

UPPER MORELAND FREE PUBLIC LIBRARY

Original:	11/1995
Revised:	08/19/2021 3/18/2025
Approved:	4/10/2025

PATRON SERVICES

UMFPL offers a variety of services in addition to those addressed in individual policies: library collections, programming, and access to technology and internet.

- Additional services offered to the public are based on community need and availability of library financial resources required to support those services, and may vary over time as need and financial resources dictate
- To eliminate barriers of participation, the majority of library services are provided to the public without charge. The board of trustees approves services with associated charges and describes those in this policy

Individual assistance

- Individual assistance is provided to patrons for a variety of reasons including but not limited to: patron account questions, technology assistance, readers' advisory, patron materials access, information inquiries, and program-related questions
- Assistance is provided to patrons in a fair and equitable manner as time and staff availability allow.
- Library procedures establish guidelines to ensure patrons do not place excessive or unreasonable demands on library staff members
 - Excessive demands refer to the number of a patron's requests or the nature of their request(s) that exceed staff availability
 - Unreasonable demands include but are not limited to: patron requests that do not fall under the definition of library services such as proofreading, creating, or typing documents; completing research assignments; providing legal, financial, medical, or personal advice/remarks; or excessively distracting staff members from their work responsibilities.

Printing

UMFPL offers public printing and copying services via a third-party vendor selected through a competitive process.

- Patrons are responsible for printing costs
- Printing formats and prices are set by the vendor
- Vendor contact information will be posted at the printer/copier
- Library staff members cannot collect payment or provide refunds for patron print jobs

Proctoring

UMFPL will, **for a \$15 fee**, proctor paper-based or online exams, if:

- Direct, continuous observation of the text taker or screen is not required

UPPER MORELAND FREE PUBLIC LIBRARY

- Library staff members are able to meet all requirements of the testing institution
- Testing does not interfere with library operations

Hours of operation

- UMFPL will meet or exceed the highest standards for library hours outlined in Pennsylvania Library Code 24 Pa. C.S. § 9335
 - The director is responsible for publicizing and maintaining hours of full service in compliance with the Library Code, and recommending permanent changes to the board of trustees when necessary
- The Board of Trustees is responsible to set the library's scheduled operating hours and holidays where the library is closed to the public
 - The Library will be closed: New Year's Day, Birthday of Martin Luther King, Jr., Washington's Birthday, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day
 - The Library will close early: at 5:00 p.m. Thanksgiving Eve, and 1:00 p.m. New Year's Eve
 - Temporary changes to the hours of operation as a result of a community, weather, or building emergency, are made by the library Director, and communicated to the Board of Trustees
 - Temporary changes to the hours of operation for non-emergency, operational necessity require advance approval of the board of trustees

Services for persons with disabilities

UMFPL recognizes that people with disabilities often face many personal challenges and the library can help facilitate their full participation in society. UMFPL complies with the Americans with Disabilities Act (ADA, 1990) and seeks to ensure that individuals with disabilities have equal access to Library resources

- UMFPL makes every effort to have operating procedures and facilities be as accessible and accommodating as possible
- On an as-needed basis, UMFPL may provide reasonable accommodations to individuals with disabilities so they may access the full range of resources the Library offers
- The library director serves as the ADA coordinator to review all complaints, written or oral, regarding ADA violations, and inform the trustees of such complaints and the action taken or recommended to remediate the situation
- The library will make every effort to include persons with disabilities as participants in the planning, implementing, and evaluating of Library services, programs, and facilities