

# Salt Lake City Public Library Policy Manual

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## A Administration

### **A1 Administrative Policy**

The Library operates with a philosophy of valuing the skills, expertise, and contributions of all employees. The administration is principally divided between the Executive Leadership Team (ELT) and the managers of the various departments. The Director coordinates the planning process, outlines organizational goals, and prepares the annual budget, which is then approved by the Library Board of Directors. Managers have the responsibilities of providing managerial oversight for their respective area/departments. (See also BOARD BYLAWS/HANDBOOK, Appendix III)

*Approved by Board of Directors, April 2012*

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### **A2 Organization and Governance**

- A2.1 The Utah Code Annotated authorizes cities in Utah to establish libraries.
- A2.2 The Salt Lake City Council appoints a Board of Directors for the Library from citizens at-large upon recommendation of the Mayor.
- A2.3 To the extent possible, the Library Board of Directors is chosen to represent all Council Districts within the City and may serve two terms of three years each. The Library Board sets policy and approves the annual budget. The Director will provide the Board with a monthly report to ensure Board oversight of expenditures.

*Approved by Board of Directors, April 2012*

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### **A3 Management and Decision Making**

The Library Director is hired by the Board of Directors to implement library policy and plans. The Director is ultimately responsible for the efficient operation of all libraries in offering the highest level of service to the public.

#### **A3.1 Director**

The Director is responsible for the management of all facets of the Library with input from a Deputy Director, two Associate Directors, Human Resources, Finance, and Communications (“Executive Leadership Team” or “ELT”). At the discretion of the Director, input will be sought from the Management Team and other levels of employees. The Director is responsible for ensuring employee support on significant decisions. The Director may organize ad hoc or permanent employee committees to provide input in decision-making and/or implementation of policies. The Director will push decision making to the lowest appropriate level in the organization. Issues that will always be reviewed at the Executive Leadership Team include: decisions that will go to the Board, will affect the entire Library system, employee terminations, reorganizations, and major administrative policies.

#### **A3.2 Associate Directors**

The Associate Directors are responsible for the day-to-day operations of all libraries and, together with the Director, coordinate management and team projects. The Associate Directors act in place of the Director as needed and designated.

#### **A3.3 Management Team**

The Director, Associate Directors, and all managers of an area or function make up the Management Team. This group meets at least once per month to share information, recommend policies or procedures from committees or workgroups, and plan or make operational decisions for the organization. Each manager represents staff input and departmental feedback to the Management Team. In turn, decisions made and information shared are reported to individual departments through the manager or their designee.

#### **A3.4 Department Managers and Managers of Functions**

Other than decisions made at the Executive Leadership Team level, Managers who are responsible for a department or function within the Library System are empowered to make management decisions that support the mission of the Library, a productive and public services oriented staff, and effective departmental operation. With this in mind, managers communicate fully with staff members concerning job responsibilities within the context of the Library’s mission, strategic plan, goals, and objectives. Managers share information from the management level with staff as well as from the staff level with management. Managers support training of staff and participation within the Library committees or ad hoc work groups as needed.

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### A3.5 Committees, Workgroups, and Teams

The Director, with appropriate input, appoints system-wide committees, workgroups, and individual teams as needed to develop recommendations, coordinate activities, and to otherwise carry out projects outlined in the Library's annual plan. Results from these groups are reported to the Director or designee.

### A3.6 Authority and Responsibility for Library Operations

In the absence of the Director, one of the Associate Directors will be designated to be in charge of library operations. When the Director and Associate Directors are out-of-town or unavailable, a library manager or librarian will be designated as the librarian-in-charge/emergency backup.

Staff will refer to the staff intranet page for the name of the librarian-in-charge. All staff are trained and encouraged to make or refer appropriate decisions as needed in problem or emergency situations. The person in charge should be notified and involved as soon as possible.

In the event of an incident with public relations implications, the Communications Manager should be notified immediately. All queries from the media should be referred immediately to the Director, the Associate Directors, or the Communications Manager.

### A3.7 Acting In Policy

Employees "acting in" management or supervisor status at a higher graded job due to an absence of the incumbent or vacancy for more than 20 days will receive a temporary 5% salary increase or a temporary increase taking them to the bottom of the range of the position they are performing, whichever is greater, as long as it doesn't exceed the salary of the absent or previous incumbent. In such cases the temporary increase will be to the salary of the absent or previous incumbent.

*Approved by Board of Directors, November 2012*

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### **A4 Strategic Planning**

The City Library is committed to effective strategic planning that responds to the needs and desires of the community for library service. The Library Board sets the vision for the strategic plan and ultimately adopts the plan, usually in three-year cycles, with input from the Director, managers, and employees. Community analysis and trend information will be collected and considered from a demographic, political, financial, and library industry perspective. Subsequent annual plans and budgets for the Library System, as well as individual departments, are constructed to carry out the goals, objectives, and actions called for in the three-year strategic plan.

*Approved by Board of Directors, April 2012*

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### **A5 Budget Process**

Budgets reflective of the strategic plan are constructed by the Director with input from the Associate Directors and Management Team, as appropriate; and recommended and finally approved by the Library Board of Directors. Priorities for the year are discussed and funds are distributed based upon the needs of the Library System.

The Library Board or the Director presents the annual budget to the Salt Lake City Council for final approval.

*Approved by Board of Directors, April 2012*



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### **A6 Government Records Access and Management Act (GRAMA)**

The Utah Government Records Access and Management Act, *Utah Code Annotated* §§ 63-2-101, et seq. (“GRAMA”), and the Salt Lake City GRAMA Ordinance, Chapter 64, Title 2 of the *Salt Lake City Code* (the “Ordinance”), establishes criteria and procedures relating to the classification and disclosure of government records. Section 701 of GRAMA, *Utah Code Annotated* § 63-2-701, provides that each political subdivision may adopt its own policy, consistent with GRAMA, which would be applicable throughout its jurisdiction, relating to its records practices, including classification, retention and management of its records, security of its nonpublic records, procedures to access its public records, an appeals process for persons aggrieved by its determination regarding a record, procedures for denying access to nonpublic records, and amendment of records.

#### A6.1 Purpose

The following policy is adopted pursuant to Section 701 of GRAMA for the purpose of providing, consistent with the Ordinance, GRAMA, and other state and federal law, criteria and procedures relating to the records designation, classification, and access practices of the Library.

#### A6.2 Adoption of Ordinance

Except as provided below, the Library hereby adopts the records policies and procedures as set forth in the Ordinance to the extent applicable and not inconsistent with this policy. Where there is a conflict between this policy and the Ordinance, this policy shall control. Where the Ordinance or this policy is silent or where there is a conflict between GRAMA and the Ordinance, GRAMA shall control.

#### A6.3 Library Collection Exempt

A “record” for purposes of this policy does not mean books and other materials that are cataloged, indexed, or inventoried and contained in the collection of the Library, regardless of the physical form or characteristics of the material.

#### A6.4 Patron Records

Records that when examined alone or with other records identify a patron (“patron records”) are private under this policy and shall be disclosed only as provided in Section 2.64.050(B) of the Ordinance and subsection A6.4.1 of this policy.

A6.4.1 Patron records shall not be provided to or shared with another governmental entity, a government-managed corporation, a political subdivision, the federal government, a law enforcement entity, or another state except upon service of a subpoena or court order as provided by law.

#### A6.5 Records Requests

Oral or written requests for library records shall be made to the department having custody of the record in question. The department may require a requestor to submit a

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written request that shall include the name, mailing address, and daytime telephone number, if available, of the requestor, and a description of the records requested that identifies the records with reasonable specificity.

A6.5.1 The department may request proof of identification and, if applicable, status, when responding to requests for access to records classified as private, protected, controlled, or limited under the Ordinance.

### A6.6 Response to Records Requests

The department shall respond to oral or written requests for records as soon as reasonably possible. With respect to written requests, the department shall respond as provided in the Section 2.64.120(A) of the Ordinance no later than ten business days after receiving the written request, or five business days if the request is entitled to expedited treatment under the Ordinance. The foregoing response times may be extended due to the existence of extraordinary circumstances as provided in Section 2.64.120(C)(2) of the Ordinance.

A6.6.1 If the department denies the request in whole or in part, it shall provide a notice of denial, together with a copy of this policy, to the requestor, in person, or by sending the notice and policy to the requestor's address.

A6.6.2 The notice of denial shall contain the following information:

A description of the record or portions of the record to which access was denied, provided that the description does not disclose private, controlled, or protected information or information exempt from disclosure under Section 63-2-201(3)(b) of GRAMA;

Citations to the provision of this policy, the Ordinance, GRAMA, court rule or order, another state statute, federal statute, or federal regulation that exempts the record or portions of the record from disclosure, provided that the citations do not disclose private, controlled, or protected information or information exempt from disclosure under Section 63-2-201(3)(b) of GRAMA; and

A statement that the requestor has the right to appeal the denial to the Library Director within 30 (thirty) days after the date of the department's written notice of denial.

### A6.7 Appeals

Any person aggrieved by the Library's designation or classification of a record or by a response to a record request may appeal such determination to the Director of the Library.

A6.7.1 An appeal under this section shall be brought within 30 (thirty) calendar days from the date of the department's written determination concerning designation or classification of a record or response to a records request. The notice of appeal shall be in writing, contain the petitioner's name, mailing address, and daytime telephone number, if available, set forth the relief sought, the nature and date of the request, if applicable, and attach a copy of the request form, if available. The petitioner may file a short statement of facts, reasons, and legal authority in support of the appeal.

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- A6.7.2 The Director of the Library, in consultation with the Library Board of Directors as appropriate, shall make a determination on the appeal within the following period of time:
- Within five business days after the Director's receipt of the notice of appeal; or
- Within twelve business days after the Library sends the requestor's notice of appeal to a person who submitted a claim of business confidentiality pursuant to Section 63-2-308 of GRAMA.
- A6.7.3 If the Director fails to make a determination within the time specified in subsection 6.7.2, such failure shall be considered the equivalent of an order denying the appeal.
- A6.7.4 The parties participating in the appeal, may, by agreement, extend the time periods specified in subsection 6.7.2.
- A6.7.5 The Director may, upon consideration and weighing of the various interests and public policies pertinent to the classification and disclosure or nondisclosure, order the disclosure of information properly classified as private under Section 63-2-302(2) of GRAMA or protected under Section 63-2-304 of GRAMA if the interests favoring restriction of access do not outweigh the interests favoring access.
- A6.7.6 The Director shall send written notice of the determination of the appeal to all parties participating in the appeal. If the Director affirms the denial, in whole or in part, the denial shall include a statement that the requestor has the right to appeal the denial to the Mayor's Records Appeals Board within 30 days after the Director's written notice of determination.
- A6.7.7 A person aggrieved by the Library's designation or classification of a record, but who is not requesting access to the record, may appeal such designation or classification using the appeal procedures provided in this section. If a nonrequestor is the only appellant, the procedures provided in this section shall apply, except that the Director shall make a determination on the appeal within 30 days after receiving the notice of appeal.
- A6.7.8 If the Director denies the appeal in whole or in part, the petitioner may appeal the determination to the Mayor's Records Appeals Board as provided in Section 2.64.140 of the Ordinance.

*Approved by Board of Directors, November 2007*

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### **A7 Request for Permanent Use on Library Square**

While Library Square is owned by Salt Lake City, the Mayor and City Council offices are cognizant that the Library is sensitive to and has an interest in the uses of and any proposals to alter Library Square and adjacent public spaces. Thus, on occasion, Salt Lake City requests advice from the Salt Lake City Public Library Board of Directors on what is or is proposed to be permanently housed, built, sited, or located on Library Square grounds.

In order to be consistent in the advice the Board of Directors provides Salt Lake City, the Library adopts the following standards and principles as a basis for expressing in formal recommendations its philosophy and perspective regarding the use of Library Square for permanent installations.

The Library Board will look positively on proposals that:

- Are consistent with the Library Square Block Plan, adopted by the Salt Lake City Council, September 2002, which “values a lively open space that offers programming opportunities to attract a diverse range of visitors.”
- Adhere to the Library’s mission statement, which promotes “free and open access to information, materials and services to all members of the community to advance knowledge, foster creativity, encourage the exchange of ideas, build community, and enhance the quality of life.”
- Preserve Library Square as open space.
- Do not impede sightlines.
- Do not impede the private use of open space or festival use of Library Square.
- Relate to an individual or organization that has contributed directly to the Salt Lake City community.
- Promote the value of tolerance.

Upon receiving a request from Salt Lake City for advice on a request to place a permanent structure on Library Square, the Library Board will place the request on its next regularly scheduled meeting agenda to receive a briefing from the City and the requestor. At the following meeting, the Board will vote. Prior to voting the Board will ask any visitors in attendance if they wish to make a comment on the matter.

*Approved by Board of Directors, May 2013*

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## **B Business Operations**

### **B1 Financial Transactions**

#### **B1.1 Revenue**

The Library is primarily funded by property taxes paid by Salt Lake City residents. The Library also receives funds through federal and state grants, donations, fines and collections, copy machine fees, and interest income. All monies that are received by the Library are deposited within three days of receipt.

#### **B1.2 Expenditures**

The Library Board of Directors controls expenditures of the library fund, construction, lease or sale of library buildings and land, and of the operation and care of the Library. The library fund account is maintained at Chase Bank. Said fund is drawn upon by the authorized officers of the City when properly presented with authenticated vouchers from the Library Finance Manager.

B1.2.1 All bills are paid in a timely manner, usually within 30 days of receipt of invoice and item or service. Generally, invoices received by the Finance Department by the 10th of the month are reviewed by the Finance Manager. The Finance Manager is responsible for providing a monthly report to the Board ensuring that adequate information is provided and to ensure appropriate oversight. Checks are processed by the Finance Department, is signed by Salt Lake City Corporation and mailed or distributed by the Finance Department during the following week.

A proper invoice should include the following:

- Name and address of the vendor/contractor;
- Invoice date;
- Invoice number;
- Contract number, purchase order number, or other authorization;
- Description of goods or services;
- Name and address of contractor official to whom payment is to be sent – must be same person as that in contract.
- Two copies of each invoice are preferred. Finance receives the original; the duplicate is mailed with payment. Computer-generated vouchers are kept on file in the Business Office.

B1.2.2 The Business Office answers questions regarding late or misdirected payments, as well as questions regarding payment amounts, timing of payments, and finance or late charges.

#### **B1.3 Reimbursements**

A separate Wells Fargo Bank checking account is maintained to pay small miscellaneous expenditures in a timely manner, i.e. to reimburse patrons who return lost materials or to reimburse staff members for expenses incurred on behalf of the Library.

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Any amounts leftover in the Wells Fargo account at the end of the month are transferred to the Chase Bank library fund account.

B1.3.1 Staff reimbursement of expenses will be made by either cash or check.

Reimbursement for amounts over \$25.00 will generally be made by check within 24 hours, or by the next working day, of receipt of request.

### B1.4 Cashing of Personal Checks

The Library accepts checks from patrons for only the exact amount of fines and/or charges.

B1.4.1 In order for library personnel to accept a check, the patron must have a current library account with correct name, address, and telephone number, plus a picture ID.

B1.4.2 Library personnel will:

- Verify that the patron's name, current address, and telephone number are printed on the check and add any missing information along with the patron's library card number.
- Verify that the check is properly filled out and that the signature on it corresponds with the signature on the other identification.
- Endorse checks for deposit only.
- Initial the check and place it in the cash register or box.

B1.4.3 If a check is returned from the bank for insufficient funds, the Business Office sends the check through the bank a second time, and if the bank returns it again:

- The Business Office returns the check to the department where it was written and accepted.
- Business Office will send a letter to the patron explaining the difficulty along with a copy of the returned check. The patron's card will be set as "Delinquent" in the computer and "Returned Check" will be listed as the reason.
- When the patron reimburses the Library in cash for the amount of the check plus a \$20.00 returned check fee, library personnel will give the patron the returned check and remove the patron's delinquent status from the computer. The amount paid and the returned check fee are placed in the register at the Main Library using the FINES KEY. Branches record the transaction on their cash report.

### B1.5 Budget Transaction Policy

When unforeseen expenses arise during a fiscal year, there may be a need to amend the budget. Budget amendment approvals are outlined in the following table:

Budget Revision Type	Department Manager	Finance Manager	Library Director	Library Board	City Council	Public Notice
Transfer amounts among operating accounts in the same department	X	X				
Transfer amounts from operating accounts to capital accounts in the same department	X	X				

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Transfer amounts from accounts in one department to accounts in another department	X	X	X			
Decrease that will result in an overall decrease to the Library's budget	X	X	X			
Transfer amounts from capital accounts to operating accounts in the same department	X	X	X	X		
Transfer amounts from one capital account to another capital account	X	X	X	X		
Increase that will result in an overall increase to the Library's budget	X	X	X	X	X	X

*Approved by Board of Directors, May 2013*

### B1.6 Expenditure of Designated Capital and Technology Funds

Designated Capital funds for Facilities and Technology shall only be expended in service of the long-term maintenance of our physical and technological infrastructures. The expenditures will be guided by the priorities identified by a Facilities Conditions Assessment study and by a Technology Planning Assessment, each to be conducted once every 3-5 years as directed by Library Administration.

Planned expenditures will be approved by the Library Board as part of the annual budget process. Unplanned expenditures will require approval by the Library Board.

*Approved by Board of Directors, May 2017*

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## B2 Procurement

### B2.1 General Compliance

The Library complies with general purchasing requirements for supplies, equipment, services, and construction items in accordance with the Utah Procurement Code.

### B2.2 Purchasing Requirements

Responsibility for the overall implementation of the Library's purchasing practices is held by the Director as governed by the Board of Directors. The Director prepares an annual budget for the Library in consultation with the Board. A monthly report of budget to expenditures is reviewed and approved by the Board at its regularly scheduled monthly Board meeting.

B2.2.1 All purchases are subject to approval through the library budget process. Purchasing may be coordinated through and monitored by the Business Office as predetermined by the annual budget.

Purchases generally less than \$15,000.00, emergency purchases, or where there is only one source for the required supply, equipment, service, or construction item may be made outside the bidding process.

Purchases shall not be artificially divided up so as to qualify for purchasing under the small purchases rules.

#### B2.2.2 Specifications

Where reasonable and applicable, specifications will be prepared for supplies, equipment, services, and construction items. All specifications shall seek to promote the overall economy and best use for the purposes intended and encourage competition and shall not be unduly restrictive.

Deposits may or may not be required for release of specifications or other contract documents to bidders or contractors. Deposit amounts will be determined at the Library's discretion. The deposit collected per set will be returned to bidder or contractor upon return of documents in good condition.

B2.2.3 Decisions about purchases and awarding contracts are made consistent with the Library's policy of equal opportunity, as well as best low price, availability of products or services, references from qualified individuals, and past experiences of the Library.

B2.2.4 A contractor or supplier aggrieved by a major purchasing decision of the Library may appeal the decision by writing a letter to the Library Board of Directors within five working days of the decision. The contractor or supplier, or chosen representative, may appear before the Library Board at a regularly scheduled Board meeting to state their position. A library manager may present an opposing view at the same meeting with the Library Board deciding the matter.



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### B2.3 Competitive Bidding

Bids or proposals are actively solicited by the Library Board of Directors when building improvements or a competitive assessment is deemed appropriate. If the estimated cost of the improvement is less than \$25,000.00, or the estimated purchase assessment is less than \$15,000.00, the improvement or purchase may be made without calling for bids.

- B2.3.1 An invitation for bids or proposals shall be issued by public notice. Publication of bid notices shall be posted at least five days prior to the opening of bids and shall remain posted for at least two days in one or more newspapers with general circulation throughout Salt Lake County. [As of the date of this policy, the Deseret News and Salt Lake Tribune newspapers require three working days lead time for publishing of legal notices.]
- B2.3.2 Competitive sealed bids shall be opened publicly. Solicited competitive proposals shall be available for public inspection.
- B2.3.3 Bids/proposals shall be accepted without alteration except as provided by the Utah Procurement Code.
- B2.3.4 An invitation for bids or proposals shall state the purpose of the bid, the location of bid documents (if any), the public bid opening date and time, and qualifications for submitting a bid.
- B2.3.5 Bidders are expected to examine available drawings, specifications, schedules, and instructions. Failure to do so will be at bidder's risk.
- B2.3.6 Any explanation desired by a bidder regarding the meaning or interpretation of the solicitation, drawings, specifications, etc., must be requested in writing and with sufficient time allowed for a reply to each bidder before the submission of their offer. Oral explanations or instructions given before the award of the contract will not be binding. Any information given to a prospective bidder concerning a solicitation will be furnished to all prospective bidders as an amendment of the solicitation if such information is necessary to bidders in submitting offers on the solicitation or if the lack of such information would be prejudicial to uninformed bidders.
- B2.3.7 Any proposal received at the office designated in the solicitation after the exact time specified for receipt will not be considered.
- B2.3.8 Bid security in the form of a bid bond or certified check made payable to the Library, in an amount equal to 5% of the bid, shall accompany bids for major construction improvements, when appropriate.
- B2.3.9 Guarantee bonds in the form of a performance bond and labor and materials payment bond, in an amount equal to 100% of the bid, are required for all major improvements contracts.
- B2.3.10 The lowest responsible bidder refers to any prime construction contractor or supplier of a product or service who has bid in compliance with the invitation to bid and within the requirements of the plans and specifications, who is the low bidder, who has furnished a bid bond or

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equivalent in money as a condition to the award of a prime construction contract (if required), who furnishes a payment and performance bond (if required), and who meets the conditions specified in subsection B3.2.3.

- B2.3.11 No bidder may withdraw their bid within 30 (thirty) days after the bid opening or proposal due date.
- B2.3.12 All bidders will be notified with reasonable promptness by written notice of the Library's decision to award the bid and/or contract to the lowest responsible bidder.
- B2.3.13 The Board of Directors reserves the right to reject any or all bids presented, and to waive any informalities and/or irregularities in the bids received. The Board may accept any item or group of items of any offer, unless the bidder qualifies his offer by specific limitations. If all bids are rejected and the construction improvement or other purchase is still needed, the Library shall advertise anew in the same manner as before. If after twice advertising as provided and no satisfactory bid is received, the Board may proceed under its own direction to make the improvement or purchase.

### B2.4 Contracts

Contracts shall be awarded by soliciting competitive proposals, by competitive sealed bidding, or where deemed in the best interests of the Library.

- B2.4.1 An estimate of the costs must be made before determining whether a contract may be made without advertising for bids.
- B2.4.2 Contracts may be entered into for any period of time deemed to be in the best interest of the Library.
- B2.4.3 If there is only one source for the required supply, equipment, service, or construction item, a contract may be awarded without competition.

*Approved by Board of Directors, May 1996*

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### **B3 Capital Asset Management and Non-Capitalized Asset Control Policy**

The Salt Lake City Public Library adheres to the following policy governing capital and non-capitalized assets.

#### B3.1 Definitions

Capital assets: Tangible or intangible assets that meet the capitalization thresholds outlined in this policy and, as a result, are included on the library's capital asset list for financial reporting and physical control purposes.

Non-capitalized assets: Tangible or intangible assets, excluding capital assets, meeting the control thresholds outlined in this policy.

#### B3.2 Asset Capitalization Thresholds

Capital assets are tangible circulation materials inventory as well as those individual assets, when not grouped with similar assets, that:

- Have an estimated useful life in excess of two years following the date of acquisition, and
- Have a purchase price or fair market value, in the case of donations, of \$5,000 or more.

#### B3.3 Criteria for Capital Asset Depreciation and Amortization

Capital assets are subject to depreciation or amortization. The Library employs the straight-line depreciation and amortization methods on all capital assets unless the Finance Manager and the appropriate department or branch manager deem another method more appropriate and accurate for a particular asset.

Depreciation and amortization are calculated on a prorated basis from the acquisition date or date of substantial completion in cases of constructed capital assets.

#### B3.4 Responsibilities for Capital Asset Management

Proper capital asset management is dependent on maintaining accurate capital asset lists and monitoring physical control of capital assets. The Finance Department maintains the capital asset list and coordinates an annual review of the list with department and branch managers. Department and branch managers are responsible to review the capital asset list annually noting additions and deletions and to maintain physical control of the capital assets assigned to their department or branch.

#### B3.5 Non-Capitalized Asset Control Thresholds

Non-capitalized assets include individual assets, when not grouped with similar assets, that:

- Have an estimated useful life in excess of two years following the date of acquisition, and

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- Have a purchase price or fair market value, in the case of donations, of at least \$500 but less than \$5,000.

### B3.6 Criteria for Non-Capitalized Asset Depreciation and Amortization

Non-capitalized assets and assets with a purchase price or fair market value, in the case of donations, below \$500 are expensed as purchased and are not depreciated or amortized over time.

### B3.7 Responsibilities for Control of Non-Capitalized Assets

Department and branch managers are responsible to maintain a list of non-capitalized assets assigned to their department or branch and to know the physical location of those assets for control purposes.

### B3.8 Disposal of Capital and Non-Capitalized Assets

Circulation materials inventory with a residual value shall be donated to the Friends of the Salt Lake City Public Library. Circulation materials inventory with no residual value shall be disposed of by recycling or traditional disposal methods.

Capital and non-capitalized assets, other than circulation materials inventory, having an estimated value of less than \$5,000 shall be deemed surplus by the department or branch manager and the Library Director. The Library Director shall approve the method of disposal, which may include selling the asset in some form of public auction process by the Library or in conjunction with another government entity, exchanging the asset for another asset of value to the Library, donating the asset to another government entity, recycling, or other traditional disposal methods. The selected method of disposal shall be based on the method that provides the maximum benefit to the Library while protecting confidential information.

Capital and non-capitalized assets, other than circulation materials inventory, having an estimated value of \$5,000 or more shall be declared surplus by the Salt Lake City Public Library Board prior to disposal. Approved disposal methods include selling the asset in some form of public auction process by the Library or in conjunction with another government entity, exchanging the asset for another asset of value to the Library, donating the asset to another government entity or recycling.

Capital and non-capitalized assets destroyed, lost, or unaccounted for shall be identified during the annual inventory process and removed from the capital and non-capitalized asset lists.

*Approved by Board of Directors, February 2013*

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## B4 Records Retention

### B4.1 Policy Statement

The Library retains original documents and materials for business, historical, financial, and legal purposes. When describing documents, this retention policy refers to original documents that are primarily classified as public records unless otherwise noted. The Library's retention policy is similarly formatted to the 1997 Utah Municipal General Records Retention Schedule which has also been adopted by Salt Lake City Corporation.

#### B4.1.1 Determining Retention

The Utah Municipal General Records Retention Schedule provides specific guidelines for the retention of most government documents and materials.

For records that are specific to the function of a library rather than other government entities, the Library has determined the retention based on both its needs and existing statutes. The Utah State Archives keeps a copy of the City Library's retention schedule and the Library keeps this agency informed of any changes to its retention policy.

The determination as to whether a document should be retained is based on its content rather than its format. Email, paper documents, recordings, and other media are retainable. This policy shall be used as a guideline for all record formats.

#### B4.1.2 Staff Responsibility

Employees are responsible for following the Library's retention policy and making certain that documents and materials are retained according to the approved schedules. Paper documents should be filed and arranged so that they may be easily accessed when necessary.

Patron and staff privacy shall be respected in disposing of any documents not being retained or destroyed. A paper shredder should be used when disposing of any paper document containing personal information.

Employees are responsible for communicating concisely and effectively, using appropriate language. Any written communication, including any email written using a library email account, may be releasable to the public under federal, state, or local statutes; or be subject to discovery proceedings in legal actions.

#### B4.1.3 Email

Generally, email messages are transitory documents which should be deleted when no longer useful. However, the content of some email documents may make them retainable records.

Email messages that are typically records include:

- Personnel matters such as any discussion of employee performance; wages; timesheets; disciplinary action; promotion; personal injury.
- Replies to or discussion of patron complaints.
- Any email leading to policy, budget, or purchasing decisions.
- Discussions of health and safety issues.

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- Discussions of staff or patron behavior.
- Discussions of legal or financial matters.

The author of an email is responsible for its retention, although there may be some exceptions. This policy provides a detailed list of specific documents that should be retained and it should be used in making the decision as to whether a document is a retainable record. The Associate Director or Business Office Manager may be consulted.

Email may be retained in hardcopy, electronically, or by a combination of these two means. Email records are subject to the same accessibility requirements as any other public record. Computer Services staff can provide assistance in saving email electronically.

### B4.1.4 Privacy

Private information within a public record may be redacted prior to the release of that record. Unless classified as public, an individual's home address, home telephone number, or personal telephone number are considered protected information. UCA 63-2-304 (51). Records of publicly funded libraries that, when examined alone or with other records, identify a patron are considered private. UCA 63-2-302(1)(c).

### B4.2 Administrative Records

#### INCIDENT REPORTS

These reports are written by staff and security to document unusual occurrences or any physical injuries occurring on library grounds. The reports are reviewed by administrative staff and filed in the Business Office. Incident reports are classified as protected information. Personal information may be redacted before public release.

#### RETENTION

Retain for three years and then destroy. Any reports that are kept as part of a Suspended Privileges Patron File will follow the retention schedule for those items.

(Approved December 1996)

#### ADMINISTRATIVE AND FISCAL OPERATIONS GRANT FILES (Item 1-10)

These are reports on the administrative and fiscal operations of federal or state funded programs compiled on a monthly, quarterly, or semiannual basis. It also includes supporting documentation.

#### RETENTION

Retain for five years after completion of all applicable audits and then destroy.

(Approved June 1997)

#### BOARD AGENDA (Item 1-1)

These are copies of notices of regular and special meetings of the Library Board. They may include date, time, location of meeting, list of items to be discussed by committee members at regular, special, and emergency public meetings.

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### **RETENTION**

Retain for two years or until administrative need ends.

(Approved December 1996)

### **BOARD OF DIRECTORS' MINUTES (Item 25-3)**

These are the official minutes of regular and special meetings of the Library Board of Directors. They are used to document the actions of the Board. They include the agenda, dates and times meetings convened and adjourned, board members present and excused, and a summary of the proceedings of meetings, including motions, votes, discussions, official actions, and decision.

### **RETENTION**

Permanent; may be transferred to the State Archives.

(Approved June 1997)

### **FEASIBILITY STUDIES (Item 1-11)**

These are studies conducted before the installation of any significant technology or equipment. They include specific studies and system analyses for the initial establishment and major changes of these systems.

### **RETENTION**

Retain for five years after completion of study and then destroy.

PRIMARY CLASSIFICATION: Public.

SECONDARY CLASSIFICATION: Protected: UCA 63-2-304(11) and UCA 63-2-304(22) (1997).

(Approved June 1997)

### **GENERAL ADMINISTRATIVE RECORDS (Item 1-6)**

These are records of a general facilitative nature created or received in the course of administering programs. They include daily, weekly, or monthly activity reports which are summarized in an annual report, correspondence, and memoranda.

### **RETENTION**

Retain for two years or until no longer needed for reference and then destroy.

(Approved December 1996)

### **GOVERNMENT RECORDS ACCESS AND MANAGEMENT ACT (GRAMA) ACCESS REQUESTS (Item 1-29)**

These request forms document individuals seeking access to municipal records as provided under UCA 63-2-204 (1997). They include requester's name, address, telephone number; date; record requested; date request received; whether access provided or denied; and date responded.

### **RETENTION**

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Retain for one year and then destroy.

PRIMARY CLASSIFICATION: Public.

SECONDARY CLASSIFICATION: Private: UCA 63-2-302(2)(d) (1997).

(Approved June 1997)

### **GOVERNMENT RECORDS ACCESS AND MANAGEMENT ACT (GRAMA) MUNICIPAL APPEALS CASE FILES (Item 1-30)**

These case files document the appeals for access of municipal records to separate municipal appeals bodies (i.e., city council or separate board). This is in accordance with municipal ordinances adopted under the authority granted in the Government Records Access and Management Act (GRAMA)(UCA 63-2-701 (1997)). These case files include copies of the access request and denial forms, the appeal, research notes, council or board decision, and any other documentation concerning the appeal process.

#### **RETENTION**

Permanent; may be transferred to the State Archives with authority to weed.

PRIMARY CLASSIFICATION Public.

SECONDARY CLASSIFICATION Private: UCA 63-2-302(2)(d) (1997).

(Approved June 1997)

### **GOVERNMENT RECORDS ACCESS AND MANAGEMENT ACT (GRAMA) STATE APPEALS CASE FILES (Item 1-31)**

These case files document appeals for access of municipal records to the State Records Committee in compliance with the provisions of the Government Records Access and Management Act (GRAMA) (UCA 63-2-701(1)(c); 63-2-403 (1997)). These case files include copies of the access request and denial forms, the appeal, research notes, statements, State Records Committee's order, and any other documentation concerning the appeals process.

#### **RETENTION**

Retain for one year or until administrative need ends, whichever occurs later, and then destroy.

(Approved August 1996)

### **GRANT FILES ORIGINAL APPLICATIONS (Item 1-9)**

These are files on monetary grants received from state and federal sources. Includes the original applications, contract agreements, and annual and final performance reports.

#### **RETENTION**

Permanent.

(Approved March 1988)

### **HOUSEKEEPING FILES (Item 1-7)**



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These are records of a general housekeeping nature which do not relate directly to the primary program responsibility of the office. Includes records such as charity fund drives, custodial services requests, parking space assignments, and distribution of keys.

### **RETENTION**

Retain for one year and then destroy.

(Approved December 1996)

### **LIBRARY SCRAPBOOKS (Item 1-4)**

These are a chronological record of the activities of the library. They include photographs, newspaper clippings, flyers, brochures, and other items pertaining to the library activities and actions and reactions of the municipality's citizens.

### **RETENTION**

Permanent.

(Approved December 1996)

### **MAILING LISTS (Item 1-12)**

These are lists of names and addresses used for various municipal mailings (billings and other administrative purposes).

### **RETENTION**

Retain until superseded and then destroy.

PRIMARY CLASSIFICATION Public.

SECONDARY CLASSIFICATION Private: UCA 63-2-302(2)(d) (1997).

(Approved March 1988)

### **MANAGEMENT TEAM MINUTES (Item 1-13)**

These are the minutes of regular, special, and emergency meetings of the Management Team. They may also include an official agenda. (See also Internal Committee Records.)

