



## 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 6<sup>th</sup> grades, 2 middle schools serving 7<sup>th</sup> through 9<sup>th</sup> grades, and 1 high school serving 10<sup>th</sup> through 12<sup>th</sup> 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<sup>1</sup>” reaffirmed on January 23, 1996 included below, the “Freedom to Read Statement,<sup>2</sup>” and the “Freedom to View Statement<sup>3</sup>”. 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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<sup>1</sup> <https://www.ala.org/advocacy/intfreedom/librarybill>

<sup>2</sup> <http://www.ala.org/advocacy/intfreedom/statementspols/freedomreadstatement>

<sup>3</sup> <https://www.ala.org/advocacy/intfreedom/freedomviewstatment>

## V: Technology Plan

The Library provides technology to our customers to increase their productivity and information access in order to enrich their knowledge and growth.

Staff technology training must be documented. All new staff will be trained in technology within 90 days of onboarding.

Library staff will offer 1 (one) on 1 (one) technology assistance to customers whenever possible. If staffing precludes this, staff will provide the ability to schedule 1 (one) on 1 (one) assistance for the customer. In order to accomplish this, staff must be familiar with all existing customer and related staff technology.

Library Services and Technology Act grants administered through the Utah State Library Division have provided important supplemental sources of revenue and additional electronic resources for our customers' technology needs.

**IMPORTANT:** This technology plan incorporates both our current facility and our new facility expected to be complete in November 2025. An updated plan, using only our new facility, will be completed within 6 months of opening the new facility.

The Library's technology objectives can be broken down into the following categories: radio-frequency identification (RFID), equipment, software, circulating items, and service. Within these objectives are specific initiatives, measures, 2028 targets, and projected 5-year targets.

### Radio-Frequency Identification Specific:

The Library will utilize RFID technologies to aid in circulation and tracking of materials, collection of data, and to assist with facilitating customer service as available funding and resources allow when directed by the City Council.

1. Software suite including options for writing tags, circulation, and gate tracking as available funding and resources allow when directed by the City Council.
  - a. Initiative: Continue purchasing and encoding RFID tags annually, purchase at least 60,000 tags in preparation for the new facility to open in 2025.
  - b. Measure: Continue purchasing and encoding 4,500 RFID tags annually.
  - c. 2028 Target: Ensure staff are trained in troubleshooting the RFID tags to determine if there are issues with the technology.
  - d. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
2. RFID Gates will be utilized at the main library entrance to track the unauthorized removal of items from the Library as available funding and resources allow when directed by the City Council.

- a. Initiative 1: Continue purchasing and encoding RFID tags annually, purchase at least 60,000 tags in preparation for the new facility to open in 2025.
  - b. Measure 1: Continue purchasing and encoding 4,500 RFID tags annually.
  - c. 2028 Target 1: Ensure staff are trained in troubleshooting the RFID tags or double-checking customers' checkout details to determine if there are issues with the technology.
  - d. 5 Year Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using a monthly inspection report and that staff are trained in troubleshooting the tags.
  - e. Initiative 2: Check the gate alarms daily and have staff search for items that set off the alarms marking any not found as missing.
  - f. Measure 2: Daily gate alarm reports and monthly missing and lost item reports.
  - g. 2028 Target 2: Ensure staff are searching for items that set off the alarm at least two times a week and marking them missing if appropriate.
  - h. 5 Year Target 2: Ensure staff are searching for items that set off the alarm at least 2 times a week and marking them missing if appropriate.
  - i. Initiative 3: Utilize the gate reports to count the total number of customers entering the Library.
  - j. Measure 3: Hourly, daily, monthly, and annual reports will be ran counting the number of customers entering the Library and will be used for reporting purposes.
  - k. 2028 Target 3: Ensure all equipment is maintained, functional, and serviced appropriately using a monthly inspection report and that staff are trained in troubleshooting the customer count report.
  - l. 5 Year Target 3: Ensure all equipment is maintained, functional, and serviced appropriately using a monthly inspection report and that staff are trained in troubleshooting the customer count report.
3. Self-circulation stations utilizing RFID technologies will be available in the Library to facilitate customer transactions as available funding and resources allow when directed by the City Council.
  - a. Initiative 1: Provide two (2) to five (5) self-circulation stations in the Library for customer use.
  - b. Measure 1: Annually track the percentage of use of the self-circulation machines for checkouts vs. the use of staff.
  - c. 2028 Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are trained in troubleshooting the tags.
  - d. 5 Year Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and consider replacement of equipment or upgrades to incorporate RFID tagged Library cards.
  - e. Initiative 2: Investigate the cost and implementation of hold pickup stations outside the Library for customer use.

