



Town of Collins Public Library

Progression of Patron Discipline Policy

Below is the general progression of discipline steps that library staff may take against a patron. For a more serious offense, early warning steps may be skipped to proceed to more severe consequences.

1. Verbal warning: Let the patron know that their behavior is not in line with one of our policies. Refer them to the policy, and let them know where they can find it, whether on the Collins Public Library webpage, or on the **Buffalo & Erie County Public Library** (B&ECPL) website. This step may or may not be documented. Let them know the consequences of continuing such behavior could lead to suspension of library privileges or being removed from the building for a period.
2. Verbal warning with documentation: If it is a more serious violation, or a patron who has been given a verbal warning for this or another violation, the previous step will be taken, along with writing up what went on and adding it to our log. In the event it is a minor whose guardian is accompanying them, the guardian will be informed of the minor's behavior.
3. Written warning: In the event of an even more serious policy violation or one in which verbal warnings are not having an effect on behavior, a write up of the patron incident report will be filled out, and a letter will be sent via certified mail to the patron or their guardian. The letter will include the specific behavior(s) that have led to this point, and what policies it violates, and where the policies may be found. The consequences of further violations will be spelled out specifically, including any suspension of privileges and banning from library property and for how long.
4. Written suspension: If the behavior continues or is drastic enough to warrant going immediately to this step, the Board of Directors will review the situation as soon as possible, and decide on the full consequences for the patron. The Director will then inform the patron via certified mail of the outcome, any special stipulations for re-entry to the library, and all time periods for these consequences. The patron will be given the opportunity to appeal, and must respond within 30 days. The letter will also explain how to appeal. The appeal will be heard by the Director and a committee of the Board of Trustees, and their final decision will be delivered in writing.

Adopted by the ToCPL Board of Trustees at a Regular meeting 8/31/2017. For amendment 12/8/2022.