### **RETENTION**

Permanent.

(Approved December 1996)

### **MEETING AGENDA (Item 1-1)**

These are copies of notices of regular and special meetings of the Board of Directors and other pertinent committees. They may include date, time, location of meeting, list of items to be discussed by committee members at regular, special, and emergency public meetings.

### **RETENTION**

Retain for two years or until administrative need ends, if not part of official minutes, and then destroy.

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(Approved December 1996)

### MEETING MINUTE TAPE RECORDINGS (Item 1-45)

These are tape recordings of the proceedings of regularly scheduled, special, and emergency municipal meetings. They are used to create the official minutes. UCA 42-4-7 requires that "written minutes shall be kept of all open meetings" and that they "shall be available within a reasonable time after the meeting." UCA 52-4-7.5(2)(a) (1997) requires that "if a public body closes a meeting . . . for any other purpose than to discuss the deployment of security personnel, devices, or systems, the public body shall either tape record the closed portion of the meeting or keep detailed written minutes that disclose the content of the closed portions of the meeting."

#### RETENTION

Retain for one year after approval of official minutes and then destroy; provided resolution of any related litigation.

SUGGESTED PRIMARY CLASSIFICATION Public: UCA 63-2-301(1)(e) (1997).

SUGGESTED PRIMARY CLASSIFICATION Protected: UCA 63-2-304(32) (1997); UCA 52-4-7.5(2) (1997).

(Approved February 1998)

### MEETING ROOM APPLICATIONS

These are forms completed by groups or individuals applying to use library meeting rooms and to schedule library programs. They include the name of the group or individuals, the date and time, as well as the general purpose for the use of the facility.

#### RETENTION

Retain one year after end of current fiscal year and then destroy.

(Approved October 1999)

### MINUTES (Item 1-13)

These are the minutes of regular, special, and emergency meetings of official municipal committees, boards, and task forces. They may also include an official agenda (See also Internal Committee Records).

#### RETENTION

Permanent; may be transferred to the State Archives.

PRIMARY CLASSIFICATION Public: UCA 52-4-7(3) (1997).

SECONDARY CLASSIFICATION Protected: UCA 52-4-7(3) (1997).

UCA 63-2-304(32) (1997).

(Approved December 1996)

### POLICY AND PROCEDURE CASE FILES (Item 1-37)

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These files contain records related to policy and procedure issuance which document their formulation. Includes issuances related to routine administrative functions (e.g., payroll, procurement, and personnel).

### **RETENTION**

Retain for two years after being superseded and then destroy.

(Approved December 1996)

### **PUBLIC RELATIONS/NEWS RELEASES OF OFFICIAL STATEMENTS (Item 1-20)**

These files contain copies of all official statements released to the press by the Library's Communications Department or an official representative of the Library.

### **RETENTION**

Retain for three years.

(Approved December 1996)

### **PUBLICATIONS (Item 1-21)**

These are pamphlets, leaflets, studies, proposals, and similar material printed by or for the municipality or any of its departments, subdivisions or programs, and made available to the public, or the last manuscript report if not published. This does not include booklists and other publications created to assist patrons in locating materials and to publicize events and services provided by the Library. (See also Patron Assistance Publications listed under Library Records.)

### **RETENTION**

Record copy: Permanent. A copy should be transferred to the State Archives.

Duplicate copies: Retain until administrative need ends and then destroy.

(Approved December 1996)

### **SUSPENDED PRIVILEGES PATRON FILE**

These files document reasons for and actions taken in suspending individual library patrons from using library facilities, services, or equipment for specific violations of library policies and/or state and local laws. The files include incident reports, copies of suspending notification letters, and any other related correspondence.

### **RETENTION**

Retain three years after suspension is lifted and then destroy.

(Approved October 1999)

### **SYSTEM STUDIES FINAL REPORTS (Item 1-25)**

These are the final reports of various studies (i.e., program analyses, project studies) by private and other government agencies.

### **RETENTION**

Permanent.

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(Approved December 1997)

### SYSTEM STUDIES SUPPORTING FILES (Item 1-46)

These are documents related to various studies (i.e., program analyses, project studies) by private and other government agencies. Includes working papers, correspondence, and related documentation used for the creation of the final report.

#### RETENTION

Retain for three years after date of final report and then destroy.

(Approved December 1997)

### TECHNICAL REFERENCE FILES (Item 1-26)

These files contain copies of documents retained strictly for reference and informational purposes which are not part of the official files. Includes copies of reports, studies, special compilations of data, drawings, periodicals, books, clippings, brochures, catalogs, and vendor price lists.

#### RETENTION

Retain until annual review and destroy material no longer needed for reference.

(Approved March 1988)

## B4.3 Budget Records

### ANNUAL BUDGET (Item 3-1)

The budget is a "plan of financial operations for a fiscal year which embodies estimates of proposed expenditures for given purposes and the proposed means of financing them" (UCA 10-6-106(10) (1997)). "Before June 22 of each fiscal year, or August 17 in the case of a property tax increase under Sections 59-2-919 through 59-2-923, the governing body shall by resolution or ordinance adopt a budget for the ensuing fiscal year for each fund for which a budget is required under this chapter. A copy of the final budget for each fund shall be certified by the budget officer and filed with the state auditor within 30 days after adoption" (UCA 10-6-118 (1997)).

#### RETENTION

Permanent.

(Approved November 1996)

### BUDGET BACKGROUND RECORDS (Item 3-3)

These records are used to assist in the preparation of department budget requests presented to the city council.

#### RETENTION

Retain for two years and then destroy.

PRIMARY CLASSIFICATION Public.

SECONDARY CLASSIFICATION Private: UCA 63-2-302(1)(f) (1997).

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(Approved March 1989)

### B4.4 Fixed Asset Records

#### ANNUAL FIXED ASSET REPORT (Item 4-1)

These work sheets list totals of all fixed assets, purchases, and dispositions. They are used to create annual reports.

#### RETENTION

Retain until updated or superseded and then destroy.

(Approved November 1996)

#### DISPOSITION RECORDS (Item 4-2)

These are either forms or records completed by municipal agencies when municipal property is disposed of either by public auction, competitive bidding, or destruction. Includes date, department name, description of item, value, disposition method, and reason, condition, and approval signature.

#### RETENTION

Retain for three years after disposition of property and then destroy.

(Approved March 1989)

### B4.5 General Accounting Records

#### ACCOUNTS PAYABLE (Item 5-1)

These records are used to pay library bills. They include copies of checks, invoices, purchase orders, and receiving reports. May also include correspondence with vendors and computer printouts.

#### RETENTION

Retain four years and then destroy.

(Approved November 1996)

#### AUDIT REPORTS (Item 5-5)

These are reports prepared by external auditors examining and verifying the municipality's financial activities for the year. "The audit required for any fiscal year shall be completed within six calendar months after the close of the fiscal year" (UCA 51-2-2 (1997)). The audit is required to include "the financial statements; the auditor's opinion on the financial statements; a statement by the auditor expressing positive assurance of compliance with state fiscal laws identified by the state auditor; a copy of the auditor's letter to management that identified any material weaknesses in internal controls discovered by the auditor, and other financial issues related to the expenditure of funds received from federal, state, or local governments to be considered by management; and management's response to the specific recommendations" (UCA 51-2-3(1)(a) (1997)).

#### RETENTION

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Permanent; may be transferred to the State Archives.

(Approved November 1996)

### **BANK STATEMENTS (Item 5-7)**

These are monthly statements showing the amount of money on deposit to the credit of the municipality showing date, name of bank, total deposit, withdrawals, and cash balance with interest on daily bank balances.

#### **RETENTION**

Retain for four years and then destroy.

(Approved March 1989)

### **CHECK COPY FILES (Item 5-8)**

These are facsimile or photocopies of checks issued and are maintained solely as a quick reference source. If documentation is attached, see Accounts Payable.

#### **RETENTION**

Retain for one year and then destroy.

(Approved March 1989)

### **CHECK REGISTERS (Item 5-9)**

These are multicolumnar records with chronologically arranged entries of checks. They usually include check numbers and amounts of debits or deposits per account.

#### **RETENTION**

Retain for seven years and then destroy.

(Approved March 1989)

### **DAILY CASH REPORTS (Item 5-10)**

These reports provide a daily record of cash balances, receipts, and disbursements.

#### **RETENTION**

Retain for four years and then destroy.

(Approved March 1989)

### **DEPOSIT SLIPS (Item 5-11)**

These are bank cashiers' slips showing the amount and date of deposit of monies into municipal accounts and are attached to the daily cash reports.

#### **RETENTION**

Retain for four years and then destroy.

(Approved June 1997)

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### **FINANCIAL STATEMENTS**

These statements are prepared for the review of the Library Board of Directors regarding the status of receipts and disbursements. They also include the check register.

#### **RETENTION**

Retain seven years and then destroy.

(Approved March 1989)

### **GENERAL LEDGERS (Item 5-12)**

These are summaries showing the amount of receipts and disbursements of each department of the municipality. They may also include documentation from subsidiary ledgers to general ledger and accounting adjustments in the form of general entries.

#### **RETENTION**

Retain for ten years and then destroy.

(Approved March 1989)

### **LEAVE OF ABSENCE FORMS (Item 5-23)**

These files contain records relating to the reimbursement of employees for authorized travel. They may include travel orders, per diem vouchers, transportation requests, hotel reservations, and all supporting papers documenting official travel by officers, employees, dependents, or others authorized by law to travel.

#### **RETENTION**

Retain for three years and then destroy.

**PRIMARY CLASSIFICATION** Public.

**SECONDARY CLASSIFICATION** Private: UCA 63-2-302(1)(f) (1997).

(Approved March 1989)

### **STATE TREASURER'S ACCOUNTING STATEMENTS (Item 5-19)**

These are quarterly reports of monies deposited with and invested by the State Treasurer under the State Money Management Act (UCA 51-7) (1997). These statements are required by law (UCA 51-7-9 (1997)). They include a deposit form, an account statement, and an investment credit notice.

#### **RETENTION**

Retain for one year and then destroy.

(Approved March 1989)

### **WARRANT REQUESTS - CANCELED (Item 5-28)**

This is the manual documentation method of imputing data about canceled warrants which then becomes part of the general ledger.

#### **RETENTION**

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Retain for four years and then destroy.

PRIMARY CLASSIFICATION Public.

SECONDARY CLASSIFICATION Private: UCA 63-2-302(1)(f) (1997).

(Approved December 1997)

### B4.6 Library Records

#### ACCESSION RECORDS (Item 25-1)

These records document the accession of library materials. They include title, publisher's name, date ordered and received, list price, and discount price.

#### RETENTION

Retain until administrative need ends and then destroy; accession books created before 1910 permanent and are stored in the Library's Special Collections.

#### ANNUAL REPORT (Item 25-2)

This is an annual report by the Library Board of Directors required by UCA 9-7-406(1) (1997) "to the city governing body on the condition and operation of the library, including a financial statement." It is also used to inform the general public regarding the operations of the Library. The report includes budget figures both income and expenditures, circulation and other figures, and may include a brief description of the previous year's activities.

#### RETENTION

Permanent; may be transferred to the State Archives.

(Approved June 1997)

#### CARD APPLICATIONS (Item 25-16)

The library card application form may be used to record patron application information until it can be entered into the database. Application information is typically entered into the database immediately without the use of the application form.

#### RETENTION

Keep until information is entered into database, then destroy.

#### CIRCULATION RECORDS (Item 25-4)

These are records of all library materials checked out from the library system. They are automated. The information includes the item title, identification number (barcode number), date item due, patron name, and library card number.

#### RETENTION

Retain until items returned and late fees paid. Patrons may opt-in to retain their circulation records in the circulation database for three months. If they choose not to opt-in, circulation records are automatically deleted from the circulation database as items are checked in. When a patron with less than \$250.00 in charges has been



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stopped from using their card for two years, their card and any items remaining on it are withdrawn from the database and the library card deleted from the system.

PRIMARY CLASSIFICATION Private: UCA 63-2-302(1)(c) (1997).

(Approved February 2012)

### **CIRCULATION STATISTICAL REPORTS (Item 25-5)**

These are monthly statistical reports on the numbers and types of library materials checked out. They are used for future planning. They include the number of items checked out by type, number of library cards issued, and monthly totals.

#### **RETENTION**

Retain until annual report compiled and then destroy.

(Approved June 1997)

### **COPYRIGHT INFRINGEMENT FORMS**

These forms are completed by library patrons acknowledging their copyright responsibility while interlibrary loan materials are in their possession. They include name of patron and date.

#### **RETENTION**

Retain three years provided applicable fees and fines are paid, and materials collected.

(Approved October 1999)

### **DISPLAY AGREEMENT**

These are contracts made with members of the public allowing the display of materials within the Library.

#### **RETENTION**

Retain six years and then destroy.

### **EXHIBITION AGREEMENT**

These are contracts made with members of the public whose works have been selected for an art exhibit within the Library. Artists will provide contact information for public inquiries regarding purchase of exhibited works.

#### **RETENTION**

Retain six years and then destroy.

### **FILM LOCATION AGREEMENT**

These are contracts between the Library and film production companies allowing the use of library facilities for filming purposes.

#### **RETENTION**

Retain six years and then destroy.

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### **HOLDINGS CATALOG (Item 25-6)**

The library online catalog serves as a finding aid for library users in locating library materials currently in library collection. The catalog is constantly being updated as materials are added and withdrawn. The information includes call number, author, title, publisher, number of copies, date, and subject headings. Computer catalogs also include number and status of copies (on shelf, checked out, and date due).

#### **RETENTION**

Records are continuously updated.

(Approved June 1997)

### **INTERLIBRARY LOAN RECORDS (Item 25-7)**

These records document the lending and borrowing of library materials through the interlibrary loan network. They include interlibrary loan forms, computer searches, related correspondence, and memoranda. The interlibrary loan forms include patron's name, address, telephone number, description of material being requested (author, title, publisher, publication date), a signed statement indicating patron willing to assume costs for borrowing material, status indication (overdue, lost, out-of-print), indication of search strategy, date material provided, and date material to be returned.

#### **RETENTION**

Retain for the current calendar year plus the three previous calendar years.

PRIMARY CLASSIFICATION Private: UCA 63-2-302(1)(c) (1997).

(Approved June 1997)

### **LIBRARY COMPLAINTS (Item 25-8)**

These records document complaints received and actions taken concerning library services including programming and material selection policies. They include complainant's name, address, and telephone number, date, explanation of complaint, and related correspondence,

#### **RETENTION**

Retain for one year after resolution and then destroy.

PRIMARY CLASSIFICATION Public.

SECONDARY CLASSIFICATION Private: UCA 63-2-302(1)(c) (1997).

(Approved June 1997)

### **LIBRARY OPERATION POLICIES (Item 25-9)**

These are policies adopted by the Library Board of Directors concerning all library operations including material selection. The policy adoptions are documented in the Board of Directors' minutes. The information varies by policy, but all include policy title, purpose, and adoption date.

#### **RETENTION**

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Permanent; may be transferred to the State Archives.

(Approved June 1997)

### LIBRARY SERVICES AND CONSTRUCTION ACT (LSCA) GRANT FILES (Item 25-10)

These records document the expenditure of monies and the operation of Title I, II, and III programs funded through the Library Services and Construction Act grants, which are regranted by the Utah State Library Division to public libraries (34 CFR 770 (1997)). The grants are used to implement or update programs for literacy, institutional development, inadequate services, or library construction. Grant records include some or all of the following: application and supporting materials, budget revisions, quarterly reports, final summary and evaluation reports, statistical reports, audit reports, deposit slips, invoices and bills, and publicity. The State Library Division retains Title I and III grant records for seven years, Title II grant records for 20 years.

#### RETENTION

Retain for seven years after expiration of contract and destroy, provided all claims and litigation have been resolved and all applicable state and federal audits completed.

(Approved December 1997)

### PATRON ASSISTANCE PUBLICATIONS (Item 25-12)

These publications are booklists and other patron assistance guides created by library staff members. They are used to aid library patrons in locating library materials and to assist in using the Library. The information contained in these publications varies but all include the library name and location.

#### RETENTION

Retain until administrative need ends and then transfer significant publications to the State Archives with authority to weed.

(Approved June 1997)

### PATRON RECORD UPDATE (Item 25-16)

The patron record update card is used for name changes, replacements of lost cards, and may be used for address change information.

#### RETENTION

Retain for one year after expiration or becoming inactive and then destroy.

PRIMARY CLASSIFICATION Private: UCA 63-2-302(I)(c) (1997).

(Approved June 1997)

### PATRON REQUESTS (Item 25-13)

These are requests by library patrons for materials currently checked out or to add new materials to the library collection. They may be a form and/or an electronic record. They may include library card number; patron's name, address, telephone number, and

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signature; call number, author, and title of material requested; patron's signature; and indication of material's status (checked out, overdue, reordered, out-of-print).

### **RETENTION**

Retain for one year or until request is filled and then destroy.

PRIMARY CLASSIFICATION Private: UCA 63-2-302(1)(c) (1997).

(Approved June 1997)

### **PLANNING AND EVALUATION STUDIES (Item 25-14)**

These studies are undertaken periodically to identify library service needs. They include user, community, and other evaluation studies. They are used for planning future services. The studies may include responses to patron surveys, demographic information, circulation statistics, and collection development studies.

### **RETENTION**

Retain until superseded and then transfer to the State Archives.

(Approved June 1997)

### **PUBLIC LIBRARY SERVICES DEVELOPMENT GRANT RECORDS (Item 25-15)**

The records document the expenditure of monies and the operation of the State Library Division's Upgrade Process and the state aid grants which operate hand-in-hand. Funds are appropriated by the Utah Legislature to the State Library Division which then distributes the grants on a formula basis to qualifying Utah public libraries. Grant records include some or all of the following: public library planning documents, signed grant agreements, final reports and financial statements, statistical reports, audit reports, deposit slips, invoices, bills, and publicity.

### **RETENTION**

Retain for seven years after expiration of contract and destroy provided all claims and litigation have been resolved and all applicable state and federal audits completed.

(Approved June 1997)

### **REFERENCE ASSISTANCE REQUESTS**

These are written requests for information received by mail or email.

### **RETENTION**

Retain until information is conveyed to patron or it is determined that we cannot fill the information needed. Answers to frequently asked questions may be retained as long as needed.

### **STATE LIBRARY ANNUAL REPORT (Item 25-18)**

This is an annual report required by UCA 9-7-211 (1997) to be submitted by "all municipal, city, county, and public school libraries" to the state librarian. It reports "on the condition and affairs of the library as required by the State Library Board." The State Library retains the record copy of these reports permanently.

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### **RETENTION**

Retain for one year or until administrative need ends and then destroy.

(Approved June 1997)

### **STRATEGIC PLANS (Item 25-19)**

These are strategic goals and plans adopted by the Library Board of Directors to guide the development of the library. The plans are adopted periodically (every 3-5 years). Goals are adopted both on a long- and short-term basis. They include statements regarding the Library's role, plans for the development of various library operations, and goals to achieve the plans.

### **RETENTION**

Permanent; may be transferred to the State Archives.

(Approved June 1997)

## **B4.7 Maintenance Records**

### **AMERICANS WITH DISABILITIES ACT RECORDS (Item 7-13)**

These records document compliance with the Americans with Disabilities Act (ADA). They include surveys of municipal buildings to determine accessibility for the physically handicapped, federal regulations, proposals for implementing the act, correspondence, resolutions, and solutions to access problems.

### **RETENTION**

Retain for 15 years and then destroy.

(Approved November 1996)

### **FUEL RECORDS (Item 7-5)**

These are logs, reports, or similar records documenting mileage and gasoline, oil, and diesel fuel used by the municipal vehicles.

### **RETENTION**

Retain for two years and then destroy.

(Approved September 1989)

### **VEHICLE MAINTENANCE RECORDS (Item 7-9)**

These are daily maintenance records on all municipal vehicles. They are used to provide a maintenance history and include work order number, dates, maintenance performed, mileage of vehicle, problem type, driver's name, and action taken.

### **RETENTION**

Retain for one year after disposition of vehicle and then destroy.

(Approved September 1989)

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### B4.8 Payroll Records

#### ADMINISTRATIVE PAYROLL REPORTS (Item 8-1)

These are reports and statistics with supporting and related records which document payroll operations. They include reports and data used for workload and personnel management purposes.

#### RETENTION

Retain for three years and then destroy.

PRIMARY CLASSIFICATION Private: UCA 63-2-302(1) (1997).

SECONDARY CLASSIFICATION Public: UCA 63-2-302(1) (1997).

UCA 63-2-301(1)(b) (1997).

(Approved November 1996)

#### BUDGET AUTHORIZATION REFERENCE FILES (Item 8-2)

These are copies of budget authorizations in operating payroll units. They are used to control personnel ceilings and personnel actions.

#### RETENTION

Retain until superseded and then destroy.

PRIMARY CLASSIFICATION Private.

SECONDARY CLASSIFICATION Public: UCA 63-2-301(1)(b) (1997).

(Approved March 1989)

#### DEDUCTIONS AND OTHER EARNINGS REGISTERS (Item 8-3)

These registers record, by department code, amounts deducted from employees' payroll checks. They are used for reference of retirement and other miscellaneous deductions.

#### RETENTION

Retain for three years and then destroy.

PRIMARY CLASSIFICATION Private.

SECONDARY CLASSIFICATION Public: UCA 63-2-301(1)(b) (1997).

(Approved March 1989)

#### INCOME TAX EXEMPTIONS AND WITHHOLDING FILES (Item 8-6)

These files contain forms for individual employee's exemptions and withholding taxes. Includes withholding tax exemption certificates, such as IRS form W-4 and similar tax exemption forms.

#### RETENTION

Retain for four years after form is superseded or termination of employee and then destroy.

PRIMARY CLASSIFICATION Private.

(Approved March 1989)

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### **INDIVIDUAL AUTHORIZED ALLOTMENTS FILES (Item 8-7)**

These are records of employee authorizations for payroll deductions for allotments (i.e., U.S. Savings Bonds).

#### **RETENTION**

Retain until superseded or three years after separation of employee and then destroy.

PRIMARY CLASSIFICATION Private.

(Approved March 1989)

### **INSURANCE DEDUCTION FILES (Item 8-8)**

These are reports and related papers including copies of vouchers and payment schedules pertaining to insurance deductions.

#### **RETENTION**

Retain for three years after separation of employee and then destroy.

PRIMARY CLASSIFICATION Private.

(Approved March 1989)

### **LEAVE APPLICATION FILES (Item 8-9)**

These are applications for leave and supporting papers relating to request for, and the approval of, taking leave time (vacation, sick, etc.).

#### **RETENTION**

Retain for one year and then destroy.

PRIMARY CLASSIFICATION Private.

(Approved November 1996)

### **LEAVE DATA FILES (Item 8-10)**

These files contain compilations of leave earned and taken. Includes the annual leave compilation card.

#### **RETENTION**

Retain for four years and then destroy.

PRIMARY CLASSIFICATION Private: UCA 63-2-302(1) (1997).

SECONDARY CLASSIFICATION Public: UCA 63-2-302(1) (1997).

UCA 63-2-301(1)(b) (1997).

(Approved November 1996)

### **PAYROLL REGISTER (Item 8-12)**

This register is a numerical listing by check number and agency codes of all payroll checks issued by the municipality. It includes code, date, warrant number, name of employee, social security number, types and amounts of individual deductions, and may

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include hourly rate and number of hours worked. Though this register is frequently used to reference-specific payroll checks, it might be the only record of employee salaries and would then serve the same retirement purpose as the employee earnings history files.

### RETENTION

Retain for seven years if agency has employee earnings history files and then destroy.

Retain for 58 years if agency does not have employee history files and then destroy.

PRIMARY CLASSIFICATION Private: UCA 63-2-302(1) (1997).

SECONDARY CLASSIFICATION Public: UCA 63-2-302(1) (1997).

UCA 63-2-301(1)(b) (1997).

(Approved November 1996)

### RETIREMENT FILES (Item 8-13)

These are reports and register control documents relating to an employee's retirement.

### RETENTION

Retain for three years and then destroy.

PRIMARY CLASSIFICATION Private.

SECONDARY CLASSIFICATION Public: UCA 63-2-301(1)(b) (1997).

(Approved March 1989)

### TIME SHEETS (Item 8-14)

These are records which verify hours worked, sick leave, vacation, overtime, and holidays earned and taken by municipal employees.

### RETENTION

Retain for three years and then destroy.

PRIMARY CLASSIFICATION Public.

SECONDARY CLASSIFICATION Private: UCA 63-2-302(1)(f) (1997).

(Approved November 1996)

### WAGE SURVEY FILES (Item 8-15)

These files contain wage survey reports and data; working papers and related correspondence pertaining to area wages paid for each employee class; background papers establishing need, authorization, direction, and analysis of wage surveys; development and implementation of wage schedules; and development of specific rates (excluding authorized wage schedules and wage survey recapitulation sheets).

### RETENTION

Retain until completion of second succeeding wage survey and then destroy.

PRIMARY CLASSIFICATION Private.

(Approved March 1989)



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### WORKERS' COMPENSATION CLAIM FILES (Item 8-16)

These are files containing claims for on-the-job injuries or job-related disabilities under the Workers Compensation Act (Title 34, Chapter 9). A report is filed with the Utah Industrial Commission.

#### RETENTION

Retain for ten years after final settlement and then destroy.

PRIMARY CLASSIFICATION Private.

SECONDARY CLASSIFICATION Public: UCA 63-2-301(1)(b) (1997).

(Approved March 1989)

### B4.9 Personnel Records

#### EMERGENCY AND OTHER PERSONAL LEAVE FILES (Item 9-5)

These records show the name of employee, dates of absence, explanation of emergency, signature of employee taking emergency leave, and signature of supervisor.

#### RETENTION

Retain for four years and then destroy.

PRIMARY CLASSIFICATION Private: UCA 63-2-302(1)(b) (1997).

SECONDARY CLASSIFICATION Public: UCA 63-2-302(1)(b) (1997).

UCA 63-2-301(1)(b) (1997).

(Approved December 1997)

#### EMPLOYEE TRAINING RECORDS (Item 9-18)

These files document specific training undertaken by library staff. They include specific legal and technical training records (i.e., Word for general staff, equal employment policies for managers) and attendance lists.

#### RETENTION

Retain for six years and then destroy.

(Approved June 1997)

#### EMPLOYEE WARNING FILES (Item 9-19)

These are unacceptable performance appraisals where a notice of proposed demotion or removal is issued but not affected, along with all related documents.

#### RETENTION

Retain for two years after employee completes an acceptable performance review from the date of the written notice of proposed removal or reduction in grade and then destroy.

PRIMARY CLASSIFICATION Private.

(Approved June 1997)

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### **EMPLOYMENT APPLICATIONS (HIRED) (Item 9-1)**

These are application forms completed by persons seeking municipal employment who were subsequently hired. They include the name, address, and telephone number of the applicant, employment history, education, and a list of references. This should be filed in the personnel file.

#### **RETENTION**

Retain in personnel file.

**PRIMARY CLASSIFICATION** Private.

**SECONDARY CLASSIFICATION** Public: UCA 63-2-301(1)(b) (1997).

(Approved March 1988)

### **EMPLOYMENT APPLICATIONS (NOT HIRED) (Item 9-20)**

These are application forms completed by persons seeking municipal employment who were not hired. They include the name, address, and telephone number of the applicant, employment history, education, and a list of references.

#### **RETENTION**

Retain for two years after application deadline and then destroy.

**PRIMARY CLASSIFICATION** Private.

(Approved June 1997)

### **EMPLOYMENT ELIGIBILITY RECORDS (I-9) (Item 9-34)**

This form is required by the U. S. Immigration and Naturalization Service to be completed by all employers when hiring, when recruiting for a fee, or when continuing to employ individuals in accordance with 8 CFR 274a.2 (1993). It is used to verify the prospective employee is a U. S. citizen, resident alien, or legal immigrant eligible to be hired in the United States.

#### **RETENTION**

Retain for three years after date of hire or one year after date the individual's employment is terminated, whichever is longer (8 CFR 274a.2 (1993)) and then destroy.

**PRIMARY CLASSIFICATION** Private.

(Approved December 1997)

### **EQUAL EMPLOYMENT OPPORTUNITY (EEO) DISCRIMINATION COMPLAINT CASE FILES (Item 9-8)**

These files document official discrimination complaints received and resolved by the municipality. The files contain complaints, related correspondence, reports, exhibits, withdrawal notices, copies of decisions, records of hearings and meetings, and other records as described in 29 CFR 1613.222 (1992).

#### **RETENTION**

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Retain for four years after resolution of case and then destroy.

PRIMARY CLASSIFICATION Private.

SECONDARY CLASSIFICATION Public: UCA 63-2-301(1)(b) (1997).

(Approved March 1988)

### **EQUAL EMPLOYMENT OPPORTUNITY (EEO) REPORTS (Item 9-35)**

These reports are required to be filed with the Equal Employment Opportunity Commission (EEOC) in accordance with the provisions of Title VII and the Americans with Disabilities Act (ADA) (29 CFR 1602 (1992)). They include statistical information on employees hired, rehired, and terminated.

#### **RETENTION**

Retain for two years and then destroy.

(Approved December 1997)

### **EQUAL EMPLOYMENT OPPORTUNITY (EEO) STATISTICS FILES (Item 9-23)**

These files contain employment statistics and statistical reports relating to race and gender.

#### **RETENTION**

Permanent; may be transferred to the State Archives.

(Approved November 1996)

### **EXEMPT EMPLOYEE PERFORMANCE-RELATED RECORDS (Item 9-7)**

These files document the performance of exempt employees. They may include performance records superseded through an administrative, judicial, or quasi-judicial procedure; performance appraisals along with job elements and standards upon which they are based; and supporting documentation.

#### **RETENTION**

Retain for five years after date of appraisal and then destroy.

PRIMARY CLASSIFICATION Private.

SECONDARY CLASSIFICATION Public: UCA 63-2-301(1)(b) (1997).

(Approved December 1997)

### **GRIEVANCE AND DISCIPLINARY FILES (Item 9-9)**

These files document the review of grievances and appeals raised by municipal employees, except EEO complaints. These case files include witnesses' statements and reports of interviews; hearings, examiner's findings, recommendations, and exhibits; and records relating to a reconsideration request.

#### **RETENTION**

Retain for three years after case is closed and then destroy.

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PRIMARY CLASSIFICATION Private: unsubstantiated.

SECONDARY CLASSIFICATION Public: substantiated (UCA 63-2-301(2)(o) (1997)).

(Approved March 1988)

### **INTERVIEW RECORDS (Item 9-25)**

These are records described in 29 CFR 1602.14 (1992) relating to interviews with prospective employees. They include correspondence, reports, lists of questions, notes, and test scores.

#### **RETENTION**

Retain for two years after hiring decision is made and then destroy.

PRIMARY CLASSIFICATION Private.

(Approved June 1997)

### **JOB OPENING FILES (Item 9-10)**

These files contain a listing of all current municipal job openings with job descriptions.

#### **RETENTION**

Retain for one year and then destroy.

(Approved March 1988)

### **MERIT EMPLOYEE PERFORMANCE-RELATED RECORDS (Item 9-27)**

These are performance-related records pertaining to summary performance appraisal, including appraisals and job element standards upon which they are based; and any supporting documentation.

#### **RETENTION**

Retain for three years after date of appraisal and then destroy.

PRIMARY CLASSIFICATION Private.

SECONDARY CLASSIFICATION Public: UCA 63-2-301(1)(b) (1997).

(Approved June 1997)

### **PERFORMANCE PLANS**

These are the annual performance plans written by the employee and negotiated with the supervisor. They are used to establish individual goals, evaluate performance, and may be used to determine merit pay increases. They include signed performance plans.

#### **RETENTION**

Retain for three years and then destroy.

PRIMARY CLASSIFICATION Private

SECONDARY CLASSIFICATION Public UCA 63-2-301(1)(b) (1997).

(Approved June 1997)

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### PERSONAL INJURY FILES (Item 9-11)

These files contain forms, correspondence, and related medical and investigatory records relating to on-the-job injuries, whether or not a claim for compensation was made. They exclude copies filed in the personnel files and those submitted to the Utah Industrial Commission.

#### RETENTION

Retain for five years and then destroy.

PRIMARY CLASSIFICATION Private.

(Approved March 1988)

### PERSONNEL FILES (Item 9-12)

These files are the official employment files for all municipal employees and usually include the original employment application, correspondence, credential files, letters of commendation, pay and leave history, work performance, training certificates, and evaluation forms.

#### RETENTION

Record copy: Retain for 65 years after separation of employee or three years after retirement whichever is longer and then destroy.

Duplicate copies: Retain for one year after separation and then destroy.

PRIMARY CLASSIFICATION Private.

SECONDARY CLASSIFICATION Public: UCA 63-2-301(1)(b) (1997).

(Approved 07/04)

### POSITION DESCRIPTION FILES (Item 9-13)

These files describe established positions including information on title, grade, duties, and agency responsibilities.

#### RETENTION

Record copy: Retain for five years after position is abolished or description is superseded and then destroy.

Duplicate copies: Retain until position is abolished or superseded and then destroy.

(Approved March 1988)

### SALARY SURVEYS (Item 9-40)

These are salary survey reports on various municipal positions. They are used to compare salary ranges, benefits, education, and required experience. They include positions, grades, salaries, benefits, education, and experience.

#### RETENTION

Retain for three years and then destroy.

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PRIMARY CLASSIFICATION Public.

SECONDARY CLASSIFICATION Private: UCA 63-2-302 (1997).

(Approved November 1996)

### TEMPORARY EMPLOYEES PERSONNEL FILES (Item 9-32)

These are files maintained on temporary employees who were not provided benefits by the municipality. They include copies of correspondence and employment forms. They do not include personnel records created for specific federal programs.

#### RETENTION

Retain for one year after separation and then destroy.

PRIMARY CLASSIFICATION Private.

SECONDARY CLASSIFICATION Public: UCA 63-2-301(1)(b) (1997).

(Approved November 1996)

### VOLUNTEER APPLICATIONS (Item 9-32)

These are files maintained on persons volunteering work time to the Library. Applications are submitted by prospective volunteers to the Library's Human Resources. The applications include applicant's name, address, telephone number, references, and interests in volunteering.

#### RETENTION

Retain for one year after separation and then destroy.