- f. Measure 2: If hold pickup stations are purchased and put into use, track data of usage and impacts on staff time. If use indicates a need, consider additional locations for placement of stations.
  - g. 2028 Target 2: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are trained in utilizing the hold pickup stations.
  - h. 5 Year Target 2: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are trained in utilizing the hold pickup stations.
- 4. Functional RFID antennas will be provided at all staff work stations.
  - a. Initiative: Provide one (1) antenna at each dedicated staff work stations.
  - b. Measure: Ensure that all staff who need an antenna at their work station have one provided.
  - c. 2028 Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are trained in troubleshooting the tags.
  - d. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and consider replacement of equipment or upgrades to incorporate RFID tagged Library cards
- 5. An inventory wand will be utilized to best utilize staff time.
  - a. Initiative 1: Train staff members in utilizing an RFID want to inventory the collection for lost, missing, and/or overdue items.
  - b. Measure 1: On a monthly basis ensure that staff are checking their assigned areas of the collection for lost, missing, and/or overdue items.
  - c. 2028 Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are inventorying their assigned areas of the collection as scheduled.
  - d. 5 Year Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are inventorying their assigned areas of the collection as scheduled.
  - e. Initiative 2: Utilize the inventory wand for shelf reading in the future Library.
  - f. Measure 2: On a monthly basis ensure that staff are using the inventory wand to shelf read in their assigned areas of the collection.
  - g. 2028 Target 2: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are using the inventory wand to shelf read in their assigned areas of the collection.
  - h. 5 Year Target 2: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are using the inventory wand to shelf read in their assigned areas of the collection.
- 6. Automated Materials Handling (AMH) solutions will be utilized in the new facility to best facilitate the efficient and accurate performance of library operations as available funding and resources allow when directed by the City Council.

- a. Initiative: When the Library is relocated include an AMH solution for transforming the circulation workflow.
- b. Measure: Ensure that the equipment is functional, that items are sorted into the appropriate bins, and workflows are appropriate. Ensure staff are trained in the appropriate use of the equipment and troubleshooting problems.
- c. 2028 Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are notifying appropriate individuals when there is an equipment failure or need for a modification of the workflow.
- d. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are notifying appropriate individuals when there is an equipment failure or need for a modification of the workflow.

## Equipment

Equipment is utilized by both customers and staff of the library for the efficiency of operations, to reduce noise levels, and/or provide optimal service. All devices will be filtered by the City's firewalls according to Utah Code and in compliance with CIPA.

1. Public Computers will be provided and connected to the Library's printer software. All public computers will include customer productivity software, including, but not limited to: OpenOffice, Google, and an internet browser.
  - a. Initiative: Public computers will be replaced when new technology necessitates replacement as available funding and resources allow when directed by the City Council.
  - b. Measure: Public computers will be replaced when new technology necessitates and as available funding and resources allow when directed by the City Council.
  - c. 2028 Target: Determine if public computers need to be replaced and a schedule for their replacement and as available funding and resources allow when directed by the City Council.
  - d. 5 Year Target: Consider the replacement of existing computers and/or technologies with laptop, Chromebook, or MacBook kiosks to allow the circulation of devices as available funding and resources allow when directed by the City Council.
  - e. Catalogue computers which facilitate customers' access to the collection will be available for use in the Library.
  - f. Initiative 1: Devices will be provided in the library for customers to search for specific items as available funding and resources allow when directed by the City Council.
  - g. Measure 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report prior to the new facility opening.
  - h. 2028 Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are reporting any issues with equipment as necessary.

