



## 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

## 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 resources<sup>1</sup>” 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

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.

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<sup>1</sup> <https://www.ims.gov/search-compare-defintions#demographic>

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.