Buffalo & Erie County Public LIBRARY

LANCASTER PUBLIC LIBRARY

PATRON SUSPENSION, REINSTATEMENT AND APPEAL PROCESSES

All patrons of the Lancaster Public Library (LPL) are expected to abide by the Rules of Conduct and all LPL 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 LPL 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 LPL 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 LPL'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 LPL 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 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/lancaster-public-library.

- The form can be completed and emailed to LNC@buffalolib.org, dropped off at the Lancaster Public Library or mailed to:

  Lancaster Public Library
  5466 Broadway
  Lancaster, NY 14086

- A staff member will contact the suspended patron once the request is received to advise them of the meeting date.

- Reinstatement meetings are scheduled at least once a month.

- The Library Director will appoint the Reinstatement Committee which shall be composed of 3 members from among the LPL Board of Trustees 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 the LPL 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 LNC@buffalolib.org (attention: Library Director), dropped off at the Lancaster Public Library or mailed to:

  Library Director
  Lancaster Public Library
  5466 Broadway
  Lancaster, NY 14086

- 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 by the Lancaster Public Library Board of Trustees at a public meeting on February 8, 2024.