- i. 5 Year Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report and that staff are reporting any issues with equipment as necessary.
- j. Initiative 2: Consider the addition of signage in the Library directing customers toward an app or URL to search the catalogue on their own device as available funding and resources allow when directed by the City Council.
- k. Measure 2: Track usage of the catalogue devices via reports.
- l. 2028 Target 2: Track usage of catalogue devices comparing use of online search methods via reports.
- m. 5 Year Target 2: Track usage of catalogue devices comparing use of online search methods via reports.

2. Tablets including iPads and androids are maintained by the Library for internet and programming use as available funding and resources allow when directed by the City Council. Devices will be managed by a third-party software to prevent downloading additional applications or modification of device settings by unauthorized individuals.

- b. Initiative 1: Android devices will be replaced as available funding and resources allow when directed by the City Council or when new technology necessitates replacement.
- c. Measure 1: Determine internet and programming needs for the future facility. Ensure that the equipment and the cart housing it is moved into the new facility and that implementation of technology use in programming is appropriate.
- d. 2028 Target 1: Determine if additional equipment is necessary. Ensure all equipment is maintained, functional and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- e. 5 Year Target 1: Determine if additional equipment is necessary. Ensure all equipment is maintained, functional and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- f. Initiative 2: iPads will be replaced as available funding and resources allow when directed by the City Council or when new technology necessitates replacement.
- g. Measure 2: Determine internet needs for the future facility. Ensure that the equipment is moved into the new facility and that implementation of technology use in account applications is appropriate.
- h. 2028 Target 2: Determine if additional equipment is necessary. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- i. 5 Year Target 2: Determine if additional equipment is necessary. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.

3. The Library will utilize a server to support software used for RFID technologies, Wi-Fi, printer services, and additional needs.

- a. Initiative: Devices will be replaced as available funding and resources allow when directed by the City Council or when new technology necessitates replacement.
  - b. Measure: Determine server needs for the new facility scheduled to open in 2025.
  - c. 2028 Target: Determine if the server needs replaced or upgraded, ensure that the equipment is maintained and functional. If necessary, work with ITS to implement upgrades to software and/or equipment as available funding and resources allow when directed by the City Council.
  - d. 5 Year Target: Ensure that the equipment and the software it operates is maintained and functional. If necessary, work with ITS to implement upgrades to software and/or equipment
4. An adequate number of printers will be provided for staff and public use as available funding and resources allow when directed by the City Council.
  - a. Customers will be required to purchase their print jobs according to the adopted fines and fee schedule.
  - b. Initiative: Printers will be replaced as available funding and resources allow when directed by the City Council when new technology necessitates replacement.
  - c. Measure: Determine printing needs for the new facility scheduled to open in 2025.
  - d. 2028 Target: Determine if additional equipment is necessary for workstations. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
  - e. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
5. An adequate number of copy machines will be provided for staff and public use.
  - a. Customers will be required to purchase their copies according to the adopted fines and fee schedule.
  - b. Initiative: Machines will be replaced as available funding and resources allow when directed by the City Council or when new technology necessitates replacement.
  - c. Measure: Determine printing needs for the new facility scheduled to open in 2025.
  - d. 2028 Target: Determine if additional equipment is necessary and/or if preventative maintenance needs scheduled for current equipment. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
  - e. 5 Year Target: Determine if additional equipment is necessary and/or if preventative maintenance needs scheduled for current equipment. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
6. Advertising displays will be considered for the new facility and incorporated into the website to run simple text, easily readable ads for Library events, services, etc.
  - a. Initiative 1: Train staff in resizing of images from appropriate software into the indoor advertising display in the new facility.
  - b. Measure 1: Determine if additional displays or coordination is needed between the Library and City for the other units utilized by the City.
  - c. 2028 Target 1: Ensure there is a schedule developed for updating content displayed on a monthly basis.

