

UPPER MORELAND FREE PUBLIC LIBRARY

Original:	09/12/2012
Revised:	06/09/2022, 6/30/2023 8/6/2025
Approved	08/13/2025

PATRON SUGGESTIONS AND CONCERNS

The Upper Moreland Free Public Library (UMFPL) supports the free exchange of ideas and recognizes the broad diversity of experience, thought, and opinion in our society. To foster open dialogue, and recognize all voices in our community, the Library provides a structure for patrons to express suggestions, concerns, or comments related to library facility, collections, services, procedures and programs as well as receive an appropriate response from library staff members.

General comments or concerns

- Written comments and concerns:
 - UMFPL Comment Cards are available in the library and can be deposited into the suggestion box
 - Comments can be submitted on the [UMFPL website](https://www.uppermoreland.org/), by emailing uppermoreland@mclinc.org, or via mail addressed to “Library Director”
 - At the director’s discretion, written complaints may be referred to the executive committee of the library board of trustees for consideration
 - To ensure accuracy we encourage patrons to provide written comments or concerns, however you may contact the library to make an appointment to speak with the library Director if you prefer
- Behavior violations: share concerns related to the behavior of another library patron with the librarian in charge at the time the situation is occurring, so that library staff can take action

Comments or concerns regarding policies, procedures, programs or materials

UMFPL strives to offer materials and programs in support of its mission that offer a diverse collection of differing viewpoints. Procedures and policies are drafted to promote a welcoming environment.

- Questions about items in the collection, library programs, policies or procedures will be directed to the librarian in charge of the collection in which the item in question is located, the librarian organizing the program, the librarian in charge, or another librarian
- The librarian will listen to the patron’s concerns and will inform them of relevant library procedures and policies. The patron will be given an information packet that includes a Statement of Concern form.
- Upper Moreland Residents may submit a completed [Statement of Concern form](#) if they wish to formally pursue the issue
 - No more than one (1) Statement of Concern form can be submitted by an individual at one time
 - The Director will appoint an ad hoc committee of library staff including, but not limited to, the director and librarians most familiar with the issue, to consider whether the issue in question is aligned with library policy
 - A written response stating the reasons for the decision will be mailed by the Library Director to the patron and the Board of Trustees within 21 days of receiving the form

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Appeal Process

Upper Moreland Residents dissatisfied with the director's response to their suggestion, concern, or comment may request to be heard during the business of visitors' time at a regular meeting of the UMFPL Board

- The president of the board of trustees shall reply to the complainant in writing within thirty days of that board meeting.
 - The Board of Trustees reserves the right to limit the length of public comments
 - The decision of the board is final