

Salt Lake City Public Library Policy Manual

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1. Introduction

1.1 Governance

Utah law authorizes cities in Utah to establish libraries. The Salt Lake City Council appoints a board of directors for the library from citizens at-large upon recommendation of the mayor. The Board is governed by the Salt Lake City Board of Directors Bylaws, which are publicly posted and periodically reviewed for amendment. The board shall appoint a professionally qualified Library Director.

Approved by Board of Directors 9/26/22

2. Professional Standards

2.1 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.

2.1.1 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.

2.1.2 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.

2.1.3 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.

2.1.4 Privacy and Confidentiality of Patron Records

The Salt Lake City Public Library is committed to protecting the privacy and confidentiality of patron records. This policy is based on the U.S. Constitution, and Utah’s Government Records Access and Management Act (GRAMA). Staff members and volunteers shall endeavor to protect information about library borrowers, their requests for information and materials, the online sites and resources they access, and their lending transactions.

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Government Records Access Management Act (GRAMA); Utah Code Annotated: Section 63G-2-301 et seq. refers to and defines public and private information. Section 63G-2-302(1)(c) defines as private “records of publicly funded libraries that when examined alone or with other records identify a patron.”

2.1.4.1 Types of records considered private include but are not limited to:

- Library card application information
- Library material check out information
- Overdue notices
- Program registration records
- Database search records
- Reference interviews
- Interlibrary loan request records
- Computer use records
- Any history of patron’s records retained in the library’s paper or electronic files

2.1.4.2 Records shall not be made available to anyone except as permitted by GRAMA, such as the patrons identified on the library card application, a parent or legal guardian of patrons under the age of 18, or a legal guardian of a legally incapacitated individual. Circumstances which may require the library to release private records include the following as provided by law:

- A court order signed by a judge from a court of competent jurisdiction, as provided by 63G-2-202(7), requiring the library to release records otherwise protected under the Utah Code
- A subpoena
- Other application law, including state and federal laws
- Request from person(s) legally authorized in accordance with GRAMA to inspect the user’s records.

All subpoenas and court orders must be served to the Executive Director, who is the lawful custodian of library records, or a designated Acting Director. Upon receipt of any such a court order, warrant, or subpoena the Library Director may consult with legal counsel to determine the appropriate response.

Patron information may be released to authorized partners or personnel for the purpose of collecting fees related to lost or damaged materials.

2.1.5 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 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.

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2.1.5.1 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.

2.1.6 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.

2.1.6.1 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.

2.1.6.2 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.

2.1.7 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.

2.1.7.1 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.

2.1.7.2 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:

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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.

- 2.1.7.3 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.
- 2.1.7.4 The parties participating in the appeal, may, by agreement, extend the time periods specified in subsection 6.7.2.
- 2.1.7.5 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.
- 2.1.7.6 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.
- 2.1.7.7 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.
- 2.1.7.8 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, October 2017

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2.2 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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2.3 Record Retention

2.3.1 Basis for Schedule

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. Library Administration created this retention schedule to be in line with the Utah General Retention Schedule created by the Utah Division of Archives and Records Service.

2.3.2 Determining Retention

The Utah General 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.

2.3.4 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.

2.3.5 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.
- Discussions of staff or patron behavior.
- Discussions of legal or financial matters.

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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 executive assistant 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. IT staff can provide assistance in saving email electronically.

2.3.6 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 63-2-305 (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).

Approved by Library Board of Directors 12/18/2023

[View the Record Retention Schedule Here](#)

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2.4 Financial Transactions

2.4.1 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.

2.4.2 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.

2.4.2.1 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.

2.4.2.2 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.

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

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2.4.3.1 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.

2.4.4 Cashing of Personal Checks

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

2.4.4.1 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.

2.4.4.2 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.

2.4.4.3 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.

2.4.5 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				
Transfer amounts from accounts in one department to accounts in another department	X	X	X			

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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

2.4.6 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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2.5 Procurement

2.5.1 Introduction

Salt Lake City Public Library Procurement Policy is a plan of action to guide Salt Lake City Public Library (Library) employees and assist them in making proper procurement decisions that are in the best interest of the Library and Library patrons. For the purpose of this policy the Library intends to adopt some procurement practices patterned after the provisions of Salt Lake City's Procurement Code 3.24. However, the Library shall maintain all of its own delegated authority as outlined in this policy separate from Salt Lake City's Department of Finance. This policy may be supplemented by procedures, which may be amended at the discretion of the Executive Director within the authority granted by this policy.

2.5.2 General Provisions

2.5.1.1 Purpose

The purposes of this policy are:

- A. To establish clear guidelines for the purchase of all supplies, equipment, vehicles, material, services, construction, or altering of facilities for the Library in a manner that will simplify, clarify, centralize, and modernize the procurement processes used by the Library, while achieving the goal of obtaining in a timely manner those goods and services required to effectively serve the Library and Library patrons.
- B. To ensure fair and equitable treatment of all persons who deal with the Library procurement system by providing to all interested parties the same information related to a solicitation at the same time, drafting solicitations in a manner that encourages all qualified offerors to submit proposals, and evaluating each proposal only by the evaluation criteria defined in the solicitation.
- C. To permit the continued development of procurement policies and practices, while increasing the public and staff's confidence in the Library's procurement procedures.
- D. To allow the Library to obtain goods and services that are economical, of the quality specified by the Library, and best suited to meet the Library's needs.

2.5.1.2 Application

This policy applies to all Library procurement processes and contracts initiated after Board approval of the policy. This document prescribes policies for the acquisition of supplies and services including, but not limited to, construction, research and development, architect-engineer, and commercial items.

This policy does not apply to the procurement of real property or any permanent interest in real property. Except as otherwise set forth herein, this policy applies to expenditure of public funds for procurement items, irrespective of funding source, including State and Federal assistance monies; provided however, that nothing in this policy shall prevent Salt Lake City Public Library from complying with terms and conditions of any grant, gift, bequest, cooperative agreement, or Federal or State guideline.

NOTE: For definitions of terms used throughout this policy see **2.5.7 Definitions**.

2.5.3 Delegated Authority

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2.5.3.1 Delegation of Authority

The Salt Lake City Public Library is a body politic governed by its Board of Directors. The Executive Director acts under authority delegated from the Board of Directors. With the approval of the Board of Directors, the Executive Director may take action with respect to procurement that is in the best interest of the Salt Lake City Public Library, including the following:

- A. The Executive Director may delegate in writing any authority granted under this policy to designees, as deemed prudent and appropriate.
- B. The Executive Director may also make delegations of authority in case of emergency, absence, or incapacity as deemed prudent and appropriate.
- C. When not in conflict with this policy, the Executive Director has authority to settle and resolve controversies relating to procurement processes, contracts, suspensions, and debarments.

2.5.3.2 General Powers

The Executive Director and/or any designees granted authority in writing under this policy are granted general powers including, but not limited to, the following:

- A. Sign any and all contracts that result from bids, proposals, or other offers or submissions that are responsive and responsible and are determined to meet the requirements for selection established in the solicitation issued by the Library.
- B. Reject any bid, proposal, or other offer or submission where the same is determined to be non-responsive, or where the bidder or offeror is determined to be non-responsible under criteria established in the solicitation issued by the Library. The Library may also notify any person of potential non-responsibility, and may reject the bid, or other offer or submission of any person so notified unless that person timely demonstrates to the Library's satisfaction that the concerns indicated in the Library's notice have been resolved.
- C. Reject all bids, proposals, or other offers or submissions, or reject parts of all bids, proposals or other offers or submissions, when the Library's interest will be served thereby.
- D. Reject any bid, proposal, or other offer or submission from a bidder or offeror who is in a position that is adverse to the Library in a present, pending, or threatened litigation, dispute resolution process, or similar process to a Library procurement or contract, or relating to any other matter relevant to the procurement.
- E. Impose reasonable fees or forfeitable deposits for providing Library materials or services in connection with a procurement process.

