

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 14th day of June, 2022, hereby adopts the following Service & Circulation Policy effective 15th day of June, 2022.

1) LIBRARY CARDS.

a) Eligibility Requirements.

- i) Adult Applicant. An adult applicant (over the age of 18) is eligible for a Library card 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 stationed in Utah or the dependent of someone on active duty and stationed in Utah;
 - (e) They register for a non-resident account and pay a non-resident fee of \$80.00 a year or \$40.00 for six months;
 - (f) A young adult ages 16-17 is eligible for a Library card if they meet one of the adult criteria listed above and can present a valid photo ID and proof of their current address (if it is not on their photo ID).
- ii) Juvenile Applicant. A child between the ages of 0-17 is eligible for a Library card if they have a parent or guardian who meets one of the eligibility requirements listed above.
- iii) Applicant for Limited Use. A resident of Saratoga Springs is eligible for a limited use Library card if they can provide proof of Saratoga Springs Residency and non-photo ID issued by a government (domestic or foreign). Examples of acceptable non-photo IDs include but are not limited to:
 - (a) Birth certificate;
 - (b) Social Security card;
 - (c) Native Tribal ID;
 - (d) Jail/Prison ID;
 - (e) Medicaid/Medicare Cards.
- iv) Exceptions may be made using the Library Director’s, or designee’s, own best judgment and should be in keeping with the spirit of the policy as stated if circumstances warrant.

b) 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: 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 customer is a child or young adult with a co-signer. This information is retained in the customer record in order to contact and identify the customer.

Customers who fill out the online application will have 30 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 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.

- 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 addressed to their name.
 - ii) Juvenile. A youth between the ages of 0-17 must have a parent or guardian co-sign for their account. Co-signers will need to 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 addressed to their name.
 - iii) Limited Use. A account holder who cannot provide a photo ID, the account hold must be resident of Saratoga Springs and is eligible for a Limited Use Library card if they can provide proof of Saratoga Springs Residency and non-photo ID issued by a government (domestic or foreign). Examples of acceptable non-photo IDs include, but are not limited to, Birth certificate, Social Security card, Native Tribal ID, Jail/Prison ID, or Medicaid/Medicare Cards.
- c) Authorized Individual.

Customers 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 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) Customers reporting a stolen card may do so without presenting identification. To receive a replacement card, customers must present a current photo ID and pay the \$3.00 fee assessed to replace a lost Library card.

e) Borrowing Privileges.

- i) Library users must present a valid Library card to borrow Library materials or access services or digital holdings.
- ii) Borrowing privileges may be blocked or limited for any of the following reasons:
 - (a) Fines or fees in excess of \$10.00.
 - (b) An item checked out on the account is overdue.
 - (c) The customer has been suspended from Library use.
 - (d) The card has been reported lost or stolen.
 - (e) The card has expired and the customer has been sent the automatic email notice that their account will be expiring.
 - (f) Required information is incorrect or missing from the account.
 - (g) The account has been sent to collections.

f) Loan Periods and Limits.

- i) Borrower type and total item limits.

Borrower Type	Item Limit
Self-Registered, application is pending photo ID and address verification	0
Limited Use	3
Youth, ages 0-17	30
Adult, 16 and older	100

- 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	Youth	Adult	Limited Use	Loan Period
Audio Books	30	100	3	21 Days
Books	30	100	3	21 Days
DVDs	20	20	3	7 Days
Equipment	2	2	0	14 Days
Inter-Library Loan	3	3	0	As designated by the lending library
Kits	3	3	0	21 Days
Launchpads	2	2	0	14 Days
Library of Things	2	2	0	14 Days
Recreation	2	2	0	14 Days
Video Games	5	5	3	14 Days

g) Special Collections.

The Saratoga Springs Public Library has established Launchpads, Library of Things, Recreation and Equipment collections, which include general hobby equipment, Chromebooks, iPads, and more. These collections are to provide customers in our community with 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 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 transmission of threatening, harassing, defamatory, or obscene materials is strictly prohibited.

