

SERVICE & CIRCULATION POLICY

Pursuant to Utah State Code 9-7-404(2)(b) stating: “The board shall establish policies for its [the Library’s] operation” and Saratoga Springs City Resolution R10-23 the Library Board, with a quorum present, in a regular and public meeting held on the 08 day of January, 2019, hereby adopts the following Circulation Policy.

1. LIBRARY CARDS.

a. Eligibility Requirements

- i. Adult Applicant. An adult applicant (over the age of 18) is eligible for a library card for a \$1.00 fee if they meet one 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 are active duty military or the dependent of someone on active duty;
 - E. They possess a library card from one of the North Utah County Library Cooperative with full membership;
 - F. They possess a library card from one of the North Utah County Library Cooperative partial member libraries and can receive a discounted membership to the Saratoga Springs Library for one-half of the regular non-resident fee;
 - G. They register for a non-resident account and pay an annual non-resident fee of \$20.00 a year.
- ii. Young Adult Applicant without co-signer. A young adult is eligible for a library card for a \$1.00 fee if they meet one of the adult criteria listed above and can present a state, high school, or college issued ID and proof of their current address (if it is not on their photo ID).
- iii. Young Adult Applicant with co-signer. A young adult ages 13-17 is eligible for a library card for a \$1.00 fee if they have a parent or guardian who possesses an active library card with the City of Saratoga Springs co-sign for their account.
- iv. Juvenile Applicant. A child between the ages of 0-12 is eligible for a library card for a \$1.00 fee if they have a parent or guardian who possesses an active library card with the City of Saratoga Springs co-sign for their account.

b. Registration

Patrons 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: name; address; phone number; ID information, including ID expiration date; birth date; an e-mail address;

and the name of the parent or guardian if the patron is a child or young adult with a co-signer. This information is retained in the patron record in order to contact and identify the patron.

Patrons who fill out the online application will have 14 days to come into the library to present their photo ID and proof of address to activate the account. The following statement will be included on the registration form for the patron'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.

- i. Adult. In order to obtain a card, adults must present a valid photo ID and proof of their current address (if it is not on their photo ID). Examples of valid photo IDs include, but are not limited to, a driver's license, a state issued ID, a passport, or military ID. Examples of proof of address include, but are not limited to, a bill, a check, a vehicle registration, or mail with a current postal cancellation (not junk mail).
 - ii. Young Adult without co-signer. A young adult can present a state, high school, or college issued ID and proof of their current address, if it is not on their photo ID. Examples of proof of address include, but are not limited to, a bill, a check, transcripts, course registration, or mail with a current postal cancellation (not junk mail).
 - iii. Young Adult with co-signer. Young Adults ages 13-17 can have a parent or guardian co-sign for their account. Co-signers will need to present an active library card, valid photo ID and proof of their current address (if it is not on their photo ID). Examples of valid photo IDs include, but are not limited to, a driver's license, a state issued ID, a passport, or military ID. Examples of proof of address include, but are not limited to, a bill, a check, a vehicle registration, or mail with a current postal cancellation (not junk mail).
 - iv. Juvenile. A child between the ages of 0-12 must have a parent or guardian co-sign for their account. Co-signers will need to present an active library card, valid photo ID and proof of their current address (if it is not on their photo ID). Examples of valid photo IDs include, but are not limited to, a driver's license, and state issued ID, a passport, or military ID. Examples of proof of address include, but are not limited to, a bill, a check, a vehicle registration, or mail with a current postal cancellation (not junk mail).
- c. Authorized Individual

Patrons may choose to authorize one additional individual over the age of 18 on their registration form to access their library account utilizing their photo ID and 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.”*

They may change this authorized user at any time by filling out an updated library card individual authorization form.

d. Lost or Stolen Card

- i. Anyone whose card is lost or stolen must immediately report the loss or theft and change the PIN number on the account. Failure to report loss or theft and changing the PIN will maintain the customer’s liability for any materials checked out on the card until the report is made.
- ii. Anyone using a card which has been reported lost must forfeit the card. If the person using the “lost” card is unknown to the cardholder, the card is presumed stolen and treated as such.
- iii. Materials will not be checked out on cards which have been reported lost or stolen.
- iv. Patrons reporting a stolen card may do so without presenting identification. To receive a replacement card, patrons must present a current photo ID and pay the \$1.00 fee assessed to replace a lost library card.

e. Borrowing Privileges

- i. Library users must present a valid library card to borrow library materials, access services or digital holdings.
- ii. Borrowing privileges will be blocked for any of the following reasons:
 - (1) Fines in excess of \$10.00.
 - (2) An item checked out on the account is more than 14 days overdue.
 - (3) The patron has been suspended from library use.
 - (4) The card has been reported lost or stolen.
 - (5) An item has been returned damaged or missing a part and the issue has not yet been appropriately addressed.
 - (6) The card has not been used in two years and the patron has been sent the automatic email notice that their account has been blocked for address verification.
 - (7) Required information is incorrect or missing from the account.
 - (8) The account has been sent to collections.

