

# UPPER MORELAND FREE PUBLIC LIBRARY

Revised:	08/19/2021
Next Review:	1 <sup>st</sup> Qtr 2027
Reviewed:	01/16/2024
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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 to ensure patrons do not place excessive or unreasonable demands on library staff members. These limits include, but are not limited to:
  - 1. The number of questions staff can field within an interaction
  - 2. The number of material requests staff can process at point of interaction
  - 3. The duration spent on patron inquiry or assistance

### 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/remarks, 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 establish necessary procedures to comply with this policy.