# Planning and Policy Manual

## Abstract

This document includes the long range plan, technology plan, bylaws of the Saratoga Springs Public Library Advisory Board, and policies which govern Library operations.

Saratoga Springs Public Library
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# I: Authority

Pursuant to the U.C.A. 10-3-717 stating: "the governing body exercising its administrative power by resolution," and City of Saratoga Springs (hereinafter "City") Resolution R##-##, the City Council (hereinafter "City Council"), with a quorum present, in a regular and public meeting held on the 4th Day of March, 2025 hereby adopts the following effective 5th day of March, 2025.

Pursuant to the U.C.A. 9-7-404(2)(b) stating: "The board shall establish policies for its [the Library's] operation," and City of Saratoga Springs (hereinafter "City") Resolution R10-23, the Saratoga Springs Library Advisory Board (hereinafter "Library Board"), with a quorum present, in a regular and public meeting held on the 11th of February, 2025 hereby adopts the following effective 5th day of March, 2025.

This document supersedes all Library Policies previously established or approved by the Saratoga Springs Public Library Advisory Board.

In the event that there is a conflict between the contents of this document and any regulation, the Personnel Policies and Procedures Manual for the City of Saratoga Springs (hereinafter "Personnel Manual"), or other City policy, those documents will take precedence. In the event that any future legislation renders null and void or materially alters any provision of this document, the legislation will take precedence.

The Library Board, City Council, and Library Director shall review these policies no less than every three (3) years or as circumstances dictate.

The Long-Range Plan and Technology plan are reviewed by the Library board and progress is evaluated annually. Factors outside the Library's control may be affecting the progress of initiatives and will be considered and goals and initiatives will be modified. Staff performance goals may also be tied to these efforts, especially if they are assigned to manage and assist with specific technologies in the plan. The Library Director should review the plan each fall to verify that the Library is on-track to meet goals set for the year and to take focused efforts to move forward with Library personnel if progress is not yet adequate.

Specific technology brands, vendors, review sites, and/or periodicals are mentioned only as examples and not as primary vendors of the equipment, product, or technology.

Reviewed by Library Board: February 11, 2025
Ratified by City Council Date: March 4, 2025
Effective Date: March 5, 2025

# III: Introduction

## Purpose

The Library promotes access to information by making free accounts available to the residents of the City and providing the option to purchase access to non-residents. The Library therefore establishes the following policies for establishing and maintaining services.

The Library recognizes as its primary clientele the citizens of the City. Library service is extended to the residents of the City and its employees. Additionally, by membership with the Beehive Library Consortium, the Library serves over 150,000+ citizens from surrounding communities with shared digital collections. The constituency is comprised of a wide range of ages, education levels, and occupations, and has diverse viewpoints, interests, and needs.

## Community History

The City was formed and developed by a group of land owners desiring to develop lakeside and foothill properties and build upon the spectacular view and resort-style history of the region. Near the mouth of the Jordan River are natural hot springs that inspired early settlers in the area to create a resort known as Beck's Saratoga Springs. It was named after the original Saratoga Springs, New York resort, and Mr. John Beck, the owner. The resort was opened in 1884 and also served as a home for the Beck family for many years. The area had several buildings and amusement park facilities, and was a very popular location for tourists and visitors. Although the original buildings are gone, the resort area is now a part of a private development that contains an outdoor pool, clubhouse, and a beautiful bowery and kitchen facility for groups and parties.

In the early 1990s, landowners began to investigate the possibilities of developing the land around the hot springs and in the foothill locations of Lake Mountain. The Utah County land development ordinances were not sufficiently urban in nature, so several landowners sought incorporation as a town. Subsequently, Saratoga Springs was incorporated in December of 1997. Thousands of acres have since been annexed into the City limits, and the City now has a linear shape running north and south. The City contains over 23 square miles and runs from Pelican Point on the west side of Utah Lake and continues over 11 miles north.

The City is governed by a 6-member council form of Government, one of whom is the Mayor. The City has a number of departments conducting a wide range of business through the City, including planning, legal, parks, recreation, fire, police, public works, finance, engineering, and the library. A centralized business district of Saratoga Springs includes city services, restaurants, fast food, grocery, personal services, dry cleaners, banking services, a medical center, gas stations, and professional offices. The City has experienced high growth throughout its history, and remains one of the fastest growing cities in Utah.

The Alpine School District operates 14 schools in Saratoga Springs: 8 elementary schools serving kindergarten through 6th grades, 2 middle schools serving 7th through 9th grades, and 1 high school serving 10th through 12th grades. There are several small preschools run within the community that help prepare students for entering elementary school and 5 other schools, including private and charter schools.

The Library began as a volunteer effort, as a result of many people's hard work. A children's library opened in March 2011 and the Library added adult and young adult collections in June 2011. Over a two year period almost 200 volunteers donated over 12,000 hours to grow the Saratoga Springs Public Library to include 4,000 users and over 17,000 items in its collection. The Library featured a children's activities room with child-sized furniture, materials targeted to the community's youth, and a variety of programs for customers to attend.

