

# MEMO

To: RPL Board

From: Ashley Cedeño, Library Social Worker

Date: Jul 17, 2025

Subject: Revised Patron Behavior Policy (Appeals Process)

Dear RPL Trustees,

Included in this board packet is a proposed revision to the Library's "Patron Behavior Policy," specifically addressing updates to the Appeals Process. These changes have been developed and recommended by the Safety Committee following a review of current procedures.

The existing policy allows patrons only seven (7) days to submit a written appeal after receiving a Notice of Suspension letter. In practice, this limited timeframe has proven insufficient for some patrons to meaningfully respond, particularly when needing time to reflect, gather supporting documentation, or demonstrate changes in behavior or circumstances.

Some of the highlights regarding the revisions include:

--**Removal of the seven-day submission deadline** for appeals, allowing more equitable access to the process.

--**Introduction of a standardized Appeal Form** to replace the open-ended written statement requirement. This form will prompt patrons to provide relevant information such as their contact information, acknowledgement of the Patron Behavior Policy, a summary of the incident from their point of view, and a rationale for reconsideration of their suspension.

--**Addition of an intermediary review step:** Appeals will now be reviewed by the

Safety Committee, which will have up to 30 days to evaluate the appeal and provide considerations to the Library Board. This review and considerations may incorporate relevant documentation such as Incident Reports, staff impact statements, and input from professional partners or community organizations.

We believe these revisions will enhance fairness, transparency, and consistency in the appeals process, while also supporting the Library's commitment to safety and restorative practices.

Thank you for your consideration.

Ashley Cedeño,

On behalf of the Safety Committee.