- d. 5 Year Target 1: Ensure there is a schedule developed for updating content displayed on a monthly basis. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
- e. Initiative 2: Train staff in resizing of images into the appropriate formatting for newsflash features on the website.
- f. Measure 2: Determine if additional displays or coordination is needed between the Library and City for information displayed on the website.
- g. 2028 Target: Ensure there is a schedule developed for updating content displayed on a monthly basis.
- h. 5 Year Target: Ensure there is a schedule developed for updating content displayed on a monthly basis.

6. An adequate number of phones will be provided for staff use with an established departmental phone tree.

- a. Initiative 1: Phones will be replaced in coordination with ITS when new technology necessitates replacement as available funding and resources allow when directed by the City Council. Ensure that the phones have closure recordings scheduled with ITS during planned periods of closure.
- b. Measure 1: Determine phone needs for the new facility scheduled to open in 2025. Restructure the phone tree to incorporate additional extensions, positions, and lines as needed.
- c. 2028 Target 1: Determine if additional equipment and/or formatting of the lines is needed. Ensure all equipment is maintained, functional, and serviced appropriately and that any phone maps and recordings are updated as needed.
- d. 5 Year Target 1: Ensure all equipment is maintained, functional, and serviced appropriately and that any phone maps and recordings are updated as needed.
- e. Initiative 2: Phones trees and mailbox settings will be configured in coordination with ITS prior to the opening of the new facility. Ensure that separate voicemail needs are outlined and identified within the new facility. Identify if headsets, cordless phones, or other equipment are needed. Coordinate access to establish voicemail boxes for identified service points and/or members of staff.
- f. Measure 2: Determine phone needs for the new facility scheduled to open in 2025. Restructure the phone tree to incorporate additional extensions, positions, and lines as needed.
- g. 2028 Target 2: Determine if additional equipment and/or formatting of the lines is needed. Ensure all equipment is maintained, functional, and serviced appropriately and that any phone maps and recordings are updated as needed.
- h. 5 Year Target 2: Ensure all equipment is maintained, functional, and serviced appropriately and that any phone maps and recordings are updated as needed.
- i. Initiative 3: A dedicated customer use phone will be considered and/or configured in coordination with ITS prior to the opening of the new facility. Ensure that limits are placed on the use of the phone and that it has a dedicated line established for this purpose.

- j. Measure 3: Determine customer phone needs for the new facility after it has opened. Work with ITS to determine if a limited use public phone should be provided.
  - k. 2028 Target 3: Determine if additional equipment and/or formatting of the line is needed. Ensure all equipment is maintained, functional, and serviced appropriately and that any phone maps and recordings are updated as needed.
  - l. 5 Year Target 3: Ensure all equipment is maintained, functional, and serviced appropriately and staff and customers are aware of the governance of the phone.
  - m. Initiative 4: Determine and identify the potential use for and cost of an American Sign Language (ASL) Videophone for customer and City use.
  - n. Measure 4: Determine and identify the potential use for and cost of an American Sign Language (ASL) Videophone for customer and City use after the Library has been relocated. Work with ITS to determine how and if it should be provided.
  - o. 2028 Target 4: Determine if additional equipment is necessary. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
  - p. 5 Year Target 4: Determine if additional equipment is necessary. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
2. Public Address System will be incorporated into the new facility to allow for staff to page customers, announce closures, and/or make other announcements.
  - a. Initiative: A public address system will be incorporated into the new facility. This will allow staff to page customers, announce closures, and/or utilize it in other emergency situations.
  - b. Measure: Verify that the public address system is set up and available for staff use. If possible, schedule and record the closing announcements prior to opening the new facility. If not, provide a script to staff for notifying customers of the Library's closure.
  - c. 2028 Target: Ensure all equipment and/or software is maintained, functional, and serviced appropriately using an inspection report.
  - d. 5 Year Target: Ensure all equipment and/or software is maintained, functional, and serviced appropriately using an inspection report. Ensure that appropriate staff are identified and are trained in the use and maintenance of the public address system.
3. Headphones are utilized to minimize and reduce disruptive noise from devices while in the Library.
  - a. Initiative: Headphones will be available at the Circulation Desk for customers to use with devices and equipment provided in the Library.
  - b. Measure: Determine headphone needs for customers and keep sets available at the Circulation Desk.

