



PATRON SUSPENSION, REINSTATEMENT AND APPEAL PROCESSES

These processes apply to the Central Library and Buffalo Branches.

All patrons of a Buffalo & Erie County Public Library (B&ECPL) are expected to abide by the Rules of Conduct and all B&ECPL 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 B&ECPL 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 B&ECPL 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 the Notice of Suspension with the B&ECPL'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 B&ECPL 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 Security Department.

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 **Patron Reinstatement Request Form**. The form can be found at: <https://www.buffalolib.org/policies/becpl-policies>
- The form can be completed and emailed to security@buffalolib.org, dropped off at the Central Library or mailed to:

Security Department
Buffalo & Erie County Public Library
1 Lafayette Square
Buffalo NY 14203

- A staff member will contact the suspended patron once the request is received to advise them of the meeting date.
- Reinstatement meetings are held every 4th Wednesday of the month on an as needed basis.
- The Library Director will appoint the Reinstatement Request Committee which shall be composed of 3-5 members from among B&ECPL System administrators and staff 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 B&ECPL 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 Request 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 BECPLdirector@buffalolib.org, dropped off at the Central Library or mailed to:

Director's Office
Buffalo & Erie County Public Library
1 Lafayette Square
Buffalo NY 14203

- 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.

Amended 5/11/2023

Reviewed by the Administrative Team on 8/4/2025

Amended by the Reinstatement Request Committee 8/20/2025