



## 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

## 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.