

# Suspension of Privileges for Health and Safety Reasons

It is the responsibility of the Longview Public Library to maintain a healthy and clean environment for all Library users and to protect the City's investment in Library collections, equipment and property. In order to fulfill this responsibility, the Library may restrict a user's ability to borrow materials and/or to visit Library facilities when such use may jeopardize the health and cleanliness of Library facilities, collections and users.

Examples of situations where borrowing of materials may be suspended include, but are not limited to:

- Evidence that items on loan to a customer may have been returned with insects that are known to be damaging to library materials, or that can result in pest infestations in library facilities, e.g. roaches, silverfish and some types of beetles

Examples of situations where access to Library facilities may be suspended include, but not be limited to:

- Customers or customer possessions with fleas, lice, or bed bugs
- Customers with clothing that is stained with urine or feces

Should it become necessary to suspend Library privileges of a customer in order to protect Library collections, facilities or other users, notification of the suspension will be made by the Director of the Library.

Any customer that has privileges suspended under the terms of this policy may request a re-evaluation of the suspension under the terms of the reinstatement of Library privileges policy.

# Reinstatement of Library Privileges

Customers who have been banned from, or borrowing privileges suspended at, the Library may request a re-evaluation of the banning and reinstatement of their library privileges.

## Rules of Conduct Related Bannings

Requests for reinstatement of privileges lost due to behavior in conflict with the Rules of Conduct must be submitted in writing to the Director of the Library. Requests should include a statement demonstrating an understanding of why the behavior that resulted in the loss of privileges is unacceptable in Library facilities and an affirmation that the customer is aware of and understands the expectations for appropriate behavior within the Library.

Factors to be considered during the evaluation of the reinstatement request include the details of the incident that led to the banning, the length of time since the banning, the status of the customer's Library account, completion of any requirements imposed by the Court as a result of the incident that resulted in the banning and any other information that would attest to the fact that remediation of the behavior that led to the banning has been achieved.

## Health and Safety Service Suspensions

Customers who have had Library privileges suspended under Suspension of Privileges for Health and Safety Reasons may request reinstatement upon the ability to demonstrate that the situation that resulted in loss of privileges has been resolved.

For reinstatement requests relating to suspensions due to pest infestation, decisions will be made based upon evidence showing that the address in question has been inspected with no sign of infestation or that the residence has been treated. Confirming information may include copies of receipts for treatment, a letter from a licensed pest control company or a written statement from the owner or property manager of a multi-family rental residence. In some circumstances, proof of a change of residential address may also be accepted.

## Decision and Appeal Authority

The Director of the Library will make decisions about reinstatement of privileges in all cases except those based upon threats or physical harm to another person or possession of a weapon within a Library facility. Decisions of the Director may be appealed to the Library Board. Decisions to reinstate privileges of customers banned for threats or physical harm to another person will be made by the Library Board of Directors.

The City Council may exercise its discretion to hear an appeal from the Library Board, or may allow those decisions to stand.