PRIMARY CLASSIFICATION Private

SECONDARY CLASSIFICATION Public: UCA 63-2-301(1)(b) (1997)

Approved 11/96)

## B4.10 Public Works Records

### CONSTRUCTION CONTRACT RECORDS (Item 23-27)

These records document contracts for all engineering and construction projects undertaken by the municipality. They include payment records, reports, contracts, certificates, and related correspondence.

#### RETENTION

Record copy: Retain for six years after expiration of contract and then destroy.

Duplicate copies: Retain until expiration of contract and then destroy.

(Approved June 1997)

### CONSTRUCTION PROJECT FILES (Item 23-13)

These project files document the planning, design and construction of municipally-owned facilities, structures or systems. They are also used for budget planning and litigation research. They include correspondence, copies of agreements, engineer's personal

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notes, guarantees and warranties, testing reports, reports (daily, weekly, monthly), and permits to work the public way for municipality projects such as street drains, curb and gutter, sidewalk, paving extensions, street construction and repairs to additions to city buildings.

### RETENTION

Permanent; may be transferred to the State Archives with authority to weed.

(Approved June 1997)

#### B4.11 Purchasing Records

##### CONTRACT PURCHASING RECORDS (Item 10-12)

These records document purchasing and construction contracts. They include the contract, correspondence, and related records pertaining to award, administration, receipt, inspection, and payments.

##### RETENTION

Retain for six years after expiration of contract (UCA 78-12-23(2) (1997)) and then destroy.

(Approved November 1996)

##### PURCHASE ORDERS (Item 10-1)

These are records authorizing the purchase of supplies or equipment by the municipality. They contain the name of the requesting agency, name of vendor, item, date ordered, delivery date, purchase order number, account charged, and authorizing signature.

##### RETENTION

Retain for four years and then destroy.

(Approved March 1989)

##### SOLICITED AND UNSOLICITED BIDS AND PROPOSAL FILES (Item 10-2)

These files contain the formal proposals submitted in response to the bidding process to provide products or services to a municipal agency by a private vendor which was awarded the municipal contract.

##### RETENTION

Retain for four years and then destroy.

(Approved December 1997)

##### VENDOR LIST (Item 10-3)

This is a list of vendors providing goods and services to the municipality. It usually includes names of vendors, addresses, telephone numbers, and descriptions of goods or services provided.

##### RETENTION

Retain until updated or superseded and then destroy.

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(Approved November 1996)

### VOUCHERS (Item 10-4)

This is an official authorization to pay on a claim or bill. Includes name of department fund, check number, date, amount of claim, transmittal sheet number, and authorizing signature.

#### RETENTION

Retain for four years and then destroy.

(Approved March 1989)

## B4.12 Risk Management Records

### INSURANCE POLICY FILES (Item 11-2)

These are insurance policy contracts between the municipality and private insurers.

#### RETENTION

Retain for 15 years after expiration of policy and settlement of all claims and then destroy.

(Approved December 1997)

### INSURANCE REPORTS (Item 11-3)

These reports are used for the reference and generation of claim files.

#### RETENTION

Retain for 12 years and then destroy.

PRIMARY CLASSIFICATION Public.

SECONDARY CLASSIFICATION Protected: UCA 63-2-304(24) (1997).

(Approved December 1997)

### LIABILITY RISK MANAGEMENT CASE FILES (Item 11-4)

These case files document the reporting, investigation, and settlement of liability claims filed against the municipality.

#### RETENTION

Retain for 20 years after case closed and then destroy.

SECONDARY CLASSIFICATION Protected: UCA 63-2-304(24) (1997).

(Approved December 1997)



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### **B5 Shops and Services Policy**

#### **B5.1 Philosophy**

Spaces for lease at the Main Library are designed to provide community shops and services for library patrons which will support the neighborhood surrounding Library Square and to encourage and enhance activity on the square.

#### **B5.2 Restrictions on Private Use of Library**

##### **B5.2.1 Conformance with Bond Conditions**

Private Use of the Library is restricted due to the tax-exempt financing of the new Main Library. Private Use is defined as use by any person or entity (other than a state or local government, or use as a member of the general public) for trade or business purposes. It does not include contracts for services solely incidental to the primary function of the Library, short-term arrangements which do not exceed fifty (50) days, or arm's length/fair market value arrangements. The maximum aggregate space which may be used for Private Use is 12,000 square feet.

##### **B5.2.2 Conformance with Public Lands – Two (PL-2) Zoning**

Private Use of the Library will conform to the requirements of zoning as established by Salt Lake City Corporation, in this case the Public Lands – Two (PL-2) Zone.

#### **B5.7 Retail Advisory Committee**

A Retail Advisory Committee shall be composed of a representative from the Board of Directors, the Library Director, and others as deemed appropriate by the Library Administration. The Retail Advisory Committee will make a recommendation to the Library Board of Directors of potential tenants to be considered for lease negotiation OR The Retail Advisory Committee will make recommendations to the Library Board of Directors regarding proposals that should be considered for lease negotiation. The Library Board of Directors will give final approval.

*Approved by Library Board of Directors, April 2017*

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## CIR Circulation

### CIR1 Library Cards

CIR1.1 Only one library account is allowed per person.

#### CIR1.2 Internet Access Cards

Internet Access Cards provide access to the Library's public computers and have no circulating privileges. There are no fees or residency requirements to obtain an Internet Access Card. In general, Internet Access Cards expire after one year but may be renewed as often as desired.

#### CIR1.3 Issuing a Card with Circulating Privileges

All patrons desiring a library card with circulating privileges must provide a current official photo identification that shows at least the patron's name and birthdate. Expired IDs will not be accepted. Exceptions may be made for non-expiring identification.

Patrons will be given the choice of receiving a Basic Card or an Expanded Card. The Basic Card and the Expanded Card differ only in borrowing privileges (see CIR4); the Basic Card allows fewer items to be checked out. For patrons who have addresses outside of Salt Lake County, see CIR1.7.

Children from one day to 18 years of age may obtain a library card if both the child and a parent or legal guardian are present. The parent or legal guardian agrees to be the guarantor and provides the necessary forms of identification.

##### CIR1.3.1 Exceptions

Exceptions may be made using the staff member's own best judgment and should be in keeping with the spirit of the policy as stated above if circumstances warrant and some identification is provided.

##### CIR1.3.2 Cards for Those without Verification of Residency

An Introductory card will be issued to a patron who wishes to obtain a library card but whose photo identification does not show their current address. The Introductory Card is valid for four weeks from the date it is obtained and limits the number of items that may be checked out to the same number allowed by a Basic Card. Once proof of address is presented, the library card will be made permanent, and the patron will be asked to choose between a Basic Card and an Expanded Card.

##### CIR1.3.3 Cards for Those with Temporary Addresses

Patrons in a temporary residence such as a motel, hotel, shelter, half-way house, or other nonpermanent residence may be given an Introductory Card using current, official photo identification. General Delivery is not accepted as an address. Patrons who are

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without a permanent residence when the Introductory Card expires may negotiate an extension of borrowing privileges. Active introductory accounts that are free of fines or billed items for a period of at least three months will be changed to a Basic Card on request.

- CIR1.3.4 Cards for Children and Young Adults without a Parent Present  
If a child desiring a library card is not accompanied by a parent or legal guardian, staff will send an application home with the child for the parent's or legal guardian's identification and signature. Children returning with a completed application, but without a parent or legal guardian present, may be issued a Basic Card. The child must be present to obtain the card. When the parent or legal guardian comes in with the child to present both forms of required identification, they may choose between a Basic Card and an Expanded Card.
- CIR1.3.5 Salt Lake City Student Cards  
All children attending school within the Salt Lake City School District will have a Salt Lake City Public Library card. The Salt Lake City Student Card will be given to all students who do not already have a City Library card. With this card, a child may not check out more than three books. A parent's signature is not required for students to receive this card.
- CIR1.3.6 Cards for Salt Lake City Property Owners  
Salt Lake City property owners who are not city residents may obtain a library card by providing proof of personal ownership, such as a current tax bill, in addition to their photo and residence identification. The card is set to expire on the same month and day of the following year. Patrons must bring in a new current tax bill each year to renew their card.
- CIR1.3.7 Cards for Salt Lake City Business Owners  
Salt Lake City business owners who are not city residents may obtain an individual library card by providing proof of personal business ownership within the legal boundaries of Salt Lake City, such as a current business or operating license, in addition to their photo and residence identification. The card is set to expire on the same month and day of the following year. Patrons must bring in their current business or operating license each year to renew their card.

### CIR1.4 Rules and Responsibilities

Staff will verbally explain the rules governing the use and responsibilities of the library card. This will include what to do about name, address, and telephone number changes and what to do if the card is lost. It will be emphasized that all

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items checked out on the card are the cardholder's responsibility until notice of loss, theft, or misuse is officially received by the Library.

Signing up for a library card means agreeing to obey the rules and regulations of The City Library and accepting responsibility for all charges incurred. A parent or legal guardian obtaining a card for a child is giving their child consent to check out any circulating materials. The reading and viewing activity of children is the responsibility of parents or legal guardians, who ultimately guide and oversee their own child's development. Possession and use of a library card signifies an agreement to be bound by the loan information and library policies and procedures of the Library.

### CIR1.5 Renewing an Expired Card

Introductory Cards are upgraded to a Basic or Expanded Card rather than being renewed. Patrons must establish residency before further check out once the expiration date has passed.

### CIR1.6 Replacement Cards

Replacement of lost library cards is normally done without assessing any charge. A \$2.00 replacement fee may be charged when the pattern of loss warrants a charge.

### CIR1.6 Reciprocal Borrowing

The Salt Lake City Public Library currently has a reciprocal borrowing agreement with the Salt Lake County Library and the Murray City Library. Patrons may register a current Salt Lake County or Murray City library card number with The City Library by following the same guidelines outlined in CIR1.3. Staff will explain that if the card is lost or stolen, the patron must report its loss or theft to each library system.

### CIR1.7 Noncounty Residents

Registration of noncounty residents follows all the guidelines outlined previously and requires a fee.

CIR1.7.1 An annual, nonrefundable noncounty fee of \$80.00 per year is assessed. The card is set to expire on the same month and day of the following year. The fee may be paid \$20.00 quarterly or \$10.00 monthly. The expiration date is set accordingly. When a noncounty fee is paid to the Salt Lake County Library, The City Library System honors that payment. Staff will confirm the expiration date by calling the other library system and will use the same expiration date on the patron's record. Patrons paying a noncounty fee at any City Library System location can obtain additional library cards

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for members of their household dwelling under the same roof. All cards will be set to expire on the same date.

- CIR1.7.2 Noncounty patrons who are registering a Murray City Library card must pay the noncounty fee at the time it is registered with The City Library.
- CIR1.7.3 The noncounty fee will be waived for children and young adults, grade level pre-K-12, who are attending public or private schools within Salt Lake City. Proof of enrollment in a Salt Lake City school is required within four weeks of the date the card is issued. The card is set to expire September 30th of the subsequent school year and may be renewed by verifying continued enrollment in a Salt Lake City school.
- CIR1.7.4 The Salt Lake City Public Library exists to provide resources and expertise dedicated to the education, entertainment, and development of the residents and communities of Salt Lake City. The Salt Lake City School District and Salt Lake City municipal government are uniquely positioned to partner with the Library in its efforts, and Library resources should be provided to the employees and teachers of these agencies in order to aid them in fulfilling our shared missions. The noncounty fee will be waived for employees of Salt Lake City as well as for teachers employed by Salt Lake City School District. The card is set to expire the same day and month of the following year. Proof of employment must be presented annually for continued use.

### CIR1.8 Organizational Cards

Businesses, nonprofit organizations, or government agencies within the legal boundaries of Salt Lake City may apply for an organizational library card with The City Library. These groups agree to be responsible for all items checked out by anyone using the card and all charges incurred until written notice of loss or theft is received by The City Library. Organizations outside of Salt Lake City may receive an organizational card by paying an annual fee equal to the amount of the noncounty fee.

### CIR1.9 Cards for Residents in Foster Care

The Library recognizes the unique circumstances of children in the foster care system and the importance of extending library privileges to these children without placing an undue burden on their foster parents. Children in foster care may receive a Basic Card without requiring that foster parents assume financial liability.

To receive this benefit, foster parents must provide documentation verifying the child's status as a foster child. Foster parents are permitted to know what items are checked out on their foster child's card and should make every effort to return materials to the Library on time. Foster parents should not use the card for their personal use. The Library assumes financial liability for any fines or charges and

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reserves the right to limit or temporarily suspend borrowing privileges if excessive charges are accrued by an individual.

*Approved by Library Board of Directors, April 2017*

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### **CIR2 Borrowing Privileges**

Borrowing privileges will be blocked for any of the following reasons:

1. The amount owed on the card exceeds \$25.00
2. An item checked out on the card is more than five weeks overdue
3. The account has been sent to collections
4. The patron has been suspended from Library use
5. Mail from the Library has been returned due to an invalid address
6. The card has been reported lost or stolen
7. An item has been returned damaged or missing a part
8. The card has not been used in two years and has been blocked for address verification
9. The patron has paid for fines or fees by a check which was returned for insufficient funds
10. Required information is incorrect or missing from the account
11. The card has expired

*Approved by Library Board of Directors, July 2014*

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### **CIR3 Renewals**

The purpose of renewals is to provide additional time for patrons to use materials they have checked out. In order to provide equal access to materials for all patrons, no one person is allowed an unlimited number of renewals.

- CIR3.1        Three renewals in addition to the original loan period are allowed per item.
  
- CIR3.2        Any item on hold for a patron may not be renewed.
  
- CIR3.3        Requests for renewals for Interlibrary Loan materials should be directed to Interlibrary Loan staff and are dependent upon the approval of the lending library.

*Approved by Library Board of Directors, July 2014*



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### CIR4 Loan/Fine Schedule

#### Expanded Card

Patrons may check out 100 items total with an expanded card. Limitations on certain item types are listed in the table below.

#### Basic/Introductory Card

Patrons may check out 13 items total with a basic or introductory card. Limitations on certain item types are listed in the table below.

#### Late Fines

The maximum late fine for DVDs is \$10.00 per item, per loan period.

The maximum late fine for all other items is \$6.00 per item, per loan period.

Reference materials do not circulate (see REF13 Circulation of Reference Materials for exceptions).

Library Item	Quantity per card		Fine per day
	Expanded	Basic/ Introductory	
<b>21-Day Loan Period</b>			
Art Prints			20¢
Books			20¢
CD-ROMs	10	3**	20¢
Compact Discs	30		20¢
DVDs (not Feature Films or Children's)	10*		50¢
Language Learning – All Formats	10		20¢
Maps, Pamphlets, Zines			20¢
<b>7-Day Loan Period</b>			
DVDs (children's and Feature films)	10*	3**	50¢
Lucky Day	1	1	20¢
Magazines			20¢

*\*Patrons may check out a total of 10 DVDs with an expanded card.*

*\*\*Patrons may check out a total of three audiovisual materials with a basic/introductory card.*

*Approved by Library Board of Directors, November 2013*

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### **CIR5 Credit Card Transactions**

- CIR5.1 For the convenience of its patrons, The Salt Lake City Public Library accepts credit card payments.
- CIR5.2 General Guidelines
- CIR5.2.1 Credit cards may be used to pay for most library fees and make donations to the Library.
  - CIR5.2.2 The City Library accepts most major credit cards and does not charge a fee for credit card use.
  - CIR5.2.3 The minimum amount accepted for credit card payments is \$3.00.
  - CIR5.2.4 Credit card payments will not be accepted by telephone, mail, or email.
- CIR5.3 Refunds and Adjustments
- Refunds for lost materials paid by credit card will be issued through the Library's Financial Services Office. Refunds for lost materials are subject to the guidelines established in CIR7.2.2.

*Approved by Library Board of Directors, July 2014*

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### **CIR6 Renewals**

The purpose of renewals is to provide additional time for patrons to use materials they have checked out. In order to provide equal access to materials for all patrons, no one person is allowed an unlimited number of renewals.

- CIR6.1 Three renewals in addition to the original loan period are allowed per item.
- CIR6.2 Any item on hold for a patron may not be renewed.
- CIR6.3 Requests for renewals for Interlibrary Loan materials should be directed to Interlibrary Loan staff and are dependent upon the approval of the lending library.

*Approved by Library Board of Directors, November 2013*

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## CIR7 Fines and Collections

### CIR7.1 Fines

It has been demonstrated that the imposition of fines does not act as an effective deterrent to the late return of materials. However, fines do serve as an inequitable barrier to service, disproportionately impacting children and community members with the least financial resources. Given the Library's core values of equitable service and barrier-free access to information and services, we do not impose or collect fines for the late return of materials.

### CIR7.2 Lost and Paid

A patron who has lost material is charged the price of the material shown in the database and a processing fee commensurate with the cost of originally acquiring and adding the item to the Library's database and collection. When a patron pays for a lost item, the Library withdraws that item from the database.

CIR7.2.1 If a patron has mailed a payment with an incorrect amount which is larger than the amount due, the difference will be refunded by mail.

CIR7.2.2 When a patron finds lost material that has been paid for and returns it in good condition, in person, within one year, a refund check will be mailed to the patron. The refund will be the amount paid for the lost item(s) minus any processing fees or outstanding charges.

### CIR7.3 Collections

Every attempt is made to work with individual patrons in reaching a mutually satisfactory resolution to any problems arising from the late return of materials.

Notices are sent as a courtesy to remind patrons of overdue items. Non-receipt of a courtesy notice does not negate the patron's responsibility for returning library materials.

CIR7.3.1 When material is two weeks overdue, a bill which includes author/title, call number, price, and processing fee is sent to the patron. When the material is four weeks overdue, the patron may not use their card for further check out until the problem has been resolved. The patron may resolve the problem by returning the item, paying for the item, or by negotiating a payment plan to pay for the item.

CIR7.3.2 When material is seven weeks overdue, and the total charges on the patron account are at least \$50.00, the patron's account may be turned over to a collection agency to resolve the situation. A nonrefundable charge of \$10.00 will be added to the patron's account to help cover the cost of using the collection agency. Patrons following a payment plan will not be sent to collections.

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Patrons who are in collections may stop collection activity by following a payment plan.

- CIR7.3.3 When a patron with less than \$250.00 in charges has been stopped from using their card for more than four years, their card and any items remaining on it are withdrawn from the database and the library card deleted from the system.
- CIR7.3.4 If a patron owes \$250.00 or more, this information is retained indefinitely or until the matter is resolved.

*Approved by Library Board of Directors, May 2017*

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### CIR8 Missing Parts

- CIR8.1 Many City Library items are circulated in cases or have multiple parts. Returned items are checked to ensure that they are complete. Any items missing parts due to patron negligence are checked out to the patron until the missing parts are resolved.
- CIR8.2 Library staff will contact the patron to explain the problem. A block and note explaining the block will be placed on the patron's card.
- CIR8.3 If missing items are returned in good condition, within four weeks, the missing parts will be reunited and the item will be checked in without fines.
- CIR8.4 If the item is returned, in good condition, after four weeks but before two months, the parts will be reunited and checked in without waiving fines. Accounts with items more than seven weeks overdue may be sent to collections (see CIR7.3).
- CIR8.5 If missing material is not returned within two months of the date staff will determine the replacement cost and add the charges to the patron's account. This is generally the full price of the item plus processing fee.
- CIR8.6 If only packaging pieces are missing (i.e., liner notes, case, iz label, etc.), staff will check in the material and replace the missing packaging. A processing fee may be charged.
- CIR8.7 If a single disc is missing from an audiobook, a processing fee will be charged and the item cleared from the patron's card.

*Approved by Library Board of Directors, July 2014*

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### **CIR9 Damaged Materials**

Library materials may become worn and in need of repair as a result of regular use. When items are returned damaged, circulation staff must determine whether the damage is due to patron negligence or normal use.

- CIR9.1 Any patron returning items damaged (such as water damage, mutilated pages, scribbling, torn labels/covers, fire damage, odor, heat, weather, etc.) that are repairable may be charged a flat repair fee. Staff will assess the amount to be charged and add the charges to the patron's account.
- CIR9.2 Any patron returning items that are damaged beyond repair will, in general, be charged replacement costs (full price of items plus processing fee unless a damaged part can be replaced through the publisher). There is no processing fee charged for magazines.
- CIR9.3 Patrons will be notified of the charges in-person or by phone, mail, or email. Damaged items will be held for two months to allow patrons to inspect damaged items in person. Items are checked out to the patron until the damage is resolved. Accounts with items more than seven weeks overdue may be sent to collections (see CIR7.3). If an item is damaged beyond repair, the patron may pay for and keep the item.
- CIR9.4 Any patron returning damaged compact discs, DVDs, or most other audiovisual items that have circulated 50 times or less will be charged the full cost plus a processing fee; 51-100 times will be charged 50% of the cost plus a processing fee; 101 times or more will be charged a processing fee only.

*Approved by Library Board of Directors, July 2014*

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### **CIR10      Claims Returned**

The Library allows patrons to request that a search be made for material showing overdue on the patron's account that they think has been returned. The Library will make a thorough search for the item in question and asks that the patron also search again and return the item if found.

CIR10.1      If the Library finds the item on the shelf, it will be checked in and the fines waived. If the item is not found and the patron is certain that the item has been returned, the item will be removed from the patron's account.

CIR10.2      The use of the Claims Returned process may be suspended if it is suspected that the process is being used to avoid returning items.

CIR10.3      Interlibrary Loan items should be returned directly to the checkout desk and Interlibrary Loan items may not be removed from a patron's account using the Claims Returned process.

*Approved by Library Board of Directors, July 2014*



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### **CIR11 Privacy of Circulation Records**

The Salt Lake City Public Library respects the privacy of its users. All registration and circulation records of the Salt Lake City Public Library are considered private and confidential. Information contained in these records is given out to persons other than the patron themselves only if subpoenaed or by the express permission of the Library Director or Acting Director.

The following policy applies to requests by individuals for information from their personal accounts or the accounts of their minor children. The Library's GRAMA policy (see ADM6) covers requests for information on library records by third parties. This policy is secondary and subservient to the GRAMA policy.

#### **CIR11.1 Patron Access to Their Own Card Information**

Patrons may look up their personal account information by logging into their account through the Library's website using their library card number or username and PIN.

Patrons may request information from their own library record by presenting their library card or official photo identification at any Library circulation desk or by calling the Library and providing the card number, name, and birthdate on the library account.

Parents or guardians are entitled to receive information on accounts owned by their children under the age of 18. The parent or guardian must present the child's library card. If the parent does not have the card, staff will ask for photo identification and the child's name and birthdate as verification. Patrons must provide the library card number, name of the child, and the birthdate to receive the information by telephone.

#### **CIR11.2 Library Card Registration**

Library card users age 18 and older must present current photo identification which provides at least name and birthdate to register for a library card. Internet users are registered with name and birthdate only. Library card users are asked for the following information when registering for a library card:

- Name
- Address
- Phone Number
- The number, expiration date, and type of identification from the photo ID presented
- Birthdate
- An email address
- The name of the parent or guardian if the applicant is under 18
- Address verification in the form of a current Utah ID or driver's license or an official piece of mail
- A personal identification number (PIN); the PIN is encrypted in the patron record
- With the exception of a phone number and email address, the above information is required to obtain a library card

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- With the exception of the address verification, this information is retained in the patron record in order to both contact and identify the patron; minor children will have the name of a parent or guardian listed as the guarantor for the account
- The last four digits of the patron's phone number will be used as a default PIN; patrons may change a PIN online or by asking library staff
- Patrons reporting a lost card may do so without presenting identification; to receive a replacement card, a current photo ID with a birthdate must be presented

CIR11.3 Patron email addresses will not be shared or sold to outside organizations.

CIR11.4 Check Out and Check In

Library users must present a valid library card or current photo identification to check out materials.

Patrons may return materials and pay fines for other patrons, but no information from another patron's account will be given.

CIR11.5 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.

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

CIR11.6 Staff Access

Library staff may access patron information solely for the performance of their job duties.

CIR11.6.1 Library security officers may request patron information from library staff. This will be done only to provide support for the enforcement of library policies and procedures.

CIR11.6.2 Volunteers do not have access to personal information such as patron addresses, birthdates, and phone numbers. They may access patron names only within specific constraints of their job duties.

*Approved by Library Board of Directors, July 2014*

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### **COL Collection Development**

#### **COL1 Policy**

The Salt Lake City Public Library is a dynamic civic resource that provides free access to information, materials, and services which anticipate and respond to the interests and concerns of all individuals and culturally diverse communities within the larger Salt Lake City community. (See also MATERIAL SELECTION POLICY, Appendix I)

*Approved by Library Board of Directors, October 1996*

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### COL2 Systemwide Selection

The selection of new materials is coordinated systemwide through designated staff who select titles for the entire system. The acquisition and maintenance of library collections will be overseen by six staff members, called selectors. Each selector will be charged with the overall maintenance and development of particular collections systemwide.

#### COL2.1 Systemwide Selectors

Nonfiction Selector – this selector will select

- Adult nonfiction books
- Young adult nonfiction, excluding hot topic
- Adult nonfiction audiobooks
- Suitable online databases

Fiction Selector – this selector will select:

- Adult fiction books
- Adult fiction audiobooks
- All large print materials
- Suitable online databases

Audiovisual Selector – this selector will select:

- Juvenile fiction
- Juvenile nonfiction
- Juvenile audiobooks
- Juvenile graphic novels
- Juvenile music
- Juvenile DVDs
- Juvenile international language DVDs and music
- Suitable online databases

Young Adult Selector – this selector will select:

- Teen fiction books
- Hot topic nonfiction
- All large print materials
- Suitable online databases

International Language Selector – this selector will select:

- Adult international language books
- Juvenile international language books
- Bilingual and learning language aides
- Suitable online databases
- Periodicals Selector (adult and teen) – this selector will select:
- Newspapers

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- Magazines
- Journals
- Suitable online databases

### COL2.2 Selecting Materials

The systemwide selectors will use The City Library's Resource Selection Policy to guide their decisions regarding the collections.

### COL2.3 Withdrawal of Resources

The City Library maintains an active policy of withdrawing outdated resources, those no longer of interest or in demand, duplicates, worn or mutilated copies, and resources which no longer contribute to the total collection.

Withdrawal of library materials is vested in the Library Director who authorizes qualified staff to perform this process. It is a necessary means to maintain collection vitality, size, and scope. It is not intended to sanction removal of library materials based upon controversy.

Because library resources are purchased with public monies, none may be given to an individual even though it is marked for withdrawal. Withdrawn resources may be sold, exchanged, or given to another nonprofit organization at the discretion of the Library Director.

*Approved by Library Board of Directors, February 2009*

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### **COM Communications**

#### **COM1 Policy/Purpose**

The City Library Communications Department serves as a vital link to the community (both individuals and organizations) and the media. The Communications Manager serves as the Library's spokesperson. Through media outlets, outreach services, special mailings and signage, the Communications Department works individually or with library and outside agencies to promote the Library's services, collections, and programs to the public; assists in development and coordination of public programs; and develops and coordinates all printing for the Library System.

*Approved by Library Board of Directors, March 2008*

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### COM2 Signs

The City Library maintains a graphics system which identifies library services and resources and directs users in a consistent, concise, and easily understood manner.

- COM2.1 Basic patron guidance is provided.
  - COM2.1.1 Permanent signs on each floor of the Main Library identify the collections and services found on each level. Signs inside public elevators list services and collections floor-by-floor.
  - COM2.1.2 The style of permanent signage at each branch location is designed to complement the architectural style of that particular building.
  - COM2.1.3 All public facilities are visibly identified (i.e., rest rooms, telephones, conference rooms) with permanent signs that meet the current Americans with Disabilities Act standards.
  - COM2.1.4 Regulatory signs are visibly displayed (i.e., "No Smoking," hours, holiday closing dates). These are the only signs that may be displayed on the glass or doors of each building.
  - COM2.1.5 Patrons are notified of service, schedule, and program changes by means of temporary signage.
  
- COM2.2 Permanent signs are identified as signs which are displayed for longer than one month or are used on a regular basis.
  - COM2.2.1 Permanent signs at all library locations will complement the aesthetic environment of each unique library location.
  - COM2.2.2 At all locations, any addition to permanent signage should reflect the design of the existing signage and be displayed in a consistent fashion.
  
- COM2.3 Temporary signs are defined as those signs displayed for less than one month.
  - COM2.3.1 As with all printing needs, unless in an emergency situation, all temporary signs should be ordered through the Communications Department.
  - COM2.3.2 Temporary signs are displayed at the discretion of the Agency Manager if available, or in emergencies, at the discretion of the agency concerned.
  - COM2.3.3 Generally, temporary signs are displayed on an easel or bulletin board rather than on pillars or walls.
  - COM2.3.4 Temporary signs should, whenever possible, conform as closely as possible to the visual appearance of the permanent graphics system.
  
- COM2.4 Groups meeting in the Library System may request an easel on the Meeting Room Application if they wish to post a sign during their meeting.

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*Approved by Library Board of Directors, March 2008*



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## COM3 SLCPL Website Terms and Conditions

COM 3.1 SLCPL Website Terms and Conditions (adapted, with permission, from NYPL.org)

The Salt Lake City Public Library (“SLCPL” or the “Library”) has created and maintains [www.slcp.org](http://www.slcp.org) and certain related websites (the “SLCPL Websites”) in order to make information about its programs, collections and resources available to the public via the Internet. By using SLCPL Websites and their content, you are agreeing to comply with and be bound by the following Terms and Conditions. These Terms and Conditions may change from time to time, and we encourage you to review them periodically. Your continued use of SLCPL Websites indicates your acceptance of any changes to these Terms and Conditions. (Any changes to these Terms and Conditions are inapplicable to disputes arising, or arising out of events occurring, prior to the posting of such changes here.)

COM 3.2 Proprietary Rights

As between you and SLCPL, SLCPL owns, solely and exclusively, all rights, title and interest in and to SLCPL Websites, all the content (including, for example, audio, photographs, illustrations, graphics, other visuals, video, copy, software, etc.), code, data and materials thereon, the look and feel, design and organization of SLCPL Websites, and the compilation of the content, code, data and materials on such websites, including but not limited to any copyrights, trademark rights, patent rights, database rights, moral rights, sui generis rights and other intellectual property and proprietary rights therein. Your use of SLCPL Websites does not grant to you ownership of any content, code, data or materials you may access on these websites.

COM 3.3 Use of Content from SLCPL Websites

The Library encourages its patrons to use materials from SLCPL Websites, provided that you follow these guidelines:

- Low Resolution Files (Only Non-Commercial Uses Allowed)
- Materials downloaded from SLCPL Websites may only be used for personal, educational, or research purposes. They may not be used for commercial purposes.
- You Are Responsible For Obtaining Necessary Permissions
- SLCPL Websites contain a wide range of content. They contain materials that are in the public domain as well as materials that are protected by copyright. In cases where materials on SLCPL Websites are protected by third party rights, you are responsible for clearing the necessary rights in order to use the materials in question. For example, if you want to download a photo that is protected by copyright for use in a research paper, you must determine whether your proposed use requires consent from the copyright holder, and, if so, you must secure the permission of the copyright holder. In some cases,

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you may also need to secure the consent of people who appear in photographs in our collections.

- The City Library is not in a position to provide advice to patrons about which materials are protected by third party rights and which materials may be used freely. The following websites have information about copyright, fair use and other related topics which may be useful:  
<http://www.copyright.gov/>  
<http://copyright.cornell.edu/resources/publicdomain.cfm>  
<http://collections.stanford.edu/copyrightrenewals/bin/page?forward=home>
- It is your obligation to determine and satisfy copyright or other use restrictions when publishing or otherwise distributing materials from the Library's collections. You are solely responsible for determining whether the use of any digital object requires the permission of any other person or entity, and you are responsible for paying any associated fees. If you have questions about the legal issues surrounding the use of digital objects, you should contact an attorney.
- Credit SLCPL When You Use Materials From Our Website
- If you use material from our website online, we ask that you credit the Library by linking directly to the permalink provided or, if no permalink is provided, via the URL on which the material is found. If you use material from our website offline, we ask that you credit the Library as follows: "Courtesy of the Salt Lake City Public Library. [www.slcppl.org](http://www.slcppl.org)"

### COM 3.4 Patron Privacy Policies

Information provided by patrons to the Library is governed by the Library's privacy policies. By using SLCPL's Websites and services, you signify your acceptance of our policies. We encourage you to read the compiled patron policies available at [slcppl.org](http://slcppl.org) at your convenience.

### COM 3.5 Contacting SLCPL If Your Material Should Not Be on Our Website

SLCPL may use a wide range of digital materials from a variety of sources for our Website. In each instance, we have tried to make sure that we have secured all necessary rights to use the material. If you believe that we have made a mistake, please contact us so that we can correct the oversight.

It is our policy to respond to notices of alleged infringement that comply with the Digital Millennium Copyright Act in an appropriate manner under such Act and other applicable intellectual property laws, including the removal or disabling or access to material claimed to be subject of infringing activity. Pursuant to 17 United States Code 512(c)(2) (Digital Millennium Copyright Act of 1998), SLCPL is the designated agent for notice of alleged copyright infringement appearing on any SLCPL Website. Direct any notices of infringement to: Salt Lake City Public Library, 210 East 400 South, Salt Lake City, UT 84111, or send an email to: [comment@slcppl.org](mailto:comment@slcppl.org). To file a notice of infringement with us, you must fulfill the requirements specified in Title II of the Digital Millennium Copyright Act of 1998. The text of this statute can be found at the U.S. Copyright Office Web Site, <http://www.copyright.gov>.

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### COM 3.6 Patron-Generated Content

SLCPL encourages patrons to become involved in interactive portions of our website, by participating in online discussions and, in some cases, uploading content.

You understand and agree that SLCPL has the right in its sole discretion, but not the obligation, to monitor, edit, and remove any posted content, and assumes no liability for any such content. You warrant that you own or otherwise control all of the rights to such content, that it is accurate, and that its use does not violate these terms and will not injure any person or entity. You further agree not to upload, post or otherwise make available content that is protected by a third party's copyright, trademark or other proprietary right without the express permission of the third party owner of the copyright, trademark or other proprietary right. You shall be solely liable for any damage resulting from any infringements on third party rights resulting from your submission of such content.

