

William Jeanes Memorial Library Library Use Policy

The mission of the William Jeanes Memorial Library is to be a resource center that serves the diverse and changing needs of the community by providing materials, programs, and services for education, enrichment, and enjoyment. The William Jeanes Memorial Library and Nicholas and Athena Karabots Center for Learning provides public library services to the 17,000 residents of Whitemarsh Township. Neighbors from other communities are welcome to enjoy our rich array of programs and the ever-changing collection.

Service will not be denied to anyone who visits the library (on site, by phone, or virtually) because of religious, racial, social, economic, citizenship, or political status, disability, age, sexual identity, or sexual orientation.

Library users must respect the rights of others and may not harass or annoy others or behave in a manner that reasonably could be expected to disturb other persons. Library users may not engage in disruptive/destructive behavior that interferes with the use of the library by other persons or that interferes with or delays a library employee's performance of his or her duties.

To help us provide a welcoming environment for all, please note the following when you are in the Library:

- All visitors to the Library must abide by the directions of Library staff.
- Speak quietly to those around you. In addition, cell phones, portable audio devices (with headphones) or other entertainment or communication devices are permitted as long as they do not disturb others. Be conscious of the noise level of your conversations in order to respect others using the library. Patrons must abide by the instructions of the Library staff if asked to modulate their volume.
- In order to meet the various needs of the community, at times conversations will occur in the Library. If you wish a quieter experience, the Magazine and Newspaper Area has been designated a Quiet Area. Please refrain from conversation and cell phone use in this area. Signage has been placed on tables that are frequently used for group work or study, to alert others in the area that conversation may occur here for a sustained period of time. If you would like to know when the Library is busy or quiet, please ask the staff for other suggested times. Please respect all posted signage.

- Programs are developed by trained, professional staff to meet the specific needs of a segment of the community. Age restrictions may be posted for certain events/programs, and attendance caps may be enforced as necessary to allow attendees to receive the maximum benefit from each program. If you have a program suggestion, or would like a program presented for a specific age group, please fill out a suggestion card at either Check-Out Desk or email us at jeanesinfo@mclinc.org
- To keep everyone safe inside and out, please follow all parking signs and notices. Parking in the front circle is prohibited, even if you are “just running in to grab something.” Please pull around to the lot to park, or wait to meet someone. Parking or idling in spaces marked for handicapped use is prohibited. Please move your vehicle if Library personnel ask you to do so. Please see the website or Facebook page for notices about the parking situation at the Library. Patrons are advised to park on the side streets, Third or Marianne, when the lot is full.
- Personal property is your responsibility. Do not leave laptops, purses, or other valuables unattended, or assume the staff is keeping an eye on it. The Library is not responsible for the loss of unattended items.
- Patrons are responsible for Library fines, as per the agreement they signed when they applied for their library card. Failure to pay fines, fees, or other charges (including printing costs) due in accordance with the Library’s standard schedules will result in suspension of borrowing privileges. Charges over \$29.99 will result in a suspension of borrowing privileges until the amount is paid down below \$29.99. All accounts must be clear when the card is renewed. Our Materials Use Policy is here: <https://jeaneslibrary.org/about-us/policies/materials-use-policy/> and more information about Library cards, borrowing privileges, fines, fees, and more is available here: <https://jeaneslibrary.org/about-us/library-cards-fines-and-loans/>
- Verbally or physically harassing or threatening other patrons, volunteers, or staff including stalking, staring, lurking, offensive touching, and obscene or inappropriate acts or conversation will not be tolerated. Suggestive conversation or propositioning, as well as asking employees for their schedule or personal contact information is prohibited.
- Staff and Library email addresses and phone numbers may not be used for non-Library business. Staff schedules will not be distributed to the public, as any member of the staff may be able to help you and pass along a message.

- Patrons should refrain from interfering with library employees' performance of duties. Lengthy personal or inappropriate conversations or jokes will not be tolerated. Please do not mistake an employee's polite service for agreement or personal encouragement.
- Please respect the Library's posted closing times. Staff will give all patrons a notice 10-15 minutes prior to closing, and patrons are requested to please conclude business, bring items to the Circulation Desk for check-out, or log off public computers. Patrons must be out of the building at closing time.
Note: In order to properly complete your library card application, please try to apply at least 15 minutes before the posted closing time.
- Respect library property. Mutilating, damaging, defacing, or stealing library property is prohibited by law.
- Engaging in any activity in violation of Federal, State, local or other applicable law, or Library policy such as being under the influence of alcohol/illegal drugs and selling, using, or possessing alcohol/illegal drugs is strictly prohibited, excluding library functions where alcohol may be served.
- Respect posted non-public areas of the Library.
- You are welcome to bring a snack, as light snacks and beverages (with lids) are permitted in designated areas. Trash receptacles and recycling bins are provided for your convenience. Only beverages with lids are permitted near the computers.
Note: Peanut or other food allergens may be present in the Library. Parents of minors with allergies shall monitor their children at all times.
- Walk. Running, rollerblading, fighting, shoving, and throwing are prohibited. They are dangerous and could result in someone getting hurt.
- Dress properly. This means a shirt and shoes. No wet swimsuits, cleats or Heelys, please.
- Shoes must be kept on at all times. Feet should remain on the floor, not on chairs or tables.
- Leave your pets at home. Service animals are permitted, but maybe asked to leave if they cause a disturbance. Support animals are not permitted. Library programs and events are excluded. Animals left in cars, even with the windows down, will be reported to the Whitmarsh Township Police.
- The library and the grounds are a smoke-free environment.
- Please refrain from using profanity.
- Children's furnishings and toys in the children's area are reserved for children's use only. Adults may visit the Children's Library or Teen Area when accompanied by children using those departments or retrieving materials for research or check out.

