found guilty in absentia, or has pending charges of a disqualifying offense.

If an employee subsequently has any criminal charges brought against them that are disqualifying offenses, the employee is required to disclose the charges to the Library Director and Human Resources Director within five (5) days. The Library Director, HR Department, City Administration, and City Attorney's Office will work together to determine if the employee will be reassigned, terminated, suspended with pay, or suspended without pay until there is a

resolution of the charges in favor of dismissal with prejudice or acquittal. If the proceeding results in dismissal with prejudice or acquittal the employee may resume employment. If the charges are confirmed, the City will consider termination pursuant to the Personnel Manual and U.C.A. §§ 10-3-1105—1106. If lawfully permissible pursuant to the Personnel Manual and U.C.A. §§ 10-3-1105—1106, and after following all applicable due process requirements, an employee shall not be allowed to continue employment if an employee has been found guilty, entered a plea of guilty or no contest, or been found guilty in absentia of a disqualifying offense.

Prospective Volunteers

The Library Director will administer the process of criminal background checks for prospective volunteers. If a background check for a prospective volunteer includes any of the listed disqualifications, the Library Director will receive notification that the background check revealed a disqualifying offense. Upon receiving notification, the Director will disqualify the individual from volunteer service. The individual who has been disqualified will receive written notification informing the individual of their disqualification and of the method for disputing the results of the background check and their right to respond in writing. Under no circumstances will an individual be allowed to serve as volunteer if the individual has been found guilty, has entered a plea of guilty or no contest, has been found guilty in absentia, or has pending charges of a disqualifying offense.

If a background check indicates that a prospective volunteer has criminal charges pending of a disqualifying offense, the prospective volunteer will be disqualified from volunteer service until there is a resolution of the charges in the form of a dismissal with prejudice or acquittal.

Should a volunteer subsequently have any criminal charges brought against them for a disqualifying offense during their term of service as a volunteer, they are required to disclose the nature of the charges to the Library Director within five (5) days, and they will be disqualified from serving until there is a resolution of the charges in favor of dismissal with prejudice or acquittal. If the proceeding results in dismissal with prejudice or acquittal, the volunteer may resume service. If the charges are confirmed, the volunteer will be dismissed and not allowed to continue service. Under no circumstances will a volunteer be allowed to continue service if a volunteer has been found guilty, entered a plea of guilty or no contest, or been found guilty in absentia of disqualifying offense.

Disqualifying Offenses

An employee or volunteer will be disqualified and prohibited from serving if the person has been found guilty of the crimes listed below. Guilty means the person was found guilty following a trial, entered a guilty plea, entered a no contest plea, or was found guilty in absentia, regardless of the adjudication. Pending means the person has been charged, whether by citation, indictment, Information, or other charging document, but a resolution of those

charges has not been reached. This Policy does not apply if criminal charges resulted in acquittal or dismissal with prejudice. This Policy shall apply if the charges resulted in being dismissed due to a mistrial unless the prosecuting attorney indicates in writing that new charges will not be brought.

1. All sexual offenses, regardless of the amount of time since the offense. Examples include, but are not limited to, child molestation, rape, sexual assault, sexual battery, statutory rape, prostitution, solicitation, and indecent exposure.
2. All felonies that constitute offenses against the person, regardless of the amount of time since the offense. Examples include, but are not limited to, criminal homicide, murder, automobile homicide, child abuse homicide, manslaughter, homicide by assault, aggravated assault, mayhem, kidnapping, human trafficking, and robbery.
3. Any crimes involving children regardless of the amount of time since the offense.
4. All felony offenses other than those against the person or sexual offenses within the past ten (10) years. Examples include, but are not limited to, drug offenses, theft, embezzlement, fraud, arson, and burglary.
5. All misdemeanors that constitute offenses against the person within the past seven (7) years. Examples include, but are not limited to, misdemeanor assault, domestic violence, and hit and run.
6. All misdemeanor drug and alcohol offenses within the past five (5) years or multiple instances of such offenses in the past ten (10) years. Examples include, but are not limited to, driving under the influence, misdemeanor drug possession, disorderly conduct, public intoxication, and possession of drug paraphernalia.
7. Any other offense within the past five (5) years that could be considered a potential danger to children or demonstrates a propensity for violence.

Nothing in this Policy shall be construed as a waiver or limitation of the reasonable discretion of the Library to disqualify an employee or volunteer when, in the sole opinion of the Library, after consultation with City Administration, City Attorney's Office, and/or HR Department, a charge or conviction is of such a nature that the employee or volunteer has a propensity to endanger the City, Library, public, or program participants.

Correcting Errors

The employee or volunteer is responsible for contacting the reporting agency and taking appropriate action to have the results of a criminal background check report corrected if they believe information was reported in error. The City is not responsible for errors or omissions that may be reported on criminal background checks.

Responding to and Notification of Disqualification Decisions

The City shall follow the following procedures for notification of disqualification decisions and opportunities to respond in writing or appeal decisions. This subsection Responding to

Notification and Disqualification Decisions is intended to comply with U.C.A. § 9-7-218, U.C.A. §§ 10-3-1105-1106, and the Personnel Manual. In the event of a conflict between the U.C.A. provision or Personnel Manual, the U.C.A. shall take precedence.

