

CHEEKTOWAGA PUBLIC LIBRARY
PATRON SUSPENSION POLICY WITH APPEALS AND REINSTATEMENT PROCESSES

All patrons of the Cheektowaga Public Library (CPL) are expected to abide by the Rules of Conduct and all CPL 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 the Rules of Conduct or other CPL policies, Library staff 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 may then have their Library privileges suspended.
- The CPL Director will review conduct documented by staff that may warrant suspension of Library privileges. If suspension is warranted, the Director will determine the appropriate type and duration based on the severity and circumstances of the behavior. The Director will notify the CPL Board of Directors when a suspension is issued and provide an explanation of the circumstances. Suspension may include restrictions on access to Library activities, services, and facilities.
- A patron whose Library privileges have been suspended will be verbally informed of the reason for the suspension and provided with a written Notice of Suspension. The notice will state the reason for the suspension, the duration of the suspension, and information regarding the CPL's Reinstatement Request and Appeal processes.
- A patron whose Library privileges have been suspended must leave the Library facility and may not return during the suspension period unless authorized by the Library for a specific purpose, such as a reinstatement or appeal meeting.
- If a suspended patron refuses to leave the Library or returns without authorization during the suspension period, CPL staff may contact law

enforcement and request assistance in removing the individual from the Library facility.

- Staff will complete an incident report for conduct or actions resulting in a suspension. Reports will document the circumstances and include all available supporting evidence, such as written statements, photographs, or recordings. The Director will maintain the suspension documentation in accordance with applicable Library record-retention and privacy requirements.

RIGHT TO REQUEST 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 completed form may be emailed to JBR@buffalolib.org, delivered in person to the Julia Boyer Reinstein Library, or mailed to:

Library Director
Julia Boyer Reinstein Library
1030 Losson Road
Cheektowaga, NY 14227

- Upon receipt of the Reinstatement Request Form, a staff member will contact the suspended patron to provide the date and time of the reinstatement meeting.
- A reinstatement meeting will be scheduled within 30 days of the Library's receipt of the completed Reinstatement Request Form.
- The Library Director will appoint a Reinstatement Committee consisting of the Director and/or a Library Manager, two members of the CPL Board of Trustees, and two Library staff members. The Director or Library Manager will serve as Chair of the Committee while the committee meets.
- The Committee will hear the patron's presentation and any testimony from witnesses and may ask questions as necessary. The Committee will consider this

information, along with incident reports and other relevant evidence, when making its decision regarding reinstatement.

- The Committee's decision may be appealed in writing to the CPL Board of Trustees. The Board's decision is final.

APPEAL TO THE Board of Trustee:

- 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 Cheektowaga Public Library Board of Trustees.
- The completed form may be emailed to JBR@buffalolib.org (attention: Cheektowaga Public Library Board of Trustees), or mailed to:

Library Director/Cheektowaga Public Library Board of Trustees
Julia Boyer Reinstein Library
1030 Losson Road
Cheektowaga, NY 14227

- The Library Board will review the written statements from the suspended patron and the Committee's decision and render a decision at the next Cheektowaga Public Library Board of Trustees Meeting. The decision of the Library Board is final.

Adopted by the Cheektowaga Public Library Board of Trustees at a public meeting on September 16, 2026

1. Date of Incident:	
2. Describe the incident that occurred leading to your suspension with as much detail as possible.	
3. What could have been done differently?	

Email to JBR@buffalolib.org, or mail to the Julia Boyer Reinstein, 1030 Losson Road Cheektowaga NY 14227.

4. What could Library staff have done differently?

5. *Why should your library privileges be reinstated*

Contact Information: Reinstatement will not be considered without providing contact information

Patron Name | Phone Number

Address | Email

City | State | Zip Code

Guardian Information (if applicable)

Guardian Name | Phone Number

Address | Email

City | State | Zip Code