The Library received State Certification in 2013. The Library is unable to join North Utah County Library Cooperative (herein after "NUCLC ") as a full member until it has a collection of over 50,000 or 2.5 items per resident; to be able to house a collection of that size would require a different space than is currently available. By the end of 2020, the Library had grown to include almost 6,500 active card holders, had over 96,452 visitors, and 164,584 checkouts in the year.

By 2021, the City had grown to a population of 44,861 residents, up from 2010's population of 17,781, an overall population growth of 49%. In 2021, the median age is 22.6 years old. The average household size was 4.19 people. Median household income was $80,857, with 1.5% below the poverty level. 96.6% of the population was over age 25 have a high school education, and 49.5% have a bachelor's degree or higher. The mean travel time to work was 28.5 minutes.

From 2021-2025 the library resided in its original location, with some additional office space increasing its size to 3,285 square feet, and had grown to hold a collection of 25,000 items. By January of 2024, the City had grown to a population of 60,894 residents, with that the Library experienced cardholder growth to 10,123 registered accounts, 66,269 Library visitors, and 369,715 total checkouts in the year. On March 18, 2024, the City broke ground for the construction of a new City Hall and Library facility. It is anticipated that this new facility will be complete and open to the public by the end of 2025.

## Mission

The mission of the Library is to improve the quality of life for all citizens of our community by providing resources and services that enhance and contribute to individual knowledge, enlightenment, and enjoyment while creating a sense of community which fosters a love of learning and reading.

## Vision Statement

The Library generally subscribes to the "Library Bill of Rights[1]" reaffirmed on January 23, 1996 included below, the "Freedom to Read Statement,[2]" and the "Freedom to View Statement[3]". These documents affirm free and equal access to ideas and information and are of vital importance to the experience of every citizen in the community.

**Library Bill of Rights**

> "The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.
>
> I.   Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
> II.  Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
> III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
> IV.  Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
> V.   A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
> VI.  Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use."

The Library is committed to free and open access of its collections and to connecting people with the world of ideas, information, and materials they wish to explore in a friendly, nonjudgmental manner. The Library allows the individual to form their own opinion on issues, values, and materials accessed without regard to the user's age or perceived maturity. The Library provides materials to support each individual's journey and does not place a value on one customer's needs or preferences over another's. The Library upholds the right of the individual to access information, even though the content may be controversial, unorthodox, or unacceptable to other individuals. The Library does not use labels on any material in such a way as to show approval or disapproval of the content for a particular audience. Decisions about what materials are suitable for particular children should be made by the people who know them best, their parents or guardians.

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[1] https://www.ala.org/advocacy/intfreedom/librarybill
[2] http://www.ala.org/advocacy/intfreedom/statmentspols/freedomreadstatment
[3] https://www.ala.org/advocacy/intfreedom/freedomviewstatment

# IV: Long Range Plan

The values of the Library are as follows:

1. We will develop programming, enhance our collection, and expand our services based on our community's needs and as available funding and resources allow when directed by the City Council.
2. We will provide a comfortable and safe learning environment.
3. We will treat all of our customers equally, enforcing the same policies and guidelines with individual customers.
4. We will support equality, diversity, and inclusion for our residents while remaining politically neutral.
5. We will work with the City Council, Library Board, donors, and other funders to use funding effectively, keeping our community's needs in mind.

The Library's long range objectives can be broken down into the following categories financial, customer, operational, learning, and growth. Within these objectives are specific initiatives, measures, 2028 targets, and projected 5 year targets.

## Financial

We are working to build a strong and stable financial position.

1. Maintain the confidence of the community and City Council to continue funding the Library.
   a. Initiative: Library Director or Board Member to attend City Council meetings for scheduled updates and agenda items.
   b. Measure: Number of times the Library Director or Board Member attends City Council meetings.
   c. 2028 Target: The Library Director attends City Council meetings when the Library has an agenda item.
   d. 5 Year Target: An employee will attend City Council meetings when the Library has an agenda item.
2. Focus our funding on programming with a wide audience range including children, young adults, and adults.
   a. Initiative: Develop a list of possible grants and apply.
   b. Measure: Number of grants applied for.
   c. 2028 Target: Apply for at least one (1) grant a year.
   d. 5 Year Target: Apply for five (5) grants to fund programming and/or equipment for programming.

## Customers

Provide customers with the opportunity to enjoy their experiences at the Library and return.