Prospective Employees. Any prospective employee or applicant who is disqualified based on their background check will be notified that their offer letter has been rescinded and why. The prospective employee or applicant may respond in writing to the decision. The City may, but is not required to, reconsider the decision to disqualify the prospective employee or applicant.

Existing Employee. An existing employee with appeal rights pursuant to the Personnel Manual and U.C.A. §§ 10-3-1105—1106 who is disqualified pursuant to this policy shall be entitled to a pre-determination hearing, pursuant to the Personnel Manual, whether to terminate the existing employee. The City shall send the existing employee notice of the pre-determination hearing and give the employee an opportunity to respond in writing and at the hearing to the decision. The City may, but is not required to, reconsider the decision to terminate the existing employee and shall at all times follow Utah law and the Personnel Manual in making a decision to terminate.

Existing Employee with No Appeal Rights. For an existing employee with no appeal rights pursuant to the Personnel Manual and U.C.A. §§ 10-3-1105—1106, the City shall notify the employee of the decision and provide the employee with an opportunity to respond in writing to the decision of disqualification and termination. The City may, but is not required to, reconsider the decision to disqualify the existing employee.

Volunteers. Any volunteer applicant who is disqualified shall be notified of the disqualification decision and provided an opportunity to respond in writing.

XVI: Policy Violations Notification Process

Library employees are encouraged to communicate with customers who are violating policies in a friendly, direct manner that is proactive in discussing the issue(s) with the customer and trying to solve the situation. Consequences of violating Library policies include, but are not limited to:

1. A conversation with the customer.
2. Providing the customer with a copy of the policy which has been violated.
3. A verbal warning from a Library employee.
4. A second Library employee having a conversation with the customer.
5. Termination of the computer or technology services session or a request to leave the facility for a specified period of time.
6. Expulsion from the Library for a specified period of time.
7. Issuance of a trespass warning.
8. Suspension of Library privileges, including computer, event, or building access.

9. Revocation of Library card.
10. Criminal charges.

Employees will document all issues with more than one (1) conversation with the customer regarding their unacceptable use and/or which result(s) in the customer being asked to leave the premises for the day or longer with an Incident Report.

Incident Reports will be submitted to the Library Director, or designee, as well as the City Administration, Attorney's Office, Human Resources, and/or other offices involved in the incident, and kept on file should it be necessary to for them to review during the Appeal Process. All criminal activities will be referred to local, state, or federal law enforcement agencies, and may be subject to law enforcement agency intervention.

Customers who are removed from the Library for violating this Policy may be notified of the decision in any or all of the following methods:

1. Verbally.
2. By written notice, which may be sent via email, mail, or hand delivered.
 - a. This written notice shall include a copy of the Policy pages applicable to their violation and/or a link to the Policy posted on the website.
 - b. If the customer does not have an account with the Library, they may only be notified verbally.

XVII: Customer Statement of Concern

If a display, program, or item has had a "Customer Statement of Concern" form submitted within the last 12 months, the initial decision or appealed decision will be upheld and the new "Customer Statement of Concern" will be informed of the previous result(s).

1. Customer Process:
 - a. Any Library customer with a valid Library card may question the presence of an item in the Library's collection.
 - b. Customers must include their Library card number within their requests for material review.
 - i. If the request does not include this Library card number, then the request shall be denied.
 - c. Requests must state the reason why the item, request for accommodation, artwork, display, public bulletin board, brochure, information and/or announcements notice does not comply with the policy criteria herein.
 - i. If the request does not specifically state the reasons for the challenge or specify the violation of policy, then in either case the request shall be denied.

- d. The Library will respond to the number of requests in chronological order, based on the number of staff resources available without compromising Library operations.
- 2. Process by Concern Type and Item Format. Customers shall fill out one (1) of the below indicated forms regarding their concerns. The form they complete varies with the concern type, item format, and owning institution.
 - a. Concern Type
 - a. Event, Programs, or Activities. Customers shall complete a “Customer Statement of Concern” form available online at www.saratogasprings-ut.gov/library or at the Circulation Desk.
 - b. Request for Accommodation. If a request for accommodation is denied, customers can utilize the Appeal Process outlined in this Policy document.
 - b. Item Format
 - a. Physical Materials. Customers shall complete a “Customer Statement of Concern” form available online at www.saratogasprings-ut.gov/library or at the Circulation Desk.
 - b. Digital Materials owned by Utah State Library or Beehive Library Consortium. Customer shall fill out the “Statement of Concern” with the Utah State Library located online at <https://onlinelibrary.utah.gov/>.
 - c. Displays. Customers shall complete a “Customer Statement of Concern” form available online at www.saratogasprings-ut.gov/library or at the Circulation Desk.
- 3. The Library will form a review committee for any concerns submitted from the “Customer Statement of Concern” form.
 - a. The committee shall consist of at least three (3) members; one (1) of whom will be from the City Attorney’s Office and the Library Director, or designee.
 - b. All members of the committee will review the customer statement of concern, information regarding the event, program, activity, or item, and consider if it violates any of the criteria and/or policies included herein.
 - c. If an event, program, activity, or item has had a “Customer Statement of Concern” form submitted within the last 12 months, the initial decision or appealed decision will be upheld and the new “Customer Statement of Concern” submitter will be informed of the previous result(s).
 - d. After review of the statement of concern, information regarding the event, program, activity, or item, and discussion amongst the committee which includes appropriate legal counsel, the Library Director will give a written response within a reasonable time period which is determined based on the number of active “Customer Statement of Concern” submissions in process, but should strive to have a response within four (4) weeks.
 - e. At no time shall the Library, Library Director, nor any member of the staff discuss the challenge, either privately or in public, except through proper and adequate reporting practice by the Library Director, or designee to the American Library Association.