- c. 2028 Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. If necessary, consider repurchasing replacements for equipment.
- d. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. If necessary, consider repurchasing replacements for equipment as available funding and resources allow when directed by the City Council.

4. Barcode Scanners will be provided for staff workstations.

- a. Initiative: An adequate number of barcode scanners will be provided at all staff work stations and will be replaced when new technology necessitates replacement as available funding and resources allow when directed by the City Council.
- b. Measure: Determine number of barcode scanners necessary to bring the new location online and provide 1 for each staff use terminal.
- c. 2028 Target: Determine if additional equipment is necessary for any new positions. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
- d. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.

4. Shredder will be utilized to facilitate the removal and disposal of confidential information.

- a. Initiative: Access to a shredder for removal and disposal of private/confidential staff and customer information will be provided.
- b. Measure: Determine shredding needs for the new facility scheduled to open in 2025. Purchase and provide any necessary equipment as available funding and resources allow when directed by the City Council.
- c. 2028 Target: Determine if additional equipment is necessary for any new positions. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
- d. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.

5. Book repair equipment will be utilized to facilitate the repair and maintenance of items.

- a. Initiative 1: Binding technology for the repair of Library items will be replaced when equipment fails or new technology necessitates replacement as available funding and resources allow when directed by the City Council.
- b. Measure 1: Determine binding technology needs for the new facility scheduled to open in 2025.
- c. 2028 Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- d. 5 Year Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.

- e. Initiative 2: Lamination and dustjacket technology will be considered when the Library relocates into a new facility as space and time allows. This equipment will be considered for replacement as equipment fails or new technology necessitates replacement.
- f. Measure 2: Determine lamination and dustjacket technology needs for the new facility scheduled to open in 2025.
- g. 2028 Target 2: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- h. 5 Year Target 2: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.

6. Disc cleaning equipment will be used to facilitate the repair and maintenance of discs.

- a. Initiative: Equipment for maintenance of the portion of the collection in disc format will be replaced as equipment fails or as new technology necessitates replacement as available funding and resources allow when directed by the City Council.
- b. Measure: Determine additional equipment needs for the new facility scheduled to open in 2025.
- c. 2028 Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- d. 5 Year Target: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.

## Security Equipment

1. Security cameras are installed to help prevent and follow up on safety and security issues for customers and staff in public areas of the Library.
  - a. Initiative 1: Continue to work with the City's assigned personnel regarding the recording of safety and/or facility issues which may occur.
  - b. Measure 1: Ensure staff are trained in the use of security cameras for closing the Library.
  - c. 2028 Target 1: Ensure staff are trained in the use of these cameras for securing the building at closure prior to the department's relocation.
  - d. 5 Year Target 1: Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
  - e. Initiative 2: Ensure appropriate access to the security cameras is provided to Library staff on closing shifts in the new facility coming online in 2025.
  - f. Measure 2: Ensure that terminal or individual access is provided to Library staff on closing shifts prior to moving operations into the new facility coming online in 2025. Work with the City's assigned personnel regarding the recording, access,

and/or the identification of potential areas where complications may arise when securing the facility.

- g. 2028 Target 2: Ensure staff are trained in the use of these cameras for securing the building at closure prior to the department's relocation. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.
- h. 5 Year Target 2: Ensure staff are trained in the use of these cameras for securing the building at closure prior to the department's relocation. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report.

### Circulating Items

The Library will circulate electronic collections to facilitate customer access to new technologies including but not limited to Chromebooks, digital items, and other equipment.

- 1. Chromebooks are available for checkout. All private information will be removed from the devices upon their return to the Library.
  - a. Initiative 1: 7 Chromebooks are available for cardholders to checkout.
  - b. Measure 1: Circulation statistics will be recorded.
  - c. 2028 Target 1: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
  - d. 5 Year Target 1: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
  - e. Initiative 2: An assessment will be completed to determine needs for available Chromebooks. If necessary new items and a kiosk will be purchased by November 2025.
  - f. Measure 2: Circulation statistics will be recorded.
  - g. 2028 Target 2: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
  - h. 5 Year Target 2: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- 2. Circulating technologies such as audio, card, and tablet devices created for Library use. They include digital items in various formats, which are various formats of circulating technology for customer use.
  - a. Initiative 1: Tablets are a collection of tablets designed for educational and leisure purposes which can be reset between users. The Library began establishing their collection of circulating tablets in 2015 with grant funding.

