

UPPER MORELAND FREE PUBLIC LIBRARY

Original:	Pre 2027
Revised:	9/11/2024 3/17/2026
Approved:	4/8/2026

PATRON CONDUCT POLICY

The Upper Moreland Free Public Library welcomes and encourages all in our community to utilize the library as a community resource and gathering place.

The Library Board of Trustees has established rules of conduct to protect the rights and safety of Library patrons, volunteers, and staff, and to preserve and protect the Library's materials, equipment, facilities, and grounds. To help us provide an inviting environment for all—whether in-person, online, or offsite—please abide by library polices and follow guidelines provided by library employees.

- **Obey the law.** Engaging in any activity in violation of Federal, State, local or other applicable law, is strictly prohibited.
- **Respect the personal boundaries and privacy of others, including staff.** Verbally or physically threatening or harassing others including stalking, staring, lurking, touching, unwelcome or inappropriate conversation or acts will not be tolerated.
- **Keep noise to a minimum.** Speak quietly to those around you. Portable or other entertainment or communication devices are permitted as long as headphones are used at all times. Do not create any noise unnecessarily. **Amplified sound and cell phone use is permitted in the Conference Room, Community Room, lobby, and individual bookable spaces**, provided it does not interfere with others' use of the library.
- **Bring a snack.** Light snacks and beverages (with lids) are permitted throughout the Library with the exception of computer workstations and study pods. *Note: Parents of minors with food allergies must be aware that food allergens may be present in the Library and are required to monitor their children at all times.*
- **Walk.** Running, fighting, pushing and shoving are prohibited.
- **Dress properly.** This means a shirt, pants, (or shorts, skirt, dress) and shoes at all times. No swimsuits or sporting footwear such as cleats, please.
- **Leave your pets at home.** Service animals protected under the ADA are permitted.
- **Be considerate.** Avoid monopolizing seats, tables, equipment, materials, or the attention of library staff members.
- **Keep the Library clean.** Littering and/or bringing in garbage is prohibited. Dispose of all trash in designated receptacles. Personal items that pose a threat to the health and safety of library staff and patrons are prohibited. Library staff will determine if items are soiled, foul smelling, infested, or otherwise unsanitary/unsafe.
- **The library is smoke/tobacco free.** Smoking, using smokeless tobacco, and vaping in the Library or in proximity to the library entrance is prohibited.
- **Respect Library property.** Stealing, mutilating, altering, damaging, defacing or inappropriate use of Library property including computer hardware and software, printers, copiers, phones, and other equipment is prohibited by law (24 Pa.C.S.A. § 9376). Staff may inspect oversize bags and other articles that could be used to conceal library property or call the police to inspect a patron's belongings when theft is suspected.
- **Personal property is your responsibility.** Do not leave laptops, purses, or other valuables unattended. Personal belongings which impede the use of the Library by other users are prohibited.

- **Respect employee only areas.** Do not enter employee work spaces.
- **Patrons are responsible for Library charges.** Failure to pay account fees or other charges in accordance with the Library's standard schedules will result in suspension of borrowing privileges.
- **Lock bicycles and other wheeled devices on the designated rack outside the Library** (exceptions include wheelchairs, walkers, and strollers). Using wheeled devices including skateboards, rollerblades, bicycles, scooters, and shopping carts (except those provided by the library) in the Library is prohibited.
- **Solicitation** and distribution of literature is prohibited on Township property.

SUPERVISING CHILDREN

- Children 6 years old or younger *must remain with a parent/guardian/caregiver at all times* while in the Library.
- Children 7-11 years old must be accompanied by a responsible person, age 15 or older, who remains in the Library.
- Staff members who determine that children have been left at the library in violation of this policy will first attempt to contact a caregiver before contacting emergency services
 - All Library workers are mandated reporters and are legally required to report suspected child abuse or neglect to authorities

RESPONSE TO MISCONDUCT

- Enforcement of these rules is conducted in a fair and reasonable manner
- Library staff will generally intervene to stop prohibited activities and behaviors with a verbal and/or written warning.
- Library staff may immediately contact 911 if:
 - An individual who has been asked to leave the library refuses to do so.
 - They have reason to suspect illegal activities are taking place.
 - They feel their personal safety or the safety of any other person is threatened.
- Failure to comply with the Library's established rules and policies could result in removal from the premises and expulsion from the Library for a period of one day.
- Repeated violations could result in the restriction and/or termination of Library privileges, including the use of Library computers and other equipment, for a period of 30 days or more.
 - Patrons have the right to appeal loss of privileges to the director within five (5) days of the date of notice.
 - Further appeal may be submitted to the board within ten (10) days of the date of notice and must state the reasons why access to the library should not be denied. Board of trustees will review appeal during next regular meeting. Letters of appeal may be sent to "Attn: Board President, 109 Park Avenue, Willow Grove PA 19090."