If you upload or transmit content, you grant to SLCPL a non-exclusive, royalty-free, perpetual, irrevocable, sub-licensable right to use and display such content, in whole or in part, for any purpose.

SLCPL does not endorse and has no control over the content of messages submitted by others. Content is not necessarily reviewed by SLCPL prior to posting, and does not necessarily reflect the opinions or policies of SLCPL. SLCPL makes no warranties, express or implied, as to the content posted on the Web site by others, nor their accuracy or reliability.

SLCPL reserves the right to prevent you from submitting content, and to edit, restrict or remove content found in violation of these policies or the following provisions:

- Is unlawful, threatening, obscene, vulgar, pornographic, profane or indecent, including any communication that constitutes (or encourages conduct that would constitute) a criminal offense, gives rise to civil liability or otherwise violates any local, state, national or international law. Content may be removed if it is off-topic or inconsistent with the Library's mission and policies.
- Violates the copyright, trademark or other intellectual property rights of any other person. By submitting content, you represent that you are the rightful owner of such material or that you have first obtained permission to submit the material from the rightful owner;
- Improperly assumes or claim the identity, characteristics or qualifications of another person;
- Is for purposes of spamming;
- Contains any virus or other harmful component;
- Is libelous, or an invasion of privacy or publicity rights or any other third party rights; or
- Is for commercial purposes or contain advertising or are intended to solicit a person to buy or sell services.

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- COM 3.7 Trademarks  
The trademarks, logos, service marks and trade names (collectively the "Trademarks") displayed on SLCPL Websites or on content available through SLCPL Websites are registered and unregistered Trademarks of SLCPL and others and may not be used unless authorized by the trademark owner. Nothing contained on any SLCPL Website should be construed as granting, by implication, estoppel, or otherwise, any license or right to use any Trademark without our written permission or that of the third party rights holder. Your misuse of any Trademark is strictly prohibited. If you would like to contact the Library to license the use of any of the Library's marks, please send an email to [comment@slcpl.org](mailto:comment@slcpl.org).
- COM 3.8 Third Party Websites  
Among the many services offered by the Library is access to databases provided by third parties. These databases are subject to their own terms and conditions. Please review the terms and conditions specific to each database you intend to use and make sure that you comply with the applicable rules.
- COM 3.9 Disclaimers  
All materials on SLCPL Websites are provided "as is" without a warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular use, and/or non-infringement. The Library assumes no responsibility for damage to your computer or other property resulting from your use of SLCPL Websites. You understand and agree that any downloading or obtaining of material or data through SLCPL Websites is done at your own risk. In addition, we disclaim any and all responsibility or liability for the accuracy, reliability, and legality of materials found on SLCPL Websites.
- IN NO EVENT SHALL SLCPL OR ANY OF SLCPL'S TRUSTEES, EMPLOYEES OR AFFILIATED ENTITIES BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES ARISING FROM, OR DIRECTLY OR INDIRECTLY RELATED TO, THE USE OF, OR THE INABILITY TO USE, SLCPL WEBSITES OR THE CONTENT, MATERIALS AND FUNCTIONS RELATED THERETO.
- Some pages on SLCPL Websites include links to other websites. The Library has not reviewed all of these websites and is not responsible for the content of these websites. The Library provides these links as a convenience only, and a link does not imply endorsement of, sponsorship of, or affiliation with the linked site by the Library.
- The Library offers access to a broad range of information and materials, including certain materials that may contain offensive language or negative stereotypes. You should view all materials at your own discretion. Opinions expressed on SLCPL Websites are not necessarily those of the Library or of its Trustees and staff.

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- COM 3.10      **Applicable Law**  
Any legal action brought against the Library shall be governed by the laws of the State of Utah without regard to its conflicts-of-law rules. Any claim asserted against the Library shall be heard and determined in the federal or state courts located in Salt Lake City. Users of SLCPL Websites agree not to commence any litigation relating to the use of any of SLCPL Websites, except in courts located in Salt Lake City. Users also waive any objections to venue of any such litigation in courts located in Salt Lake City and agree not to plead or claim that Salt Lake City is an inconvenient forum.
- COM 3.11      **Indemnity**  
You agree to defend, indemnify and hold SLCPL and its Trustees, officers, employees and agents harmless from any and all claims, liabilities, costs and expenses, including reasonable attorneys' fees, arising in any way from or relating to your use of SLCPL Websites, your placement or transmission of any message, content, information, software or other materials through SLCPL Websites, or your breach or violation of the law or of these Terms and Conditions. SLCPL reserves the right, at its own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, and in such case, you agree to cooperate with SLCPL's defense of such claim.
- COM 3.12      **Notices**  
By using SLCPL Websites, you agree to receive electronic communications from SLCPL, whether addressed to the e-mail address associated with your Library account or posted on SLCPL Websites. You acknowledge and agree that any communication via e-mail or by postings on SLCPL Websites satisfies any legal requirement that such communications be made in writing.
- COM 3.13      **Severability**  
The provisions of these Terms and Conditions are intended to be severable. If for any reason any provision of these Terms and Conditions are held invalid or unenforceable in whole or in part in any applicable jurisdiction, such provision shall, as to such jurisdiction, be ineffective to the extent of such invalidity or unenforceability without in any manner affecting the validity or enforceability thereof in any other jurisdiction or the remaining provisions hereof in any jurisdiction. The failure of SLCPL to exercise or enforce any right or provision of these Terms and Conditions shall not operate as a waiver of such right or provision.
- COM 3.14      **Other SLCPL Policies**  
Patrons who use SLCPL Websites are also encouraged to read the following related policies:
- *Internet Access Policy (REF10)*
  - *Compiled Patron Privacy Policies*

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- *Patron Behavior Policy (E6)*
- *Credit Card Transactions (CIR5)*

*Approved by Library Board of Directors, April 2012*

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### COM4 Filming at Library Locations

- COM4.1 The City Library may allow filming or photography at any of its locations as long as service or access to the facilities is not negatively impacted for any library patrons. With that understanding, the filming and photography policy for the branches and Main Library is as follows:
- COM4.1.1 All requests for filming, commercial photography, and/or props will be handled through Communications. This includes requests from local media, individuals, or students.
  - COM4.1.2 All preparation (prep) and dismantling of the set (strike), as well as any filming or photography that prevents access to the library's collections or services, will be done outside the Library's hours of operation. When the Library is closed, provisions for paid overtime will be made for all library staff and security required to be on-site during filming or photography.
  - COM4.1.3 All companies and/or individuals desiring to film or commercially photograph the outside of any City Library will be referred to Salt Lake City Corporation for the appropriate permits.
  - COM4.1.4 Film companies or commercial photographers must have a Library Location Agreement approved and signed by the Library Director or designated Acting Director 48 hours prior to preparation for the shoot or the actual filming.
  - COM4.1.5 The standard fee for filming at a branch library is \$1,500.00 for up to a 12-hour period with \$300.00 for each additional hour. The filming fee for the Main Library is \$2,000.00 for a 12-hour period with \$400.00 for each additional hour. Prep and strike time is included in the 12-hour time period. Filming projects of less than four/five hours will pay the hourly rate. Commercial photographers will be assessed a standard location fee of \$100.00 per hour at both the Main Library and the branches. Student filmmakers and photographers may be required to pay a \$25.00 per hour fee and must show student identification. There is no photography fee for bridal, engagement, or family portraits.  
  
Film companies and commercial photographers will pay a refundable cleaning and damage deposit which will be specified in the location agreement and will have a general liability bond in place prior to prep. The fee for the use of props will be handled on a case-by-case basis using the guidelines of this policy. Student filmmakers and photographers will be exempt from the deposit.
  - COM4.1.6 During the Library's regular operating hours, film companies and commercial photographers will pay any personnel costs above normal staffing levels for additional library and security staff needed to keep the facility open and available during the filming time.

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- COM4.1.7 Location filming and photography for nonprofit agencies will be handled on a case-by-case basis.
- COM4.1.8 Fees for outside location shots, using the facades of any of the library facilities will be handled on a case-by-case basis using the guidelines of this policy.
- COM4.1.9 Film companies and/or commercial photographers may not, at any time, film library patrons or employees at the library without prior authorization and a signed release from the patron(s) or employee(s).
- COM4.1.10 Film companies or photographers may not imply that their productions are affiliated in any way with the Library. Further, these groups may not use the name, trademarks, logos, or other identifying marks of the Library without written permission of the Library Director.
- COM4.1.11 The Library does not make any claim to the copyright of any film or photograph produced within the libraries in conjunction with projects created under this policy.
- COM4.1.12 Any person filming or taking photographs inside the Main Library must wear a Filming and Photography Pass issued by Communications.
- COM 6.1.13 News organizations are welcome in the Library and are not charged a filming or photography fee. All news organizations are expected to obtain and wear a Filming and Photography Pass from Communications.
- COM4.1.14 With approval of the Library Director, the Library may provide dedicated parking for filming or photography.

### COM4.2 Location Agreement Contract

The Salt Lake City Public Library System (SLCPL), incorporated in the state of Utah and composed of the Main Library, located at 210 East 400 South, and five branch libraries: the Anderson-Foothill Branch, 1135 South 2100 East; the Chapman Branch, 577 South 900 West; the Corinne and Jack Sweet Branch, 455 'F' Street; the Day-Riverside Branch, 1575 West 1000 North; and the Sprague Branch, 2131 South 1100 East.

[NAME OF PRODUCTION COMPANY] is a film production company incorporated in the state of [STATE] and operating locally at [ADDRESS].

[NAME OF PRODUCTION COMPANY] desires to use certain library locations as a filming site for the television/motion picture/commercial [NAME OF PROJECT] and for other productions, including, without limitation, making of and behind the scenes productions connected with the television/motion picture/commercial. SLCPL is willing to allow [NAME OF PRODUCTION COMPANY] to use certain buildings and locations for filming purposes subject to certain limitations and conditions.



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In consideration of the above premises and of the mutual promises, and for other good and valuable consideration as set forth below, SLCPL and [NAME OF PRODUCTION COMPANY] agree as follows:

SLCPL hereby grants permission to [NAME OF PRODUCTION COMPANY] to shoot film at the following locations (hereinafter, individually and collectively, Locations) and according to the presently designated schedule, which is subject to change due to weather and or production exigencies:

—

SLCPL hereby grants permission to [NAME OF PRODUCTION COMPANY] to prep the above Locations from [DATE] to [DATE] and to strike at the above Locations on [DATE].

SLCPL will permit the use of [NUMBER] parking lot spaces for production vehicles from [DATE] through [DATE], but [NAME OF PRODUCTION COMPANY] will not block patron parking for filming or photography purposes. [NAME OF PRODUCTION COMPANY] agrees to pay the standard parking fees.

[NAME OF PRODUCTION COMPANY] agrees to restore, on or before [DATE], all of the Locations to their original condition to the reasonable satisfaction of SLCPL.

[NAME OF PRODUCTION COMPANY] agrees to reimburse SLCPL for any and all hours of work that library employees may incur at [NAME OF PRODUCTION COMPANY]'s request. The amount to be reimbursed shall be calculated at the GREATER of the [NAME OF PRODUCTION COMPANY]'s hourly rate or the OVERTIME AMOUNT PER HOUR for NAME OF SLCPL EMPLOYEE. For filming or photography outside of normal library hours, [NAME OF PRODUCTION COMPANY] also agrees to reimburse staffing costs for a least one staff member of the Library's maintenance department, a library site representative, and two security personnel, if arranged for and/or provided by the Library. Student filmmakers and photographers may be exempt from this requirement.

[NAME OF PRODUCTION COMPANY] agrees to pay SLCPL the following amounts (collectively, Permission Fee):

- [filmmakers] \$1,500.00/\$2,000.00 for a 12-hour period of shooting at the locations with \$300.00/\$400.00 for every hour after that.
- [commercial photographers] \$100.00 per hour.
- [students] \$25.00 per hour.

[NAME OF PRODUCTION COMPANY] also agrees to pay a cleaning/damage deposit in the amount of \$\_\_\_\_\_. This amount will be returned to [NAME OF PRODUCTION COMPANY], less any amount needed for repairs, after a prompt inspection of the Locations and SLCPL property by SLCPL upon completion of [NAME OF PRODUCTION COMPANY]'s activities on the property. SLCPL will have seven days from the day of inspection in which to present all claims for damage or repairs, if any.

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[NAME OF PRODUCTION COMPANY] agrees to be responsible, subject to the approval of SLCPL, for promptly repairing any damage or destruction to property, real or personal which arise, directly or indirectly, from [NAME OF PRODUCTION COMPANY]'S use of SLCPL property or Locations. Repairs and replacements shall be accomplished forthwith as soon as SLCPL notifies the [NAME OF PRODUCTION COMPANY] of the need to replace or repair.

[NAME OF PRODUCTION COMPANY] will obtain a release from any person whose likeness or identity will be featured in any film made by [NAME OF PRODUCTION COMPANY]. Such release shall advise the filmed person of the potential use of their likeness and shall grant to SLCPL the right to reproduce, copyright, sell, or otherwise use that likeness. [NAME OF PRODUCTION COMPANY] shall also post notices with respect to the public notifying them that their presence will constitute consent to use their likeness or identity in any film made by [NAME OF PRODUCTION COMPANY].

SLCPL's permission granted to [NAME OF PRODUCTION COMPANY] to shoot film at the Locations above and in connection with the project includes the right to reproduce, exhibit, advertise and exploit, and to license others to reproduce, exhibit, advertise and exploit, publicly and privately, all of the photographs and recordings made hereunder in connection with the project, in the advertising, promotion, and publicity therefore (including, without limitation, trailers), and in commercial tie-ins and any merchandising or other commercial exploitation of the project, in any and all languages, formats and media, now known and later devised, throughout the universe, in perpetuity, without further payment of any kind.

SLCPL and [NAME OF PRODUCTION COMPANY] are not in joint venture or partnership for the purpose of shooting, creating, or producing the project. [NAME OF PRODUCTION COMPANY] shall not use the name, trademarks, logos, or other identifying marks of SLCPL for any purpose, commercial or otherwise, without the prior written permission of the Director or designated Acting Director of SLCPL. Further, [NAME OF PRODUCTION COMPANY] shall not represent or imply that it is affiliated in any way with SLCPL or that its activities or products, including the product, are endorsed or approved by SLCPL.

[NAME OF PRODUCTION COMPANY] will cooperate with and follow the reasonable directions of library personnel. However, such directions shall not conflict with the rights granted herein. A Filming and Photography Pass issued by Communications must be displayed at all times.

[NAME OF PRODUCTION COMPANY] agrees to use reasonable care to prevent damage to the facilities of SLCPL. Further, [NAME OF PRODUCTION COMPANY] agrees that it will not:

- damage or disturb any landscape;
- damage or deface any structure or property;
- use, provide, or knowingly permit to be used any alcoholic beverages or illegal drugs;
- authorize, conduct, or knowingly permit any illegal activity;
- allow noise levels to exceed those permitted by Salt Lake City ordinances and Utah State law.

[NAME OF PRODUCTION COMPANY] will not, without express permission from SLCPL:

- make any hookups in plumbing and electrical systems;
- block or otherwise inhibit the free use of streets, parking lots, sidewalks, facilities, or entrances or exits to buildings;
- bring any animals into a library facility or property;
- use or knowingly allow the use of any smoking materials in rooms or library spaces.

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In consideration of, [NAME OF PRODUCTION COMPANY] hereby releases SLCPL, its officers, agents, and employees, and does hereby agree to indemnify, defend, and hold harmless SLCPL, its officers, agents, and employees from any and all loss, demands, claims, suits, actions, judgments, or liabilities of whatever nature arising directly or indirectly from the actions or omissions of the [NAME OF PRODUCTION COMPANY] or any of its agents, employees, or any person or entity acting for or on behalf of the [NAME OF PRODUCTION COMPANY], including any independent contractors and/or vendors providing services to the [NAME OF PRODUCTION COMPANY], including the cost of reasonable attorneys' fees or costs for defending such action for any claim for injury or death to any person, any claim for property damage, any claim for loss by [NAME OF PRODUCTION COMPANY] or any other person, or any invasion of privacy claim against SLCPL due to any claim of negligent or intentional acts or omissions arising hereunder.

[NAME OF PRODUCTION COMPANY] will provide evidence of insurance with limits in the customary amounts which will either:

- cover [NAME OF PRODUCTION COMPANY]'s contractual agreement to indemnify SLCPL and hold it harmless under the above provision or, in the alternative;
- will designate SLCPL as a named insured for purposes of any and all foreseeable liability that may arise from [NAME OF PRODUCTION COMPANY]'s use of library property or Locations.

[NAME OF PRODUCTION COMPANY] will have the right to vacate its use of the Locations at any time and for any reason provided that [NAME OF PRODUCTION COMPANY] pays SLCPL the applicable amount owed for the days that [NAME OF PRODUCTION COMPANY] actually used the Locations for prepping, shooting, or striking.

In the event of a dispute between the parties, SLCPL's remedies shall not be limited to the right to seek and obtain monetary damages in an action at law, and SLCPL shall also be entitled to seek injunctive or other forms of equitable relief against the project of [NAME OF PRODUCTION COMPANY] or any affiliated company or cable system, network, or stations advertising or telecasting the project.

Any person executing this Agreement expressly warrants that he/she is the authorized representative of the party for which he/she has signed.

This Agreement shall be exclusively governed by and construed in accordance with the laws of the state of Utah.

This is the complete and binding agreement of the parties, superseding all prior understandings and communications with respect to the subject matter hereof, and it cannot be amended except by a subsequent writing signed by all parties.

This Agreement is effective as of [DATE]. Signed and executed [DATE].

SALT LAKE CITY PUBLIC LIBRARY

[NAME OF PRODUCTION COMPANY]

BY

BY

(PRINT NAME)

(PRINT NAME)

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ITS  
(TITLE)

ITS  
(TITLE)

*Approved by Library Board of Directors, March 2008*

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### COM5 Crisis Communication Plan

The primary concerns during a library crisis remain the wellbeing of patrons and staff. During an emergency, the City Library's policy is to be forthright and timely in communication to the media, the public, and the employees. Decisions regarding communications will be guided by due concern for the right to privacy, personal security, legal liability, and the public's legitimate right to be informed.

Communication is a key factor in the Library's response to an emergency. Good communication practices can assist in managing a crisis; provide direction to patrons and staff; and disseminate information to interested constituencies. Timely and effective communication helps maintain the Library's credibility and mitigates damage to the Library's reputation.

During an emergency, communication will be under the direction of the Director, working with a team composed of pertinent staff selected by the Director. In the Director's absence, the Deputy Director will select and direct the team.

COM5.1 Most crises call for these responses:

- A proactive approach where the Administration takes control of the situation and the Library System is not paralyzed by the event;
- A quick response from the Library before other agencies form opinions and rumors take over;
- A clear, consistent message;
- Immediately addressing patrons and staff, ensuring that they understand the Library's primary concern is the safety and wellbeing of all.

COM5.2 All written or oral information (including news conferences, news releases, open memos or letters, interviews, or any other communication) to the media or the public will require authorization by the Director or individual designated by the Director.

COM5.3 It is impossible to predict what type of crisis may strike a library. Potential crises include:

- Natural disasters (earthquake, flood, snow, blizzard, etc.);
- serious accidents (patrons, staff);
- disease, environmental hazards;
- crimes, public outcry (First Amendment);
- service, scandals, and administrative problems.

COM5.4 When a crisis strikes, the Director should be contacted immediately. The Director will assemble a Communication Team. Should the Director not be available, the Deputy Director should assemble the team.

COM5.4.1 The emergency response plan should take care of immediate action. The Communication Team will examine direction and leadership for communication regarding the emergency.

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- COM5.5 The Initial Communication Team Meeting
- COM5.5.1 Determine spokesperson and fact checker. Agree on a public statement. Determine all organizations and individuals that need to be kept informed. Communications will begin an information log. All persons concerned with the incident will keep Communications up-to-date on what is happening.
- COM5.5.2 Create an action list using these guidelines:
- Determine what steps can be taken to control the situation;
  - Assemble list of who needs to be kept informed;
  - Designate communication center/branch;
  - Designate press conference facility, if needed;
  - Determine most effective communication to ensure that message reaches key audiences. Place statement on library web page.
- Prepare physically: contracts, money, toilets, telephones, credit cards, supplies, computers, paper and pencils, directories, parking arrangements for visiting media and other agents.
- Press conferences to be held in designated facility. In the event of power outage, the communication center will be moved to a branch library or another location.
- After the immediate crisis, the Communication Team should decide what steps to take to restore full confidence — image-building campaign? Internal? External? To whom do we communicate and in which manner or manners?
- COM5.6 Guidelines for Emergency Communication
- COM5.6.1 Take charge. Assess risks. Determine worst-case scenario and plan to avoid escalation and panic. Consider the human, liability, and public image aspects of the crisis.
- COM5.6.2 Guidelines for Official Spokesperson
- The spokesperson speaks on behalf of the Library System, conveying the Library's position. The spokesperson's responsibilities are:
- To be an educator: Explain, decode, put the stories in perspective, and humanize the story.
  - Be quotable: Answer with facts, figures, and examples — Listen-Think-Speak.
  - Be prepared for the interview. Rehearse the statement: Know who, what, when, where, why, and how; refer to P&P manual and Employee Handbook; rehearse, rehearse, rehearse.
  - In a press conference or interview:
  - Establish rules (one question at a time, have media back up, identify yourself).
  - Identify the Library's key message and put it in bullet form.

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- Express compassion, concern, credibility, responsibility (C3+R).
- Be honest; stay within the boundaries of communication determined by the Communication Team; communicate only those facts that have been confirmed. Never make a guess if you do not know. If you promise to answer someone later, do so.
- Don't be tempted to fill in quiet time by continuing to talk. Rephrase the question. Answer every question. Stick to the bullet points.
- Remain polite when faced with hostile questions. Politely challenge loaded questions.
- Politely correct major errors. Do not respond as if the errors were legitimate.
- Don't accept or lay blame.
- If you cannot or will not answer the question, explain why (policy, legal matter before the courts, confidential or personal matter, individual's right to privacy, facts not available).
- The spokesperson will never say, "No comment." Instead, respond by saying something like, "It would be inappropriate for me to respond to that right now since the incident is still under investigation," or, "Since that would violate the individual's right to privacy," etc. depending on the situation. If you are not going to comment, the press should know the reason.
- Tips: For radio interview: *Describe, paint picture of the event, sound impassioned.*
- For television interview: *Ignore the camera, keep feet flat, use hands to illustrate, keep answers to 25 seconds.*

- COM5.7 Information released to the media will be based on forthright communication while reserving appropriate privacy rights and considering the wellbeing of individuals involved.
- COM5.7.1 Communications should release all information to the media and arrange any interviews, if appropriate.
- COM5.7.2 All releases or statements during an emergency situation must be approved by the Director, regardless of who is the spokesperson. If the Director is unavailable, the Deputy Director or the designated manager must approve all information released.
- COM5.7.3 Once the information is approved, it can be placed on the web page.
- COM5.8 The Communications information log not only assures an accurate and comprehensive account of what occurs; it ensures that statements are based on up-to-date information. Log information such as date, time, and source — factual

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information and, when appropriate, describe an incident. The log cannot contain information that would violate anyone's rights.

### COM5.9 Resources

#### COM5.9.1 Fast Facts about the City Library System

- *Mission statement:*  
*The City Library is a dynamic civic resource that provides free and open access to information, materials, and services to all members of the community to advance knowledge, foster creativity, encourage the exchange of ideas, build community, and enhance the quality of life.*
- *First Amendment of the Bill of Rights to the U. S. Constitution:*  
*Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof; or abridging the freedom of speech, or of the press; or the right of the people peaceably to assemble, and to petition the government for a redress of grievances.*
- *The City Library was established in 1898.*
- *Web address: <http://www.slcppl.org>.*
- *More than three million items circulate each year.*
- *Materials are arranged by the Dewey Decimal System.*
- *Six locations:*

<u>Main Library</u>	<u>Corinne and Jack Sweet Library</u>
210 East 400 South	455 'F' Street
Salt Lake City, UT 84111	Salt Lake City, UT 84103
801-524-8200	801-594-8651

<u>Anderson-Foothill Branch</u>	<u>Day-Riverside Branch</u>
1135 South 2100 East	1575 West 1000 North
Salt Lake City, UT 84108	Salt Lake City, UT 84116
801-594-8611	801-594-8632

<u>Chapman Branch</u>	<u>Sprague Branch</u>
577 South 900 West	2131 South 1100 East
Salt Lake City, UT 84104	Salt Lake City, UT 84106
801-594-8623	801-594-8640

#### COM5.9.2 Contacts for Local Agencies

- *Emergency: 911*
- *Police Dispatch: 801-799-3000*
- *Security Office (on-call cell phone): 801-856-7131*
- *Main Library Security Office: ext. 8271*



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- Security Back-up: 801-535-7605
- Security 24-hour Number: 801-363-2604
- Peak Alarm: 801-486-7231
- Salt Lake City Council: 801-535-7600
- Salt Lake City Mayor: 801-535-7704
- Health Department, Salt Lake County: 801-468-2750
- Water, Sewer and Storm Water Services (emergencies): 801-483-6700
- Rocky Mountain Power (emergencies, toll free): 1-888-221-7070
- To Report Power Outage: 1-877-548-3768
- Questar (report gas line leaks and breaks - toll free): 1-800-541-2824

### COM5.9.3 Media Contacts

- The Salt Lake Tribune, News Desk: 801-257-8742 or 237-8742
- Deseret News, City Desk: 801-237-2100
- Associated Press: 801-322-3405
- KSL-AM: 801-526-1036
- KUER: 801-581-6625 or 801-581-5015
- KCPW: 801-359-5279
- Metro Networks: 801-685-0565
- (NBC) KSL-TV Assignment Desk: 801-575-5500
- KSTU-FOX 13 Assignment Desk: 801-532-1300, Newsroom: 801-536-1313
- (ABC) KTVX-TV Assignment Desk: 801-975-4444, Newsroom: 801-975-4401
- (CBS) KUTV-TV Assignment Desk: 801-973-3000, Newsroom: 801-973-3030.

Approved by Library Board of Directors, March 2008

## **Salt Lake City Public Library Policy Manual**

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### **COM6 Social Media Policy**

The City Library welcomes public comments on our social media networks. Individuals are fully responsible for the content of their comments. The City Library does not discriminate against any views, but reserves the right to delete any of the following: violent, obscene, profane, hateful, or racist comments; comments that threaten or defame any person or organization; solicitations, advertisements, or endorsements of any financial or commercial entity, political candidate, or non-governmental agency; comments that suggest or encourage illegal activity; off-topic posts; repetitive posts copied and pasted by multiple users (spam); personal info including, but not limited to, email addresses, telephone numbers, mailing addresses, or ID numbers. Violations of any of the above may warrant, at The City Library's discretion, an indefinite blocking of a user from our page(s).

*Approved by Library Board of Directors, April 2012*

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### **COM7 Photography and Filming for Library Use**

The Salt Lake City Public Library may utilize photos and video depicting patron use of the Library to help support and promote Library services and events. Photos and video taken for Library use may appear on SLCPL websites, on social media networks, in Library publications, and for other Library informational and promotional uses.

- COM7.1 Filming and photography for Library use may take place during Library-sponsored events. Any filming or photography done at a Library-sponsored event will be forewarned through posted signage at or near the event space or a verbal announcement at the start of the event. Patrons who wish to opt-out of being photographed or filmed must notify Library staff.
- COM7.2 Library staff may photograph or film a patron who is present at the Library or taking part in Library-related activities outside of Library facilities if the staff member has received the patron's verbal consent. Staff should identify themselves as employees of The City Library and notify the patron that their likeness may be used in Library materials.
- COM7.3 Library staff may photograph or film a minor (an individual who is under age 18) who is present at the Library or taking part in Library-related activities outside of Library facilities if the staff member has received verbal consent from the minor's parent or guardian. Staff should identify themselves as employees of The City Library and notify the minor's parent or guardian that their likeness may be used in Library materials.
- COM7.4 Patrons who are photographed or filmed by Library staff may be identified by their full or partial name on Library materials if they have given the Library verbal permission to do so. The Library has no obligation to use a patron's name in association with their likeness on Library materials.
- COM7.5 Staff of The City Library may be filmed or photographed for Library purposes.

*Approved by Library Board of Directors January 26, 2015*

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## CS Computer Services

### CS1 Policy Statement

Authorized use of library-owned or operated computing and network resources should be consistent with the education, research, and public services mission of the City Library.

#### CS1.1 Acceptable Use

CS1.1.1 Privacy: No user should access, view, copy, alter, or destroy another's personal electronic files without permission (unless authorized or required to do so by law or regulation). If another user has failed to close out their session, a new user must close that session and enter their own user name and password to use that computer. A password or other means of access is intended to assure confidentiality of the Library's files and resources and does not guarantee privacy for use of library equipment or facilities.

CS1.1.2 Copyright: Written permission from the copyright holder is required to duplicate any copyrighted material, except where consistent with Fair Use Doctrine. This includes, but is not limited to, duplication of music, audiotapes, videotapes, photographs, illustrations, computer software, data, and all other information for educational use or any other purpose. Most software and databases that reside on the Library's computing network are owned by the City Library or third parties, and are protected by copyright and other laws, together with licenses and other contractual agreements. Users are required to respect and abide by the terms and conditions of software use and redistribution licenses. Such restrictions may include prohibitions against copying programs or data for use on the City Library's network or for distribution outside the Library, against the resale of data or programs, or against the use of software for noneducational purposes, or for financial gain, and against public disclosure of information about programs (e.g., source code) without the Library's authorization.

CS1.1.3 Harassment, Libel, and Slander: No user may use the Library's computers or networks to libel, slander, or harass any other person.

CS1.1.4 Sharing of Access: All library computer accounts, e-mail accounts, passwords, and other types of authorization are assigned to individual users and are not to be shared, other than selected departmental passwords. The assigned user is responsible for any use of the account. Sharing a personal computer account constitutes an inappropriate use and could lead to termination of that account, unless that account is departmental in nature.

CS1.1.5 Modifying Software or Software Installation: A user may not modify the software configuration on any computer provided for general access. Computer Services regularly tests, installs, and configures all software

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found on library computers. Installation of nonstandard software, including any third-party software or screen savers, is a violation of this policy. Users may not run or otherwise configure software or hardware to intentionally allow access by unauthorized users.

- CS1.1.6 Termination of Access: When a user ceases to be a member of the library staff is assigned a new position and/or responsibilities within the System, the user's access authorization will be reviewed and possibly changed to fit any requirements specified by their new job responsibilities. Users must not use facilities, accounts, access codes, privileges, or information for which they are not authorized in their new circumstances.
- CS1.1.7 Circumventing Security: All staff members of the Library are prohibited from attempting to circumvent or subvert any of the system's network or individual personal computer security measures. Users are prohibited from using any computer program or device to intercept or decode passwords or similar access control information.
- CS1.1.8 Breaching Security: Activities or installation of nonstandard software which degrade the performance of an individual computer, the system or network, or deprive authorized users of resources or access to computers or networks, is prohibited. Users should be aware that the Library's public network might be vulnerable to unauthorized access or tampering. Every precaution is taken to guard against this, but the Library cannot provide security from every virus, Trojan, or worm that is received from an outside party while connected to the City Library's public space. The Library shall be held harmless if any personal computer is damaged in any way while connected to the Library's wired patron access points.
- CS1.1.9 Flooding: Generating excessive network traffic, including spamming and denial-of-service, is prohibited.
- CS1.1.10 Private Commercial Purposes: The computing resources of the Library shall not be used for private commercial purposes or for financial gain via electronic mail or other means.
- CS1.1.11 Political Advertising or Campaigning: The use of library computers and networks follows library policy on use of library facilities for political purposes.
- CS1.1.12 Intrusion Security: The Library provides reasonable security against intrusion and damage to files stored on the central facilities and provides for some archiving of files based upon the operational needs of the Library. However, the Library is not responsible for the loss of users' files or data. The Library provides timely network backups, but it is not responsible for user error in lost data. Computer Services staff can offer some individual data backup and may offer other options to increase network storage capacity for more timely information. Computer files, including electronic mail, may be considered "records," which may be accessible to the public under the provisions of the Freedom of Information Act.

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CS1.1.13 **Restrictions:** Although the Library does not generally monitor or restrict the content of material transported across networks, it reserves the right to access and review all aspects of its computing systems and networks, including individual login sessions and account files, to investigate performance or system problems, search for viruses and other harmful programs, or upon reasonable cause, to determine if a user is violating this policy or federal laws. Nonlibrary-owned computers which house material which violates the Library's policies are subject to network disconnection without notice.

### CS1.2 Staff Use

Authorized users of City Library computing and network resources are defined as those individuals provided a username and password, for their own use only, through legitimate library processes for assignment of such identification from Computer Services. An authorized use of library computing and network resources is initiated by entering that individual's username and password. Using another individual's username and password is an unauthorized use. The only exception to this authorized use definition is access on designated computers provided in the Library where use of a username and password will not be required.

CS1.2.1 This policy applies to all the library computing and network resources and external computing and networking resources accessed via City Library computing and networking resources.

CS1.2.2 The Library reserves the right to limit access to its networks when applicable or library policies or codes, contractual obligations, or federal laws are violated.

CS1.2.3 The Library reserves the right to remove or limit access to material posted on library-owned computers when applicable or library policies or codes, contractual obligations, or federal laws are violated.

CS1.2.4 Although the Library does not generally monitor or restrict the content of material transported across networks, it reserves the right to access and review all aspects of its computing systems and networks, including individual login sessions and account files, to investigate performance or system problems, search for viruses and other harmful programs, or upon reasonable cause to determine if a user is violating this policy or federal laws.

*Approved by Library Board of Directors, April 2012*

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## CS2 Technology Center

### CS2.1 Policy Statement

These regulations establish policies and procedures for use of the City Library Technology Center. The policies and procedures governing use of the Technology Center are in accordance with the Library's mission and designed to maintain the good order of the Library. The purpose of the area is to provide a training facility for library staff, a training facility that can be booked for use by outside groups, and an open lab that can be utilized by individuals when it is not otherwise scheduled for training. All users must comply with the facility rules.

### CS2.2 City Library Use

The City Library has first priority for reserving the Technology Center for formal training. A part of the facility will usually be available for use by the staff when not scheduled for library-related training.