2.5.3.3 Authorized Official

The Executive Director may delegate authority as deemed appropriate to any employee(s) in the Finance Department to act as an authorized official with the authority to review all actions taken by department(s) within the Library with respect to the procurement of goods and services within department(s), and to determine appropriate procurement actions.

2.5.3.4 Authorized Procurement Methods

In addition, the authorized official(s) shall, in accordance with this policy, use the following methods of procurement for goods and services:

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- A. Utilize Utah State Cooperative Contracts to maximize public benefits and minimize costs for the Library in appropriate circumstances;
- B. Utilize streamlined informal purchasing processes for purchases from \$10,001 to \$50,000 for operational and construction goods and supplies needed by department(s) in accordance with this policy;
- C. Utilize formal solicitation processes for purchases from \$50,001 and above for goods and services needed by department(s) in accordance with this policy;
- D. Employ all other solicitation means appropriate to effectively procure goods and services so long as such means are not in conflict with the requirements of this policy. Such means may include, but are not limited to:
 - i. Requiring pre-qualifications,
 - ii. Maintaining lists of bidders or offerors;
 - iii. Soliciting in phases, steps or stages;
 - iv. Multiple awards;
 - v. Multi-step sealed bidding;
 - vi. Notice or solicitation by phone, fax, mail, or computer system;
 - vii. Requiring demonstrations of competence;
 - viii. Creating special processes to meet the needs of a particular procurement; and
 - ix. Using other procurement means and processes in accordance with the terms of this this procurement policy.

Work with appropriate department(s) to propose budget amendments relating to purchasing function of goods and services, in accordance with budgetary requirements.

2.5.3.5 Exceptions to Procurement Requirements

Sole Source

The Executive Director may authorize procurement for an item or service without engaging in a standard procurement process if they determine in writing that:

- A. There is only one source for the procurement item or the uniqueness of the items or services to be procured is such that key elements of the items or services desired are so specialized as to make a competitive solicitation unlikely to produce alternative sources;
- B. Transitional costs are a significant consideration in selecting a procurement item and the results of a cost-benefit analysis demonstrate that transitional costs are unreasonable or cost-prohibitive, and that the award of a contract without engaging in a standard procurement process is in the best interest of the Library;
or
- C. Circumstances exist that make awarding the contract through a standard procurement process impractical and not in the best interest of the Library

Emergency purchases

The Executive Director may authorize award of a contract through an emergency procurement that does not use a standard procurement process if the emergency procurement is necessary to:

- A. Avoid a lapse in a critical service;
- B. Mitigate a circumstance that is likely to have a negative impact on public health, safety, welfare, or property, including a natural disaster; or

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C. Protect the legal interests of the Library.

In the event an emergency procurement is warranted, the Library shall ensure that the procurement is made with as much competition as reasonably practicable.

Within 14 days of an emergency procurement, the Library shall make the following publicly available on its website for a period of no less than 30 days:

- A. A written document describing the specific emergency that necessitated the emergency procurement; and
- B. Each written contract related to the emergency procurement, if applicable.

The term of a contract entered into for an emergency procurement may be no longer than 365 days.

2.5.4 Source Selection and Contract Information

2.5.4.1 General Requirements

Library procurement shall provide for the interest of the Library, and shall be consistent with fair practices. Library contractors and suppliers are strictly prohibited from discriminating on the basis of gender, race, color, religion, national origin, ancestry, age, physical or mental disability, medical condition, marital status, military or veteran status, sexual orientation, gender identity, gender expression, or any other characteristic protected by federal or state law. No contract or purchase shall be subdivided to avoid the requirements of this policy.

This policy applies to expenditure of public funds irrespective of funding source, including State and Federal assistance monies, except that nothing in this policy shall prevent Salt Lake City Public Library from complying with terms and conditions of any grant, gift, bequest, cooperative agreement, or Federal or State guideline.

2.5.4.2 Specifications

The Executive Director or an authorized official as described under section two (II) of this policy shall have authority to revise specifications, requisitions, or estimates as to quantity, quality, or estimated cost in the Library's solicitation or request for any bid, proposal, or other offer or submission.

All specifications shall seek to promote overall economy and best use for the purposes intended and encourage appropriate competition in satisfying the Library's needs, which may include assessment of how the solicited goods or services may benefit parts of the community differently where they will be more impactful.

2.5.4.3 Invitation for Bid (IFB) Requirements

- a. All bids will be submitted to the Library in a sealed envelope to ensure the integrity of the competitive sealed bidding.
- b. Invitation for bids may be used for procurement of goods and services when determined to be beneficial to the Library, and the lowest bid is the determining factor.
- c. An IFB may be issued by an authorized official in consultation with the procuring department.
- d. The sealed bid threshold above which the use of the Library's seal bid processes are required, is \$50,001.

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- e. Competitive sealed bidding shall, at a minimum, include but not be limited to the following:
 - i. Notice of a solicitation for bids shall be made public in a manner permitted by the Library Procurement Procedures at a reasonable time, at least seven (7) days prior to the time set for bid opening.
 - ii. The solicitation will state requirements to which the bidder must respond.
 - iii. No bids delivered to the Library after the time established in the notice shall be considered.
 - iv. Timely sealed bids shall be opened publicly, to allow respondents to attend, at the time and place established in the solicitation, and a record of each bid shall be retained.
 - v. Bids shall be accepted without alteration or condition.
 - vi. Any award shall be made in writing to the lowest responsive and responsible bidder whose bid meets or exceeds the requirements of the Library's solicitation, and meets the requirements of this policy.

2.5.4.4 Request for Proposal (RFP) Requirements

- a. All proposals will be submitted to the Library in a sealed envelope to ensure the integrity of the competitive sealed proposal.
- b. Competitive sealed proposals may be used for procurement of goods and services when determined to be beneficial to the Library.
- c. An RFP may be issued by an authorized official in consultation with the procuring department.
- d. The threshold above which a full RFP process is required for soliciting proposals is \$50,001 and above
- e. Competitive sealed proposals shall, at a minimum, include but not be limited to the following:
 - i. Notice of an RFP shall be made public in a manner permitted by the Library Procurement Procedures at a reasonable time prior to the time when proposals are due.
 - ii. The solicitation will state requirements to which the offeror must respond.
 - iii. No submission delivered to the Library after the time established in the notice shall be considered.
 - iv. All proposals received shall be kept in a secure location until the due date and time set in the solicitation.
 - v. All proposals shall remain sealed and be opened at the time and on the date set in the solicitation by the authorized official to avoid disclosure of contents to competing offerors, and a record shall be retained of each proposal.
 - vi. Submissions shall be evaluated based on the criteria set forth in the Library's solicitation, and as provided in this policy.
 - vii. Offerors under consideration shall be given fair and equal treatment, with respect to having an opportunity for discussion (including, but not limited to, pre-proposal conferences, question and answer periods, and proposal evaluation interviews for selected offerors) and with respect to having an opportunity for revision of proposals (i.e. this opportunity is available to all offerors up to the solicitation due date).
 - viii. No proposal information shall be disclosed to competing offerors prior to

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- award.
- ix. Notice of intent to award letter will be sent to the awarded contractor. The notice of intent to award letter is not a contract and will in no way indicate it is a contract.
- x. Executed contracts will be signed by the Executive Director or their designee, awarding the contract to the responsive and responsible offeror whose proposal is determined in writing to be the most advantageous to the Library, based on the criteria for evaluation and the requirements of this policy.