- b. Measure 1: Circulation statistics will be recorded.
- c. 2028 Target 1: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- d. 5 Year Target 1: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- e. Initiative 2: Digital audiobooks are a collection of audiobooks designed for educational and leisure purposes which can be reset between users. The Library may choose to consider purchasing a collection of these items prior to or after moving into the new facility and funding is authorized by the City Council.
- f. Measure 2: Circulation statistics will be recorded.
- g. 2028 Target 2: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- h. 5 Year Target 2: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- i. Initiative 3: Digital audio and picture books are a collection of books and audiobooks designed for educational and leisure purposes which can be reset between users. The Library may choose to consider purchasing a collection of these items prior to or after moving into the new facility and funding is authorized by the City Council.
- j. Measure 3: Circulation statistics will be recorded.
- k. 2028 Target 3: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- l. 5 Year Target 3: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.

3. Circulating media includes, but is not limited to, DVDs, Blu-Rays, Audio Books on CD, Audio Picture Books, and other playable discs.

- a. Initiative: Circulating media has been a part of the Library's collection since it was established. Annual reports of usage have tracked a decline in Audiobooks with an increase in juvenile DVD use. Continue to allocate financial resources towards this collection as appropriate and funding is authorized by the City Council.

- b. Measure: Circulation statistics will be recorded and used to guide future budget allocations forwards media resources.
  - c. 2028 Target: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
  - d. 5 Year Target: Report the circulation data in annual reporting. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Consider replacement schedule and possible grant opportunities for equipment needs.
- 4. Digital collections may be made available to allow customers access to information. This can particularly benefit those who have mobility difficulties. The accessibility features allow those with visual impairment to adjust text sizes and contract. Audiobooks benefit all, but particularly those with visual impairments. These items are never physically lost by customers, releasing customers from the responsibility for lost, damaged, or overdue item costs.
  - a. Initiative 1: Beehive Library Consortium, spearheaded by the Utah State Library Division, provides access to the larger collection of nearly 38,000 eBooks, audiobooks, and other digital publications through Overdrive & the Libby customer platform. Annual reports of usage continue to grow. Continue to allocate financial resources towards this collection as appropriate.
  - b. Measure 1: Purchase only items that card holders are requesting from the OverDrive Marketplace (through the “Deep Search/Notify Me feature”) which the Beehive Library Consortium is not purchasing or items with holds request as available funding and resources allow when directed by the City Council.
  - c. 2028 Target 1: Report the circulation data in annual reporting. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff.
  - d. 5 Year Target 1: Report the circulation data in annual reporting. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff.
  - e. Initiative 2: Utah State Library Division provides access to the larger collection of digital publications and resources through a variety of platforms. Annual reports of usage continue to grow. Continue to allocate staffing resources towards assisting customers with their use of this collection as appropriate.
  - f. Measure 2: Track circulation of these materials and consider the amount of time allocated for staff to assist customers with the use of these resources. Consider highlighting each of these resources in the advertising schedule for the public displays and website newsflashes.
  - g. 2028 Target 2: Report the circulation data in annual reporting. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff who can report those issues to either the Utah State Library Division or the vendor.

- h. 5 Year Target 2: Report the circulation data in annual reporting. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff who can report those issues to either the Utah State Library Division or the vendor.
- i. Initiative 3: Other electronic resources will be considered based on customer requests.
- j. Measure 3: Track circulation of additional resources and the cost per circulation for these collections.
- k. 2028 Target 3: Report the circulation data in annual reporting. Ensure funding for ongoing use of resources is allocated, providing that the usage indicates there is a need for this service. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff.
- l. 5 Year Target 3: Report the circulation data in annual reporting. Ensure funding for ongoing use of resources is allocated, providing that the usage indicates there is a need for this service. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff.