### CS2.3 Outside Group Training Sessions

Outside groups must apply in advance through Computer Services in conjunction with the Business Office and comply with the City Library's current Meeting Room Use policy (see MTG1 and 2).

### CS2.4 Patron Use

The Technology Center will be used to:

- Provide training in the use of the City Library's On-line Public Access Catalog.
- Provide training in navigating the Library's web site, especially electronic data base products such as periodical indexes, directories, etc.
- Teach introductory Internet navigation and evaluation skills.
- Provide basic instruction on selected computer applications (e.g., word processing), specific data base products (e.g., Pioneer), and Internet tools or subjects (e.g., search engines, investment sites).
- Provide open lab time for individual computer application use.

Training for the public may take the form of classes or one-on-one sessions as requested by patrons. Since the facility has software products not available in other areas of the Library, users of these products have priority over other patron uses. Since these products often require extended time periods to be used effectively, patrons may request appointments for extended use.

### CS2.5 General Rules

The City Library endorses and promotes intellectual and academic freedom principles and encourages access to information. While users generally have the right to read and view materials of their choice, this right is limited by the rights of others to work in a

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setting free of intimidation, harassment, and/or hostility. Illegal uses are prohibited. Activities that create a hostile and/or intimidating environment for others are prohibited.

- CS2.5.1 Users are expected to behave in ways that respect a shared environment with others and ensure the reliable operation of laboratory computer systems.
- CS2.5.2 Food and drinks are prohibited in the lab.
- CS2.5.3 Users may not alter laboratory computer systems or other equipment.
- CS2.5.4 Users should report problems with computer lab equipment to library staff.
- CS2.5.5 Parents are responsible for their minor children's behavior, safety, and the content of information resources viewed or accessed by them in library facilities.

### CS2.6 Copyright Protection

It is not appropriate to make or use illegal copies of copyrighted or patented materials, information, or software. Almost all forms of original expression that are fixed in a tangible medium are subject to copyright protection, even if no formal copyright notice is attached. Written text, video, recorded sound, digital images, and computer software are some examples of works that are usually copyrighted.

### CS2.7 Use of Computing Lab Hardware and Software

Some lab systems are configured for specific applications. Users that require the specific resources provided by these systems have priority. Users are required to use the lab computer in a manner that does not have a detrimental impact on the stability and functionality of the systems or networks. The following activities are specifically prohibited:

Installing or connecting unauthorized technical devices, changing system or software configurations, installing any software of any type, disconnecting hardware, installing hardware, or changing hardware configurations.

Engaging in any activity intended to compromise system security, interfere with the proper operation of, or compromise the security of other computers or network systems, compromise the privacy of other users, or obstruct the work of others. This specifically prohibits port scanning, network sniffing, keystroke logging, using remote control software, password cracking, and similar activities.

Using lab systems to send forged e-mail, bulk mail, unsolicited commercial e-mail, illegally share copyrighted materials with others, or to fraudulently misrepresent the user's identity in any communications.

Using lab systems to initiate any communication intended to intimidate, coerce, harass, or threaten others.

Installing any server software, including, but not limited to, FTP, telnet/ssh, Web, SMTP, file sharing, and game servers. This specifically prohibits "peer to peer" file sharing software such as KaZaA, Gnutella, or similar programs.



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Laptops may only be connected to network jacks specifically provided for this purpose in other areas of the Library. Disconnecting lab systems to connect laptop computers is prohibited.

### **CS2.8 Policy Enforcement**

A violation of the provisions of this policy may result in the withdrawal of access and may subject the user to disciplinary action consistent with City Library policies and procedures. All criminal activities will be referred to police, state, and/or federal agencies.

*Approved by Library Board of Directors, January 2003*

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## CS3 Library Employee Electronic Communication

### CS3.1 General

Electronic communications are an integral part of the way the Library does business. Email, instant messaging, text messaging, social networking, teleconferencing including video conferencing, and video sharing websites are all effective methods of communication and are commonly used in conducting the affairs of the Library. Employees are required to follow specific rules and procedures when utilizing these technologies for Library business and/or when using Library resources.

### CS3.2 Responsibilities

CS3.2.1 Employees are responsible and accountable for the way they use electronic communications technologies and for proper management of those communications. Employees should also know and understand the associated policies and procedures.

CS3.2.2 Managers are responsible and accountable for ensuring employees are properly trained and have an understanding of the policies and procedures surrounding the use of electronic communications technologies. Managers are also responsible and accountable to ensure compliance with this policy.

CS3.2.3 Salt Lake City Corporation's Information Management Services (IMS) is responsible and accountable for ensuring employees are able to communicate using the appropriate technologies in an effective, secure method by deploying the appropriate safeguards in the appropriate way.

### CS3.3 Privacy

CS3.3.1 There can be no expectation of privacy related to the use of Library technology in the sending or receiving of any electronic communications. This includes personal communications sent or received from any Library owned technology.

CS3.3.2 This policy and related procedures apply to technology not owned by the Library used for the performance of Library business whether sending or receiving electronic communications.

### CS3.4 Electronic Communications Technology

CS3.4.1 Use of Library electronic communications technology for personal communications is allowed to the extent it does not interfere with the employee's job duties. Personal electronic communications sent or received using Library technology is subject to the same scrutiny as Library business related communications. Personal communications sent or received using Library technology may be reviewed by appropriate Library and Salt Lake City IMS staff.

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- CS3.4.2 Library employees are required to follow the instructions and guidelines detailed in the procedures enacted to support this policy.
- CS3.4.3 Library staff members are to receive training on a regular basis to ensure employees know and understand their responsibilities and the legal requirements when using electronic communications technologies.
- CS3.4.4 Associate Directors may, at their discretion, restrict access and availability of any or all electronic communications technology within their workgroups to meet the specific needs of their organization.

*Approved by Library Board of Directors, June 2012*

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### **D Development**

#### **D1 Policy Statement**

The City Library defines development as a planned, proactive effort to raise funds from sources other than taxes. In accordance with Utah law, the Library Board of Directors encourages gifts, support, and donations from individuals, corporations, foundations, and community organizations that will further the Library's mission and goals in serving the public. Development efforts are coordinated and managed by the Communications Manager.

*Approved by Library Board of Directors, March 2008*

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### **D2 Fundraising**

- D2.1 The Communications Manager works with the Library Board of Directors, the administration, and management team to identify and prioritize funding projects and develop implementation strategies on an annual basis.
- D2.2 Once development projects are identified and approved, the Communications Manager coordinates the implementation. Funds received in support of development projects are designated for the appropriate operations or capital budget. Expenditures are tracked by the Business Manager and the Communications Manager.
- D2.3 A variety of fundraising methods may be used to meet development goals. Among them are:
- Support from Friends of the Library;
  - Contact with individuals, businesses and organizations;
  - Capital campaigns;
  - Planned giving;
  - Grant proposals;
  - Special events.

*Approved by Library Board of Directors, March 2008*

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### **D3 Gifts and Donations**

- D3.1 The City Library Board of Directors is considered the trustee for all gifts and donations of money, personal property, and real estate when accepted by the Library.
- D3.2 All received gift materials become the property of the Library and are evaluated for inclusion in the collection using the same criteria applied to the purchase of materials (see TS2, Gifts and Unsolicited Materials).
- D3.3 All cash and memorial gifts for materials, capital programs, or other development projects are administered by the Communications Manager and Business Manager.
- D3.4 The Communications Manager acknowledges donors for their gifts with a written letter signed by the Library Director. The letter should state the date and the amount of the gift. If applicable, language should also be included that states no goods or services were received in consideration of the gift. Donations of major gifts (over \$5,000.00) are acknowledged in accordance with recognition procedures developed by the Library Board of Directors.
- D3.5 The Board of Directors, upon recommendation of the Library Director, approves the format for any permanent plaques, inscriptions, or other recognitions to ensure fairness, aesthetics, and donor goodwill for the Library System.
- D3.6 The Library Director reports to the Board of Directors any major donation of money, personal property, and real estate.

*Approved by Library Board of Directors, March 2008*

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### **DIS Displays, Printed Materials, and Art Exhibits**

#### **DIS1 Policy Statement**

Members of the public may request distribution, postings, or display of printed materials, memorabilia, or artwork within City Libraries or on City Library property subject to the approval of library managers using the guidelines established in this section. Decorations within City Libraries or on City Library property are also subject to the approval and guidelines established in this section.

*Approved by Library Board of Directors, January 2010*

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### DIS2 Systemwide Policies/Guidelines for Printed Materials/Special Area Displays

#### DIS2.1 Printed Materials

- DIS2.1.1 Members of the public may contact a library manager at a branch library, a library manager in an individual department in the Main Library, or the Communications Manager of the City Library to have printed materials (i.e., flyers, brochures, or posters) distributed, posted, or displayed within library facilities or on library property, at any time prior to the date of the event.
- DIS2.1.2 Except as otherwise provided in these guidelines, library managers will approve the distribution or posting of printed materials that contain information on cultural or educational activities, are of general interest to the community, or are of an appropriate nature for use in library facilities as defined by the City Library.
- DIS2.1.3 The City Library reserves the right to limit the number of printed materials to be distributed or posted for a single event, or on a specific topic at any library location, or to deny the posting of large posters or notices due to space constraints.
- DIS2.1.4 Items larger than posters (i.e. banners or large objects) must be reviewed and approved by the Department Manager/Assistant Manager, Communications Manager, and the Deputy Director before installation in library facilities. In addition, the Facilities Manager may need to be consulted to avoid damage to library structures, surfaces, and fixtures.
- DIS2.1.5 These items should adhere to the following criteria:
- Be of notable interest to the community.
  - Relate to or complement a library program, partnership, or strategic plan outcome.
  - Highlight or stimulate use of library resources.
  - Avoid distraction from the library's aesthetic experience in a significant way.
- DIS2.1.6 The City Library will not distribute, post, or display the following printed materials:
- Advertising for profit-making or fund raising affairs unless the event is of recognized cultural or educational interest to the community (such as a fund raiser for the symphony).
  - Advertising or promotional materials of a profit-making, commercial entity or sale of items.
  - Election or campaign materials promoting a specific candidate, issue, or party.
  - Obscene materials.
  - Legal notices, such as trustees sales.
- DIS2.1.7 Library staff will post approved printed materials in areas designated for community information by a library manager and will use only pins, tacks,



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staples, masking tape, etc., approved by the Library Director or Deputy Director.

- DIS2.1.8 Printed materials not accepted for posting by library managers will be discarded by library staff.
- DIS2.1.9 Staff will regularly monitor posted materials for currency and discard outdated items. Due to space limitations, the City Library will post general public materials without expiration dates for no longer than two months.
- DIS2.1.10 The City Library assumes no responsibility for public materials in library facilities and will not be able to return the materials to the owner.
- DIS2.1.11 Each department at the Main Library and each branch library is responsible for maintaining attractive and current display areas.

### DIS2.2 Special Area Displays

- DIS2.2.1 Small display cases and shelves are available throughout the City Library System and are available primarily to highlight and promote library materials, services, and programs. Members of the public may contact a library manager at a branch, a library manager in an individual department in the Main Library, or the Communications Manager of the Library to obtain guidelines and procedures for displaying items in these special area displays or in a self-contained, free-standing format.
- DIS2.2.2 The City Library maintains complete control over the content of special area displays as an extension of library resources and services. Managers and assigned staff members may invite individuals or organizations to display materials in order to enhance a library program or library materials.
- DIS2.2.3 Items for display in special area displays must adhere to the following criteria:
  - Highlights or stimulates use of library resources;
  - relates to or compliments a library exhibit or program;
  - is of cultural, historical, or educational significance;
  - is of notable interest to the community;
  - relates to other significant exhibition or event in the community;
  - is of suitable size and physical form;
  - requires minimum security.
- DIS2.2.4 The City Library will not display the following materials:
  - Advertising for profit-making organizations or fund raising events unless the event is of recognized cultural or educational interest to the community.
  - Advertising or promotional materials of a profit-making, commercial entity, or sale of items.
  - Election or campaign materials promoting a specific candidate, issue, or party.
  - Obscene materials.

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- DIS2.2.5 Library managers in each agency make the final decision on materials displayed in special display areas. Special displays are generally changed every 6-8 weeks.
- DIS2.2.6 Members of the public who display materials in special areas agree to:
- Provide the Library with an itemized list of display materials which includes the replacement value of each item.
  - Leave the display intact through the entire run of the exhibit.
  - Pick up display items within three days of the end of the exhibit.
  - Complete and sign a Display Agreement contract (see DIS2.3) which must be received by the City Library prior to the starting date of the display.
- DIS2.2.7 The Library agrees to:
- Assist with the installation.
  - Insure the display items against damage or losses for an appraised value not to exceed \$5000.00 for the entire collection.
  - Provide a small sign that identifies the owner of the collection.
- DIS2.2.8 A collection which exceeds \$5000.00 in value is displayed at the owner's own risk. In special circumstances, the Library may consider insuring for more than \$5000.00. Coverage above \$5000.00 must be negotiated through the Library's Financial Services Manager and Deputy Director. Contract addendums must be signed by the owner and the Deputy Director or another Administrator in her/his absence.

### DIS2.3 Display Agreement Contract

THIS AGREEMENT, made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_, by and between the Salt Lake City Public Library, hereinafter referred to as "Library," and

\_\_\_\_\_, hereinafter referred to as "Owner."

WHEREAS, Owner desires to display certain items (hereinafter referred to as "the display") at facilities of the Library; and

WHEREAS, Library is willing to allow Owner to display the items under certain terms and conditions;

THEREFORE, in consideration of the mutual promises contained in this Agreement, Library and Owner agree as follows:

Owner shall exhibit the display beginning on \_\_\_\_\_, 20\_\_\_\_\_,

and running through \_\_\_\_\_, 20\_\_\_\_\_, unless Library, in its

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discretion, determines to terminate the display at an earlier date. The display shall be presented at

the \_\_\_\_\_ Library, the address of which is

\_\_\_\_\_. The display shall

contain \_\_\_\_\_ (number of) items in the following media: \_\_\_\_\_.

Display to be exhibited shall be consistent in form, quality, and content on which Owner's selection for display by Library was based. Such consistency shall be determined by Library in its sole discretion.

Library, in its sole discretion, shall determine the duration, location, and manner in which the display is to be exhibited to the public. Library staff shall have responsibility for the hanging or arrangement of all items, and for all signage regarding the display. Library, in its sole discretion, may use signage descriptions to inform patrons of the nature of the display, for example, informing patrons of sexually explicit or graphically violent material.

The display, including purchased items, will remain on exhibit for the duration of the exhibition. If removal or relocation of an item is required during the duration of the display, Library will notify Owner as soon as reasonably possible.

Owner warrants that the display exhibited does not violate any local, state or federal law, including those governing pornography, libel, copyright, privacy, and/or publicity. Owner shall indemnify and defend Library against all claims, liability, damages, costs and expenses, including attorneys' fees and expenses, arising out of exhibition of the display by the Library.

Owner and/or her/his representative will deliver a complete display, ready for installation, to Library as scheduled. The scheduled date and time for delivery is \_\_\_\_\_.

All items must be in good condition when delivered.

Owner shall remove all items from library facilities as scheduled. The scheduled date and time for removal is \_\_\_\_\_.

Owner acknowledges that Library has no adequate storage for display items. If Owner fails to pick up the display as scheduled, Library may place the items in storage at Owner's sole risk and expense.

On or before \_\_\_\_\_, 20\_\_\_\_, Owner shall furnish Library the following: A typewritten list of items to be displayed, including (where applicable) title, medium, whether or not the item is for sale, and price or value. Library shall have the right to use this information to publicize the display.

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Owner hereby expressly agrees that Library and the news media shall have the right to photograph, film, and/or videotape any or all of the items displayed for purposes of publicizing the exhibition and keeping a historical record of the display.

Library shall be responsible for insuring the display against damage, destruction, or theft; but in no event, shall the Library's total liability exceed the sum of up to \$5000.00 (Five Thousand Dollars) for the entire collection unless a separate agreement is appended to this contract. In the event of such loss, the value of all items may be based upon an estimate of appraised value supplied by an independent appraiser chosen by the Library.

If applicable, Library will refer all inquiries regarding purchase of items exhibited to Owner or her/his designated representative as set forth below:

Name

Home Telephone

Work Telephone

Address

At the Library's discretion, and as an enhancement to the display, the Owner agrees to a public

reception,  workshop,  demonstration,  presentation

on \_\_\_\_\_ at \_\_\_\_\_ a.m./p.m. at

the \_\_\_\_\_ Library. If an opening reception is scheduled, the Library will provide light refreshments.

In the event of the death of Owner during the display, Owner's legal representative shall notify Library in writing and furnish a certified copy of his authority. Upon the furnishing of such evidence of authority and the expiration of the term of the display, the items of Owner will be released to the legal representative.

The terms of this Agreement shall inure to the benefit of and be binding upon the heirs, administrators, successors, and assigns of the parties hereto.

This Agreement shall not be altered, amended, or modified except in writing and signed by all the parties.

SALT LAKE CITY PUBLIC LIBRARY

OWNER

By:

By:

(Print name)

(Print name)

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(Date)

(Date)

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### DIS2.4 Addendum to Display Agreement Contract

#### Addendum to Display Agreement

THIS ADDENDUM, appended to the Display Agreement between Library and Owner, provides the Library's agreement to insure the following item(s) against damage, destruction, or theft in excess of the Library's regular liability of up to \$5,000.00 per display. The value of all items will be based upon, and may be subject to, an estimate of appraised value supplied by an independent appraiser chosen by the Library. The Owner may be required to supply supporting documentation for amounts claimed, such as photographs, independent appraisals, or reviews.

Description

Amount

SALT LAKE CITY PUBLIC LIBRARY

OWNER

By:

By:

(Print name)

(Print name)

(Date)

(Date)

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Approved by Library Board of Directors, January 2010

## DIS3 Systemwide Policies and Guidelines for Art Exhibits

### DIS3.1 Mission Statement

The mission of the Salt Lake City Public Library as a dynamic civic resource is to promote "free and open access to information, materials, and services to all members of the community to advance knowledge, foster creativity, encourage the exchange of ideas, strengthen community, and enhance the quality of life." Within this framework and the guidelines of the Resource Selection Policy of the Library, resources such as art exhibits, displays, and programs are acknowledged as an important source of information, ideas, and inspiration which support the mission of the City Library.

As a community institution of learning and cultural exploration, the City Library is dedicated to the concept of intellectual freedom and endorses the Library Bill of Rights of the American Library Association (see *Resource Selection Policy*, Appendix H, page 21). The Library also accepts the Association's Interpretation of the Library Bill of Rights on Exhibit Spaces and Bulletin Boards (see *Resource Selection Policy*, Appendix H, page 37). These documents were developed to assert clearly the commitment of libraries to the rights of freedom of speech and expression under the United States Constitution. In choosing the works to exhibit and in determining how to display those works, the City Library complies with these policies and guidelines. The policies and guidelines will be applied in the same manner to all who are invited to exhibit under the guidelines outlined in this policy.

The City Library adheres to all federal, state and local laws, including those pertaining to libel, copyright and pornography. The Library will exercise its right to impose reasonable restrictions on the time, place, and manner of any use of its exhibit facilities. The Library will exercise reasonable discretion in the placement of all exhibits (for example, an exhibit that may include sexually explicit or graphically violent material). In so doing, the Library will preserve the public's right of access and make reasonable efforts to preserve the integrity of the exhibit as a whole.

### DIS3.2 Art Exhibit Procedures

- DIS3.2.1 The City Library offers the opportunity to exhibit works of artists on an invitational basis at every library location. A Call for Entries for exhibits at each location is issued at least once a year. To ensure exhibits of the highest interest, quality and diversity, the Library may pursue traveling exhibits and invitational shows.
- DIS3.2.2 Each branch and Main Library Department responsible for exhibits will have its own selection jury comprised of at least three members of the local staff who will review applications to exhibit and make selections for the local art exhibit program, subject to the approval of the branch or department manager. The makeup of the selection jury shall be diverse in terms of subject knowledge, administrative expertise, and with community ties that encourage the participation of local artists including, but not limited to, professional and amateur artists, children's artists, and other

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specialty arts groups. The Level 4 Department at Main is in charge of the Lower Urban Room Gallery. The selection jury for exhibits which occur in the Lower Urban Room and the Urban Room is made up of the Deputy Director, the Events Coordinator, and one/two staff members from Level 4.

- DIS3.2.3 A system review committee, comprised of one member of each agency selection jury, coordinates the local selections to ensure a wide variety of artistic expression and opportunity throughout the City Library System as a whole. The system review committee also oversees the most appropriate use of systemwide facilities and spaces for specifically designated exhibits. The Facilities Manager and the Deputy Director will be consulted on exhibits which may fall outside the usual requirements in terms of space or special installation requirements.
- DIS3.2.4 The artist submits an application to exhibit for approval to the agency where the exhibit is to take place. The selection jury shall consider the selection of exhibits in terms of the following standards:
- Artistic merit of the works.
  - Suitability of format to the Library's physical limitations.
  - Relevance of the work to the community as a whole.
  - Effective use of the medium and its appropriateness to the content of the work.
  - Insight into the human and social condition.
  - Importance as a document of the times.
  - Reputation and/or significance of the artist, as documented by art professionals and the public.
  - Representation of a movement, genre, trend, or ethnic heritage identity.
  - Particular relevance of work or artist to a given branch location or service area.
  - Compliance with all federal, state and local laws, including those pertaining to libel, copyright, and pornography.
- DIS3.2.5 In determining which works to exhibit, the selection jury shall not discriminate on the basis of the content of the work, except as expressly provided in paragraphs A through J of section 3.2.4. If the selection jury is unable to determine whether a particular work complies with applicable laws, the selection jury shall seek advice from the Library Administration and the Library Board of Directors, either of which may, in appropriate situations, seek advice from legal counsel.
- DIS3.2.6 Responsibilities of the exhibiting artist and the City Library are divided as follows:
- The artist is responsible for supplying:
- An exhibit of work which is consistent in form, quality, and content with that which was selected for exhibition;
  - A completed and signed Exhibition Agreement contract (see DIS3.4) which must be received by the Library prior to exhibition opening. This is required from all artists for all library locations;



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- If requested, a black-and-white representation of the artwork for publicity purposes (halftone, black-and-white print or camera-ready artwork) at the time specified;
- Postage and mailing of gallery announcements to any individuals or organizations not expressly included on the City Library's mailing list. Postage and mailing of branch announcements;
- List of titles and prices.

The City Library is responsible for:

- Producing postcard-sized, black-and-white show announcements;
- Installation of the exhibit;
- Signage of sufficient size to be immediately noticed and to be posted at all entrances where the exhibit is being held, citing the name of the artist and identifying the medium of artwork contained in the exhibit. The Library may also use signage descriptions to inform patrons of the nature of the work; for example, informing patrons of sexually explicit or graphically violent material;
- Media coverage and information in the library newsletter;
- Postage and mailing of gallery announcements included on the City Library's mailing list to the media, local organizations, and the public;
- Optional reception with light refreshments;
- Insuring the works against damage or losses for an appraised value not to exceed \$3,000.00 per piece.

- DIS3.2.7 The staff members in charge of the exhibit are responsible for submitting all appropriate information (artist biographies, photos, etc.) to the Communications Department within established time frames.
- DIS3.2.8 The artist will submit a price list, for insurance purposes, to the Business Office by the opening date of the exhibit.
- DIS3.2.9 The artist must provide pieces ready for hanging. Hanging or arrangement of the exhibit will be done by library staff. If exhibits are not free standing, they will be hung in a manner which has been approved by the Facilities Manager.
- DIS3.2.10 The Level 4 Department and other owning agencies coordinate the use of display cases or pedestals. Delivery of the cases will be coordinated with the owning agency and the Maintenance Department staff.
- DIS3.2.11 All information and guidelines will be sent to the artist in a timely fashion (i.e., parking, loading, contract).
- DIS3.2.12 Other approved programs and displays may be presented in conjunction with the exhibit.
- DIS3.2.13 A historical documentation of exhibits is kept at each agency. Communications staff also keeps records of the materials and publicity produced for exhibits.

### DIS3.3 Grievances

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A member of the public who has a concern about a display, exhibit, or printed materials posted in the City Library is invited to send written comments to the Library Director. The Library will respond to written statements in the following manner.

The patron will be notified that his/her written statement of concern has been received by the Library.

A review process by the Library Administration will begin within five working days of receipt of an individual's written statement.

While a concern is being considered, there will be no change in the status of the exhibit, display, or posted printed materials.

Upon completion of the review process, the Library Director will notify the patron with the Library's decision.

A member of the public aggrieved by an administrative decision about a library exhibit, display, or posting of printed material may appeal with a written letter to the Library Board of Directors within five working days of the decision and may appear before the Library Board at a regularly scheduled Board meeting to state his/her position. A library manager may present an opposing view at the same meeting with the Library Board deciding the matter.

### DIS3.4 Exhibition Agreement Contract

#### Exhibition Agreement

THIS AGREEMENT, made and entered into this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_, by and between the Salt Lake City Public Library, hereinafter referred to as "Library," and

\_\_\_\_\_, hereinafter referred to as "Artist."

WHEREAS, Artist desires to display certain items (hereinafter referred to as "the display") at facilities of the Library; and

WHEREAS, Library is willing to allow Artist to display the items under certain terms and conditions;

THEREFORE, in consideration of the mutual promises contained in this Agreement, Library and Artist agree as follows:

Artist shall exhibit the display beginning on \_\_\_\_\_ 20 \_\_\_\_\_,

and running through \_\_\_\_\_ 20 \_\_\_\_\_, unless Library, in its

discretion, determines to terminate the display at an earlier date. The display shall be

presented at the \_\_\_\_\_ Library, the address of which is

\_\_\_\_\_. The display shall

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contain (number of) items in the following media: \_\_\_\_\_.

All works to be exhibited shall be consistent in form, quality, and content on which Artist's selection for exhibition by Library was based. Such consistency shall be determined by Library in its sole discretion.

Library, in its sole discretion, shall determine the duration, location, and manner in which the works are exhibited to the public. Library staff shall have responsibility for the hanging or display of all works, and for all signage regarding the exhibition. Library, in its sole discretion, may use signage descriptions to inform patrons of the nature of the work, for example, informing patrons of sexually explicit or graphically violent material.

All works, including purchased works, will remain on exhibit for the duration of the exhibition. If removal or relocation of an item is required during the duration of the exhibition, Library will notify Artist as soon as reasonably possible.

Artist warrants that the works exhibited does not violate any local, state or federal law, including those governing pornography, libel, copyright, privacy, and/or publicity. Artist shall indemnify and defend Library against all claims, liability, damages, costs and expenses, including attorneys' fees and expenses, arising out of exhibition of the works by the Library.

Artist and/or her/his representative will deliver completed works, ready for installation, to Library as scheduled. The scheduled date and time for delivery is:

All works must be in good condition when delivered, and paintings and prints must be framed. Sculpture shall have adequate base for display. Works to be hung must be wired on the back for installation.

Artist shall remove all items from library facilities as scheduled. The scheduled date and time for removal is:

Artist acknowledges that Library has no adequate storage for display items. If Artist fails to pick up the display as scheduled, Library may place the items in storage at Artist's sole risk and expense.

On or before \_\_\_\_\_, 20\_\_\_\_, \_\_\_\_\_,

Artist shall furnish Library the following:

- A typewritten biographical statement concerning Artist;
- A typewritten statement of the Artist regarding the works to be exhibited;
- A 5"x7" black-and-white photograph of one of the works to be exhibited; and
- A typewritten list of works to be exhibited, including (where applicable) title, medium, date of completion, whether or not the item is for sale, and price or value.

Library shall have the right to use this information to publicize the display.

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Artist hereby expressly agrees that Library and the news media shall have the right to photograph, film, and/or videotape any or all of the works exhibited for purposes of publicizing the exhibition and keeping a historical record of the exhibition.

Library shall be responsible for insuring the works against damage, destruction, or theft; but in no event, shall the Library's total liability exceed the sum of up to \$3000.00 (Three Thousand Dollars) per piece unless a separate agreement (addendum) is appended to this contract. Contract addendums must be signed by the Artist and Deputy Director or another Administrator in her/his absence. In the event of such loss, the value of all works will be based upon an estimate of appraised value supplied by an independent appraiser chosen by the Library.

Library will refer all inquiries regarding purchase of items exhibited to Artist or her/his designated representative as set forth below:

Name

Home Telephone

Work Telephone

Address

At the Library's discretion, and as an enhancement to the display, the Artist agrees to a public

reception,  workshop,  demonstration,  presentation

on \_\_\_\_\_ at \_\_\_\_\_ a.m./p.m. at

the \_\_\_\_\_ Library. If an opening reception is scheduled, the Library will provide light refreshments.

In the event of the death of Artist during the exhibition, Artist's legal representative shall notify Library in writing and furnish a certified copy of his authority. Upon the furnishing of such evidence of authority and the expiration of the term of the exhibition, the works of Artist will be released to the legal representative.

The terms of this Agreement shall inure to the benefit of and be binding upon the heirs, administrators, successors, and assigns of the parties hereto.

This Agreement shall not be altered, amended, or modified except in writing and signed by all the parties.

SALT LAKE CITY PUBLIC LIBRARY

ARTIST

By:

By:

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(Print name)

(Print name)

(Date)

(Date)

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### DIS3.5 Addendum to Exhibition Agreement Contract

#### Addendum to Exhibition Agreement

THIS ADDENDUM, appended to the Exhibition Agreement between Library and Artist, provides the Library's agreement to insure the following work(s) against damage, destruction, or theft in excess of the Library's regular liability of up to \$5,000.00 per display. The value of all works will be based upon, and may be subject to, an estimate of appraised value supplied by an independent appraiser chosen by the Library. The Owner may be required to supply supporting documentation for amounts claimed, such as photographs, independent appraisals, or reviews.

Description

Amount

SALT LAKE CITY PUBLIC LIBRARY

ARTIST

By:

By:

(Print name)

(Print name)

(Date)

(Date)

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*Approved by Library Board of Directors, January 2010*

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### DIS4 Decorations

Each of the City Library buildings has been designed to create a positive aesthetic experience for patrons. Architectural design, materials, and color palette have been carefully selected to harmonize together and reinforce the intended experience. The architects and designers for each building have placed a premium on consistent design and neutrality. The addition of decorations to walls, windows, columns, desks, ceilings, or shelves fundamentally alters the environment created by the architects and designers.

- DIS4.1 In general, staff-initiated decorations will not be displayed in public areas of the Library except as part of a display highlighting either Library materials or programs. Exceptions may be made in areas designated as children's areas or with the approval of the Library Administration.
- DIS4.2 Holiday decorations will not be displayed in public areas of the Library except as part of a display highlighting Library materials or programs. Care will be taken to make sure a majority of display areas within a department are not used to highlight a single holiday at any given time.
- DIS4.3 In cases where departmental decorations are approved by the appropriate administrator, great care should be taken to ensure that they are minimal, tasteful, and in keeping with the general design constructs of the specific building.
- DIS4.4 Staff will take great care in attaching approved decorations to Library property, furnishings, and equipment. Decorations will not mar, damage, or leave residue on walls or other surfaces.
- DIS4.5 As budget allows, the Library may contract with services offering plants or floral arrangements to enhance the Library environment.
- DIS4.6 Within reason, staff may decorate in staff areas not visible to the public from inside or outside the buildings. They will use moderation and common sense in decorating staff spaces.
- DIS4.7 Spaces in each Library are designated for changing art exhibits and displays.
- DIS4.8 The Library maintains a small collection of Permanent Art for possible use in public spaces. Addition of Permanent Art to public spaces is dependent on the approval of the appropriate department Manager and Administrator. Use of selections from the Permanent Art collection is dependent on the site having appropriate light, temperature, and humidity control to avoid damaging the work.
- DIS4.9 When it is determined that an appropriate piece of Permanent Art is not available for an intended location, it may be necessary to purchase a piece or initiate a process for producing and selecting a public art work specifically for that site. This would be accomplished through the regular Library budget process and a Call for Proposals.

*Approved by Library Board of Directors, January 2010*



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### **E Emergency Procedures/Unusual Situations**

#### **E1 Policy Statement**

Emergencies are unforeseen circumstances that call for immediate action. When an emergency occurs anywhere in the Library System, the number one concern is to protect and preserve human life. The secondary concern is to protect and preserve the collections and equipment used to provide library services. When emergency circumstances require that service to the public be interrupted, restoration of public service should occur as soon as the building can be safely occupied. In all cases, clear and timely communication must occur.

**IN AN EMERGENCY SITUATION OR WHEN EMERGENCY ALARM SOUNDS, AND NOT A TEST, GET PEOPLE OUT OF IMMEDIATE DANGER AREA, CALL 911, AND BEGIN EVACUATING THE BUILDING IMMEDIATELY.**

*Approved by Library Board of Directors, May 2002*

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### E2 Accident/Incident Reports

The Accident/Incident Report form is a vehicle for documenting and communicating unusual events that occur. This form is available at all public services desks and on the Library's Intranet under "Accident/Incident Report."

- E2.1 An Accident/Incident Report form should always be filed under the following circumstances when:
- A problem with physical features of the buildings (electrical systems, elevators, plumbing, etc.) occurs;
  - Either a major or minor accident occurs;
  - An illegal activity occurs;
  - The police or other outside assistance group is called;
  - A patron is asked to leave;
  - Additionally, Accident/Incident Report forms should be filed when the staff member involved feels that a record of the circumstances needs to be preserved or someone else – the Administration, Librarian-In-Charge, security officer, custodians/maintenance – needs to be aware of the circumstances. When in doubt, pass on the information.
- E2.2 An Accident/Incident Report form is processed as follows. The staff member involved:
- Completes the Accident/Incident Report form,
  - Makes a copy for their Agency Manager or their supervisor if the Agency Manager is not present,
  - Gives the form to the Librarian-In-Charge before the end of that work shift or leaves the form in the Director's mailbox during business hours,
  - Forwards the form to the Deputy Director in next delivery if the accident/incident occurs at a branch and faxes the form to the Administration if immediate communication is appropriate.
- E2.3 In order to assure communication, the following people sign off on Accident/Incident Report forms. Original forms with signatures are preferred for sign off. Action is taken as needed:
- Librarian-In-Charge,
  - Deputy Director,
  - Associate Director,
  - Director,
  - Business Office (for filing and insurance purposes).
- E2.4 In the event of an accident or injury to a staff member, the Accident/Incident Report form does not take the place of a Workers Compensation First Report of Injury form. Anytime a staff member, substitute, or volunteer is injured while working, a Workers Comp Report must be filled out and sent to Human Resources within 24 hours of the accident or injury.