2.5.4.5 Evaluation of Sealed Proposals

In addition to the requirements or criteria contained in the solicitation documents, a submission may be evaluated in accordance with the following:

- a. The Library Procurement Procedures may state criteria by which any submission may be evaluated.
- b. The Library may inspect, test, and otherwise evaluate any equipment, goods, supplies, services, products, plants, places of business, or other items used in or subject to a Library procurement process or Library contract. The Library may reject any supply, service, or other item in connection with such inspection, test, or evaluation.
- c. A written determination of non-responsibility of a bidder or offeror shall be made in accordance with the Library Procurement Procedure. The unreasonable failure of a bidder or offeror to promptly (within two business days) supply information in connection with an inquiry with respect to responsibility may be grounds for a determination of non-responsibility.

2.5.4.6 Contracts

The Library may use any type of contract permitted by law that will promote the best interests of the Library. Library solicitations may provide requirements for modifying, renewing, and extending procurement-related contracts.

Performance under a Library contract may be evaluated at any time. Any appropriate methods may be used in such an evaluation, and the Library may reject any unsatisfactory performance. Notwithstanding any other provision of this policy, all contracts shall meet the requirements of the Library's procurement procedures.

2.5.4.7 Conflict of Interest

After an appropriate review (which may include reference to an offeror's self-disclosure or other independent assessment) by the Procurement Official, the Chief Executive Officer, or their designee; any proposal or contract which is found to have been submitted or entered in connection with a violation of ethics or conflict of interest requirements may be voidable at the Library's option. The Library will generally follow the definition of a conflict of interest as outlined by the National Institute for Government Purchasing, which is currently defined as: "a situation that gives a person, while acting in their official capacity, the opportunity through actions or decisions to direct or influence an outcome for personal benefit."

2.5.4.8 Compliance with Other Laws

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Nothing in this policy shall prevent compliance with any mandatory applicable federal, state, or local law or regulation, or the terms and conditions of any grant, gift, or bequest that are mandatory, applicable, and otherwise consistent with law, and the Library shall comply with the same.

2.5.5 Procurement Purchasing Process

2.5.5.1 Micro Purchase Process

Minimal or insignificant purchases of supplies and services are most effectively made without using solicitation processes. Purchases less than \$10,000 can be made without obtaining multiple bids or quotes. No procurement process is necessary.

2.5.5.2 Quotes Process

Purchases made from \$10,001 up to \$50,000 can be done without using a formal solicitation process by making a reasonable attempt to obtain at least three quotes.

2.5.5.3 Formal Procurement Process

Any purchase made from \$50,001 and above requires a formal procurement process, and will need to be conducted by a Procurement Official.

2.5.5.4 Approval Authority

Upon completion of requirements outlined in other sections of this policy, purchases or contracts must be approved based on purchase or contract value as follows:

- The Board shall have authority to approve purchases and contracts with a total anticipated value greater than \$100,000
- The Executive Director shall have discretion to approve purchases and contracts with a total anticipated value up to \$100,000, and shall have discretion to delegate approval authority to other staff within this limit

2.5.5.5 Cooperative Contract Purchasing

It is the policy of the Library to maximize public benefits and minimize costs, which results are often served by joint purchasing. The authorized official may – and is encouraged to – join with other units of government in cooperative purchasing when the interests of the Library would be served thereby.

2.5.5.6 Compliance with Other Laws

Nothing in this policy shall prevent compliance with any mandatory applicable federal, state, or local law or regulation, or the terms and conditions of any grant, gift, or bequest that are mandatory, applicable, and otherwise consistent with law, and the Library shall comply with the same.

2.5.6 Protest and Remedies

2.5.6.1 Protests and Appeals Pursuant to Adopted Portions of Utah State Procurement Code

The provisions set forth in parts 16 (protests), 17 (procurement appeals board), 18 (appeals to court and court proceedings), and 19 (general provisions related to protest or appeal) of Utah State Code chapter 63G-6a, or their successor provisions, are hereby adopted by the Salt Lake City Public Library.

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Any protest or appeal related to a Library procurement matter shall be governed by the provisions set forth in parts 16, 17, 18, and 19 of Utah Code chapter 63G-6a, or their successor provisions.

2.5.6.2 Administrative Rules

The Executive Director may adopt rules to implement the processes, procedures, and provisions set forth in parts 16, 17, 18, and 19 of Utah State Procurement Code chapter 63G-6a, or their successor provisions. Such rules shall be consistent with the provisions set forth in the adopted parts of Utah State Procurement Code chapter 63G-6a, and with the provisions set forth in this policy.

2.5.7 Definitions

The following definitions may be used throughout the policy:

Bid Limit: The estimated dollar cost of a building improvement or construction project which, if exceeded, requires bids to be requested for the project.

Solicitation: All documents, whether attached or incorporated by reference, used for soliciting sealed bids, such as a notice, bid form, form contract, specifications, and similar documents.

Bid, Proposal, or Offer: An offer to perform; a response to a solicitation.

Bidder: A person who submits a bid, proposal, or offer.

Invitation for Bid (IFB): A procurement method used to solicit competitive sealed bid responses, sometimes called formal bids, when price is the basis for award.

Library Funded: The use of funds from a budget approved by the Executive Director and Assistant Director of Finance, including, without limitation, the Library budget, to pay a contractor or subcontractor.

Offeror: A person who submits a proposal, a response to a request for qualifications, a quote, a bid, or any other offer or submission.

Operational Supplies and Services: All goods and services put to use in connection with managing and operating the Library, including professional services. Operational goods and services do not include construction-related supplies and services.

Procurement: Buying, purchasing, renting, leasing, leasing with an option to purchase, or otherwise acquiring any goods or services, and all related acquisition processes.

Procurement Official: A Library employee who is authorized to act in the capacity of a procurement official as specifically delegated in the Utah State Procurement Rules.

Request for Proposals (RFP): Soliciting to receive sealed proposals.

Request for Qualifications (RFQ): Soliciting to receive statements describing the qualifications of potential bidders or offerors.

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Responsible Bidder or Responsible Offeror: A person who has the capability in all respects to fully perform the contract requirements and who has the integrity, capacity, and reliability which will assure good faith performance.

Responsive Bidder or Responsive Offeror: A person who has submitted a bid or offer that conforms in all material respects to the solicitation, proposal package, or other request.

Approved by Board of Directors, October 2024

2.6 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.

2.6.1 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.

2.6.2 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.

2.6.3 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.

2.6.4 Responsibilities for Capital Asset Management

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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.

2.6.6 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
- Have a purchase price or fair market value, in the case of donations, of at least \$500 but less than \$5,000.

2.6.7 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.

2.6.8 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.

2.6.9 Disposal of Capital and Non-Capitalized Assets

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.

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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, October 2017

2.7 Shops and Services

2.7.1 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.

2.7.2 Restrictions on Private Use of Library

2.7.2.1 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.

2.7.2.2 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.

2.7.3 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

3. Intellectual Freedom and Equity

3.1 Intellectual Freedom and Equity

3.1.1 First Amendment Rights at the Library

The Library plays a role in supporting democracy and self-government, personal development and social progress, and every individual's inalienable right to life, liberty, and the pursuit of happiness. To that end, the Library champions the ideals of intellectual freedom and pursues equity in its operations.

The Library operates as a "designated public forum", where First Amendment activities are allowed, subject to regulation by the Library's policies and Code of Conduct.

