

UPPER MORELAND FREE PUBLIC LIBRARY

Policy Number	OPS-04
Policy Name	Patron Conduct

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Document Owner:	Library Director

I. POLICY

- A. The purpose of this policy is to ensure the proper response to and reporting of incidents regarding patrons not abiding by the Patron Conduct Rules, and to protect UMFPL staff and patrons in the event of unsafe or disruptive activity within the UMFPL.

II. DEFINITION

- A. The Patron Conduct Rules are regulations that govern the behavior that is expected of patrons while using library facilities. The Patron Conduct Rules shall be created and implemented by the UMFPL Director to ensure a safe, welcoming environment conducive to library use by patrons.

III. IMPLEMENTATION OF POLICY

- A. Any person who violates the Patron Conduct Rules may be denied access to the library by the Director or her/his designee upon notice to the person. The Director may deny access for a period of up to one year or permanently for any violation that significantly disrupts the operation of the library or significantly interferes with a patron's or patrons' right(s) to use the library.

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- B. Before denying access to any person, the Director or designee shall inform the person of the reason and period of time he or she is being denied access and give the person a reasonable opportunity to state his or her response to the proposed denial.
- C. The Director or designee shall confirm the denial by written notice to the person if the person's name and address are known.
- D. A person denied access may appeal to the Director within five (5) days of the date of notice. If the Director affirms the decision to deny access, the person denied such access may appeal the denial in writing to the library Board of Trustees at 109 Park Avenue, Willow Grove PA 19090 within ten (10) days of the date of notice. The appeal shall state the reasons why access to the library should not be denied.
- E. An appeal to the library Board of Trustees shall not stay the Director's denial. The library Board shall provide the person with an opportunity to be heard before deciding the appeal and may affirm, modify, or reverse the Director's denial. A person who has been denied access permanently may re-apply to the Board for access after a period of one year. The petition shall set forth the reasons the person believes reinstatement is justified.
- F. The library Board shall provide the person with an opportunity to be heard before it makes its decision on the petition for reinstatement. The library Board may deny, grant, or grant with conditions the petition for reinstatement.

IV. RESPONSIBILITY

- A. The Director of the UMFPL shall implement this policy.