

UPPER MORELAND FREE PUBLIC LIBRARY

Revised:	08/19/2021
Next Review:	1 st Qtr 2024
Reviewed:	08/19/2021
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PATRON SERVICES

I. POLICY

- A. The purpose of this policy is to ensure library service interactions 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 are established that limit the number of questions or requests placed at any one time by any one patron.
- E. Library procedures are 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 patron account interactions, technology assistance, readers' advisory, patron materials access, and general information/program-related services.
- B. Unreasonable demands include but are not limited to patron requests that do not fall under the definition of library services such as proofreading documents, word processing, completing research assignments, providing legal, financial, medical, or personal advice, or excessively distracting staff from their work responsibilities.
- C. Excessive demands refer to the number of a patron's requests or the nature of their request(s) that exceed staff availability.

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