3.1.2 Intellectual Freedom

Intellectual freedom is the right of every individual to both seek and receive information from multiple points of view without restriction. It provides for free access to expression of ideas through which any and all sides of a question, cause, or movement may be explored. In accordance with this, the Library will not prohibit or remove materials solely because of opinions of individuals or external groups.

The Library subscribes to the provisions of the Library Bill of Rights, the Freedom to Read Statement, the Freedom to View statement, Access to Library Resources and Services for Minors, and Interpretations of the Library Bill of Rights as adopted by the American Library Association. In support of the rights of the residents of Salt Lake City to free speech, expression, and assembly, the Library provides access to a broad and diverse range of ideas, materials, information, resources, experiences, and services, including those that represent diverse points of view on current and historical issues.

A customer's right to use the Library will not be denied or abridged because of race, nationality, sex, gender identity, gender expression, sexuality, age, socioeconomic status, or social, political, or religious views, and all individuals have the right to choose the Library resources they use consistent with Library policies.

The Library does not restrict access by minors to any materials or part of the public spaces in the Library except in accordance with federal, state, or local law. Responsibility for access and content choices of minors rests with parents, guardians, and/or caregivers. Library employees do not act as guardians of minors in the absence of parents or guardians.

The Library does not interpret or provide analysis of the information in our collection or the resources we connect individuals with. Staff will not provide direct medical, legal, or financial advice and are not experts in these areas. Customers may not rely on medical, legal, or financial advice provided by Library Staff.

3.1.3 Equity

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Equity is the allocation of resources and opportunities as needed to create equal outcomes for all community members. The equity process is ongoing, requiring us to identify and overcome intentional and unintentional barriers arising from bias or systemic structures. Our policies strive to provide structure for customers to utilize library services in a safe and welcoming space where they are treated with dignity and respect, without fear of discrimination.

In service of its mission, the Library seeks to identify and actively dismantle barriers to equity in the services it provides in order to connect community members to materials, information, resources, experiences and services that can introduce limitless opportunities and drive equal outcomes.

Through its policies and practices, the Library strives to examine and dismantle organizational and personal biases that perpetuate systems of oppression and meaningfully engage with marginalized communities to eliminate discrimination in the development, delivery, and evaluation of Library services and resources.

Approved by Board of Directors 9/26/22

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3.2 Collection Development

3.2.1 Resource Selection: General Criteria and Process

This Collection Development Policy guides the selection of Library resources for the Library's collection to present a range of viewpoints, enabling community members to make informed choices.

The Library Director is responsible for selection of Library resources to be included in the Library's collection, with input from the Library Staff. Final decisions regarding the collection are vested in the Library Director, who shall be guided by this policy. The Library Director may authorize qualified staff to perform this process.

The following criteria are considered in making resource selection decisions:

- Resources reflect and meet the needs and interests of our diverse Salt Lake City community.
- Contribution to the balance and variety of the Library collection as a whole including but not limited to the diversity of entertainment, education, reading levels, age level interests, social and religious customs and languages of customers.
- Popular interest, literary merit, currency of information, and materials with a local emphasis.
- The quality of binding and packaging, the cost, and availability of a material or resource.
- Reviews published by credible review sources may be considered.
- Author interest and reputation, media coverage, popularity exhibited through review of online purchase sites, local significance, and the Staff's professional judgment.

The Library will consider suggestions for resources in its collections. Customers wishing to make a formal suggestion for a library resource shall notify the Library using the "[Suggest An Item for Purchase](#)" form.

Inclusion in the Library's collection is constrained by budget and space limitations. Other libraries in the greater Salt Lake Area may offer specialized and comprehensive collections. Customers may be able to access these collections through interlibrary loan or direct referral.

The presence of materials and other resources in the Library, or their labeling, does not indicate endorsement of their contents by the Library. The Library uses labels as a means of organizing resources; labels serve as directional aids intended to facilitate access by making it easier for Customers to locate resources.

In selection, consideration is given to the work as a whole. Resources are not to be excluded solely on any one of the following:

- Representations in the resource or author's race, nationality, sex, gender identity, gender expression, sexuality, age, or social, political, or religious views.
- Frankness or coarseness of language
- Controversial nature of an item including cover art
- Endorsement or disapproval of an item by an individual or organization

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- The possibility that the resources may inadvertently come into the possession of minors

3.2.2 Requests for Reconsideration of Library Resources

The Library will consider concerns or objections to resources in its collections from residents of the Salt Lake City area. Customers wishing to make a formal request for reconsideration of library resources shall state their concerns using the "[Statement of Concern about Library Resources](#)" form. Library administration shall respond to all written requests. Final decisions regarding the collection are vested in the Library Director, who shall be guided by this policy. The City Library declares as a matter of policy that no challenged resource which conforms to this Collection Development Policy shall be removed from the Library.

3.2.3 Withdrawal of Resources

The Library maintains a policy of withdrawing resources that are no longer of interest or in demand, duplicates, worn or mutilated copies, and resources which no longer contribute to the quality or balance of the total collection. Final decision to withdraw resources is made by the Director who authorizes qualified staff to perform this process. Withdrawal of resources is a necessary means to maintain collection vitality, size, and scope.

Withdrawn resources may be sold, exchanged, donated to nonprofit or educational organizations, or recycled at the discretion of the Director. Because Library resources are purchased with public monies, withdrawn items may not be given to a private individual who does not represent a nonprofit or educational institution even though it is marked for withdrawal.

Approved by Library Board of Directors 9/26/22

3.3 Programs

3.3.1 Definition of Library Programs

The Salt Lake City Public Library is a platform for community and individual transformation. The City Library supports its mission of building a foundation of equity, connection, and limitless possibilities by developing and presenting programs that educate, inform, and connect people with materials, resources, information, and each other.

A program is defined as an activity or event in a group setting intended to meet needs or interests of a target audience and build relationships between participants and the Library. Each program has a targeted audience that is generally age-related – children, teens, and adults. Programs may also be multigenerational. Programs may include (but are not limited to) lectures, discussion groups, book clubs, community forums, visual and performance art, storytimes, interactive demonstrations, continuing education, or major community-wide events. The Library offers a wide variety of programs to meet the needs of Salt Lake City's diverse community, all programs are optional and the community is encouraged to attend programs that align with their needs and aspirations.

Programming is an integral component of Library service that:

- Expands the Library's role as a community resource and convener, in alignment with strategic goals
- Introduces customers and non-users to Library resources and each other
- Provides entertainment
- Provides opportunities for lifelong learning
- Expands the visibility of the Library

3.3.2 Essential Principles of Library Programs

The following principles guide the creation of Library programs:

- **Accessibility:** As much as possible, programs will be designed to be inclusive and accessible to all members of the community, regardless of background, ability, or socioeconomic status. All Library programs are free and open to the public. Some programs may have age restrictions or require registration.
- **Relevance:** Programs will strive to meet the informational, educational, cultural, social, and recreational needs and interests of our varied community.
- **Diversity:** The Library will strive to offer a diverse range of programs that reflect the varied interests, identities, and backgrounds of our community members as informed by the most recent quantitative and qualitative data, along with ongoing outreach and relationship building efforts by Library staff.
- **Quality:** Programs will strive toward excellence and high quality, providing accurate information and fostering meaningful experiences.
- **Collaboration:** The Library will actively seek to collaborate with community organizations, experts, performers and local partners to enhance program offerings and promote community engagement. The Library will prioritize collaborating with groups that align with SLCPL values.

