

	Authorized By:	Salt Lake County Library Board of Directors	
	Subject:	Library at Your Door Policy	
	Effective Date	Version #	Revision Date
	April 27, 2009	3	August 26, 2024

Policy Statement

Salt Lake County Library (the County Library) is committed to providing equitable access to library materials and services to library patrons. Library at Your Door is offered to any Salt Lake County resident who is unable to physically access the library due to illness, injury, or disability.

Regulations

1.0 Eligibility

- 1.1 Eligibility is established if the patron affirms they are unable to physically visit the County Library due to illness, injury, or disability, and they are a Salt Lake County resident.
 - 1.1.1 Salt Lake County residents are those people living within the County Library taxing area.

2.0 Borrowing parameters

Maximum number of items allowed on card	10 (20 with transit time)
Maximum number of holds	10
Restrictions on number of item type	None
Overdue fines waived	Yes, except for those accrued on interlibrary loan items.
Maximum amount allowed unpaid before suspending service (fees from lost, damaged or interlibrary loan items)	See Fines & Fees Policy
Maximum number of overdue items allowed before suspending service	15
Can be sent to collections	Yes
Check out period for all item types except DVDs	5 weeks
Check out period for DVDs	3 weeks
Items can be renewed up to three times by phone or through the Salt Lake County Library web site	Yes, provided there are no holds on the item.
Items borrowed through interlibrary loan are subject to the loan period determined by the lending institution	
Charge for lost or damaged materials, including bags that are lost or damaged other than through normal wear and tear	See Fines and Fees Policy

3.0 Requesting materials

- 3.1 Library at your Door patrons have full access to library materials and services.
- 3.2 Requests may be made by mail, phone, e-mail, or through the County Library website.
- 3.3 Library at your Door patrons are given the option of being assigned a library advisor who will serve as the point of contact for the library. If requested, the advisor will regularly select and send materials that meet the patron's stated reading and viewing preferences.
- 3.4 Items are mailed at the library's expense via the United States Postal Service.
 - 3.4.1 A list of all materials checked out to the patron, along with their due dates is included.

4.0 Returning materials

- 4.1 Friends or family members of the Library at Your Door patron may return materials and mailbags to any County Library branch.
- 4.2 Returns may also be sent by mail using the return postage label included in each package.
 - 4.2.1 The library incurs the cost of the postage when the label is used.

5.0 Account and Use Parameters

- 5.1 Library at Your Door cards are not transferable. They are for use only by the patron who qualified for enrollment in the program.
- 5.2 Library at Your Door cards are issued for mailing purposes only. They are not for use by the patron, family, or friends inside the library.
- 5.3 Library at Your Door cards are not considered permanent. Program eligibility will be reviewed annually. Patrons who no longer qualify will have their borrower type set to 'resident' and all of the resident parameters will be applied to their library card.

Adopted by the Salt Lake County Library Board of Directors, April 27, 2009.
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