## Software

- 1. Integrated Library System discovery software is currently utilized by staff and customers to provide circulation services in the library and online. It is the primary portal to the collection for customers and staff. It facilitates holds, reporting, fee tracking, circulation rules, limitations, and more. The user interface integrates the Library's physical and digital collections into one convenient website for customer-friendly use.
  - a. Initiative: The Library will maintain a software solution to facilitate the circulation of items.
  - b. Measure: Continue to train staff and customers in the use of this software to facilitate the use of Library services. Continue to run reports regarding Library use, review the software functionality with staff, and make recommendations for improvement to the developer as appropriate.
  - c. 2028 Target: Report the circulation data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff. Schedule regular upgrades on a quarterly basis and evaluate procedures based on improvements made to the software.
  - d. 5 Year Target: Report the circulation data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff. Schedule regular upgrades on a quarterly basis and evaluate procedures based on improvements made to the software.
- 2. The Library will maintain a departmental portion of the City website.

- a. Initiative: The Library will maintain departmental pages within the City website.
- b. Measure: The Library will review their webpage content annually and will develop a schedule for the newsflash features to be updated on a scheduled basis.
- c. 2028 Target: Report the usage data in annual reporting. Ensure staff time for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding the website and to submit issues to the identified members of the Library staff.
- d. 5 Year Target: Report the circulation data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff. Schedule regular upgrades on a quarterly basis and evaluate procedures based on improvements made to the software.

3. Computer reservation software is available to book sessions on public computers. Reservations can be made online, in person, or by library staff.

- a. Initiative: The Library will maintain a software solution for booking time or reservations for public computers.
- b. Measure: Continue to train staff and customers in the use of this software to facilitate the use of public computers. Continue to run reports regarding Library use, review the software functionality with staff, and make recommendations for improvement to the developer as appropriate.
- c. 2028 Target: Report the circulation data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff. Schedule regular upgrades on a quarterly basis and evaluate procedures based on improvements made to the software.
- d. 5 Year Target: Report the circulation data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding the digital resources available to them and to submit issues to the identified members of the Library staff. Schedule regular upgrades on a quarterly basis and evaluate procedures based on improvements made to the software.

4. Community Spaces registration and contracts will be available to facilitate customer use of some public spaces within the new facility.

- a. Initiative: The Library will maintain a software solution to reserve the public spaces in the new facility.
- b. Measure: Count the number of reservations, revenues, and staff time allocated to facilitating the use of this space. Continue to train specific members of staff and customers in the use of this software to facilitate the use of public spaces. Continue to run reports regarding Library use, review the software functionality with staff, and make recommendations for improvement to the developer as appropriate.

- c. 2028 Target: Report the usage of the space in annual reporting or as directed. Ensure funding to provide staffing for ongoing use of this resource is allocated and/or offset with revenues. Ensure all staff are trained in educating customers regarding how to book the space. Schedule regular upgrades to the software and evaluate current departmental procedures based on improvements made to the software or issues which may arise regarding space use.
- d. 5 Year Target: Report the usage of the space in annual reporting or as directed. Ensure funding to provide staffing for ongoing use of this resource is allocated and/or offset with revenues. Ensure all staff are trained in educating customers regarding how to book the space. Schedule regular upgrades to the software and evaluate current departmental procedures based on improvements made to the software or issues which may arise regarding space use.

5. Online event registration software is utilized for customers to view the calendar of events, book their reservation, and/or manage their attendance.

- a. Initiative: The Library will maintain event registration for planning and preparation purposes.
- b. Measure: The Library will consider the ease of customer use of this product, if email or text notifications are in place, and the Library's planning needs. They will also consider the potential for integrating this software with the existing Aspen Discovery application.
- c. 2028 Target: Report the programming data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding registration and the processes available to them and to submit issues to the identified members of the Library staff. Evaluate procedures utilized for registration based on improvements made to the software.
- d. 5 Year Target: Report the programming data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding registration and the processes available to them and to submit issues to the identified members of the Library staff. Evaluate procedures utilized for registration based on improvements made to the software.