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3.3.3 Program Criteria

Programs will be developed based on their alignment with the Library's mission, vision, and values, relevance to community needs, and potential for impact. The following are some of the additional criteria that may be considered when deciding which programs will be offered:

- Logistical and Operational Constraints
 - Cost and budget
 - Staff capacity
 - Safety and security of customers and staff
 - Possible attendance numbers and availability of program space
 - Availability and accessibility elsewhere in the community
- Connection to Library Mission
 - Alignment with Service Team, departmental, and organizational goals
 - Fosters a love for reading, learning, and inquiry
 - Provides a forum for sharing of different perspectives
 - Supplementing or extending information found in Library collections
 - Promoting the Library and encouraging use of its resources
 - Support equitable or inclusive outcomes in the community
- Quality and Community Relevancy
 - Service area demographics and other pertinent local data
 - Patron feedback
 - Offers training and assistance with new technologies
 - Fosters community awareness of relevant issues or topics
 - Accuracy and timeliness of topic
 - Presenter background and qualifications in content area
 - Historical, cultural, or educational significance

The Library Does Not Provide:

- Programs that are solely for commercial purposes or those designed for the solicitation of business for third parties
- Programs that specifically support or oppose any political party, candidate, or ballot measure
- Programs that support or oppose a specific religion. Programs may address religious themes to educate or inform, but will not promote or proselytize a particular religious conviction

3.3.4 Private Programs Utilizing Library Space

The public may utilize Library facilities to offer programming, provided the program complies with The City Library's Meeting Room Use Policy. The Library does not endorse or promote these private programs. Views expressed by a program presenter or participant do not constitute Salt Lake City Public Library endorsement.

3.3.5 Requests for Reconsideration of a Library Program

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The Library will consider concerns or objections to Library programs from residents of the Salt Lake City area. Customers wishing to make a formal statement of concern should complete the [Statement of Concern About Library Resources](#) form. Library administration shall respond to all written requests. Final decisions regarding programs are vested in the Library Executive Director, who shall be guided by this policy. The City Library declares as a matter of policy that no challenged program that conforms to this Program Policy shall be removed from the Library.

Approved by Board of Directors 6/24/24

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3.4 Meeting Room Use

3.4.1 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

3.4.2 Regulations (Procedures)

3.4.2.1 Policies Regarding Library Facility Use

- 3.4.2.1.1 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.
- 3.4.2.1.2 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

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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.

- 3.4.2.1.3 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.
- 3.4.2.1.4 Use of the facility for commercial or promotional purposes will incur a rental fee.
- 3.4.2.1.5 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.
- 3.4.2.1.6 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.
- 3.4.2.1.7 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.
- 3.4.2.1.8 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.
- 3.4.2.1.9 Organizations or individuals with permanent addresses outside of Salt Lake County may be charged a rental fee.
- 3.4.2.1.10 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.
- 3.4.2.1.11 It is important that organizations and individuals who use the meeting rooms understand and acknowledge that they are guests

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- of the Library, able to use library facilities at the discretion of the Library, and that their use of the facilities reflects that understanding.
- 3.4.2.1.12 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.
- 3.4.2.1.13 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.
- 3.4.2.1.14 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.
- 3.4.2.1.15 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 deny use of meeting rooms until the applicant pays the assessed amount.
- 3.4.2.1.16 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.
- 3.4.2.1.17 Some large and/or after-hours events may require security. The Library will determine and provide appropriate security at the applicant's expense.
- 3.4.2.1.18 Permission to meet in the Library in no way constitutes endorsement by the Salt Lake City Public Library or its Board of

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Directors of the policies or beliefs of the organization or individual using the facilities. No advertisement or announcement implying such endorsement is permitted.

- 3.4.2.1.19 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.
- 3.4.2.1.20 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.
- 3.4.2.1.21 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.
- 3.4.2.1.22 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.
- 3.4.2.1.23 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.
- 3.4.2.1.24 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 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.

3.4.2.2 Application to Use Library Meeting Rooms/Facilities

- 3.4.2.2.1 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

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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.

- 3.4.2.2.2 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.
- 3.4.2.2.3 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.
- 3.4.2.2.4 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.
- 3.4.2.2.5 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 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.
- 3.4.2.2.6 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.
- 3.4.2.2.7 Library staff will answer public inquiries concerning meeting room use from information provided by the applicant on the application.
- 3.4.2.2.8 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.

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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.

- 3.4.2.2.9 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.

3.4.2.3 Equipment/Furnishing/Fees

- 3.4.2.3.1 A 50% (fifty percent) down payment is due upon execution of the written agreement. The balance is due two weeks prior to the event.
- 3.4.2.3.2 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.
- 3.4.2.3.3 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.
- 3.4.2.3.4 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.
- 3.4.2.3.5 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.

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- 3.4.2.3.6 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.
- 3.4.2.3.7 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.
- 3.4.2.3.8 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.
- 3.4.2.3.9 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.

3.4.2.4 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;
- 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.

- 3.4.2.4.1 Use of the satellite equipment must be consistent with the Library's mission statement.
- 3.4.2.4.2 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).
- 3.4.2.4.3 The meeting room at the Day-Riverside Branch Library must be available on the date of the satellite telecast.

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- 3.4.2.4.4 An Application for Use of Meeting Rooms form must be filled out and approved by library staff.
- 3.4.2.4.5 The satellite equipment must be requested on the application form.
- 3.4.2.4.6 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).
- 3.4.2.4.7 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.
- 3.4.2.4.8 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;
 - The individual or group responsible for the program provides the blank tape(s); and,
 - The applicant is present during the telecast.
- 3.4.2.4.9 Library staff will be exclusively responsible for setting up and operating the satellite equipment.

3.4.2.5 Satellite Technical Difficulties

- 3.4.2.5.1 The Library shall not be held responsible for technical difficulties that may affect the quality of the satellite transmission.
- 3.4.2.5.2 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.

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3.4.2.6 Rooftop Garden Special Conditions

- 3.4.2.6.1 The Library is not obligated to provide alternative indoor space if inclement weather prevents the use of the terraces.
- 3.4.2.6.2 In accordance with Utah State Law, no smoking is permitted in the Main Library or within 25 feet of a library entrance.
- 3.4.2.6.3 No items are to be thrown from terraces.
- 3.4.2.6.4 Noise is expected to be kept to a minimum and must adhere to city, county, state, and/or federal laws pertaining to such ordinances.

3.4.2.7 Publicity

- 3.4.2.7.1 Individuals and organizations contracting to use library conference and facility space(s) for events are responsible for the event's publicity.
- 3.4.2.7.2 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.
- 3.4.2.7.3 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.
- 3.4.2.7.4 The Library does not allow the use of the name and address of any library facility as an official address or headquarters.
- 3.4.2.7.5 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 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.

3.4.2.8 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.

3.4.2.9 Catering

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- 3.4.2.9.1 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.
- 3.4.2.9.2 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 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.

3.4.2.10 Decor/Floral Decorations

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- 3.4.2.10.1 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.
- 3.4.2.10.2 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.
- 3.4.2.10.3 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.
- 3.4.2.10.4 Candles must adhere to local fire code standards.

3.4.2.11 Liability/Restrictions

- 3.4.2.11.1 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.
- 3.4.2.11.2 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.
- 3.4.2.11.3 Individuals or organizations reserving library space(s) are responsible for ensuring that all necessary safety provisions are observed.
- 3.4.2.11.4 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.
- 3.4.2.11.5 The Library is not liable for damages resulting from food served at events.
- 3.4.2.11.6 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.
- 3.4.2.11.7 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

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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.

3.4.2.11.8 In accordance with Utah State Law, no smoking is permitted in public buildings, including libraries, or within 25 feet of a library entrance.

3.4.2.11.9 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.

3.4.2.12 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.

