



## PATRON SUSPENSION, REINSTATEMENT AND APPEAL PROCESSES

*These processes apply to the Lackawanna Public Library.*

All patrons of the Lackawanna Public Library are expected to abide by the Rules of Conduct and all Lackawanna Public Library policies. Failure to do so may result in the suspension of Library privileges. It is the responsibility of the suspended patron to initiate the reinstatement process as detailed in this document.

### **SUSPENSION PROCEDURES:**

- If a patron violates a Lackawanna Public Library policy, any Library staff member may ask them to leave for the day. The patron will be verbally notified of the reason and will be asked to depart the Library facility for the remainder of the day. The patron will be welcome to return on the next open day of business.
- Patrons who refuse to comply with the one-day notification, attempt to return to the facility the same day, or who engage in repeated violations will then have their Library privileges suspended.
- If a more serious violation of a Lackawanna Public Library policy occurs, the patron will have their Library privileges suspended. This includes access to all activities, services, and facilities.
- A patron whose Library privileges are suspended will be verbally notified of the reason for the suspension and given a Notice of Suspension with the Lackawanna Public Library's Reinstatement Request and Appeal processes.
- If a patron has been suspended and refuses to leave or returns for any reason other than to schedule a reinstatement meeting, that patron is trespassing.
- The Lackawanna Public Library will call law enforcement and request that any trespassing individuals are removed from the Library facility and the appropriate charges are filed if in violation of law.

- An incident report(s) will be completed; all available evidence such as photographs or recordings will be included and maintained by the library director.

## **RIGHT OF REQUEST FOR REINSTATEMENT:**

- It is the responsibility of the suspended patron to initiate the reinstatement process.
- A patron whose Library privileges have been suspended may request reinstatement by completing the Reinstatement Request Form. The form can be found at <https://www.buffalolib.org/locations-hours/lackawanna-public-library> under the heading "Lackawanna Public Library Policies."
- The form can be completed and emailed to [lcw@buffalolib.org](mailto:lcw@buffalolib.org), dropped off at the Lackawanna Public Library or mailed to: Library Director, Lackawanna Public Library, 560 Ridge Road, Lackawanna, New York 14218
- A staff member will contact the suspended patron once the request is received to advise them of the meeting date.
- Reinstatement meetings are scheduled twice a month on a bi-weekly basis.
- The Library Director will appoint the Reinstatement Committee which shall be composed of 3 members from the Lackawanna Public Library's Board of Trustees to conduct the reinstatement meetings.
- The Committee will hear the patron's presentation, the testimony of witnesses, and conduct questioning as necessary; all of which shall be considered in conjunction with the incident reports and other evidence when the Committee issues its decision regarding reinstatement.
- The decision of the Committee may be appealed to the Lackawanna Public Library Director in writing. The Director's decision is final.
- Suspended patrons whose reinstatement has been denied are welcome to resubmit a request for reinstatement through the process at a later time if they feel

personal actions or other circumstances have been remedied or they have addressed the cause of the original suspension.

### **APPEAL TO THE DIRECTOR:**

- Upon receiving the decision from the Reinstatement Committee, the suspended patron may contest the decision by submitting a written request, within 5 business days, to the Library Director.
- The request may be emailed to [lcw@buffalolib.org](mailto:lcw@buffalolib.org), dropped off at the Lackawanna Public Library or mailed to: Library Director, Lackawanna Public Library, 560 Ridge Road, Lackawanna, New York 14218
- The Library Director will review the written statements from the suspended patron and the Committee's decision and render a decision within 15 business days. The decision of the Library Director is final.

Adopted June 12, 2024.