- i) Once an item is checked out to a customer, it becomes the responsibility of that customer.
 - ii) Items may be borrowed for 14 days and the below holds (h.) and renewals (i.) rules apply.
 - iii) Items from these collections must be returned in person to the Circulation Desk or if returned to another library, the account holder is responsible for retrieving the item and returning it to the Saratoga Springs Public Library.
 - iv) Items should be returned with all of their pieces, in good condition and clean. The Library reserves the right to refuse service to customers who abuse items.
 - v) The overdue fine for each item is \$0.75 per day.
- h) Holds.
- i) Customers may place holds either in person, online, or over the telephone.

- ii) Customers can choose how to be notified of their arrived hold through their OPAC account.
 - iii) Holds will be held for four business days after the customer has been notified.
 - iv) Holds will be filled in the order as they are listed in the hold queue.
- i) Renewals.
- i) Most materials may be renewed up to three times, unless there is a hold placed on an item.
 - (1) Renewals on the Library of Things, Launchpads, Recreation and Equipment Collections may only be renewed once.
 - ii) Accounts are opted into automatic renewal as a courtesy, provided that the item does not have a hold or has not reached its maximum renewal limit for that collection type. The customer may choose to opt out of automatic renewals through their online account.

2) FINES AND FEES.

- i) Card Fees.

Type	Amount
Non-Resident Card, 6 Months	\$40.00
Non-Resident Card, 1 year	\$80.00
Replacement Card	\$3.00

- ii) 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 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
Library of Things	14 days	\$0.75
Recreation Equipment	14 days	\$0.75
Video Games	14 days	\$0.50

- iii) Proctoring Fees.

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 \$10.00 fee per exam.

Non-Residents: Proctoring is available if they register for and purchase a non-resident library card. 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 \$10.00 fee per exam for late notice.

iv) 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: 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

v) Equipment, Kits, Launchpads, Library of Things, or Recreation Equipment Returned in Book Drop Fee. \$5.00 for each item returned. If damage to the item is discovered by Library staff, these costs will be added to the customer's account.

vi) Collection Agency Fee. This fee of \$20.00 will be charged for accounts with more than \$50.00 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.

(1) Payment Plans: If the cardholder works with Library staff 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 use of their library card until the balance on their account is less than \$10.00.

vii) 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.

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

3) FINE WAIVERS.

- i) The Saratoga Springs Public Library Advisory 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.
- ii) Fines of up to \$2.00 may be waived at the discretion of the Library staff and up to \$50.00 may be waived at the discretion of the Library Director.
 - (1) For fines or 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.
- iii) Customers can 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.
 - (1) 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.
 - (a) 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 following the Collection Development Policy.
 - (2) Customers must fill out an application for fine forgiveness within 120 days of the 30 day overdue notice being issued or within 120 days of the fine's accrual date, whichever occurs first, to qualify for the program.
 - (3) Adjustments will be calculated as follows: customers will pay for 50% of total of overdue fines. For example if the customer owes \$200.00, they will be responsible for \$100.00.
 - (4) Customers can 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 use of their library card until the balance on their account is less than \$10.00.
- iv) 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.

4) REFUNDS.

If lost items are paid for and then found by the customer and returned to the Library within 60 days of their due date, the Library will refund the cost of the item, but not the charge for fines.

After a 60 day period, no refunds will be granted and any returned items will be considered donations to the Library.

5) COLLECTIONS.

In the case of 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.

6) 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, or 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.

7) CUSTOMER INFORMATION.

- i) When logging into services online, account holders will be asked to provide their Library card number and PIN/Password. Customers seeking assistance in person or over the phone without their Library card number will be asked to provide two other factors of identification, such as: ID, birthdate, address, email address, or phone.
- ii) No Library employee or volunteer shall utilize records deemed private for any purpose except those directly related to the discharge of their duty.
- iii) Records will not be made available to any agency of state, federal, or local government except by the Library director or their designee in response to a court order, warrant or subpoenas as may be authorized.
- iv) 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 holder or the responsible adult account holder listed on a 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.

Originally Adopted: 2/28/2011

Reviewed by Library Board: June 14, 2022

Saratoga Springs Public Library

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