3.4.2.13 Insurance

3.4.2.13.1 The Library may require the applicant/vendor to maintain Commercial General Liability Insurance, to include Liquor Liability 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.

3.4.2.13.2 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

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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

3.4.3 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.

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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3.5 Displays, Printed Materials, and Art Exhibits

3.5.1 Displaying Materials at the Library

Members of the public may request distribution, postings, or display of printed materials, memorabilia, decorations, or artwork within City Libraries or on City Library property subject to the approval of library managers using procedural guidelines.

3.5.2 Art Exhibits

A call for entries for exhibits at each location is issued at least once a year. The library may also pursue traveling exhibits and invitational shows. A selection jury responsible for exhibits will review applications and make selections. This jury will work to ensure the exhibits are of high quality, interest level, and represent a diverse range of artists and subjects.

Approved by Library Board of Directors, May 2024

4. Customer Behavior and Rights

4.1 Borrowing Materials

4.1.1 Library Cards

City Library Cards are free of charge to all residents of Salt Lake County.

All borrowers desiring a Basic library card with circulating privileges must provide evidence of identity. Acceptable documents include:

- A current or expired photo ID issued by a unit of government, organization, business, school or employer.
- A Non-Photo ID issued by a unit of government such as a birth certificate, social security card, Native Tribal ID, jail/prison ID, Medicaid/Medicare card.
- IRC Face Sheet.

Borrowers desiring an Expanded Card must also provide evidence of Salt Lake County residence. Documents must list a current address. Acceptable documents include:

- An ID, with address issued by a unit of government, organization, business, school, or employer. Expired Cards are acceptable.
- Current account statement or bill, rent receipt or lease agreement, voter registration card, IRC Face Sheet.

Exceptions may be made using the staff member's own best judgment and keeping within the spirit of the policy as stated above if circumstances warrant.

4.1.2 Temporary Addresses

Patrons with a temporary residence such as a motel, hotel, shelter, half-way house, or other nonpermanent residence may be given a Basic Card if they present evidence of identity. General Delivery is not accepted as an address.

4.1.3 Children and Young Adults

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. A child not accompanied by a parent or legal guardian may get a Basic Card by presenting a completed card application form signed by the parent or legal guardian. The child must be present to obtain the card.

4.1.4 Salt Lake City Student Cards

All children attending school within the Salt Lake City School District, who do not already have a City Library Card, may be given a Salt Lake City Student Card. With this card, a child may not

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check out more than three books. A parent's signature is not required for students to receive this card.

4.1.5 Cards for Residents in Foster Care

By providing documentation verifying a child's status as a foster child, children in foster care may receive a Basic Card without requiring that foster parents assume financial liability for materials. Foster parents are permitted to know what items are checked out on their foster child's card. Foster parents should not use the card for their personal use. The Library assumes financial liability for any charges and reserves the right to limit or temporarily suspend borrowing privileges if excessive charges are accrued by an individual.

4.1.6 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. Staff will explain that if the card is lost or stolen, the patron must report its loss or theft to each library system.

4.1.7 Non-county Residents

Registration of non-county residents follows all the guidelines outlined previously and requires a fee.

A nonrefundable non-county fee is assessed in parity with the average tax collected from City residents for support of the City Library System. The fee may be paid annually or monthly. The expiration date is set accordingly.

When a non-county fee is paid to the Salt Lake County Library, the City Library System honors that payment. Patrons paying a noncounty fee at any City Library System location can obtain additional library cards for members of their household dwelling under the same roof. All cards will be set to expire on the same date.

Since the Murray City Library doesn't charge a non-county fee, patrons with a Murray City card must pay the non-county fee when registering with the City Library.

The non-county fee is waived for:

- Children and young adults who attend pre-K-12 schools within Salt Lake City. Proof of enrollment in a Salt Lake City school is required within four (4) 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.
- Employees of Salt Lake City as well as teachers employed by a Salt Lake City School. 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.
- City property owners who are not city residents who provide proof of personal ownership, such as a current tax bill. 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.

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- City business owners who are not city residents who provide proof of personal business ownership within the legal boundaries of Salt Lake City. 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.

4.1.8 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 System. 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.

4.1.9 Rules and Responsibilities

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 that child their 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.

All items checked out on the card are the cardholder's responsibility until notice of loss, theft, or misuse is officially received by the Library. Only one library account is allowed per person.

4.1.10 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.

4.1.11 Lost and Damaged Items

A patron who has lost a library item may be charged a replacement fee. If a library item is returned damaged beyond repair, a replacement fee may be charged.

4.1.12 Blocked Borrowing Privileges

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

- The amount owed on the card exceeds \$25.00
- An item checked out on the card is more than four weeks overdue
- The patron has been suspended from Library use
- Mail from the Library has been returned due to an invalid address
- The card has been reported lost or stolen
- An item has been returned damaged or missing a part
- The card has not been used in two years and has been blocked for address verification
- The patron has paid for fines or fees by a check which was returned for insufficient funds

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- Required information is incorrect or missing from the account
- The card has expired

Approved by Board of Directors 5/23/22

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4.2 Code of Conduct

4.2.1 Purpose of the Code of Conduct

The Salt Lake City Library Board endorses the following code of conduct as presented to patrons, staff and volunteers:

It is the purpose of the Salt Lake City Library to provide free, open, and equal access to ideas and information to all members of the community. To accomplish this purpose, a code of conduct is provided to assist staff, volunteers, and patrons in promoting safe, healthy, and barrier-free access to all the resources and facilities the system has to offer. The code is designed to foster an atmosphere of mutual respect and courtesy and applies to all patrons, volunteers, and staff while on Library property.

4.2.2 When visiting the Library, you are encouraged to:

1. Ask Library staff for help finding resources or information.
2. Inform the staff if you need accommodation or if assistance is needed for your full use of Library services.
3. Explore new ideas and interests by attending Library programs.
4. Be responsible for the safety, well-being, and conduct of children and vulnerable adults in your care.
5. Cooperate with the requests of Library staff.
6. Keep mobile phones on silent when attending a Library-sponsored program.
7. Keep your personal belongings in your control at all times. The Library is not responsible for lost or stolen items.
8. Recognize that the Library occasionally uses photographs and/or video of patrons in publications, eNewsletters, websites, social media, and/or in other forms without further consideration or notification. If you wish to be excluded, it is your responsibility to let staff know.
9. Enjoy light refreshments. If you are having more than a drink or snack, you may be asked to move to a designated eating area. In the event of a spill, we ask that you alert staff so the area can be cleaned.

4.2.3 When visiting the Library, the following is prohibited:

1. Committing or attempting to commit any activity that violates any federal, state, or local criminal statute or ordinance.
2. Behavior that is unsafe, disruptive, or disturbing to other patrons, volunteers, or staff such as using offensive language, loud talking, shouting, screaming, playing of music or other media at a volume which can be heard by others or making other loud noises, pushing, running, shoving, throwing things, or other disruptive behavior. This includes inappropriate use of the restrooms (ex. bathing, sexual activity, sleeping, etc).
3. Verbally or physically harassing or threatening other patrons, volunteers, or staff. Harassment may include, but is not limited to: initiating unwanted conversation, impeding access to or within the building, or other actions that an individual reasonably perceives to be hostile, threatening, intrusive, or offensive.
4. Brandishing or unholstering weapons, making any threatening gestures or actions implying the use of weapons.
5. Abandoning, or leaving dependent children or vulnerable adults unattended.