f. Loan Periods and Limits

- i. Borrower type and total item limits

Borrower Type	Item Limit
Child, ages 0-12	20
Youth, ages 13-17	30

Adult, 18 and older	100
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- ii. Maximum limits (within eligible limits due to borrower type) are placed upon the number of items of any one item type a library card holder may borrow at one time. Loan periods are determined by item type. Item Type limits and loan periods are:

Item Type	Child Item Limit	Youth Item Limit	Adult Item Limit	Loan Period
Audio Books	20	30	100	21 Days
Books	20	30	100	21 Days
DVDs	20	20	20	7 Days
Inter-Library Loan	3	3	3	As designated by the lending library
Kits	3	3	3	21 Days
Video Games	5	5	5	14 Days

g. Holds

- i. Patrons may place holds either in person or over the telephone. When doing so over the telephone, account holders will be asked to provide their library card number.
- ii. Patrons will receive an email when the material becomes available.
- iii. Holds will be held for 7 days after the patron has been notified.
- iv. Holds shall be filled in the same order as they are listed in the hold queue.

h. Renewals

- i. Materials may be renewed up to three (3) times, unless there is a hold placed on an item.
- ii. Library users may renew items online, in person, or over the phone with a staff member. When doing so over the telephone, account holders will be asked to provide their library card number.

2. FINES AND FEES

a. Card Fees.

Type	Amount
New Library Card	\$1.00
Non-Resident Card, 1 year	\$20.00
Non-Resident Card, membership in a library that is a full member of the North Utah County Library Cooperative	\$0.00
Replacement Card	\$1.00

- b. Material Fines. Materials must be returned to the library by the close of business on the date 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 day	\$0.10
Books	21 days	\$0.10
DVDs	7 days	\$0.25
Inter-Library Loan	As determined by the lending library	As determined by the lending library
Kits	21 days	\$0.10
Video Games	14 days	\$0.25

c. Proctoring Fee.

- i. Resident: A free appointment can be scheduled 48 hours in advance and is based on availability. If an appointment is not made 48 hours in advance, residents will be required to pay a \$5.00 fee per exam.
- ii. Non-Residents: For non-residents proctoring is available for a \$5.00 fee per an exam. An appointment is required 48 hours in advance and is based on availability. If an appointment is not made 48 hours in advance, non-residents will be required to pay an additional \$5.00 fee per exam for late notice.

d. Damaged Items, Lost Items and Processing Fees

Fee Type	Amount
Damage: Audio Book Case- Multi-Disk Ringed Case	\$8.00
Damage: Irreparable	Current replacement cost plus \$5.00 processing fee
Damage: Media Case- Multi-Disk	\$2.50
Damage: Media Case- Single Disk	\$1.00
Lost Item	Current replacement cost plus \$5.00 processing fee
Processing Fee: Barcode	\$2.00
Processing Fee: Damage 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

e. Inter Library Loan Postage Fee. This 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.

f. Printing. The cost to print from public computers is \$0.10 per page using black ink or \$0.25 per page using color ink.

g. Fine Waivers.

- i. The Saratoga Springs Library Advisory Board reserves the right authorize the Library, to allow patrons who make specific donations to waive outstanding fines or fees, during designated dates, which shall not exceed 14 days in a calendar year.

- ii. Fines of up to \$2.00 may be waived at the discretion of the library staff and up to \$20.00 may be waived at the discretion of the Library Director.
- iii. Fees for Lost or Damaged Items can be paid or library users may request permission to purchase the exact same item to replace the damaged item. Replacement items will only be accepted with prior approval, from the Library Director or designee, if they are new and constructed with the same binding as the original item owned by the library. If the item is a paperback, there will be an additional processing fee to cover the cost of re-laminating the item.
- h. Refunds. If lost items are paid for and then found by the patron before six-month's time, the library will refund the cost of the item, but not the charge for the fine or processing fee. After a six-month period, no refunds will be granted.
- i. Theft and Mutilation of Library Materials
 - i. When Library material is mutilated, damaged, or stolen, as defined within Utah law, it is the policy of the City of Saratoga Springs Public 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 of Saratoga Springs Attorney. When legal action is taken under the theft and mutilation provisions of Utah law, the Library Board will be so notified and, if circumstances so warrant, will be asked by the Library Director to formally approve the action.
 - ii. The Library Director is authorized to establish and the staff authorized to enforce procedures necessary to protect library property, including materials, from theft, damage and mutilation, and to document such activities when they occur. Such procedures will conform to the requirements of relevant laws; particularly those established in Utah Code Annotated 76-6-801 through 76-6-804 or such other provisions as may be adopted regarding library theft.
- j. Collections. In the case of patron 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. The collection agency considers all information confidential and does not sell or share any patron information. In the case of library materials obtained by means of theft or fraud, the library may disclose information to law enforcement officials.

3. PATRON INFORMATION.

- a. No library employee or volunteer shall utilize records deemed private for any purpose except those directly related to the discharge of his/her duty.
- b. Records will not be made available to any agency of state, federal, or local government except by the library director or his/her designee in response to a court order, warrant or subpoenas may be authorized.

- c. Library account transaction records are considered to be confidential under the Government Records Access Management Act (GRAMA). Information is released only to the adult account owner or the responsible adult account owner listed on the juvenile 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.

Adopted: 2/28/2011

Reviewed by Library Board: January 8, 2019