XVIII: Appeal Process

Due to the sensitive nature of the content requested, displayed, and/or in the public space, the Library will not consider appeals regarding decisions not to remove internet filtering or in relation to background checks. Digital materials are not governed solely by the Library and City and cannot be appealed through this process.

Any person who has a request for accommodation denied, is expelled from the Library for 24 hour or longer, whose access to Library services is revoked, or whose "Customer Statement of Concern" regarding materials, displays or events is denied may appeal these actions in writing by emailing library@saratogasprings-ut.gov within 14 days of the initial decision. Appeals requests not made within 14 days of the initial decision will be denied.

The appeal must include:

1. The subject line of the request must include "Appeal Process;"
2. Customer's First and Last Name;
3. Customer's Address;
4. Customer's Phone Number;
5. Customer's Email Address;
6. Library card number;
7. Any of the following which may be applicable;
 - a. The title of the item, display or program.
 - b. The initial "Customer Statement of Concern;"
 - c. The initial "Request for Accommodation;"
 - d. The Library's previous findings regarding the issue;
 - e. Initial communication regarding why they were expelled from the Library for 24 hours or longer or whose access to Library services is revoked.

The Library will establish an appeals committee of at least five (5) members, which may be comprised of the following, who will review the appeal, incident reports, account history, and/or other information regarding the situation.

1. Request for Reasonable Accommodation Appeals Committee should consist of at least five (5) members comprised of any of the following: one (1) member of the Library Board, one (1) employee from the Library, one (1) employee from City Administration, one (1) professional librarian who is not working for the City (if available); one (1) attorney from the City Attorney's Office.
2. Customer Behavior Appeals Committee should consist of at least five (5) members comprised of any of the following: one (1) member of the Library Board, one (1) employee from the Library, one (1) employee from City Administration, one (1) employee from Human Resources; one (1) attorney from the City Attorney's Office.
3. Event, Program, or Activity Appeals Committee should consist of at least five (5) members comprised of any of the following: one (1) member of the Library Board, one

(1) employee from the Library who is a librarian, one (1) employee from the Library who is a clerical member of staff, one (1) employee from City Administration, one (1) professional librarian who is not working for the City (if available); one (1) attorney from the City Attorney's Office.

4. Item which can consist of Physical Material or Display Appeal Committee which should consist of at least five (5) members comprised of any of the following: one (1) member of the Library Board, one (1) employee from the Library who is a Librarian, one (1) Employee from the Library who is a clerical member of staff, one (1) employee from City Administration, one (1) professional librarian who is not working for the City (if available); one (1) attorney from the City Attorney's Office.

At no time shall the Library Board, Appeals Committee, its members, the Library Director, or designee, nor any member of the staff discuss the appeal, either privately or in public except through proper and adequate reporting practice by the Library Director, or designee, to the American Library Association.

All determinations of the Appeals Committee are final.

Review and Determination of Qualification for Appeal

After review of the appeals request and discussion with appropriate legal counsel, the appeals committee will give a written response within a reasonable time period which indicate they have chosen to do one (1) of the following at the next regularly scheduled Library Board meeting:

1. Refuse to consider the appeal.
2. Hear the appeal and render a decision at the next regularly scheduled Library Board meeting.
 - a. If the appeal will be scheduled to be read at the next regularly scheduled Library Board meeting, the Library's decision will stand until the appeal is heard.

Appeal Hearing

The "Customer Statement of Concern" submission and Library decision will be discussed in an open and public Library Board meeting, with a quorum present, where legal counsel (if retained) of both parties is invited to be present.

The review will occur in a manner that grants to each side equal time.

All conversations and behaviors of Library Board members, employees, and the public shall be required to conform to the "Behavior Guidelines" within this document. If remarks or comments made by either party do not conform to the guidelines, the conversation will be halted and the Appeals Committee will make a recommendation based on the written findings.

A finding will be made by the Appeals Committee and a public vote will be held by the Library Board to do one (1) of the following:

1. Remove the item or display from the Library.
2. Relocate the item in question to a different section of the Library, for example, a children's title can be relocated to the adult collection.
 - a. If this option is chosen, the Committee should identify what section the item should be relocated into with input from Library employees.
3. Cancel the program in question.
4. Allow the Library's previous decision to stand.

All determinations of the Appeals Committee are final.