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*Approved by Library Board of Directors, May 2005*

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### E3 Evacuation Policy for Library Facilities

#### E3.1 Emergency Evacuation

When an emergency evacuation alarm sounds, emergency units are AUTOMATICALLY ALERTED and dispatched to the correct library address.

The safety of library patrons is the first priority in an evacuation. Once an emergency situation is identified, individuals are alerted and assisted in leaving the building. When a staff member, security officer, or volunteer is made aware of a situation that may call for an immediate evacuation of the building (hears an alarm, discovers a fire, receives a bomb threat, natural gas leaks, etc.) established procedures will be followed to evacuate the building quickly and safely.

When an alarm is in progress, evacuation procedures will be completed even in case of a false alarm. The City Library Evacuation Procedures will be followed and the building will be completely evacuated.

An emergency command center is established for the purpose of coordinating response. Staff will be trained in and use emergency evacuation procedures. The policy and procedures will be reviewed as needed or at least every 3 years.

#### E3.2 Designated Evacuation Meeting Areas

Staff will remain in the designated area and wait for further instructions. An accurate count of staff will be made by the Lead Librarians of each area. Lead Librarians will report any unaccounted for staff to the Command Center or Emergency Personnel.

When the authorities inform the Administration/Librarian-in-Charge (LIC) that the building is safe, staff will report back to the Library promptly. The building will re-open to the public when staff have resumed their posts in their departments.

#### E3.3 Fire Alarm Testing

Fire alarm pull stations are tested periodically to ensure all systems are working. The Facilities Manager alerts staff of these scheduled tests, which are usually conducted before 9:00 a.m. Evacuation is not necessary during a test unless so notified.

#### E3.4 General Safety Precautions

##### E3.4.1 Elevators

Elevators should not be used during an emergency evacuation. The elevators will automatically go to their designated parking position, which is usually the ground floor. Staff will direct patrons to exit using the emergency exit stairwells.

##### E3.4.2 Assisting People with Disabilities or Mobility Problems

Any person unable to leave the building because of mobility problems will be taken to the safest available stairwell (i.e., Bar Building at Main Library). Staff will notify another library staff member, the

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Administration/Librarian-in-Charge (LIC), and/or an emergency responder of the location.

Stairwells have a more effective fire rating and are the safest place to stay until emergency personnel arrive.

### **E3.4.3**

#### **Refusal to Evacuate**

Any person who refuses to evacuate can be issued a fine by emergency personnel for failure to comply.

*Approved by Library Board of Directors, May 2011*

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### **E4 Librarian-in-Charge**

The Librarian-In-Charge, in conjunction with the security officer on duty, will be an assigned staff member who will assume authority and responsibility for the smooth, efficient operation of the Main Library when situations arise. The Librarian-In-Charge will be listed on the Weekly Events Schedule. Branch Managers assume authority and responsibility for the smooth, efficient operation of their locations. When the Branch Manager is not on duty, the Assistant Manager or a library staff member designated by the Branch Manager will be the Librarian-In-Charge.

#### **E4.1 Responsibilities of the Librarian-In-Charge:**

- Assumes responsibilities for emergency evacuation operations;
- Handles problems that cannot be handled on a departmental or individual staff level;
- Reports any and all difficulties to the Director, Deputy Director, Associate Director, or security officer.

*Approved by Library Board of Directors, May 2005*

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### **E5 Patron Behavior and Rules of Conduct**

The Salt Lake City Public Library is open to everyone; all are welcome to use the Library's services and resources. Everyone is expected to behave in a way that does not unreasonably interfere with others' use of the Library.

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

Individuals who repeatedly violate these Rules of Conduct after having been previously excluded for 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 may not be warned that their behavior is inappropriate before being excluded.

#### Rules of Conduct

Any person who violates rules 1-5 while on Library premises will be immediately ejected and excluded from all Salt Lake City Public Libraries without first being given a warning. Any person so excluded shall lose all Library privileges for a period of up to three years, and the incident will 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. Possessing, selling, distributing, consuming, or being under the influence of any controlled substance or alcohol.<sup>1</sup>
5. Damaging, defacing, or destroying Library property.

Any person who violates rules 6-19 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 all Salt Lake City Public Library premises for a period of up to one year.

6. Engaging in conduct that disrupts or interferes with the normal operation of the Library, disturbs Library staff or patrons, including but not limited to, conduct that creates unreasonable noise or consists of loud or boisterous physical behavior or talking.
7. Using foul, abusive, or threatening language or gestures.
8. Using Library materials, equipment, furniture, fixtures, or buildings in a manner inconsistent with customary use.
9. Disobeying the reasonable direction of a Library staff member or Library security officer.
10. Soliciting, petitioning, or distributing written materials or canvassing for political, charitable, monetary, or religious purposes inside a Library building. See the Library's Petitions policy (MTG3).
11. Leaving personal belongings unattended.

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<sup>1</sup> Consumption of alcohol on premises is allowed only under the legal provisions made by city and state government, at Library -sanctioned events.

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12. Any interference with the free passage of Library staff or patrons on Library premises, including, but not limited to, placing objects such as bicycles, skateboards, backpacks, or other items in a manner that interferes with free passage or negatively affects the orderly atmosphere of the Library.
13. Bringing prohibited items into the Library, including but not limited to bicycles, shopping carts, or similar devices.
14. Operating roller skates, skateboards, or similar devices on Library premises.
15. Smoking or other tobacco use including cigarette rolling and use of electronic vapor devices.
16. Eating outside of designated areas or possessing uncovered food or drinks.
17. Bringing non-service animals or animals not for the express intention of Library programming, into Library buildings. Similarly, leaving animals unattended outside the Library in a way that impedes others' access to the Library.
18. Violating the Library's Internet Access Policy (REF10).
19. Improperly using Library restrooms, including but not limited to, bathing, shaving, changing clothes, and unreasonable length of use. Attending to medical issues must be done in a private and hygienic manner.

Any person who violates rules 20-23 while on Library premises may be asked to leave for the day. Subsequent offenses by that person will result in that person's immediate ejection and exclusion from all Salt Lake City Public Library premises for a period of up to six months.

20. Lying down, sleeping, or appearing to sleep inside the Library or on Library grounds, unless invited to do so in a library sponsored program.
21. Using personal electronic equipment at a volume that disturbs others.
22. Leaving children under the age of 8 unattended.
23. Neglecting to provide proper supervision of children in your care.

Any person who violates rules 24 and 25 while in or on Library premises will be excluded from the premises until the problem is corrected.

24. Shoes and a shirt must be worn in Library buildings. Clothing must cover underwear and private body parts. An exception is made for breastfeeding.
25. Having offensive body odor or personal hygiene that unreasonably interferes with other patrons' ability to use the Library.

*Approved by Library Board of Directors, January 2017*



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### **E5-1 Limiting Items Brought into the Library**

The City Library limits the size and amount of items patrons may bring into Library locations in order to ensure that walkways are not blocked, that space used does not infringe on another's use, to ensure that evacuations can be performed quickly and safely, and that Library environments are inviting to everyone. The following guidelines will be enforced within our buildings. Exceptions may be made for reserved meeting room use and Library co-sponsored events.

1. Individuals may bring with them:
  - two items that are 24" x 20" x 15" or smaller, or one large item 36" x 22" x 15", and
  - one personal item, such as a purse or briefcase.
2. All items must be able to be carried in one trip.
3. Items must be neatly packed and remain packed unless they are appropriate for use in the Library.
4. Wheeled devices such as dollies and grocery shopping carts are not allowed. Equipment compliant with the Americans with Disabilities Act (such as wheelchairs and walkers) and children's strollers are allowed only if used for their intended purpose. Personal shopping carts and their contents must not exceed 36" in height.

*Approved by Library Board of Directors, January 2017*

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## E6 Closing Libraries

### E6.1 Policy Statement

Except for twelve designated holidays, the City Library System is open to the public Monday through Saturday, year-round, and at some locations on Sunday. The Director or designated Acting Director will close the City Library System only in extremely bad weather or if having a library open would be a security or safety risk due to an emergency or building disaster.

### E6.2 Procedures

All library staff are expected to report to work during their regular work schedules unless notified differently by their supervisor, designated staff, or library administration. Under extreme weather conditions, emergencies, disasters, etc., staff may elect to use vacation or personal leave where available if they believe it would be unsafe to travel. The Library will try to work with staff who have no paid time available. Such emergency absence must be reported directly to the immediate supervisor or agency as soon as possible. This may necessitate calling the supervisor at home.

- E6.2.1 Only the Director or designated Acting Director has the authority to close a library on a day that the Library is scheduled to be open. Factors to be considered include:
- Who else is closing (city offices, buildings and businesses in the immediate area, et. al.)?
  - What are the safety factors? Traffic/road conditions? Weather conditions?
  - Overall impact on library users?
- E6.2.2 Once the decision to close has been made, the Director, other administrators, or the Business Office notifies agency managers who call their staff. Communications will contact the radio and television stations with a statement. The Library will use electronic means to notify staff and patrons as appropriate. If only one building is closing due to a localized condition, staff will also notify the Switchboard Operator so that all other locations can be made aware of the situation. The Switchboard Operator will make appropriate choices for notifying the public. Staff will act responsibly in notifying patrons in the building and providing for the safety of unattended children present.
- E6.2.3 Staff are paid for their time if they are scheduled to work during an emergency closure. Additional compensatory time is given for staff who are turned away from their scheduled shifts. Staff already at work are compensated for their full shift should the Library close later in the day. If for safety reasons a staff member requests to leave work early, they may use vacation or personal leave to cover that time. If the Library subsequently closes, the staff member is compensated for time the Library was closed during that person's scheduled shift.

*Approved by Library Board of Directors, October 2000*

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### **F Facilities/Maintenance**

#### **F1 Policy/Purpose**

The Facilities/Maintenance Department provides the cleaning and maintenance of the City Library and all of its branches. The department is responsible for all scheduled maintenance and cleaning, including any such work done using outside contractors or vendors. The Facilities/Maintenance Department also handles unscheduled maintenance and cleaning as requested by library staff.

*Approved by Library Board of Directors, January 2007*

# Salt Lake City Public Library Policy Manual

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## F2 Custodial Assistance

### F2.1 Staff

The custodial staff are supervised by the Facilities Manager, a custodian specialist, and a lead custodian. The work force consists of full- and part-time staff working at various library locations. The number of staff, their work schedules, and the location where they work is determined by the size of the building and the volume of cleaning required. This process is accomplished in consultation with the Library Director, the Human Resources Manager, the Branch Manager, and the Facilities Manager.

### F2.2 Duties

The duties of the custodians include the cleaning of all floor coverings, bathrooms, windows, doors, walls, furniture, meeting room setup, and any other unforeseen cleaning that may arise. At all branches, the custodial staff carry out limited security duties, which include ensuring that the building is locked when they leave, library staff are safely escorted from the premises, and dealing with any other security issues that may arise at the location.

### F2.3 Work Requests

All work requests which are not of an urgent nature and do not form part of the daily work schedule of the custodial staff must be requested from the Facilities Manager, the custodian specialist, or the lead custodian by the agency manager using the online Maintenance Request form.

By following the proper procedure, the Facilities Manager will be able to prioritize and assign custodial staff to carry out the work, thus ensuring that the daily productivity and routine of the custodial staff is not impeded and that the work requests will be carried out in a timely manner. All emergency custodial requests can be made directly to the on-call custodian cell phone or pager numbers.

### F2.4 Work Schedules

The work schedules vary from location to location depending on the demand of the location. The Main Library has custodial staff at the building from 5:00 a.m. until 11:00 p.m. The branches have custodial staff on-site one hour before closing time, and the custodian remains there until the end of their assigned work shift.

*Approved by Library Board of Directors, January 2007*

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### F3 Building Maintenance

#### F3.1 Staff

The building maintenance staff are supervised by the Facilities Manager. The work force consists of full-time maintenance technicians, gardeners, and delivery staff. The number of staff, their work schedules, and the location where they work is determined by the size of the building and the volume of maintenance required. This process is accomplished in consultation with the Library Director, the Human Resources Manager, the Branch Manager, and the Facilities Manager.

#### F3.2 Duties

The duties of the maintenance staff include the maintenance and replacement as required of the following:

- Preventative maintenance programs;
- Heating, venting, and air conditioning systems;
- Monitoring and maintenance of the computerized building management system at the Main Library which controls lighting, heating, venting, air conditioning, and various alarm systems;
- Electrical and lighting, plumbing, painting, masonry, carpentry, hardware, furniture, various pumps and motors, audiovisual equipment, special events, service contracts, budgeting, elevator overseeing, gardening, deliveries, pools and waterfalls, assist custodians when the need arises, security, safety, shelving, fire equipment, panic stations at the desks and parking garage, all other building-related maintenance requests, and assist staff and patrons during any emergency situation.

#### F3.3 Work Requests

All work requests which are not of an urgent nature and do not form part of the daily work schedule of the maintenance staff must be requested from the Facilities Manager using the online Maintenance Request form. By following the proper procedure, the Facilities Manager will be able to prioritize and assign maintenance staff to carry out the work, thus ensuring that the daily productivity and routine of the maintenance staff is not impeded and that the work requests will be carried out in a timely manner. All emergency maintenance requests can be made directly to the maintenance staff using the on-call cell phone or the pager numbers.

#### F3.4 Work Schedules

The work schedules vary from location to location depending on the demand of the location. The maintenance staff is on duty from Sunday through Saturday 7:00 a.m. until the Library closes to the public. Maintenance staff is available at all special, after-hours events.

*Approved by Library Board of Directors, January 2007*

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## HR Human Resources

### HR1 Policy Statement

#### HR1.1 Hiring (see HR2, HR3)

It is, at all times, the policy of the Library to practice equal employment opportunity for all persons without regard to race, creed, religion, color, sex, national origin, age and, when it does not interfere with job performance, physical or mental disability, and individual lifestyle.

#### HR1.2 Employment Status

It is the policy of the Library to identify itself as an employer that adopts a “Termination for Cause” relationship with its employees. Every employee should be afforded the opportunity to improve job performance through specific feedback of performance deficits, identifying acceptable performance standards, providing a reasonable timeframe to demonstrate improvement, and stating potential consequences for failure to improve performance within the specified timeframe.

##### HR1.2.1 Director

The Director Position is exempt from this policy. The Director, appointed by The Salt Lake City Public Library Board of Directors, serves at will.

*Approved by Library Board of Directors, May 2012*

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## HR2 Equal Employment

### HR2.1 Recruiting, Advertising, and Processing of Employment Application

- HR2.1.1 Assurances of nondiscrimination will be included in all job announcements employment and hiring policies. Announcements are also posted in all library facilities.
- HR2.1.2 Job postings are mailed to over 35 community organizations to ensure a wide representation of advocacy and placement organizations. This list is updated as new organizations are identified, generally three times a year.
- HR2.1.3 Job applicants may submit an Applicant Flow Information form. This form allows individuals to identify their sex and ethnic group, as well as what prompted their application to the Library. The information is kept separate from any employment information, is reviewed by the Library's Equal Employment Opportunity Officer who monitors the selection process for protected groups.
- HR2.1.4 The Library's fax and TDD numbers are included on application forms for applicants.
- HR2.1.5 Human resources staff and all supervisors have been trained regarding the Americans with Disabilities Act.

### HR2.2 Hiring

The Library will continue the following practices to ensure fair employment policies:

- Review positions as the open and verify selection criteria prior to hiring to ensure each skill requested is an essential function of the job.
- Continue training of management staff regarding all fair employment practices.
- Provide training to all staff regarding sensitivity to people with disabilities.
- Training on all fair employment practices, including the ADA, is provided to new supervisors.
- Employment interview questions and hiring decisions are reviewed by Human Resources for each hire.

### HR2.3 Accommodations for Applicants

- HR2.3.1 Applicants may request assistance from staff in filling out employment forms.
- HR2.3.2 Applicants may request application announcements and forms through the mail.
- HR2.3.3 Applications and announcements are available in community branch libraries.
- HR2.3.4 Applicants may appeal to the Human Resources Manager of the Library Director if they feel reasonable accommodations have not been made.

### HR2.4 Accommodations for Employees

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- HR2.4.1 Employees wishing to make requests for accommodations should contact Human Resources
- HR2.4.2 Training is available to all staff members regardless of disabilities.
- HR2.4.3 Pay is based on salary grade, regardless of disabilities.
- HR2.4.4 Specified benefits are granted to employees working more than 20 hours and to long-time employees working less than 20 hours, regardless of disabilities.
- HR2.4.5 Some work schedules, usually in nonpublic service areas, can be flexible to accommodate those with disabilities.

### **HR2.5 Employee Information**

Employees fill out a General Information form and an Equal Employment Opportunity form at hire and may identify themselves at that time as disabled. The Equal Employment Opportunity officer receives that information.

### **HR2.6 Job Descriptions**

Each position in the Library has a written position description. Each position description is updated as it is posted to the public.

### **HR2.7 Concerns**

Anyone wishing to voice a concern regarding the Library, its employment practices, or its implementation of accommodations for those with disabilities should contact either the Human Resources manager or the Library Director.

*Approved by Library Board of Directors, December 1994*



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## HR3 Hiring Process/Staffing

### HR3.1 Resignations

When leaving the Library's employ, the employee presents a written resignation to the Human Resources manager in order to establish an opening and start the hiring process. Requests for placement on the substitute list may be included in the letter of resignation. If the employee leaves the position and does not resign in writing, their employment will be terminated by the Library.

### HR3.2 Exit Interviews

The immediate supervisor provides for the exit information to be completed. The employee may arrange for an exit interview with the supervisor, Human Resources, or Administration.

### HR3.3 Library Postings

The departmental manager analyzes needs and reviews the job description that is then sent to human resources. If substantial changes are made (i.e. hours, classification), the Administration will review the job description before it is posted. If the position is eliminated, an in-house notice is posted. If the position has been posted within 90 days, it may be filled with applications received from a prior posting.

HR3.3.1 Personnel writes the job description for posting and advertising.

Copies of the job description are posted in the staff room of the Main Library, all branch libraries, the library employment board in the Business Office, and at the Nonfiction Desk. The Equal Employment Opportunity (EEO) officer also receives a copy.

All job openings are advertised locally through:

- Job Service
- Minority Organizations
- Local universities, colleges, schools
- Local newspapers, if needed
- Specific agency requests by supervisor
- Professional job openings, generally requiring a Master's of Library Science degree, may also be advertised local, in national professional magazines, and at graduate library schools.
- When outstanding conditions make it necessary, a posting may be advertised in-house only.

### HR3.4 Screening Process, Employment Interviews

HR3.4.1 Human resources begins the screening process, reviews applications, and sets appointments for interviews.

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Human Resources interviews those who appear most qualified to determine skills, suitability, acceptability of schedule, benefits, and general working conditions.

If the applicant is among those most qualified and accepts the above specifications, he/she is sent to the appropriate supervisor for an interview. Human Resources copies the applications/resumes of those applicants cleared for interviews for the supervisor to review. All applicants are given two working days (excluding Sundays) to make an appointment. The supervisor is responsible for notifying Human Resources if an applicant fails to make an interview appointment within the specified time.

In addition to the manager, the Administration may interview final candidates.

- HR3.4.2 Human Resources checks references and communicates the results to supervisors who are interviewing.
- HR3.4.3 The supervisor conducts interviews and keeps a written record of questions and answers. Questions will cover work knowledge and skills, work history, communications skills, public services attitudes, and responsibility.
- HR3.4.4 The supervisor evaluates the applicants on the basis of their applications, interviews and references, then ranks choices and documents their decision in writing.
- HR3.4.5 The supervisor meets with Human Resources (and others, if appropriate) to review, evaluate, and finalize their decision regarding the applicants.
- HR 3.4.6 Human Resources calls the applicant, offers the position, and sets the beginning date for work. Human Resources also calls the manager to confirm the hiring and beginning date for work.
- HR3.4.7 The supervisor returns applications and written documentation regarding all applicants to Human Resources.
- HR3.4.8 When an applicant accepts, Human resources notifies all other applicants that the position is filled, and their application will be kept in the active applicant file for three months from the date of application.
- HR3.4.9 All new employees report to the Business Office to complete employment forms.

### HR3.5 Employment Verification

All requests concerning verification of employment, status, and employment references of current and past staff members are directed to Human Resources.

### HR3.6 Employee Substitutes

Part-time staff may be used as substitutes. Staff wishing to be utilized as such should inform Human Resources. Information on substitutes is available to supervisors who contact Human Resources when further assistance is necessary.

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*Approved by Library Board of Directors, December 1994*

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## HR4 Volunteers

### HR4.1 Recruitment

- HR4.1.1 Once a department determines a need for a volunteer position or when a volunteer quits, the volunteer supervisor sends a written, detailed job description to Human Resources.
- HR4.1.2 Human Resources recruits and screens potential volunteers (newspaper, community organizations, walk-ins, etc.). Court-ordered volunteers are not accepted into the Library's volunteer program. Qualified volunteers are sent to the supervisor to be interviewed. The supervisor informs Human Resources if the potential volunteer is accepted and the beginning date.
- HR4.1.3 When a volunteer resigns or ceases to appear for their duties, the supervisor notifies Human Resources as soon as possible.

### HR4.2 Tracking

Time sheets are necessary for Human Resources to keep track of volunteer hours for recognition of hours and for references. Volunteers complete and sign the time sheets that are kept in the departments. Supervisors sign the time sheets which are sent to Human Resources at the end of each month.

### HR4.3 Evaluation

In order to provide a meaningful experience for volunteers, evaluations by both the volunteer and the supervisor are solicited. Human Resources submits evaluation forms at six months after the start date of the volunteer and yearly thereafter. These forms are to be submitted to Human Resources when completed.

### HR4.4 Compensation

Any staff member should take the opportunity to thank volunteers for their valuable services. A program of appreciation has been set up to ensure that volunteers are properly rewarded.

- HR4.4.1 Systemwide – Human Resources provides annual recognition and impromptu appreciations
- HR4.4.2 Workgroups – Departments and workgroups are responsible for day-to-day appreciations and involving volunteers in departmental celebrations.
- HR4.4.3 Supervisors – Supervisors are responsible for individual volunteer awards and incentives. A dollar amount per volunteer is available each budget year.

*Approved by Library Board of Directors, December 1994*

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### HR5 Career Mobility Assignments

#### HR5.1 Purpose

Career mobility assignments are intended to provide career development opportunities for Library employees. Career mobility assignments provide employees with increased knowledge of Library and job skills necessary for advancement or greater competency in their current positions. Career mobility assignments may also provide assistance to Departments with specific short-term needs.

#### HR5.2 Policy

- HR5.2.1 Prior to any negotiations regarding a career mobility assignment, the respective Manager must obtain written approval from the associate director. Career mobility assignments are to be considered a voluntary action by the employee and must have the contractual agreement of each career mobility assignee and supervisor, manager and associate director.
- HR5.2.2 Career mobility assignments may be exchanges between employees in two different Departments.
- HR5.2.3 The length of career mobility assignments should not exceed one year without a revised career mobility agreement.
- HR5.2.4 The assignment may be full-time or part-time.
- HR5.2.5 If the career mobility does not involve an exchange of employees, the vacated position may not be reclassified or abolished until the career mobility assignment has been terminated.

*Approved by Library Board of Directors, September 2012*

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### **HR6 Incentive Awards**

An incentive is an award given to a staff member by the supervisor as an immediate reinforcement for a specific act or example of excellent public service. Incentives are given to improve morale, expand opportunities and commend staff. They may be in various forms.

HR6.1 All Supervisors have the responsibility of making awards as they see fit. They will receive an amount equal to \$15.00 per person supervised and will make awards which immediately recognize excellent performance. However, it is not expected that each staff member will receive \$15.00 worth of incentives or even that each staff member will receive an incentive. It is possible that some departments will have funds left over at the end of the year.

HR6.2 For accounting purposes, the receipt for the award, the name of the recipient, and one sentence as to how it was earned will be given to the Business Manager after the award has been made.

HR6.3 Awards can be made anytime. A few examples of what an award might be are flowers, sports tickets, or entertainment tickets. Cash is not an appropriate award.

HR6.4 Incentive awards are intended to enhance the appraisal system, not replace it.

*Approved by Library Board of Directors, December 1994*

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### **HR7 Nepotism Policy**

No Library officer or employee shall employ, appoint, vote for, recommend, or attempt to influence the appointment or hiring of a relative to any position or employment when the salary, wages, pay or compensation of such appointee is to be paid out of Library funds.

HR7.1 For purposes of this policy:

HR7.1.1 “Library Officer” means: any Board Member, manager, administrator, or supervisor.

HR7.1.2 “Relative” means: father, mother, husband, wife, son, daughter, sister, brother, uncle, aunt, nephew, niece, first cousin, mother-in-law, father-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or household member.

HR7.2 No Library officer or employee shall directly or indirectly supervise a relative in any Library position or employment paid out of Library funds.

*Approved by Library Board of Directors, July 2012*

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### **HR8 Professional Ethics and Conflict of Interest**

It is the policy of Salt Lake City Public Library to require honest and ethical conduct by its officers, employees and volunteers. The effective operation of the Library requires officers, employees and volunteers to be independent, impartial, and responsible to the Library and its patrons. This policy, in conjunction with other Library policies and State laws, will assist officers, employees and volunteers in understanding their ethical obligations. The Salt Lake City Public Library complies with state and local laws regarding Utah public officers and employees, ethics and conflict of interests.

#### **HR8.1 Purpose**

The purpose of this policy is to establish standards of conduct for Library officers, employees and volunteers where there are actual or potential conflicts of interest between their public duties and their private interests, and to promote honest and ethical conduct.

#### **HR 8.2 Definitions**

**DIRECT CONFLICT OF INTEREST:** Any direct outside, private financial interest held by the officer, employee or representative, or by members of an officer's, employee's or representative's household. Outside public sector employment does not constitute a restricted conflict of interest.

**FINANCIAL INTEREST:** Refers, but shall not be limited to, any direct employment by or direct representation as an agent of any individual, corporation, business entity, organization, or committee. A financial interest also includes any beneficial ownership of one percent or more of a corporation or other business entity.

**GIFTS:** Anything of value including a loan at a rate that is substantially less than a prevalent commercial rate, compensation for goods or services exceeding fair market value, goods or services provided for less than fair market value, gratuity, entertainment, hospitality or forbearance, unless consideration of equal or greater value is received.

**HONORARIA:** The offering or acceptance of perquisite, gift or anything of value for speaking, writing or participating in a meeting, convention, social event, meal or like gathering.

**HOUSEHOLD:** All persons who occupy a residence or dwelling with the officer, employee or volunteer for an entire year including family members (spouse, child, ward, parents, siblings, mother-in-law, father-in-law, grandparent, legal guardian, grandchild, adult designee, dependent child of an adult designee and step-relatives of the same order), relatives (uncle, aunt, nephew, niece, first cousin, brother-in-law, sister-in-law, son-in-law, daughter-in-law) and any unrelated persons.

**INDIRECT CONFLICT OF INTEREST:** Any and all other interests including political, family, fraternal, social, other interests or associations which may create the appearance or the actuality of a conflict of interest between an officer or employee's outside interest



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and his or her Library responsibilities, other conflicts as defined by state statute and any campaign contribution made to the officer, employee, representative or to any member of his or her household, of more than five hundred dollars during the prior calendar year.

**PURCHASING OFFICIAL:** Any officer or employee who recommends for final action, prepares specifications, or approves or rejects any part of a specific procurement or disposal of goods, services or real property, or any specific contract related to a procurement of goods or services or disposal of property.

### HR8.3 Gifts and the procurement process

Without exception, receipt or solicitation of any gift or a request for employment by a purchasing official from any person including a vendor, seller or buyer of real property or service provider is illegal and punishable as provided by law.

HR8.3.1 It is unlawful and punishable as provided by law for any payment, gift or offer of employment to be made by any person to a Library officer, employee, volunteer, contractor or any household member of the Library officer, employee or contractor of the Library to obtain a specific procurement, disposal, contract or subcontract.

### HR8.4 Restricted and Non-Restricted Conflicts of Interest - Disclosure Required

A Library officer, employee or volunteer must complete a disclosure statement as provided in Section 8.6 under the following circumstances:

HR8.4.1 Interest in a business entity regulated by the Library or doing business with the Library: A Library officer, employee or volunteer who is an officer, director, agent, employee or the owner of a substantial interest, as defined under financial interest, in any business entity which does or anticipates doing business with the Library.

HR8.4.1.1 Direct Conflict of Interest: In addition to filing a disclosure form, the Library officer, employee or volunteer who has a restricted conflict of interest who is also a member of a Library body shall publicly disclose such interest to the members of the body and are required to be recused from all discussions, deliberations, decision making or vote regarding the business entity. The disclosure statement shall be entered in the minutes of the meeting.

HR8.4.1.2 Indirect Conflict of Interest: In addition to filing a disclosure form, the Library officer, employee or volunteer who has an indirect conflict of interest who is also a member of a Library body shall publicly disclose such interest to the members of the body immediately prior to any discussion and/or vote regarding the business entity. The disclosure statement shall be entered in the minutes of the meeting.

HR8.4.2 Compensation for assistance in transaction involving the Library: A Library officer, employee or volunteer who agrees to receive compensation for assisting any person or business entity in any

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transaction involving the Library must disclose the information identified in Section 8.5 at least ten days prior to the date of any agreement between the officer, employee or volunteer and the person or business entity being assisted or at least ten days prior to the receipt of compensation by the employee or volunteer.

- HR8.4.3 Interest creating conflict of interest with duties: A Library officer, employee or volunteer or a member of their household who has a personal interest or investment which creates a potential or actual conflict between their personal interests and public duties must disclose the information identified in Section 8.5 and shall publicly disclose such interest to the members of the body immediately prior to discussion and/or vote regarding the conflict of interest and the nature of the conflict. The disclosure shall be entered in the minutes of the meeting.

### HR8.5 Disclosure Statement

A disclosure is a written and sworn document filed with the Library and Library Board and is designated a public document. The disclosure statement shall provide the name and business address of the officer, the name and business address of the person or business entity being assisted and a brief description of the transaction or service provided, or the name and business address of the business in which the Library officer, employee or volunteer has a substantial interest, the position held and the precise nature and value of any interest. The disclosure statement shall be made upon first assisting the person or business, or upon becoming an officer or employee and in July of each year thereafter during which he or she continues to be an officer, director, agent, owner, volunteer or employee.

- HR8.5.1 The disclosure statement must be filed at least ten calendar days prior to the date of any agreement to provide assistance or receive compensation.
- HR8.5.2 Library officers, employees and volunteers are responsible for ensuring their disclosure statement is current and is filed with the Library and Library Board.

### HR8.6 Professional Code of Ethics

- HR8.6.1 Library employees and volunteers who work in occupations having professional codes of ethics or standards of professional responsibility shall adhere to those requirements in the performance of their Library duties. Failure to abide by professional codes of ethics may adversely affect the employees' ability to perform their duties and may, in appropriate cases, result in disciplinary action or termination of Library employment.
- HR8.6.2 Library employees, officers and volunteers are expected to comply with applicable Library policies.

### HR8.7 Indemnification

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Employees and volunteers will be indemnified and held harmless as provided in the Governmental Immunity Act (UCA 63-30-1, et. seq.).

### HR8.8 Library responsibilities

- HR8.8.1 If an employee has been found to be in violation of this policy, disciplinary action may be taken by the supervisor, manager, associate director, or director and may lead to termination of employment or criminal prosecution.
- HR8.8.2 It shall be the responsibility of the Library, in consultation with the City Attorney's Office, to advise employees and volunteers of the requirements and prohibitions of this policy.

*Approved by Library Board of Directors, July 2012*

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### HR9 Standards of Conduct

Salt Lake City Public Library employees are expected to accept their work responsibilities, adhere to acceptable business practices and exhibit a high degree of professionalism at all times. This involves respect for the rights and personal views of others, and it demands that employees refrain from any behavior, to include harassment based on sex, race, color, national origin, religion, age, disability, pregnancy, genetic information, sexual orientation, marital status and gender identity that might be harmful to the employee, co-workers, the public at large or to the Salt Lake City Public Library.

#### HR9.1 Purpose

To establish guidelines of appropriate employee conduct in the Salt Lake City Public Library and to advise employees of prohibited activities. To set forth the disciplinary consequences of violating these rules and to establish procedures supervisory personnel can follow when handling threatening or violent behavior in the work environment.

HR 9.2 Types of behavior Salt Lake City Public Library considers to be inappropriate or in violation of Library policy include, but are not limited to, the following:

#### Job Performance, Accountability and Responsibility

- HR9.2.1 Excessive absenteeism, tardiness or violation of Library leave policies.
- HR9.2.2 Disregarding safety regulations or policies.
- HR9.2.3 Insubordination by either refusing to follow a reasonable order or by engaging in rude or disrespectful behavior toward any supervisor in the employee's chain of command.
  - HR9.2.3.1 Insubordination or disrespectful behavior includes, but is not limited to, refusal to meet with a supervisor, leaving a meeting with the supervisor without authorization, yelling, using obscene, foul or abusive language or showing anger through physical gestures such as slamming doors, throwing office documents or supplies, etc.
- HR9.2.4 Neglect of duty including failure to complete all scheduled work hours, inefficiency or inability to perform assigned duties.

#### Professional Behavior

- HR9.2.5 Engaging in rude or discourteous behavior towards co-workers or members of the public such as, but not exclusively, spreading rumors or gossiping, refusal to work with a co-worker, sabotaging work, throwing items, yelling, ignoring customers, or other behavior disruptive to the work environment.
- HR9.2.6 Falsifying any documents to be received or used by the Library including, but not limited to, employment applications and related documents, work related records, time cards, requests for reimbursement, etc.

