



PATRON SUSPENSION, REINSTATEMENT AND APPEAL PROCESSES

These processes apply to the Town of Tonawanda Libraries – Kenilworth and Kenmore Branches.

All patrons of the Town of Tonawanda Libraries are expected to abide by the Rules of Conduct and all 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 Town of Tonawanda 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 building 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 Town of Tonawanda 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 (or mailed) the Notice of Suspension.
- 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 Town of Tonawanda Library staff 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), including all available evidence such as photographs or recordings, will be kept on file 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 on the Kenilworth and Kenmore library web pages.
- The form can be completed and emailed to knm@buffalolib.org, dropped off at the Kenilworth or Kenmore library or mailed to:

Library Director
Town of Tonawanda Public Library
160 Delaware Road
Kenmore, NY 14217

- The Library Director will contact the suspended patron within 5 business days of the receipt of the request to advise them of the meeting date.
- Reinstatement requests are reviewed at regularly scheduled monthly Library Board of Trustees meetings.
- The Library Board of Trustees 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 Library Board issues its decision regarding reinstatement. The Library Board will issue a decision within 5 business days of the presentation.
- 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.

Adopted April 9, 2024 by the Town of Tonawanda Public Library Board of Trustees.