6. Print Management Software is utilized for customers to send print jobs to Library equipment from the website, email, or on public computers.

- a. Initiative: The Library will continue to utilize print management software to organize and receive print jobs.
- b. Measure: Ongoing use of wireless, web based, and public computer printing which can be estimated based on revenues collected.
- c. 2028 Target: The Library will utilize this software in the new facility with a large color/black copier with multi-page scanning and/or possible email capabilities. Ensure all staff are trained in educating customers regarding the use of this software and to submit issues to the identified members of the Library staff. Evaluate procedures utilized for print management based on improvements made to the software.

- d. 5 Year Target: Ensure that this software is meeting customer and staff needs, pricing is fair, and support service is evaluated. Ensure all staff are trained in educating customers regarding the use of this software and to submit issues to the identified members of the Library staff. Evaluate procedures utilized for print management based on improvements made to the software.
- 7. All devices will be filtered by the City's firewalls according to Utah Code and in compliance with CIPA.
  - a. Initiative: The Library will enable a firewall and require that customers agree to the terms and conditions of using the Internet.
  - b. Measure: Continue to train staff and customers in the use of Wi-Fi. Continue to run reports regarding Library use, review the software functionality with staff, and make recommendations for improvement to the developer as appropriate.
  - c. 2028 Target: Report the usage data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Work with the ITS department as needed to troubleshoot issues related to the internet and train identified members of staff in the basic steps they can take to troubleshoot an outage.
  - d. 5 Year Target: Report the usage data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Work with the ITS department as needed to troubleshoot issues related to the internet and train identified members of staff in the basic steps they can take to troubleshoot an outage.
- 8. A software will be utilized on public computers to maintain the security of the customer information and the network.
  - a. Initiative: The Library will maintain public computers which can be used by multiple customers, which do not retain private or confidential information.
  - b. Measure: Continued use of dedicated software to manage public computers and private or confidential information entered by the users.
  - c. 2028 Target: Continue to train staff and customers in the use of public computers. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Ensure that staff are aware that rebooting the machine will remove private and/or confidential information.
  - d. 5 Year Target: Continue to train staff and customers in the use of public computers. Ensure all equipment is maintained, functional, and serviced appropriately using an inspection report. Ensure that staff are aware that rebooting the machine will remove private and/or confidential information.
- 9. A software solution will be used by the Library to track Wi-Fi use.
  - a. Initiative: The Library will continue to use a software solution to track Wi-Fi use for annual reports.
  - b. Measure: Continue to train staff and customers in the use of this software to facilitate the use of public internet. Continue to run reports regarding Library use, review the software functionality with staff, and make recommendations for improvement to the developer as appropriate.
  - c. 2028 Target: Report the usage data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding use of the Wi-Fi and to submit issues to the identified

members of the Library staff. Schedule regular upgrades on an as-needed basis and evaluate procedures based on improvements made to the software.

d. 5 Year Target: Report the usage data in annual reporting. Ensure funding for ongoing use of this resource is allocated. Ensure all staff are trained in educating customers regarding use of the Wi-Fi and to submit issues to the identified members of the Library staff. Schedule regular upgrades on an as-needed basis and evaluate procedures based on improvements made to the software.

10. The Library will work with the Utah State Library Division to utilize a vendor to facilitate Inter-Library Loans and downloading of MARC data.

- a. Initiative: The Library will continue to work with a vendor to make requests and download MARC data for resources where records cannot typically be found using other methods.
- b. Measure: Continue to train staff in the use of this software to facilitate the use of Inter-Library Loans and cataloging.
- c. 2028 Target: Ensure identified staff are trained in use of the software. Evaluate procedures used internally to facilitate Inter-Library Loans based on improvements made to the software.
- d. 5 Year Target: Ensure identified staff are trained in use of the software. Evaluate procedures used internally to facilitate Inter-Library Loans based on improvements made to the software.