

UPPER MORELAND FREE PUBLIC LIBRARY

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| Revised: | 3/14/2018 |
| Next Review: | 1 st Qtr 2021 |
| Reviewed | 2/22/2018 |
| Original: | 11/1995 |

PATRON SERVICES

I. POLICY

- A. The purpose of this policy is to ensure all library services are provided to patrons in a fair and equitable manner.
- B. Service interactions between patrons and staff members may take place in person, by telephone, by mail, or electronically.
- C. Patrons are provided with services as time and staff availability allow.
- D. Library procedures will be established that limit the number of questions or requests placed at any one time by any one patron.
- E. Library procedures will be established to ensure that patrons do not place excessive or unreasonable demands on library staff members.

II. DEFINITIONS

- A. Library services include but are not limited to circulation transactions, patron account interactions, technology assistance, readers' advisory, patron materials access, and general information/program-related services.
- B. Unreasonable demands are patron requests that do not fall under the definition of library services such as proofreading documents, word processing, completing research assignments, or otherwise monopolizing staff time.
- C. Excessive demands refer to the number of patron requests at any one time that exceed staff availability.

- III. **RESPONSIBILITY:** The director shall ensure that library staff members are provided with written procedures that specify measurable guidelines.