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6. Actions that damage Library property or the property of others.
7. The use of tobacco, alcohol, illegal substances, and/or vaping. This includes any inappropriate behavior from being under the influence, as well as, displaying any alcohol, drugs or drug paraphernalia.
8. Disruptive odors. For the health and safety of all, patrons who exhibit odors that cause negative impact on other patrons may be asked to move, take measures to correct the odor or leave the Library until the problem has been corrected.
9. Sexual misconduct, such as exposure, touching, verbal comments or unwanted sexual advances to patrons, volunteers, or staff. The viewing of sexually explicit material in the Library is prohibited.
10. Sexual harassment of staff or patrons. This includes, but is not limited to, sexual remarks, staring, stalking, invasive questions, or any other behaviors that would be deemed inappropriate or sexual in nature.
11. Bringing animals, other than service animals, into the Library except as authorized by a Library manager. By federal law, employees may ask what services an animal provides. Service animals must abide by Service Animal Behavior and Rules of Conduct. If a service animal becomes disruptive (barking, urinating, defecating and aggressive behavior, etc.) they may be asked to leave the Library.
12. Accessing staff areas, unless accompanied by a Library employee.
13. Sleeping or lying down on the floor, benches, or couches.
14. Insufficient clothing. Patrons must wear clothing that appropriately covers private areas of the body (this includes chest, genitals, and buttocks). Shirt and shoes are required. Underwear does not count as a covering.
15. Tampering with the arrangement of Library materials, which makes finding or using them difficult.
16. Use of listening or communication devices (including mobile or courtesy phones) at a level that can be heard by others.
17. The use of transportation devices in the Library or misusing Library space on Library property is prohibited. This does not include ambulatory devices that assist with physical impairments.
18. Adults loitering in the Children's or Teen areas. Adults may pick up items in these collections or accompany children or teens actively using the collection. Computers and furniture in these areas are reserved for children and teens only.
19. Solicitation of funds or signature distribution of any type of literature or promotional materials, or sale of goods by any person or agency other than the Library on any part of Library property. Placing flyers on cars in the public or staff parking lots or on cars parked on the street around the Library.
20. Blocking aisles or passageways so as to make them dangerous, difficult, or impossible to walk through. This includes placement of cords for electricity to electronic equipment.
21. Putting feet on furniture except for foot rests or furniture in children's areas designed for this purpose.
22. Violating the Library's Internet Access Policy (available in the SLCPL Policy Manual under "INTER - Internet Access Policy).

Note: This list is not all inclusive and other behaviors determined inappropriate by Library staff may be cause for consequences.

4.2.4 Consequences of Misconduct

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The Library Safety Team and staff will apply these rules in a fair and equitable manner for the benefit of all. If any of the information is unclear, please ask a member of the Library staff for clarification.

The consequences of misconduct may be any of the following: verbal warning, suspension, loss of Library privileges, or prosecution to the full extent of the law. If the police are called, the offender may be cited or arrested. Attempts will be made to contact parents in the case of a minor (less than 18 years of age). See Suspension Matrix for Length of Suspensions

4.2.5 Suspension Appeals

Suspension of Library privileges for more than one (1) week may be appealed. The appeal will be evaluated by a Suspension Appeal Committee. The appellant may file a final appeal to the Director of Customer Experience if they do not agree with the first appeal decision. A decision from the Director of Customer Experience will be final and no other appeals will be accepted.

Approved by Library Board of Directors 9/25/23

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4.3 Inclusive Bathroom Policy

The Library seeks to ensure that patrons system-wide have access to the restroom of their choice without fear of discrimination based on their race, color, religion, creed, sex, sexual orientation, gender identities or expressions, national origin, ancestry, age, disability, marital status or veteran status. Pursuant to this principle, the Library designates all multi-user, family/accessible restrooms system-wide as all-gender, single-occupant restrooms with appropriate signage.

All Library patrons are welcome to use the multi-stall, single-gender restroom that matches their gender identities or expressions. The Library recognizes that some patrons may not feel safe or comfortable using multi-stall, single-gender restrooms. In buildings where an all-gender, single-occupant restroom is not available, a Library staff member will provide the most convenient public option for private restroom use. Patrons do not need to disclose or prove their gender identities or expressions, disability status, or privacy needs to receive Library staff assistance in accessing a private restroom.

All patrons have the right to use the public Library restroom of their choosing and the Library does not tolerate verbal or physical harassment in any of its facilities, including restrooms.

Approved by Library Board of Directors, July 2020

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4.4 Filming and Photography

Public library facilities are defined as designated public forums for First Amendment activities, subject to reasonable time, place, and manner restrictions. The City Library allows persons to film and photograph in public areas of the building so long as such activities comply with this policy, the Library's Film and Photography Guidelines, and the Patron Behavior and Rules of Conduct Policy. The Library staff may require termination of any non-compliant filming and photography activities.

4.4.1 Interference with Library Use

Any filming and photography activities must not disrupt Library services, programs, library users, or staff. Library users have a right to and an expectation of privacy and confidentiality in their library use. Filming and photography must not capture the recognizable image of another library user unless they have provided express permission. The right to film or photograph at the library can be restricted if they interfere with the public's right of access to Library facilities or the safety of users and staff, or cause harm or damage to Library resources and facilities. Filming and photography activities will be limited to the public areas of the Library and will not be allowed in restrooms, offices, and other areas that are not generally open to the public.

Media are welcome to interview Library users, as long as they provide consent and others are not unduly disturbed. Media should be mindful that some Library users are uniquely vulnerable and may be wary of being filmed or photographed. The Library reserves the right to restrict interviews inside Library facilities.

4.4.2 Casual Filming and Photography

Casual filming and photography activities are generally allowed without advance permission from the Library. Activities are considered casual if they involve only a single handheld camera or video recording device and additional space, access, and/or staff assistance is not required. Casual activities must take place during the Library's normal operating hours. Capturing images of the exteriors of Library buildings does not require permission from the Library. Library users reserving meeting rooms may allow filming, photography, and news media but are limited to the space(s) reserved.

4.4.3 Formal and Commercial Filming and Photography

Prior approval is required for filming and photography that is commercial or involves additional equipment, specific locations, non-public hours, and/or require staff assistance. Commercial use means filming or photographing for the purpose of advertising or creating a product intended for sales or generating income. Permission is required if the exteriors of Library buildings will serve as a recognizable background or setting for a commercial project. Fees may apply and insurance may be required depending on the nature and scope of the activities.

4.4.4 Filming and Photography Safety

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Persons filming and photographing are responsible for taking all reasonable and necessary safety precautions and the Library shall have no liability arising from their activities on Library property, including any personal injury, death, damage, harm, or any other claim or loss.

4.4.5 Affiliation with Library

Persons may not imply that their productions are affiliated in any way with the Library. Further, the name, trademarks, logos, or other identifying marks of the Library may not be used without written permission from the Library. 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.

Approved by Library Board of Directors, February 2023

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4.5 Marketing and Social Media

4.5.1 Official Communication

The City Library's executive director, board president, and director of marketing and communications are the only City Library staff authorized to speak on behalf of the City Library.

4.5.2 Library Social Media Accounts

The City Library's social media accounts exist in order to further connect with the community; increase awareness of the Library's mission, values, and services offered by The City Library; extend the Library into a digital space; and enhance the community's perception of The City Library.

The City Library Marketing and Communications team reserves the right to choose what is promoted and shared on social media. Content and/or profiles the City Library chooses to share from outside partners, organizations, or patrons on City Library social media platforms, do not necessarily reflect the views and values of The City Library. Additionally, the views and opinions that staff have in their personal life and online do not necessarily reflect the mission, views, and values of the City Library.

The City Library welcomes the public's engagement through social media platforms. Individuals are solely responsible for the content of their comments, tags, or posts, and this content is not necessarily reflective of the views, values, and opinions of The City Library. The City Library does not discriminate against any views, but reserves the right to delete content that undermines or does not align with our mission and values including, but not limited to, comments that are violent or hateful, including on the basis of identity.