1. Provide programs for customers throughout the year as available funding and resources allow when directed by the City Council.
   a. <u>Initiative 1:</u> Have monthly programs for residents.
   b. <u>Measure 1:</u> Count the number of programs offered annually.
   c. <u>2028 Target 1:</u> Offer enough programs to serve the community effectively with attendance of approximately 20 participants per program.
   d. <u>5 Year Target 1:</u> Consider adding programs as needed when attendance is over 20 participants per program and there is available funding to offer the program long term within existing budgeted resources.
   e. <u>Initiative 2:</u> Focus on adding and/or adjusting weekly programs during the summer.
   f. <u>Measure 2:</u> Add one (1) to two (2) additional programming opportunities during the summer and remove 1 (one) to 5 (five) programs for the 0 (zero) to 5 (five) age range during the summer.
   g. <u>2028 Target 2:</u> Consider community needs and wants as we add one (1) additional program each week for the summer. Reach out to extension offices, local museums, and other potential partners regarding programming opportunities.
   h. <u>5 Year Target 2:</u> Have one (1) to two (2) additional programming opportunities weekly during the summer funded by grants or customer payment.
2. Maintain the relevance and diversity of the collection as available funding and resources allow when directed by the City Council.
   a. <u>Initiative:</u> Develop a schedule for maintaining the collection within the parameters of the collection development and maintenance criteria herein.
   b. <u>Measure:</u> Continue to complete a review of the collection checked for parameters outlined in the collection development and maintenance criteria to ensure that the items available remain relevant and interesting to customers. Create and include a schedule for the replacement of the literacy, kits, and equipment collections.
   c. <u>2028 Target:</u> On an annual basis, maintain the collection by checking for condition, currency, and other parameters outlined in the collection development and maintenance criteria herein. Replace items that are worn or damaged within this policy as necessary.
   d. <u>5 Year Target:</u> On an annual basis, maintain the collection by checking for condition, currency, and other parameters outlined in the collection development and maintenance criteria herein. Replace items that are worn or damaged within this policy as necessary.
3. Maintain and provide an environment where customers feel comfortable, valued, and welcome.
   a. <u>Initiative:</u> Consider the existing facility and how it can be arranged to allow for improved customer access.
   b. <u>Measure:</u> Continue to remain flexible in our facility's space to meet community and resident needs.

c. 2028 Target: Touch up paint annually and complete monthly facility inspection for the City.
   d. 5 Year Target: Consider funding and schedule needed facility maintenance and repairs including restrooms, furniture, and equipment.

## Operations

We operate the Library for effective and efficient service to the community.
1. Focus on accuracy of customer transactions.
   a. Initiative:  Ensure inventory using the RFID wand to search for missing, lost, and checked out items is completed on a scheduled basis.
   b. Measure: Schedule 2 (two) staff to leverage the use of this technology to scan the whole Library at least twice a month.
   c. 2028 Target: Verify that staff are inventorying the entire Library and located items are checked in.
   d. 5 Year Target: Continue to leverage the inventory wand to complete an annual inventory of the Library collection.
2. Actively manage the Library Newsletter.
   a. Initiative: Library specific newsletter is emailed to all subscribers every other month.
   b. Measure: Identify specific content including, but not limited to, STEAM, Early Literacy, How to, Electronic Resources, etc.
   c. 2028 Target: Publish and email to all subscribers.
   d. 5 Year Target: Continue to use as a publication and education tool for subscribers regarding upcoming events and services.
3. Be responsive to customer needs and community interests in Library services as available funding and resources allow when directed by the City Council.
   a. Initiative: Inquire often about programs and services through informal feedback.
   b. Measure: Short informal survey of questions asked at programs twice a year.
   c. 2028 Target: two (2) informal surveys a year.
   d. 5 Year Target: one (1) formal survey every three (3) years and two (2) informal surveys a year.

## Learning and Growth

The employees of the Library are critical to the success of the Library.
1. Train all employees to be knowledgeable about resources available to customers and ongoing educational opportunities available to our customers as available funding and resources allow when directed by the City Council.
   a. Initiative: Library employees to attend subject-appropriate training online and in person.
   b. Measure: Training hours completed.
   c. 2028 Target: Employees will receive annual training in an organized and timely fashion reaching a minimum of 100 training hours annually.

d. <u>5 Year Target:</u> Employees will receive annually training in an organized and timely fashion reaching a minimum 10 (ten) hours of training for each employee annually.

2. Keep technology updated for employee and customer use as available funding and resources allow when directed by the City Council.
   a. <u>Initiative:</u> Develop a schedule for replacing or evaluating electronic equipment.
   b. <u>Measure:</u> Ensure that tablets, Chromebooks, self-check outs, and other equipment are accounted for and regularly updated or maintained.
   c. <u>2028 Target:</u> Ensure that service tickets are open with software companies and/or we follow a replacement schedule for the technologies we use.
   d. <u>5 Year Target:</u> Request and schedule funding or grant funds for replacement of equipment as needed.

3. Open and transparent communication environment between employees, the Library Director, and City Management so that any issue can be discussed and resolved.
   a. <u>Initiative:</u> Human Resources staff will work with employees and the Library Director for issues as needed.
   b. <u>Measure:</u> Report concerns and needed changes to the Library Director, Human Resources, and/or City Administration.
   c. <u>2028 Target:</u> Report to the City Administration.
   d. <u>5 Year Target:</u> Report to City Administration monthly.