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- HR9.2.7 Use of Library property for personal purposes unless permitted by a written Library policy.
- HR9.2.8 Engaging in violence or behavior that carries the potential for violence including, but not limited to, fighting, using obscene, foul, abusive or threatening language or gestures towards Library staff and others.
- HR9.2.9 Possession of firearms or other weapons on Library property or while on Library business except as permitted by state law.
- HR9.2.10 Theft of Library property or theft from co-workers, customers or other persons.
- HR9.2.11 Destroying, damaging, vandalizing or threatening to damage or destroy Library property.
- HR9.2.12 Destroying, damaging or threatening to damage or destroy work-related documents, work station, personal belongings or personal property of others while on Library premises.
- HR9.2.13 Failure to comply with a written uniform, dress, or grooming policy.
- HR9.2.14 Engaging in behavior of a sexual nature in violation of the Sexual Harassment policy.
- HR9.2.15 Engaging in behavior or using language or terminology in the workplace that reflects a discriminatory perception based on sex, race, color, national origin, religion, age, disability, pregnancy, genetic information, sexual orientation, marital status or gender identity as defined by applicable Library policies, and State and Federal laws.
- HR9.2.16 Bringing to work, disseminating or displaying any materials that are offensive and, which could give rise to or form the basis for the following types of employee or citizen complaints: a sexual harassment complaint, an allegation of hostile work environment, a discrimination claim based on protected status or a violation of Library policy.
- HR9.2.17 Using notes, e-mail, voice mail, fax, text messaging, social media or the internet to harass or discriminate on the basis of sex, race, color, national origin religion, age, disability, pregnancy, genetic information, sexual orientation, marital status or gender identity.
- HR9.2.18 Bringing to work or intentionally disseminating, forwarding or displaying sexually titillating materials, including intentional viewing or downloading pornography from the internet.
- HR9.2.19 Malfeasance, nonfeasance, or acts contrary to public service.
- HR9.2.20 Refusal to respond to an official request for factual information or willfully impeding an internal investigation after notification and warning that such response is required.
- HR9.2.21 Filing a malicious, fraudulent or frivolous complaint with the intent to cause harm, harass, disrupt Library services, or with reckless disregard to the truthfulness of the complaint.

Compliance with Policies, Procedures and Laws

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- HR9.2.22 Accepting gratuities or compensation from customers, clients or vendors in violation of the Professional Ethics & Conflict of Interest policy.
- HR9.2.23 Soliciting employees or patrons to purchase goods or services for an employee's personal benefit.
- HR9.2.24 Failure to comply with the non-smoking requirements of the Library and State law.
- HR9.2.25 Violating Library Policies approved by the Library Board and included in the Library's Policy Manual or internal department policies.
- HR9.2.26 Violating the Government Records Access Management Act or the Health Insurance Portability and Accountability Act, (45 CFR Parts 160 and 164), including the unauthorized or unlawful disclosure, issuance, abuse, intentional release of, or gaining unauthorized access to any private, controlled or protected information.
- HR9.2.27 A violation of any criminal law, whether on or off duty, which adversely affects the employee's ability to perform Library job duties.

### Use or Possession of Alcohol or Drugs

- HR9.2.28 Reporting to regularly scheduled work intoxicated.
- HR9.2.29 The illegal use, sale, possession, distribution or transportation of drugs.
- HR9.2.30 Bringing to or using alcoholic beverages on Library property while on duty.

*Approved by Library Board of Directors, July 2012*

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### MTG Meeting Room Use

#### MTG1 Policy Statement

These regulations establish policy and procedures for the use of Salt Lake City Public Library meeting room facilities. The Library grants permission to use its meeting rooms to members of the public who fulfill the requirements specified in the regulations, in accordance with the Library's mission and to maintain the good order of the Library. The Library's mission statement is:

The Salt Lake City Public Library is a dynamic civic resource that promotes free and open access to information, materials, and services to all members of the community to advance knowledge, foster creativity, encourage the exchange of ideas, strengthen community, and enhance the quality of life.

Any group or individual, regardless of the affiliations of its members, may use library meeting room(s) as long as the group or individual complies with the policy as stated. The Library does not discriminate in making its premises available for use on the basis of sex, race, creed, religion, color, culture or ethnicity, national origin, age, sexual orientation, individual lifestyle, political affiliation, or physical limitation.

Generally, there is no fee for the use of individual meeting rooms. For organizations or individuals needing multiple meeting rooms over extended time periods, after-hours events, private meetings, or commercial use, the Library's conference facilities are available for a rental fee that covers the Library's expenses in making the facility available (see fee schedule). The Main Library's Rooftop Garden and Urban Room can only be rented after-hours.

The Library offers the use of satellite equipment as part of the meeting room options at the Day-Riverside Branch Library. Because satellite transmissions may involve a cost, the recuperation of such costs is governed by the satellite equipment guidelines sections. Fees for use of satellite equipment are contained in the fee schedule.

*Approved by Library Board of Directors, November 2004*

# Salt Lake City Public Library Policy Manual

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## MTG2 Regulations (Procedures)

### MTG2.1 Policies Regarding Library Facility Use

- MTG2.1.1 Library meeting rooms are maintained primarily for use by the Library to accomplish its mission. If a meeting room is not scheduled for a library-related function, a Salt Lake City-sponsored activity, or an event by a library programming partner, members of the public may apply to use the room. Each event request is considered on an individual basis according to the overall number of requests pending, staffing implications, and library priorities.
- MTG2.1.2 Reservations will be given consideration on a first-come, first-serve basis. The Library provides meeting rooms for members of the public on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting the meeting room (herein noted as applicant or group). To assure equitable use of library facilities, the Library reserves the right to limit the number of hours a meeting room may be used by an individual or group.
- MTG2.1.3 The Library may deny the use of a meeting room to an applicant if in the Library's opinion:
- The purpose of the meeting or activity is illegal or potentially hazardous;
  - The meeting will present health or security risks;
  - The conduct of the meeting interferes with the functioning of the Library;
  - The applicant has not provided satisfactory adult sponsorship and Supervision for the meeting; or,
  - The applicant has failed to comply with these or other library regulations.
- MTG2.1.4 Use of the facility for commercial or promotional purposes will incur a rental fee.
- MTG2.1.5 The Library, at its sole discretion, determines the number of events operated simultaneously in its facilities and does not guarantee sole use of a facility.
- MTG2.1.6 Meeting room accommodations and seating capacity vary throughout the Library System. Library managers at Anderson-Foothill, Chapman, Day-Riverside, Sprague, and Sweet Branches and the Communications Department at the Main Library accept applications and make arrangements for meeting rooms at their respective locations. See application form for location and maximum seating capacity of library meeting rooms as set by Salt Lake City Fire Ordinances.
- MTG2.1.7 Approval to use meeting room facilities (whether free or for a fee) does not include free parking at the Main Library for guests or attendees.



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- MTG2.1.8 The use of a branch library meeting room and facilities when the branch is normally closed may be negotiated on a case-by-case basis.
- MTG2.1.9 Organizations or individuals with permanent addresses outside of Salt Lake County may be charged a rental fee.
- MTG2.1.10 An applicant aggrieved by an administrative decision about the use of a library meeting room may appeal the decision by writing a letter to the Library Board of Directors within five working days of the decision. The applicant, or chosen representative, may appear before the Library Board at a regularly scheduled board meeting to state a position. A library manager may present an opposing view at the same meeting, with the Library Board deciding the matter.
- MTG2.1.11 It is important that organizations and individuals who use the meeting rooms understand and acknowledge that they are guests of the Library, able to use library facilities at the discretion of the Library, and that their use of the facilities reflects that understanding.
- MTG2.1.12 All persons requesting to use library facilities and meeting rooms must agree to abide by library policies and all applicable local, state, and federal laws.
- MTG2.1.13 It is the responsibility of the person who signs the agreement for conference and facility use to serve as the authorized representative of the group and to remain on the premises throughout the period for which it is reserved, ensuring the safety and security of attendees and the library facility, as well as ensuring that attendees observe the regulations set forth in this document.
- MTG2.1.14 The Library requires adult sponsorship for any meetings involving persons of high school age or younger. The applicant and the adult sponsor must expressly agree on the application form that the adult sponsor will attend and supervise the meeting, and that the applicant and the adult sponsor will accept responsibility for, and will reimburse the Library for, any damage caused by the group or by members of the group to the meeting room or to the Library.
- MTG2.1.15 The applicant shall leave the meeting room in the same condition as it was at the beginning of the meeting. If damage to the room, its furnishings, or equipment occurs during the meeting, the Library may require the applicant to pay for damages. If the applicant is required to pay for damages, the library manager will assess the reasonable cost of repairing the damages caused during the meeting and will notify the applicant of the damage assessment. The applicant shall reimburse the Library for the damages by paying the assessed amount to the Business Office of the Salt Lake City Public Library within thirty (30) days of receiving notice of the damage assessment. The Library shall

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- deny use of meeting rooms until the applicant pays the assessed amount.
- MTG2.1.16 Designated library staff will conduct a walk-through after each meeting to verify that facilities are left in proper order. The authorized representative of the group must report to the designated library staff member at the end of the meeting. Unless previously scheduled otherwise, meetings must end 15 minutes before the Library's closing time to allow for cleanup and walk-through.
- MTG2.1.17 Some large and/or after-hours events may require security. The Library will determine and provide appropriate security at the applicant's expense.
- MTG2.1.18 Permission to meet in the Library in no way constitutes endorsement by the Salt Lake City Public Library or its Board of Directors of the policies or beliefs of the organization or individual using the facilities. No advertisement or announcement implying such endorsement is permitted.
- MTG2.1.19 If use is approved, a designated library staff member will execute a written agreement for facility use with the individual or group. Applicant must agree to abide by the meeting room policies set forth herein and to pay appropriate fees (if any) as outlined in the fee payment schedule.
- MTG2.1.20 At any time the Main Library is open for use by an outside group or individual, it must be opened by a library employee, and a library employee must remain in the building for the duration of the event.
- MTG2.1.21 Authorized library staff may enter and remain in a meeting room at any time during a scheduled meeting or event. The Library reserves the right to attend any meeting held in its facilities (except executive sessions of governmental bodies) to ensure that no unlawful activities are occurring on library premises.
- MTG2.1.22 Approval to serve refreshments or food must be obtained through prior written consent from the library manager, in the case of a branch library, or from the Communications Department at the Main Library. Fees may apply.
- MTG2.1.23 Authorization for library facilities and meeting room use does not include the use of staff time other than to provide access to the facility or meeting room. The Library may require its staff to be present at some activities to provide appropriate security, technical support, custodial, and maintenance services. The organization using the facility will be required to pay for these staff services.
- MTG2.1.24 When library facilities are used by recognized library support groups, partners, or other affiliated community organizations, it is the policy that all activities be planned by the group in consultation

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and cooperation with a library staff member designated as liaison to the group. With this participation, it should be possible to schedule events so that they have minimal impact on normal work schedules. Staff will make a concerted effort to meet the needs of the group within an adjusted work schedule. If this is not possible because of budget constraints, reduced services, vacancies, etc., the support group may be required to pay a fee to cover the costs of keeping the library facility open during nonservice hours.

### MTG2.2 Application to Use Library Meeting Rooms/Facilities

- MTG2.2.1 Applicants requesting use of a library meeting room shall make written application for meeting room use on a form furnished by the Library. Main Library reservations are handled through the Communications Department at the Main Library. Requests to use a branch library are handled through each individual branch. Application must be submitted at least two weeks in advance of scheduled event. The form must be signed by the applicant or a designated representative. The applicant will clearly state on the form the purpose of the meeting, date and hour of the meeting, the name of any sponsoring agency, and the subject to be discussed.
- MTG2.2.2 The two-week advance scheduling rule may be waived for individuals or groups reserving a meeting room for same-day use. If a room is available, those individuals or groups may use the room for up to three hours. An application form is required for library record-keeping purposes.
- MTG2.2.3 If two or more applicants request the same room for the same time and date, the Library gives priority to the applicant who first requests the room, unless the Library has reserved the room to conduct library-related functions or there is a need to ensure a balanced, flexible, and appropriate use of available meeting rooms by all applicants. The Library reserves the right to deny permission to use a meeting room or to substitute facilities.
- MTG2.2.4 An applicant may make preliminary inquiries for meeting rooms by telephone with the Communications Department at the Main Library or with a staff member at a branch library but will receive confirmation of the request *only* upon receipt of the written application signed and approved by a library manager or designated Communications staff. Space is not confirmed until the applicant has received a written confirmation from the Library.
- MTG2.2.5 The applicant may submit an application for using library meeting rooms on a regular basis by filling out one form for several meeting dates, as long as the specified meetings are for the same purpose and are of the same general character. Applications will be accepted beginning May 15 (for July through December dates) and November 15 (for January through June dates). Applications expire June 30 (for meetings held January through June) and December 31 (for meetings held July through December). Paid

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private events may be booked up to one year in advance upon administrative approval. Where meeting room space is limited at the branches, sequential scheduling of meeting rooms is at the discretion of the library manager, based on balancing community needs.

- MTG2.2.6 The Library reserves the right to preempt any event up to three months in advance for a Library or City-sponsored event; in such instances, the Library will assist the individual or group in reserving another date, library facility, or meeting room.
- MTG2.2.7 Library staff will answer public inquiries concerning meeting room use from information provided by the applicant on the application.
- MTG2.2.8 If applicants decide to cancel a scheduled meeting, they shall notify the Library of the cancellation at least two weeks in advance. If the meeting room is in a branch library, the applicant shall notify the library manager responsible for that meeting room. If the meeting room is in the Main Library, the applicant shall notify the Communications Department at the Main Library. Applicants who fail to notify the Library when meetings are canceled may be denied future reservations and/or have current reservations canceled.
- MTG2.2.9 Library staff in the Main Library will open meeting rooms 15 minutes in advance of the scheduled meeting time. In branch libraries, groups who wish to enter a meeting room in advance of the time scheduled must make arrangements with the library branch manager at least one week prior to the date of the meeting. All meetings held during library hours must end 15 minutes prior to library closing.

### MTG2.3 Equipment/Furnishing/Fees

- MTG2.3.1 A 50% (fifty percent) down payment is due upon execution of the written agreement. The balance is due two weeks prior to the event.
- MTG2.3.2 Libraries have limited equipment and furniture for use in meeting rooms without charge. Applicants may reserve such library equipment and furnishings when they apply for the meeting room. Applicants will be responsible for operating meeting room equipment unless otherwise arranged.
- MTG2.3.3 Additional audiovisual equipment is available for a fee (see equipment list and fee schedule). If applicant requests library staff to operate audiovisual equipment or if the Library incurs a cost to restore audiovisual equipment to its original settings, an additional fee will be charged. Only authorized staff may operate equipment in the Main Library's auditorium. Outside technical support will be paid for by the applicant and can only be used with preauthorization from library administration.

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- MTG2.3.4 Use of nonlibrary equipment is subject to the approval of a designated library staff member. All equipment, other than installed equipment, must be provided by the applicant. Delivery and pick up of rentals and other equipment must be coordinated with a designated library staff member. Equipment and supplies may not be stored in the Library for subsequent use. If left unclaimed for five days after the end of an event, any equipment and supplies may be sold by the Library at a public or private sale or otherwise discarded or destroyed without notice to the applicant or liability to the Library.
- MTG2.3.5 A list of vendors with their contact person and telephone numbers must be given to the Library two weeks prior to the event. Delivery locations and arrival schedules for all vendors must be approved by a designated library staff member.
- MTG2.3.6 All furniture brought into the Library must have protective caps to avoid scratching floors. Movement of furniture must be done with the use of rubber-wheeled dollies or carts. All furniture must be lifted, not dragged.
- MTG2.3.7 Staff assistance in the arrangement of chairs and tables in other than the standard arrangement provided requires a special written request for permission when the application for conference and facility use is submitted. Fees may apply.
- MTG2.3.8 The applicant incurring charges not requested or paid for in advance, including demands on staff time or staying beyond reserved time, will be billed according to the fee schedule. Failure to pay the fee will result in the applicant's loss of use of the Library's facilities.
- MTG2.3.9 The Library Administration may choose to waive the use fee for a program being offered by another organization if the purposes of the program are closely aligned to those of the Library. Such a program must be developed and offered by the organization to bring information on a topic of interest to the general public. The event must be free and open to the public. Service fees (if applicable) will be charged to the organization.

### MTG2.4 Satellite Equipment at Day-Riverside Branch Library

The Salt Lake City Public Library offers satellite equipment at the Day-Riverside Branch Library in recognition of the equipment's great potential for programming, staff development, training, and as a resource for information. There are many possible uses of the Library's satellite equipment and these uses include, but are not limited to, the following:

- Library programming for the public;
- Programming requested by patrons;
- Library training and staff development;
- Opportunities for other library systems;

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- Opportunities for government agencies; or,
- Opportunities for community organizations.

The satellite equipment only supports downlink; the Library does not have the ability to support uplink. The following guidelines apply when using satellite equipment.

- MTG2.4.1 Use of the satellite equipment must be consistent with the Library's mission statement.
- MTG2.4.2 Use of the satellite equipment must be consistent with the Library's meeting room policy (e.g., programs must be open to all patrons; neither admission charges nor solicitations are allowed).
- MTG2.4.3 The meeting room at the Day-Riverside Branch Library must be available on the date of the satellite telecast.
- MTG2.4.4 An Application for Use of Meeting Rooms form must be filled out and approved by library staff.
- MTG2.4.5 The satellite equipment must be requested on the application form.
- MTG2.4.6 Staffing resources will be taken into consideration when evaluating a request (e.g., staffing needed to set up equipment and to troubleshoot any equipment problems).
- MTG2.4.7 When there is a cost associated with the reception of a satellite program:
- For programs generated by library programming and training, the cost must be affordable within the Library's programming and training budgets respectively;
  - For satellite program requests generated by the public, the cost must be absorbed by the individual or group requesting use of the meeting room and satellite equipment. Payment must be made at the time that the meeting room application is approved. Sufficient time should be available for library staff to make arrangements for clearing the telecast;
  - At the present time, the Library is not equipped to uplink satellite broadcasts. However, an individual or group may supply the equipment necessary to uplink a particular satellite broadcast to the branch. The individual or group would be responsible for any costs or damages incurred as a result of the uplink;
  - The cost cannot be recuperated through an admission charge to the program; and,
  - See fee schedule for costs associated with satellite use.
- MTG2.4.8 Requests to tape a program must be specified on the application form. The taping of an approved program can be accommodated provided that:
- There are no copyright restrictions for the given program;

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- The individual or group responsible for the program provides the blank tape(s); and,
- The applicant is present during the telecast.

MTG2.4.9 Library staff will be exclusively responsible for setting up and operating the satellite equipment.

### MTG2.5 Satellite Technical Difficulties

MTG2.5.1 The Library shall not be held responsible for technical difficulties that may affect the quality of the satellite transmission.

MTG2.5.2 In the event the telecast cannot be received due to technical or other problems attributed to the sender of the telecast, the Library will request a refund which, if granted, will be passed on to the applicant.

### MTG2.6 Rooftop Garden Special Conditions

MTG2.6.1 The Library is not obligated to provide alternative indoor space if inclement weather prevents the use of the terraces.

MTG2.6.2 In accordance with Utah State Law, no smoking is permitted in the Main Library or within 25 feet of a library entrance.

MTG2.6.3 No items are to be thrown from terraces.

MTG2.6.4 Noise is expected to be kept to a minimum and must adhere to city, county, state, and/or federal laws pertaining to such ordinances.

### MTG2.7 Publicity

MTG2.7.1 Individuals and organizations contracting to use library conference and facility space(s) for events are responsible for the event's publicity.

MTG2.7.2 Directional and promotional signs are discouraged and are subject to prior approval by a designated library staff member one week before the event. Only library staff may post signs. Unauthorized signs will be removed. At no time may materials be attached to walls, windows, doors, or furnishings.

MTG2.7.3 Neither the name nor the address of the Library may be used as a mailing address for organizations, groups, or individuals using meeting room facilities. Each group is responsible for handling its own RSVPs.

MTG2.7.4 The Library does not allow the use of the name and address of any library facility as an official address or headquarters.

MTG2.7.5 Handouts may be distributed inside the room, immediately outside the meeting room, or outside the library building. Handouts may not be distributed or posted in the Library except as approved by a designated library staff member. Petitioning, surveying, and

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leafleting within the Urban Room is not allowed except as approved by the Library Administration. These activities will only be allowed in conjunction with a scheduled program.

### MTG2.8 Music/Entertainment/Performance Groups

Music, entertainment, or performance groups must conform to City ordinances and be approved by a designated library staff member. Delivery, set up, and/or rehearsal time will be determined by a designated library staff member. During library hours, music performance is limited to the auditorium unless prior written approval is given by a designated library staff member.

### MTG2.9 Catering

MTG2.9.1 The caterer for any event in a library facility must be approved by a designated library staff member. Caterers who have not catered an event at the Library for two years may be removed from the approved caterers list.

MTG2.9.2 Caterers must comply with the rules and regulations of a signed agreement and as listed below:

- Catering staff will arrive and exit through locations designated by the Library;
- Parking for catering must be arranged with the designated library staff member;
- Use of the loading dock and freight elevators must be prearranged with a designated library staff member;
- Gas of any kind for cooking is prohibited. Sterno-heated proofing cabinets are subject to approval. No frying is allowed in any space in the Library;
- Any electrical appliances must be approved by the Library, and electrical requirements must be given to the Library at least two weeks prior to the event;
- Set up time for the event will be determined by the Library;
- All spaces should be cleaned and tables wiped clean. The proper disposal of all refuse is expected, especially liquids. Nothing (including water and ice) can be poured in the drinking fountains, landscaping, fountain, or grass areas. All food, beverages, and trash must be removed from the premises immediately following the event. Any costs incurred in the removal of undisposed food will be charged back to the caterer;
- No gratuities are to be given to library staff;
- The Library is not responsible for any property left on the premises by the caterer. Any property which is left on the premises for five days after the end of the event may be disposed of by a designated library staff member, by public



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sale or destruction, without notice to the user or any other party, and without liability to the Library;

- Alcohol may be permitted provided the user adheres to liquor laws as set forth by the Utah Department of Alcoholic Beverage Commission; and,
- Library applicants must agree to restore the area to a reasonable degree of order (e.g., all waste material in appropriate receptacles). Failure to restore facility or meeting room to this condition may result in additional charges for the required cleaning and may result in revocation of authorization for future use.

### MTG2.10 Decor/Floral Decorations

MTG2.10.1 Approval of the Application for Use of Meeting Rooms form is for the room only. Approval for decorations, anything fastened to the wall, special signage, a registration table outside the meeting room, etc., must be obtained through prior written consent from the library manager in the case of a branch library, or from the Communications Department at the Main Library.

MTG2.10.2 Decor must not mar or affect the appearance of the library structure and must be removed immediately following the event. No tape, adhesive, nails, screws, metal hooks, etc., may be placed on or driven into any wall or surface of the Library.

MTG2.10.3 Any additional lighting must be approved by a designated library staff member. The lighting vendor must meet with a designated library staff member at least one week prior to the day of the event to discuss electrical requirements.

MTG2.10.4 Candles must adhere to local fire code standards.

### MTG2.11 Liability/Restrictions

MTG2.11.1 The Library premises must be returned to its original condition; groups or individuals using library property assume liability and shall be liable for any damage resulting from said usage as assessed by the Library.

MTG2.11.2 The Library does not assume responsibility for materials, equipment, or any other article left by an organization, group, or individual in the Library and will not be liable for loss, theft, or damage thereto. If items are left unclaimed for five days after the event, items may be sold by the Library at a public or private sale or destroyed without notice to the organization, group, or individual, and without liability of the Library.

MTG2.11.3 Individuals or organizations reserving library space(s) are responsible for ensuring that all necessary safety provisions are observed.

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- MTG2.11.4 Library facilities and meeting rooms are managed according to city, county, state, and/or federal laws governing the protection of public property and fire safety.
- MTG2.11.5 The Library is not liable for damages resulting from food served at events.
- MTG2.11.6 Library conference and facility users agree to pay for any and all damages to library property including, but not limited to, walls, floors, carpets, grounds, equipment, and furniture while property is being used. Failure to pay for damage will result in revocation of authorization for future use and/or other necessary actions.
- MTG2.11.7 Applicants using library meeting rooms may not charge an admission or registration fee or take up a collection for entrance to or participation in a meeting or program except for activities sponsored by the Friends of the Salt Lake City Public Library or by those applicants paying a rental fee. The applicant may not sell any materials (including books) or collect any other fees, charges, or donations unless the Library Administration gives prior written approval of such sales or collections.
- MTG2.11.8 In accordance with Utah State Law, no smoking is permitted in public buildings, including libraries, or within 25 feet of a library entrance.
- MTG2.11.9 Copyright restrictions apply to the use of library meeting rooms and equipment. Library meeting rooms and equipment cannot be used to duplicate or show material protected by copyright law (Title 17, *United States Code*). Applicants may be liable for any infringement.

### MTG2.12 Indemnification

The user shall hold harmless, defend, and indemnify the Library and its entities from and against any and all claims, losses, causes of action, judgments, damages, and expenses, including, but not limited to, attorneys' fees, because of bodily injury, sickness, disease, or death, or injury to or destruction of tangible property, or any other injury or damage resulting from or arising out of:

- Performance or breach of this Contract by user;
- Suppliers' use of library premises; or,
- Any act, error, or omission on the part of the user or its agents, employees, or subcontractors except where such claims, losses, causes of action, judgments, damages, and expenses result solely from the negligent acts or omissions or willful misconduct of the Library, its officers, employees, or agents.

### MTG2.13 Insurance

- MTG2.13.1 The Library may require the applicant/vendor to maintain Commercial General Liability Insurance, to include Liquor Liability

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Insurance, with a minimum of \$1,000,000.00 limit per occurrence. If applicable, applicant/vendor shall maintain Commercial Automobile Insurance with a minimum limit of \$1,000,000.00 combined single limit. Applicant/Vendor agrees to maintain and be responsible for all Workers Compensation Insurance for all employees on the premises if applicable. In addition, the Library and its entities must be named as additional insured on all liability policies.

- MTG2.13.2 If the coverages described above are not in place at the time the application is submitted, the applicant/vendor should be prepared to describe what types and levels of coverage are in place currently, and clearly indicate their ability and willingness to obtain the above-listed coverages if required by the Library. The Library reserves the right to require additional coverages from that presented, at the applicant's/vendor's expense, for the additional coverage. An insurance waiver may be issued to an applicant that can show proof of being uninsurable – proof that coverage was denied by at least three insurance providers licensed and doing business in the state of Utah, including the current state provider of insurance.

*Approved by Library Board of Directors, November 2004*

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### **MTG3      Petitions**

The Salt Lake City Public Library recognizes citizens' fundamental right of political expression. As a politically neutral institution, the Library does not endorse or oppose the issues or views expressed through a petition drive.

Petitioning is not permitted inside Library buildings, including the Urban Room of the Main Library. The right to petition on Library grounds is granted through Salt Lake City Corporation's Special Events Office. Individuals or groups wishing to petition on the grounds of any City Library must obtain a Free Expression Activity Permit from Salt Lake City Corporation's Special Events Office, 801-535-6110 or

[http://www.slcgov.com/sites/default/files/documents/slcevents/2012/Free\\_Expression\\_Instructions\\_and\\_Guidelines%5B1%5D.pdf](http://www.slcgov.com/sites/default/files/documents/slcevents/2012/Free_Expression_Instructions_and_Guidelines%5B1%5D.pdf).

Petitioners must fully comply with Salt Lake City Corporation's First Amendment Petition Guidelines.

*Approved by Library Board of Directors, August 2010*

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## REF Reference

### REF1 Policy and Service Statement

The Salt Lake City Public Library provides reference service in support of its mission to promote free and open access to information.

#### REF1.1 Service Philosophy

Reference service is a dynamic process of active listening, tactful inquiry, and mindful body language. The basis of each interaction is the commitment to respond to a patron's request for information or materials. All staff are expected to honor the confidentiality of reference questions and to respect patrons' right to privacy (see American Library Association's *Privacy: An Interpretation of the Library Bill of Rights [2002]*).

Reference service will be provided without bias. Service delivery will not be affected by the category of user, the potential use of the information, or the format in which the information is contained.

Staff will not interpret or evaluate information when the specialized skills of another profession are required.

All public services staff will provide reader/listener/viewer guidance. Staff will act as consultants, offering informed judgments and guiding the patron in directions to satisfy recreational or informational needs.

#### REF1.2 Delivery of Reference Service

The Library will receive and answer reference questions using a variety of communication methods including email, telephone, and fax.

Telephone reference service is provided for short, factual questions which do not require an extensive response. Some questions do not lend themselves to telephone reference service, and staff may need to ask patrons to come in and look at available materials.

When an immediate answer cannot be provided, staff may ask to call the patron back when the desired information has been located.

Reference requests received in written form are answered where received or routed to the appropriate service agency. Questions received by email are generally answered within 48 hours. This service is designed for quick answers and referrals.

#### REF1.3 Limitations to Information Service

While the widest possible access to services and resources is the goal, access must sometimes be balanced with control. To assure continued availability of often used or hard to replace items, some materials are limited to in-library use.

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Because limitations to services or resources may have far-reaching implications, requests to establish permanent restrictions require administrative approval.

When materials need to be returned to the same point to be available quickly for other clients, users may be asked to leave identification at the service desk.

### **REF1.4 Evaluation of Information Services**

The City Library continually seeks to improve the quality of its information services. Staff will regularly conduct surveys and gather statistics. Information gathered will be used to evaluate services, make policy decisions, create reports, and make budget decisions.

*Approved by Library Board of Directors, November 2012*

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### REF2 Materials Delivery Service

Materials delivery services are provided to further promote the mission of the City Library to Salt Lake City residents who are homebound or live in one of the senior citizen centers that have requested a library deposit collection.

#### REF2.1 Materials Delivery Services for the Homebound

Homebound services are provided to patrons who are homebound or who have physical limitations that make it difficult to get to the Library.

REF2.1.1 A homebound service application may be requested by mail, phone, or e-mail. Patrons requesting homebound service must sign the application affirming that they qualify for homebound services and return it to the Library.

REF2.1.2 Homebound service patrons may not use their library cards in the Library; they will receive their materials by mail. Items checked out by homebound patrons may be returned by mail or directly to any City Library.

REF2.1.3 Homebound service patrons are limited to checkout at a basic library card level (see CIR4) and may checkout any circulating items that fit within the canvas mail bag used for mailing materials. Photocopied and other printed information may be mailed within the limits of the Library copyright policy (CS1.1.2). Interlibrary loan materials may not be mailed.

REF2.1.4 The loan period for homebound materials is extended by one week to allow time for items to be mailed out and returned. Materials that are returned late by homebound service patrons will be subject to fines as outlined in CIR4.

REF2.1.5 A homebound service patron may switch to regular library service by coming to the library in person and providing a current, official photo ID.

#### REF2.2 Deposit Collections

The City Library supports local deposit collections to provide library materials to patrons who may be unable to visit a City Library in person. At each location, a contact person is generally assigned to administer the Library's materials. The decision to provide a collection is based on the availability of library materials and staff time. Organizations that are provided with a deposit collection are expected to follow procedures established by the Library.

*Approved by Library Board of Directors, August 2013*

## **Salt Lake City Public Library Policy Manual**

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### **REF3 Community Outreach**

Library visits to schools, community groups, and other organizations are one way to promote the City Library to the community. They are a useful component of the Library's outreach efforts and can be tailored to serve specific needs of users.

#### **REF3.1 Community Visits**

Library staff may initiate visits to schools, clubs, community groups, and nursing homes to promote specific library programs and services. Visits are generally limited to the Salt Lake City service area. Library staff may also make visits by invitation. Requests for a visit from a librarian may be handled within the agency with the approval of the agency manager. Such visits are voluntary, and the agency may refuse any request that is beyond the scope of the agency's resources or the City Library's mission.

Visits that require staff to represent the City Library at a booth or table such as fairs, expositions, and community events should be handled through Communications.

#### **REF3.2** Library staff should estimate the number of people visited and report the number to Communications using a Programming Report form.

*Approved by Library Board of Directors, December 2006*



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### **REF4 Test Proctoring**

#### **REF4.1 Policy Statement**

The Salt Lake City Public Library provides exam proctoring services in support of lifelong learning goals. This service is provided as a courtesy to patrons and is subject to the availability of staff to administer the examination. This service is only available for high school and university or college students.

*Approved by Library Board of Directors, October 2016*

## Salt Lake City Public Library Policy Manual

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### REF5 Lost and Found

A central lost and found area will be set aside at each library location to assist the public in retrieving personal belongs inadvertently left on library property.

- REF5.1 The Main Library and all branches will each maintain a separate place to store lost items with the following exceptions:
- REF5.1.1 Library cards will be stored for no more than two months in a separate file, preferably at the circulation desk.
  - REF5.1.2 Cash will be forwarded to the Business Office.
  - REF5.1.3 Perishable or personal hygiene items, i.e., food, toothbrushes, etc., will be discarded at the end of the day.
  - REF5.1.4 Some items such as checks, money orders, employee identification badges, etc., may be mailed back to the issuing agency or employer or shredded if owner cannot be identified.
- REF5.2 All unclaimed items become the property of the City Library. Library employees and volunteers, as agents of the Library, do not have the right to keep unclaimed lost and found items and may make no claim to any lost items.
- REF5.3 A patron who finds lost property may make a claim to the property if it remains unclaimed after two weeks.
- REF5.4 Unclaimed items will be donated to charity or discarded. Use good judgment as to what should be donated. Exceptions include the following:
- REF5.4.1 Cash becomes library property.
  - REF5.4.2 Books, audiovisual items, or other formats circulated by the Library go the Friends booksale area if not added to the collection.

*Approved by Library Board of Directors, November 2012*

## **Salt Lake City Public Library Policy Manual**

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### **REF6 Interlibrary Loan**

Interlibrary Loan (ILL) service allows libraries to loan or borrow materials from other libraries on behalf of their patrons. Interlibrary Loan is an essential public service at the City Library which expands the range of materials available for all library cardholders. This service serves as an adjunct to, not a substitute for, collection development. The City Library adheres to national and state ILL codes.

Materials which the Library loans and requests include:

- Audiovisual materials and print materials

Materials which the Library neither loans nor requests include:

- Rare or valuable materials;
- Non-circulating items, such as reference tools, and bound volumes of periodicals.