4.5.3 Photography and Filming for Library Use

The Salt Lake City Public Library may utilize photos and videos 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.

- 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.
- 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.
- 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.

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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.

- 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.
- Staff of The City Library may be filmed or photographed for Library purposes.

4.5.4 Use of Library Intellectual Property

All content, designs, trademarks, logos, and SLCPL brand identities designed, developed, and shared are owned by The City Library as intellectual property, and cannot be used without SLCPL permission. Use of intellectual property developed for a partnership is limited to that specific collaboration, these partnerships do not waive our ownership of marketing content developed by SLCPL.

Approved by Library Board of Directors 11/27/23

5. Technology

5.1 Internet Access Policy

5.1.1 Access to the Internet and Intellectual Freedom

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.

5.1.2 Internet Use for Illegal Activity

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.

5.1.3 Internet Filters

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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 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.

5.1.4 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 Creative Lab 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.

5.1.5 Equitable Use of Resources

In order to provide open, equitable access on a finite number of City Library computers, users are limited in their number of sessions per day. Computer sessions can be made using a regular library card, an Internet access only card, or a guest pass. The use of multiple cards to access the Internet by a single user is prohibited and may result in the loss of Internet access privileges.

5.1.6 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.

5.1.7 Children's On-line Privacy Protection Act

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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.

5.1.8 Disabling Internet Filters

Although every effort is made to ensure 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.

5.1.9 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.

5.1.10 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.

5.1.11 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 an open public 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.

(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 Board of Directors 6/27/22

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5.2 Computer Services

5.2.1 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.

5.2.2 Acceptable Use

5.2.2.1 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.

5.2.2.2 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.

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

5.2.2.4 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.

5.2.2.5 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 found on library computers. Installation of nonstandard software, including

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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.

- 5.2.2.6 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.
- 5.2.2.7 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.
- 5.2.2.8 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.
- 5.2.2.9 Flooding: Generating excessive network traffic, including spamming and denial-of-service, is prohibited.
- 5.2.2.10 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.
- 5.2.2.11 Political Advertising or Campaigning: The use of library computers and networks follows library policy on use of library facilities for political purposes.
- 5.2.2.12 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.
- 5.2.2.13 Restrictions: Although the Library does not generally monitor or restrict the content of material transported across networks, it reserves the right

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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.

5.2.3 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.

- 5.2.3.1 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.
- 5.2.3.2 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.
- 5.2.3.3 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.
- 5.2.3.4 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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5.3 Technology Center

5.3.1 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.

5.3.2 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.

5.3.3 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).

5.3.4 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.

5.3.5 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.

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

5.3.6 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.

5.3.7 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.

5.3.8 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

5.4 Library Employee Electronic Communication

5.4.1 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.

5.4.2 Responsibilities

5.4.2.1 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.

5.4.2.2 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.

5.4.2.3 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.

5.4.3 Privacy

5.4.3.1 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.

5.4.3.2 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.

5.4.4 Electronic Communications Technology

5.4.4.1 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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- 5.4.4.2 Library employees are required to follow the instructions and guidelines detailed in the procedures enacted to support this policy.
- 5.4.4.3 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.
- 5.4.4.4 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

5.5 Website Terms and Conditions

5.5.1 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 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.)

5.5.2 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.

5.5.3 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, 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:

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<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.slcp.org"

5.5.4 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 slcp.org at your convenience.

5.5.5 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@slcp.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>.

5.5.6 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,

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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.

5.5.7 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.

5.5.8 Third Party Websites

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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.

5.5.9 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.

5.5.10 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.

5.5.11 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

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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.

5.5.12 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.

5.5.13 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.

5.5.14 Other SLCPL Policies

Patrons who use SLCPL Websites are also encouraged to read the following related policies:

- *Internet Access Policy*
- *Compiled Patron Privacy Policies*
- *Patron Code of Conduct*

Approved by Library Board of Directors, November 2023

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6. Development

6.1 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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6.2 Fundraising

- 6.2.1 The Executive Director works with the Library Board of Directors, the administration, and management team to identify and prioritize funding projects and develop implementation strategies on an as needed basis.

Approved by Library Board of Directors, September 2017

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6.3 Gifts and Donations

- 6.3.1 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.
- 6.3.2 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).
- 6.3.3 All cash and memorial gifts for materials, capital programs, or other development projects are administered by the Communications Manager and Business Manager.
- 6.3.4 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.
- 6.3.5 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.
- 6.3.6 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

7. Emergency Procedures/Unusual Situations

7.1 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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7.2 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."

- 7.2.1 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.
- 7.2.2 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.
- 7.2.3 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).
- 7.2.4 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

7.3 Evacuation Policy for Library Facilities

7.3.1 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.

7.3.2 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.

7.3.3 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.

7.3.4 General Safety Precautions

7.3.4.1 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.

7.3.4.2 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.

7.3.4.3

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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7.4 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

7.5 Closing Libraries

7.5.1 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.

7.5.2 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.

7.5.2.1 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?

7.5.2.2 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.

7.5.2.3 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.

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8. Reference

8.1 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.

8.1.1 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.

8.1.2 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.

8.1.3 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

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often used or hard to replace items, some materials are limited to in-library use. 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.

8.1.4 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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8.2 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.

8.2.1 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.

8.2.1.1 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.

8.2.1.2 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.

8.2.1.3 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.

8.2.1.4 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.

8.2.1.5 A homebound service patron may switch to regular library service by coming to the library in person and providing a current, official photo ID.

8.2.2 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

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8.3 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.

8.3.1 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.

8.3.2 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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8.4 Test Proctoring

8.4.1 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

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8.5 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.

- 8.5.1 The Main Library and all branches will each maintain a separate place to store lost items with the following exceptions:
 - 8.5.1.1 Library cards will be stored for no more than two months in a separate file, preferably at the circulation desk.
 - 8.5.1.2 Cash will be forwarded to the Business Office.
 - 8.5.1.3 Perishable or personal hygiene items, i.e., food, toothbrushes, etc., will be discarded at the end of the day.
 - 8.5.1.4 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.

- 8.5.2 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.

- 8.5.3 A patron who finds lost property may make a claim to the property if it remains unclaimed after two weeks.

- 8.5.4 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

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8.6 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

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8.7 Patron Statement of Concern

8.7.1 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.

8.7.2 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

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8.8 Periodicals Collection at Main

8.8.1 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.

8.8.2 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.

8.8.3 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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8.9 Special Collections

8.9.1 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.

8.9.2 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.

8.9.3 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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8.10 Permanent Art Collection

8.10.1 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.

8.10.2 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.

8.10.3 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.

8.10.4 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.

8.10.5 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.

8.10.6 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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8.10.7 Additions to the Collection

8.10.7.1 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.

8.10.7.2 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.

8.10.8 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.

8.10.9 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)

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(City/State/Zip)

(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 To be carried by Library Insurance waived

Premium to be billed to Borrower 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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8.10.10 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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8.11 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

9. Technical Services

9.1 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.

9.1.1 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.

9.1.1.1 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.

9.1.1.2 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?

9.1.1.3 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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9.1.1.4 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.

9.1.1.5 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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9.1.1.6 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).

9.1.1.7 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.

9.1.1.8 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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9.2 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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9.3 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.

9.3.1 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.

9.3.1.1 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.

9.3.1.2 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.

9.3.1.3 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?

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- Is it possible to replace the item with another copy? A newer edition?
- 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.

9.3.1.4

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.

9.3.1.5

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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9.4 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