

UPPER MORELAND FREE PUBLIC LIBRARY

Revised:	06/13/2018
Next Review:	2 nd Qtr 2020
Reviewed:	05/07/2018
Original:	10/13/2011

PATRON CONDUCT

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 posted Patron Conduct Rules and to protect the Upper Moreland Free Public Library (UMFPL) staff and patrons in the event of unsafe or disruptive activity within the library.
- B. A patron will be asked to leave the library when they have violated a Patron Conduct Rule that significantly disrupts the operation of the library or significantly interferes with a patron's or patrons' right(s) to use the library.
 - 1. A professional librarian has the authority to ask the patron to leave the building.
 - 2. The executive director may deny UMFPL access for a period of up to one year or permanently.
- C. Before denying access to any person, the director 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.
- D. The director shall confirm the denial by written notice to the person.
- E. A person denied access may appeal to the director within five (5) days of the date of notice.
 - 1. 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.
 - 2. The appeal shall state the reasons why access to the library should not be denied.
- F. An appeal to the board of trustees shall not stay the director's denial.
 - 1. The board of trustees shall provide the person with an opportunity to be heard before deciding the appeal and may affirm, modify, or reverse the director's denial.
 - 2. A person who has been denied access permanently may re-apply to the board of trustees for access after a period of one year.
 - 3. The petition shall set forth the reasons the person believes reinstatement is justified.

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- G. The board of trustees shall provide the person with an opportunity to be heard before it makes its decision on the petition for reinstatement. The board of trustees may deny, grant, or grant with conditions the petition for reinstatement.

II. DEFINITIONS

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

- III. **RESPONSIBILITY:** The executive director shall establish necessary procedures to comply with this policy.