The City borrows but does not loan microforms.

The City Library is responsible for the safety of the material borrowed for its patrons for the entire time the material is in transit. Any outstanding ILL charges (loss of materials, unpaid fines, photocopying costs) will be assessed against the cardholder's account.

*Approved by Library Board of Directors, April 2015*

## **Salt Lake City Public Library Policy Manual**

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### **REF7 Patron Statement of Concern**

#### **REF7.1 Policy Statement**

The City Library Resource Selection Policy mandates the choosing of books and other library resources based on the values of interest, information, and enlightenment for all people of the community, and no resource shall be excluded because of the race or nationality, or the social, political, or religious views of the authors. The Library will consider patron objections to resources in its collections only when the objections are submitted in writing and, if possible, on the approved form.

#### **REF7.2 Public Services Interactions**

All expressions of concern about library materials will be taken seriously and treated with respect. The Statement of Concern about Library Resources form is available at each City Library location and will be given to any patron who wishes to express such an objection.

Copies of the City Library's Resource Selection Policy are available at each library location.

*Approved by Library Board of Directors, November 2012*

## Salt Lake City Public Library Policy Manual

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### REF8 Periodicals Collection at Main

#### REF8.1 Policy Statement

The Periodicals Collection of the City Library provides access to materials unavailable at other area libraries. It is a noncirculating, archived collection. Many of the physical items in the collection are old and fragile. These are very valuable resources which require special care and preservation. Therefore, library staff need to balance the information needs of users with the protection of this collection. As a result, there are special requirements for using many of these materials in order to ensure that the collection remains a viable and accessible resource for future users.

#### REF8.2 Procedures for Patron Use

The collection is available to patrons during the hours that the Main Library is open. Patrons can request to use the collection by going to the Periodicals reference desk on Level 2.

Materials, both microfilm and paper, can only be used within the building. Patrons log a request on an internal check-out sheet. All materials must be handled with care. White gloves will be worn, if appropriate, for fragile and rare items.

Photocopying of materials is generally allowed. Copying of materials is sometimes made at the discretion of the librarian, who may copy the materials for users. Not all materials can be copied. For example, materials in fragile or poor condition should not be photocopied.

After use, the librarian will return the materials immediately to the shelving truck in the locked collection area.

In special circumstances, patrons are allowed to remove items from the City Library when a deposit comparable to the value of the periodical is left with a staff member. A Reference Loan Agreement form may be used. All requests for loans must be approved by the Manager or Assistant Manager of Level 2. Periodicals of extreme value to the local culture, as well as irreplaceable, old, or fragile periodicals may not be taken out of the Library by patrons.

#### REF8.3 Procedures for Staff Use

Library staff must follow the same regulations in using the collection as patrons. Materials may be removed from the Periodicals area with approval of the Manager or Assistant Manager of Level 2. Materials removed must be noted in writing.

*Approved by Library Board of Directors, December 2006*

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### REF9 Programs (All Ages)

Programs and interpretive activities are provided for all library patrons to further promote and extend the collections, services, goals, and mission of the City Library.

#### REF9.1 Programming

The City Library provides a variety of activities for children, young adults, and adults such as book discussions, art displays, author visits, lectures, community conversations, workshops, summer reading programs, storytimes, poetry readings, musical concerts, etc., which meet the Library's goals and objectives. These are referred to collectively as programs.

REF9.1.1 Under the direction of Communications, the Library's Programming Committee plans and coordinates the major, systemwide programming of the City Library. The group designs a framework for well balanced, well planned, and farsighted programming for the current year and beyond.

The Programming Committee consists of the Library Director or Deputy Director, Communications Manager, and chairs of the following committees: Art Review, Children's Services, Teen Services, Utah Center for the Book, Diversity, and Adult Services. In addition, the chair of any task force whose charge includes programming will be added to the group.

The Programming Committee coordinates an annual Idea Exchange in the fall. Participants include at least one representative from each public services agency, at least one representative from each task force whose charge includes program development, and any other interested staff. The Idea Exchange is not a reporting of standard, ongoing programs such as storytimes and book discussions, but rather an opportunity for staff to suggest new programs, series, and author visits.

Following the Idea Exchange, the Programming Committee meets to categorize suggested programs into four program types: Arts, Literature, Information, and Celebrating Community. From this list, the Programming Committee develops a schedule of balanced programs to pursue for the upcoming year. The Programming Committee identifies the appropriate committee to plan, coordinate, and implement each program.

Committee chairs communicate with their committee members about the program(s) they have chosen or been assigned. The committee evaluates the merits of each idea and decides whether or not to proceed with the program. Its recommendations are sent to the Programming Committee Chair.

Staff who suggest program ideas or who have a particular interest in a project may request to assist with the project whether or not

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they are members of the committee responsible for the program coordination.

Individual agencies are responsible for planning and coordinating standard, ongoing programs such as storytimes, book discussions, etc.

In January, final programming budget requests from agencies, committees, and task forces are due to the Communications Manager who then shares them with the Programming Committee. The Library Director gives final approval for all programs. After the budget is approved, the Programming Committee sends budget allocations for each program to the appropriate staff.

The Communications Manager will forward all unbudgeted, previously unapproved programs to the Library Director for approval.

REF9.1.2 The Programming Committee, agencies, committees, and task forces may seek out community sources for co-sponsorship of activities that meet the City Library's goals and objectives. The Programming Committee Chair(s) and Library Director will review these requests on a case-by-case basis. When working with community partners, the following guidelines will apply.

REF9.1.3 The City Library will:

- Provide a written memo of understanding outlining duties of Library and cosponsor.
- Identify a library staff person as a contact and facilitator for the program or project.
- Provide space and set-up at no charge.
- Write press releases and send them to appropriate media.
- Provide presence of a contact person during the program.
- Design and print fliers, posters, postcards, etc., to promote the program. Discuss quantity, type of printed materials, and date needed with cosponsoring organization's representative. The City Library's representative will work with Communications to produce the publications.
- Negotiate other appropriate and reasonable support, such as printing, refreshments, contacts, book displays, special set-up requirements, etc. Negotiated agreements are subject to reevaluation.
- Participate in timely evaluations of the program or project with the cosponsor.

REF9.1.4 The cosponsoring organization will:

- Provide a contact person who is authorized to make decisions.
- Provide a brief written overview of the proposed program/project with the following information: 1) Name of your organization and mission, 2) What is your program about, 3) When are you giving the program, 4) Why are you giving

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the program, 5) How will the program be presented (lecture, film, etc.), 6) Who are the speakers/performers (include titles), 7) How large is the expected audience, 8) Who is the targeted audience, 9) What publicity venues do you recommend to reach your targeted audience, 10) Any other potential partners and/or cosponsors?

- Work with library contact person to coordinate publicity.
- Meet Library's publicity deadlines and provide complete information.
- Provide honoraria and accommodations for speakers unless otherwise negotiated.
- Participate in timely evaluation of program or project with the library contact.

REF9.1.5

On occasion, individuals or groups offer unsolicited programming ideas to the City Library and seek library co-sponsorship. Staff should forward all such requests to the chair of the Programming Committee. Unless an outstanding opportunity arises, the Library will generally not host programs outside of the standard programming structure for the year.

Unsolicited or serendipitous program suggestions will be reviewed by the Programming Committee Chair, Library Director, Communications Manager, and appropriate committee chairs. This group will have final approval over any previously unplanned programs.

As with all library-sponsored events, only those unsolicited programs that promote and extend the City Library's collections, services, goals, and mission will be accepted. A library-sponsored program must not promote the services, products, or philosophy of an individual or group.

When appropriate, the Programming Committee Chair will request the following information from an individual or group seeking library co-sponsorship for a program:

- A written program outline/summary;
- Credentials/resume/experience of the program presenter;
- Background/history of the cosponsoring group.

*Approved by Library Board of Directors, December 2006*



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**REF10**  
REF10.1

## Internet Access Policy

### Policy Statement

The Salt Lake City Public Library is a dynamic civic resource that promotes free and open access to information, materials and services to all members of the community to advance knowledge, foster creativity, encourage the exchange of ideas, strengthen community, and enhance the quality of life.

The City Library considers electronic technology to be a powerful tool and an effective means to extend open access to information and ideas. As a community institution of learning and knowledge, The City Library is dedicated to the concept of intellectual freedom and the rights of freedom of speech and expression under the United States Constitution.

The Internet and other electronic resources offer access to a wide variety of material, information, beliefs, and opinions, and The City Library recognizes the growth and evolution of the Internet as an open forum for the exchange of information and ideas. As a resource, the Internet offers an unprecedented level of access to the full scope of human achievement, and The City Library will attempt to provide as broad of access to the Internet as possible within the parameters outlined by this policy.

Use of City Library equipment or network access for illegal purposes is expressly prohibited. Internet users shall not access material that is obscene, pornographic, or child pornography, and in addition minors shall not access material that is harmful to minors under Utah law. Users are required to use The City Library's computers in a manner that does not have a detrimental impact on the stability and functionality of The City Library's computer system and its ability to connect to and use other networks and resources. The following activities are specifically prohibited:

- Installing, uninstalling, or altering any software or hardware without the express permission of authorized library staff.
- Engaging in any activity intended to compromise the security or proper operation of computers or network systems, whether internal or external, compromise the privacy of other users, or obstruct the work of others.
- Sending forged bulk, unsolicited, voluminous, or frequent electronic mail; violating copyright or other intellectual property laws; or fraudulently misrepresenting one's identity in any communications.

A violation of the provisions of this Policy may result in the withdrawal of access and may subject the user to disciplinary action consistent with library policies and procedures. All criminal activities will be referred to police, state, and/or federal agencies. The City Library has adopted (1) administrative procedures and guidelines for staff to follow in enforcing this Policy, and (2) procedures for use by patrons and staff to handle complaints about this Policy and its enforcement or about observed patron behavior. Such procedures and guidelines are available for review at The City Library.

In accordance with Utah Code Section 9-7-215, The City Library employs the use of Internet filters designed to block visual depictions that are child pornography or obscene as defined by state and federal statutes. The use of such filters does not

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guarantee the appropriateness of all resources available through library computers. The City Library strongly encourages parents to supervise their children's use of the Internet.

### REF10.2 Access to Internet Features

Every attempt will be made to offer as wide a range of Internet features as is legal, practical, and appropriate in a public library setting and which is affordable and compatible with The City Library's computer network.

The Technology Center is designed to provide users with software options that are not available on other library computers and to offer users assistance in using those software options. To maximize these features and services, games and chat are not allowed in the Technology Center.

### REF10.3 Equitable Use of Resources

In order to provide open, equitable access on a finite number of City Library computers, users are limited to two sessions per day. Patrons can decide the length of a session up to a maximum of one hour when reserving machines. Reservations can be made using a regular library card or an Internet access only card. Use of multiple cards to access the Internet by a single user is prohibited. Patrons who use deceptive means to access library computers may lose their Internet access privileges at all City Libraries.

### REF10.4 Access for Minors

As with all library resources and collections, The City Library affirms that parents and legal guardians are ultimately responsible for monitoring their minor child's access to The City Library's computers and the resources available on the Internet. The City Library strongly encourages parents to supervise their children's use of the Internet and other electronic resources.

In accordance with the federal Children's Internet Protection Act (CIPA) and Utah Code Section 9-7-215, The City Library employs the use of Internet filters designed to block sites containing visual depictions that are child pornography, harmful to minors, or obscene as defined by state and federal statutes on all publicly accessible computers with Internet access.

To the extent practical, The City Library shall take steps to promote the safety and security of users of The City Library's computer network when using electronic mail, chat rooms, instant messaging, and other forms of direct electronic communications, and to restrict the access of minors to materials harmful to minors. Specifically, as required by CIPA, prevention of inappropriate network usage includes: (a) access by minors to inappropriate matter on the Internet; (b) unauthorized access, including so-called "hacking," and other unlawful activities; and (c) unauthorized disclosure, use, and dissemination of personal identification information regarding minors.

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- REF10.5      Children's On-line Privacy Protection Act
- In support of the Children's On-line Privacy Protection Act, library employees will not assist patrons under the age of 13, unless accompanied by a parent or guardian, to set up an account that involves two-way communication. Examples include, but are not limited to, chat rooms and electronic mail.
- REF10.6      Disabling of Internet Filters
- Although every effort is made to ensure that the only material blocked by the Internet filters employed by The City Library is that which violates this policy, the continuous and rapid evolution of the Internet makes the use of Internet filters an imperfect solution to a difficult problem. At the request of a library patron, sites blocked by the Internet filter will be reviewed to determine whether they are in accordance with this policy and Utah Code Section 9-7-215.
- REF10.7      Education, Supervision, and Monitoring
- It shall be the responsibility of The City Library to educate, supervise, and monitor appropriate usage of its computers and network in accordance with this Policy, CIPA, the Neighborhood Children's Internet Protection Act, and other applicable laws. Procedures for modifying any technology protection measures shall be the responsibility of the Library Director.
- REF10.8      Access to Public Computer Printing
- The City Library provides ten pages of free black and white printing per month from its computer terminals to its patrons and charges 10¢ per page for additional black and white printing. The City Library provides free black and white printing from the Library's purchased databases.
- REF10.9      Responsibility for Damages
- The City Library assumes no responsibility for any damages, direct or indirect, arising from use of its computers or network or from its connections to other Internet or electronic resources.
- REF10.10     Development, Review, and Availability
- This Policy was developed under the direction of the Salt Lake City Public Library Board, was adopted on March 22, 2012 following public notice, in a public open meeting at which the proposed Policy was addressed, and has an effective date of March 22, 2012. The Library Board shall review this Policy at least every three years.
- Notice of the availability of this Policy shall be posted in a conspicuous place within The City Library for all patrons to observe.

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(See “Resource Selection Policy:” Appendix G2 American Library Association’s Interpretation of the LIBRARY BILL OF RIGHTS ON ACCESS TO ELECTRONIC INFORMATION, SERVICES, AND NETWORKS)

*Approved by Library Board of Directors, June 2016*

# Salt Lake City Public Library Policy Manual

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## REF11 Special Collections

### REF11.1 Policy Statement

Special Collections has a unique role in providing access to information and materials covering the history and civilization of the Salt Lake Valley and items of special note for the patrons of the Salt Lake City Public Library. This is a very valuable resource which requires special care and preservation. Therefore, library staff need to balance the information needs of users with the protection of this collection. As a result, there are special requirements for the use of these materials in order to ensure that the collection remains a viable and accessible resource for future users.

### REF11.2 Procedures for Patron Use

The collection is available to patrons during the hours that the Main Library is open. Patrons can request use of the collection by going to the fourth floor reference desk.

Patrons can request one item at a time from the collection. Staff will retrieve the item and log it on the sign-in sheet. All materials must be handled with care. White gloves will be worn if appropriate for fragile and rare items.

Patrons should be instructed to only use pencils around all materials.

Copying of materials is made at the discretion of the librarian, who will copy the material for users. Not all materials can be copied. For example, materials in fragile or poor condition should not be copied.

After use, the librarian will return the materials immediately to the shelving truck in the locked collection area.

### REF11.3 Procedures for Staff Use

Library staff must follow the same regulations in using the collection as patrons. Only Level 4 staff are allowed to retrieve materials from the locked area stacks.

Absolutely nothing can be removed from the Special Collections area without approval of the Manager or Assistant Manager of Level 4. Material removed must be noted in writing. Materials are not available for interlibrary loan use.

*Approved by Library Board of Directors, December 2006*

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## REF12 Permanent Art Collection

### REF12.1 Policy Statement

The Salt Lake City Public Library is a dynamic civic resource that promotes free and open access to information, materials, and services to all members of the community to advance knowledge, foster creativity, encourage the exchange of ideas, strengthen community, and enhance the quality of life. Within this commitment to cultural exploration and enhancement, the Library owns and maintains a permanent collection of original artworks.

### REF12.2 Display and Housing

Works in this collection are displayed throughout the City Library System in public and staff spaces. Items not on display are housed in a secured area with limited access. Departments may request use of items in this collection for use as art displays.

### REF12.3 Proper Display of Works

Works will only be displayed in areas where environmental controls allow the lowest possibility of damage or deterioration. Works containing wood, fiber, linen, canvas, paper, and pigments are highly susceptible to damage or deterioration when exposed to direct sunlight, fluorescent light, humidity, and temperature fluctuations.

### REF12.4 Inventory

The City Library maintains an inventory list of all items in this collection. The Library may also maintain an updated appraisal for the collection.

### REF12.5 Public Access to Works

Arrangements may be made for individual patrons to view works within this collection. To view a work that is not on public display, a patron should make a formal request at least 24 hours in advance. Works may only be viewed at the location where they are housed.

### REF12.6 Loan of Works

In rare cases, loan of works in this collection may be made to appropriate institutions for use in exhibits or for scholarly study. Appropriate institutions include, but are not limited to, museums, galleries, libraries, and historical organizations. An Outgoing Loan Agreement contract (see REF12.9) must be completed and signed before works are released for loan. All loan requests of these materials are subject to final approval by the Library Director.

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### REF12.7 Additions to the Collection

REF12.7.1 Additions to this collection may be made in the following ways:

- Donation of a work.
- Purchase of a work as part of the public art portion of the building program.
- Purchase of a work with no set installation to expand or enhance the scope of the collection.

REF12.7.2 The Library Director may form a committee or employ outside experts to advise, appraise, or recommend additions to the collection. The Library Director will review recommendations. All additions (donations and purchases) to the collection are subject to final approval by the Board of Directors.

### REF12.8 Deaccession of Works from the Collection

Periodically, it may be determined that a work or works from this collection are no longer needed in the collection. The Library Director may form a committee or employ outside experts to advise, appraise, or recommend deaccession of works from the permanent art collection. The Library Director will review recommendations. All deaccessions from the collection are subject to final approval by the Board of Directors.

Deaccession may happen in the following ways:

- Donation of the work to another public cultural institution.
- Sale of the work to another public cultural institution.
- Trade for works that can better enhance the scope of the collection.
- Sale of the work on the open market.

### REF12.9 Outgoing Loan Agreement Contract

SALT LAKE CITY PUBLIC LIBRARY

210 East 400 South

Salt Lake City, UT 84111

(801) 524-8200

PERMANENT ART COLLECTION –

TO:

(Name)

(Street Address)

(City/State/Zip)

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(Telephone)

Date Initiated:

In accordance with the attached conditions, the object(s) listed below is/are lent for the following purpose(s) only:

for the period \_\_\_\_\_ to \_\_\_\_\_

Location of objects while on loan:

Loan Recommended by \_\_\_\_\_



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DESCRIPTION OF OBJECT(S)  
VALUE

INSURANCE

INSURANCE	<input type="checkbox"/>	To be carried by Library	<input type="checkbox"/>	Insurance waived
		Premium to be billed to Borrower	<input type="checkbox"/>	To be carried by Borrower

CREDIT LINE TO READ: Permanent Collection, Salt Lake City Public Library

I have read and agree to the attached conditions and certify that I am authorized to enter into this Agreement.

BORROWER OR AUTHORIZED AGENT  
PUBLIC LIBRARY

APPROVED BY SALT LAKE CITY

Signed

Signed

Title

Title

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Date

Date

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REF12.10 Conditions for Outgoing Loans (to be attached to Outgoing Loan Agreement)

SALT LAKE CITY PUBLIC LIBRARY  
PERMANENT ART COLLECTION  
CONDITIONS FOR OUTGOING LOANS  
(to be attached to Outgoing Loan Agreement)

### Protection of Outgoing Loans

Objects borrowed shall be given special care at all times to insure against loss, damage, or deterioration. The Borrower must take reasonable precautions to protect borrowed objects from fire, theft, mishandling, dirt, insects, vermin, human contact, and extremes of light and temperature.

The Borrower must notify the Library immediately if s/he discovers damage or loss. The Borrower must follow this notification with a full written report that includes photographs explaining the damage.

No object may be removed from its frame, altered, cleaned, restored, repaired, photographed, photocopied, or otherwise reproduced without the Library's written permission.

The Borrower must secure objects from damage and/or theft by using appropriate brackets, railings, display cases, or other responsible means.

### Insurance of Outgoing Loans

Objects shall be insured during the period of this loan for the value stated on the face of this Agreement, or fair market value, whichever is greater. Objects must be insured under an all-risk policy subject to the following standard exclusions: wear and tear, gradual deterioration, insects, vermin or inherent vice, repairing, restoration or retouching processes, hostile or war-like action, governmental action, invasion, insurrection, rebellion, nuclear radiation, or radioactive contamination. The Borrower must insure the objects as soon as they either leave the Library or are removed from a library vehicle.

Any lapses in insurance coverage, any failure to secure insurance, and/or any action by the Lender concerning notice will not release the Borrower from liability for loss or damage.

Insurance values may be reviewed periodically. The Library reserves the right to increase coverage if reasonably justified. In the event of loss or damage, the Borrower's liability to the Library will be limited to the insurance value then in effect or the fair market value, whichever is greater.

The Borrower agrees to indemnify the Library for any and all loss or damage to the objects occurring during the course of the loan, except for loss or damage resulting from wear and tear, gradual deterioration, inherent vice, war, and nuclear risk.

### Packing and Transportation

The Borrower agrees to pack and transport objects using safe methods.

### Costs

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Unless otherwise noted, the Borrower must assume all costs of packing, transportation, customs, insurance, and other loan-related costs.

### Reproduction and Credits

The Borrower shall label each object and give credit to the Library. Unless the Library otherwise stipulates in writing, the visiting public may photograph the borrowed objects. The Borrower must obtain permission from the Library to reproduce objects for purposes other than recordkeeping, including catalogue, education, and publicity uses related to the loan's stated purpose.

### Return/Extension/Cancellation

The Borrower must return objects to the Library in satisfactory condition by the stated termination date. Only the Library Director or her/his designate may approve an extension of the loan period. Such an extension must be granted in writing and accompanied by a parallel extension of insurance coverage. The Library reserves the right to recall objects from loan on short notice, if necessary. The Library also reserves the right to cancel any outgoing loans for good cause at any time. The Library will make every effort to give reasonable notice for any loan recalls.

### Interpretation of Conditions Governing Outgoing Loans

In the event of any conflict between this Agreement and any of the Borrower's forms, the terms of this Agreement are controlling.

*Approved by Library Board of Directors, December 2006*

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### **REF13      Circulation of Reference Materials**

Reference materials are selected to provide information that is current and always available; therefore, reference materials do not circulate.

An exception to circulate the reference material may be made by the Library Manager of the collection owning the item, the Librarian-in-Charge, or Library Administration. Items that are heavily used, irreplaceable, old, or fragile may not be loaned.

*Approved by Library Board of Directors, November 2012*

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### TS Technical Services

#### TS1 Acquisitions of Materials

The Library uses vendors who provide competitive and cost effective pricing and service.

The Technical Services Division is responsible for ordering materials selected for inclusion in the Library's collections. Materials are ordered, funds encumbered, financial reports printed, materials received, and any problems associated with the above processes resolved.

The Technical Services Division maintains a collection of publishers' catalogs and information regarding specialty vendors to facilitate selection.

Every effort is made to coordinate orders to promote the greatest efficiency in the use of library resources.

Selectors evaluate gifts for inclusion in the Library's collections and recommend titles for memorials as requested. The materials are then ordered, received, cataloged, and processed by Technical Services Division staff.

##### TS1.1 Gifts and Donations of Materials / Gift Policy Statement (see "Resource Selection Policy," Gifts, Section IX)

Gifts of material or funds to purchase materials are welcome. Gifts must meet the same selection criteria as purchased resources. Upon receipt, all such material or funds become the property of the Library. Gift resources may be added to the collection, sold, exchanged, given to other organizations, or discarded. Gift resources are integrated into the Library's collection in normal shelving sequence. Separate shelving and/or special collections of gift items are not provided because such accommodations compromise the access and use of library materials.

Memorial gifts are accepted using the same criteria for selection as for purchased material. Gifts of money are accepted to purchase memorial resources which meet selection criteria. Such gifts are acknowledged, and a memorial plate is added to the resource.

The Library receives many gifts and donations of materials from individuals, authors, vendors, publishers, and organizations. All unsolicited materials are considered gifts or donations and become the property of the Library.

Library selectors evaluate these materials according to the principles expressed in the Library's "Resource Selection Policy" and decide whether to add them to the Library's collections. Materials that are not added to the collections are given to the Friends of the Salt Lake City Public Library for inclusion in their semiannual booksales. The Library and community therefore receive a benefit from the gift or donation even if the material is not added to the collection.

TS1.1.1 Gift materials are received in several ways. The most common are:

- Materials are dropped off at any library location by individuals wishing to donate to the Library.
- Materials are received in the mail.

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- When staff is available, materials are picked up from addresses within Salt Lake City boundaries upon request of the donor.

The goal of the procedure outlined below is to manage Technical Services personnel, space, and equipment resources in such a way that new material will not be significantly delayed in cataloging and processing due to the influx of gift materials which are generally in less demand.

### TS1.1.2

#### Evaluation Criteria

Branch and main library selectors evaluate materials donated in gift bins or at service desks to determine if they should be added to the collection. Gift materials are evaluated according to the principles outlined in the Library's "Resource Selection Policy." It is important to recognize that gift materials are not "free" — the costs associated with cataloging and processing the materials are the same as that associated with new materials. Staff should examine gift materials carefully to insure that items being added contribute value to the collections and are in good condition. Some factors to consider when evaluating gift materials include:

- Is this material needed in the collection?
- If this item is needed in the collection, should we order a new copy rather than accept the gift copy?
- Is the material complete? Are any of the pages, illustrations, maps, etc., missing?
- Are the pages yellowed or brittle?
- Is the gift copy attractive and in good repair?

### TS1.1.3

#### Gift Materials Received at Library Locations

Gift materials move through the Library according to the following:

- General materials are taken to a designated area for "Gifts and Donations" on the basement level of the Main Library next to the Switchboard. System selectors review this material regularly for inclusion in the collection.
- Materials which the receiving agency does not wish to add to their collection are sent to the Friends booksale area for inclusion in the booksale. System selectors and collection development specialists from throughout the Library System review the materials in the booksale area before each booksale to identify and retrieve materials which should be added to the collections.

The following procedures should be adhered to:

- Branch staff should clearly identify gift materials so they may be taken to the correct area by the delivery staff.
- A "Gift and Donations" slip is completed and inserted in each item to be added to the collections.
- Acquisitions staff will retrieve gifts and donations from the "Gifts and Donations" area in Technical Services daily. These materials will then enter the normal work flow for cataloging and processing.
- Gift material that should receive RUSH or priority treatment should be placed on the "Gift and Donations" shelf in Technical Services.

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### TS1.1.4 Gift Materials Received in the Mail

Acquisitions receives and unpacks gift materials received in the mail.

Advance reading copies received from publishers and vendors are not added to the Library's collections but are distributed to library staff for readers' advisory purposes.

Gift copies of books donated by publishers and vendors are placed on shelves in the Acquisitions area. Selectors may look through these materials and choose to add them to their collections.

Materials received from authors, organizations or other individuals are sent, along with any accompanying letters, to the appropriate Main Library agency for evaluation.

Material to be added is returned to Acquisitions with a "Gift and Donations" slip inserted in the item. These materials receive RUSH treatment so the donor may quickly see that their gift has been added to the collections.

The letter or other documentation accompanying the gift is sent to the Project Manager so an acknowledgment of the gift and thank you letter may be sent to the donor.

### TS1.1.5 Memorial Gifts and Donations

Individuals and organizations may remember relatives, friends, and members through a donation of a memorial gift to the Library. Requests to add memorial items to the collections should be channeled through the Project Manager, who will issue a thank you letter to the donor and send an acknowledgment letter to the family.

The following staff should be notified upon receipt of a memorial donation:

- Project Manager;
- Business Office Manager;
- Appropriate Public Services Manager and/or system selector (Deputy Director if no one is identified).

The following procedures outline the flow in handling these materials:

- Donations will be deposited by the Business Office Manager, then allocated to the appropriate fund account by Acquisitions.
- A selector will be notified of the bequest and, based on information provided by the donor, select material to add to the collection.
- Memorial orders will be treated as RUSH orders.
- Acquisitions staff will place a note in the order record indicating the particulars of the donation.
- Upon receipt, the material is processed and a memorial gift plate is inserted in the book. The material is sent to the Project Manager, who will notify the donor that the material has arrived. It is then passed on to the circulation desk of the donor's choice where it will be held for two weeks so the donor may review or check out the material.



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- TS1.1.6      The Project Manager will notify the Business Office of cash or monetary gifts. The Business Office will notify Acquisitions so the funds may be added to the proper fund accounts or, if necessary, special funds established for the gift (see “Board of Directors ByLaws/Handbook,” Section 3(b), Cash and Memorial Gifts for Materials).
- TS1.1.7      Acknowledgments
- In addition to forwarding the letters and documentation accompanying gifts and donations, library staff may provide additional information so thank you letters and acknowledgments may be personalized as appropriate. The Project Manager will maintain a record of gifts and donations to the Library from individuals and organizations.
- The Library does not place a valuation on gifts and donations of materials. Donors who wish to have a receipt for tax purposes may fill out a “Gift Policy Statement” form and submit it with their donation. This form will be completed by the receiving staff member and sent to the Project Manager, who will return the form to the donor along with a letter of thanks from the Library.
- TS1.1.8      Identification in Database
- In order to document the number and value of gifts added to the collection, the item record for gift materials will receive a designation of “g” in the ICode2 field.

*Approved by Library Board of Directors, June 2000*

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### **TS2 Cataloging of Materials and Database Maintenance**

The Technical Services Division is responsible for providing access to the Library's collections. The Library uses the Dewey Decimal system and the ANSCR system as its primary classification system for books and audiovisual materials.

The Library participates in a program of shared cataloging through the use of a bibliographic utility to provide quality bibliographic records in full MARC format. These records are then edited, as necessary, by library staff to reflect local call numbers and practices. Library staff create original bibliographic records for materials for which cataloging records are unavailable.

The Technical Services Division staff receives and processes all material with the exception of periodicals, newspapers, and microforms. After bibliographic records are created for these items, they are received and processed by individual branch and Periodicals staff members.

Maintenance of the Library's data base is ongoing with bibliographic records being added and deleted, authority headings and records being added and deleted, authority headings and records being reconciled, and corrections and enhancements of records taking place as necessary. A procedure is in place for Public Services staff to notify Technical Services of errors in the data base.

Retrospective projects to recatalog or otherwise improve access to the Library's collections are carefully evaluated, prioritized, and undertaken as required to provide excellent access and public service.

Technical Services Division staff work closely with Computer Services staff to schedule and coordinate data base maintenance procedures.

*Approved by Library Board of Directors, July 1996*

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### TS3 Processing and Maintenance of Library Materials

The Technical Services Division is committed to providing attractive and well maintained collections. Materials are processed to maintain the marketing appeal of the original packaging, to be easily shelved and retrieved, and to facilitate circulation. The processing of materials is designed to protect and preserve and to implement security controls over the materials.

#### TS3.1 Mending and Binding

The Library is committed to providing attractive and well maintained collections in good physical condition. To accomplish this goal, the staff considers mending and binding options for worn or damaged materials. Processing staff evaluates material sent to the department from public services and mends or sends to the bindery as appropriate.

##### TS3.1.1 Mending

Mending should be undertaken when an item needs minimal repair but is otherwise in good to excellent condition. The Library is able to provide the following mending options for materials:

- Replacement of torn or damaged plastic dust jackets;
- Replacement of faded or missing spine labels;
- Replacement of damaged barcodes;
- Reinforcement of bindings by tightening hinges;
- Repair of wrinkled or torn pages;
- Cleaning of jackets and book covers;
- Tipping in of a few pages;
- Replacement of missing liner notes for audiovisual materials with a generic note;
- Replacement of damaged packaging for audiovisual materials;
- Combinding for trade paperbacks for which this is the appropriate binding choice;
- Mass market paperbacks may be glued if the entire contents have separated from the cover.

##### TS3.1.2 Binding

Materials that are important to the collection but seriously damaged or worn are sent to the bindery:

- Books with many pages that have detached from the binding;
- Books in need of major spine tightening;
- Books in need of new board (covers);
- Trade paperbacks.

##### TS3.1.3 Factors to Consider

The following factors should be considered before sending materials to be repaired or bound:

- Is the material whole (i.e., no missing pages, illustrations)?
- Are the pages yellowed and/or brittle?
- Do we have other copies of the title in the collection?
- Is the item of significant value to the collection?
- Is it possible to replace the item with another copy? A newer edition?

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- Is it cost effective to repair?

Generally speaking, worn mass market paperbacks are not repaired or bound and should be discarded.

Water damaged, moldy, and insect-infested material should be discarded unless the item is of such age, rarity, and value that special treatment should be considered. This type of repair work will be contracted to an outside agency.

### TS3.1.4

#### Procedure

Damaged material is brought to the attention of selectors and/or collection development staff in the branch or department.

After determining that the best option is to either mend or bind the material, the selector/collection development specialist completely fills out a Mending/Binding form and inserts it into the material. The form includes all instructions and steps necessary as the material goes through this procedure.

The material is checked out to the Mending/Binding library card #2 1120 00134 1297.

The material is taken to Technical Services and placed on designated shelving.

Processing staff check-in the materials and evaluate according to whether the item should be repaired or sent to the bindery and then change the status to either F for mending or B for Bindery. This information will display on the OPAC.

Processing staff will return to the agency manager any materials they feel are inappropriate for either mending or binding.

### TS3.1.5

#### Processing Procedures

Processing will mend and repair materials as completely as possible. They will update the processing of materials as necessary. For example, new barcodes will be placed on the outside of books and interior barcodes obliterated. Books will be cleaned or dust jackets replaced if necessary.

Materials returned from the bindery will receive new barcodes on the outside of the book and new plastic dust jackets.

Processing staff will check the material out to the owning agency for 14 days, thereby clearing the Mending or Binding status. The OPAC display will now show a due date under the status column.

Public services staff then checks in the item in order to remove it from their agency card (the OPAC display will then say "available") and reshelves the material.

*Approved by Library Board of Directors, February 1999*

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### **TS4 Management Information**

The Technical Services Division contributes to the Library's management information system by regularly gathering statistics about the acquisition, cataloging, and processing of materials; the status of the data base; and related collection issues.

*Approved by Library Board of Directors, July 1996*