

DENIAL OF SERVICE & SUSPENSION OF PRIVILEGES

Heartland Regional Library System Board of Trustees desires to protect the health, safety and security of patrons, visitors and staff as well as ensure the efficient operation of library service centers while said individuals use those facilities. Therefore, service may be denied to a library user who has done or is doing the following things, including but not limited to, committing a crime on library property, removing library material, furniture or equipment, and repeatedly abusing library policies.

If any of these occur, a staff member will approach the person and ask to cease the behavior. If the person refuses to cooperate, a staff member will advise him/her that the behavior must cease, or he/she will be asked to leave the library. On the third warning, an individual may be asked to immediately leave the facilities on a temporary basis. A library employee shall complete an incident report upon any issuance of an immediate, temporary suspension of library services and send it to the library director. The length of a temporary suspension shall not exceed five days after the day of the incident.

Only the library director or designee shall issue an indefinite or permanent denial of privileges. The Heartland Regional Library System Board of Trustees may be consulted. In determining whether to issue an indefinite or permanent suspension of service, the director will consider at least the following:

- Number of violations of library policy by the person
- Whether or not the conduct included behavior that violates accepted moral standards of the community even if it is not necessarily prohibited by law
- Whether the incident included damage to library property or personal injury to staff employees or library users

The director may talk with the patron(s) involved but must also notify the person in writing of the suspension, the length of suspension and reasons for suspension.

Cardholder Bankruptcy Policy

Regardless of bankruptcy outcome, patrons are still held responsible for return of Library materials in good condition or payment for them. Library materials are owned by the Heartland Regional Library and are not subject to the terms and conditions of a patron's bankruptcy. Typically, payments for lost and replacement items are paid and cleared before the bankruptcy is discharged.