Unaccompanied adults who are retrieving materials for research or check out should take them to the adult section of the library to review.

Unaccompanied adults may be asked by Library staff to use the facilities, services, and equipment in the adult section of the library.

This policy reflects the Library's concern for the safety of everyone in the library.

- The computers in the Children's and Teen areas are for those age groups only. If all of the computers in the general/Adult area are occupied, please see the staff about making reservation for the next available Adult computer.
- Please keep children age 6 and under within eyesight at all times. Children ages 7-9 should not be left without a parent/guardian somewhere in the library.
- We reserve the right to request a parent/caregiver remain with a child regardless of age/grade.
- If a child under the age of 10 is attending a designated Children's library program, we require the parent/responsible person to remain in the library throughout the program.
- Some children's programs require a parent/caregiver to remain in the room, and in many cases actually participate in the program, the entire time. Other programs may not require a parent/caregiver to remain in the program room, but a parent/caregiver must remain in the Library building, and return to the program room promptly at the program end. If there is no designation, assume the program requires a parent/caregiver to remain in the program room.
- If anyone under the age of 18 is at the Library at closing, the Library staff may call a parent or guardian, may wait with the child until they are picked up, or may contact Whitemarsh Police. Please ask a library staff member if you are unsure of our closing time before dropping off your child(ren). Police will be notified when a child under the age of 11 is left at closing. In some cases, the child will be sent to the police station to wait for his/her parent/guardian to pick him/her up.
- The Library staff is not responsible for restricting children from access to library materials or services.
- Staff may inspect bags and other articles that could be used to conceal library property.
- 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 in the Library is prohibited. Wheeled bags—such as those used to transport files and program materials—are permitted.

- If a patron requires a caregiver or aide to visit the Library, it is requested that the aide remain with the patron at all times, redirect the patron’s attention if necessary, and report any issues to Library staff.
- All volunteers and tradespeople on Library property, acting in their capacity as a volunteer or tradesperson, must sign in and out of the Volunteer or Contractor book. If they are accessing areas of the Library not available to the general public, they must be signed in. Failure to do so may result in their privileges being revoked.

The Library as a Meeting Space:

Tables are provided in the Library for small group work on a first come, first served basis. Please be considerate and only take up as much room as you need. The Community Room in the Children’s area and the Board Room are for library events or meetings. For-profit groups, including tutors, may not use the Board Room or Community Room. Guidelines for use of these rooms are in our Meeting Room Use Policy available here: <https://jeaneslibrary.org/about-us/policies/meeting-room-use-policy/>

The Board Room, if not in use, may be used as a quiet room or to take a phone call. Under some circumstances, library staff has the right to open the Community Room to patrons during hours when the Library is crowded. This decision may only be made by a staff member who is available to supervise the room.

The William Jeanes Memorial Library supports a wide range of intervention work by various social agencies and individuals. All Library visitors must abide by the Library Use Policy and follow all instructions by Library Staff.

Tutors

Tutors are welcome upstairs, at study tables and in study carrels. They are asked to share the space, by modulating their volume and meeting with caregivers or guardians in quiet discussion away from Library work spaces such as the Circulation Desks, offices, and public entrances. Tutors are asked to inform caregivers and guardians to park in proper parking spaces, and not idle in the driveway, circle, or handicap/accessible spaces. As parking at the upstairs entrance is limited, they are asked to meet their child at the downstairs entrance.

Early-Intervention Therapists

In order to create the most welcoming and useful spaces, effective September 1, 2023, all early-intervention therapists (working with children ages 0-5) must conduct their sessions in a reserved meeting room or in a study carrel (upstairs). Rooms may be reserved via the **Room Reservation application** (<https://jeaneslibrary.org/wp-content/uploads/2023/03/Meeting-Room-Application-fillable-form.pdf>), no more than 30 days in advance. All room reservations are subject to the Library's **Meeting Room Use Policy** (<https://jeaneslibrary.org/about-us/policies/meeting-room-use-policy/>) and Library use is given priority. Therapists are welcome to use Library grounds outside, but may not hinder other patrons' use of the outer walkways, stairs, or entrances.

Application of Policy

In most cases of inappropriate behavior, a verbal warning will be given by a member of the Library staff. If the behavior continues, the patron may be asked to leave the Library.

Please abide by this policy. Enforcement of these rules will be conducted in a fair and reasonable manner. Library staff and/or Whitemarsh Township police will intervene to stop prohibited activities and behaviors.

Revoking Library Access

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 or longer. The Library Director may deny access for a period of up to one year or permanently for any violation that significantly disrupts the operation of the library or significantly interferes with a patron's or patrons' right(s) to use the library. The Library Director has the right to ban anyone from the library who defies this policy. Illegal activities will be reported to the Whitemarsh Township Police Department.

Before denying access to any person, the Director shall inform the person of the reason and period of time he or she is being denied access, and give the person a reasonable opportunity to state his or her response to the proposed denial.

The Director shall confirm the denial by written notice to the person. A note will be placed in the patron's record.

A person denied access may appeal to the Director within five (5) days of the date of notice. If the Director affirms the decision to deny access, the person denied such access may appeal the denial in writing to the Library Board, c/o 4051 Joshua Road, Lafayette Hill, PA 19454, within ten (10) days of the date of notice. The appeal shall state the reasons why access to the library should not be denied.

An appeal to the Library's Board of Directors shall not stay the Director's denial. The Board of Directors may affirm, modify, or reverse the Director's denial. A person who has been denied access permanently may re-apply to the Board of Directors for access after a period of one year. The petition shall set forth the reasons the person believes reinstatement is justified.

The Board of Directors may deny, grant, or grant with conditions the petition for reinstatement.