

**EAST FISHKILL PUBLIC LIBRARY DISTRICT  
PROCEDURES TO BAN A PATRON FOR POLICY INFRACTION**

**STEP 1 - Talk**

- A Senior staff member or Director will speak with the patron and explain the problem
- B Give patron a copy of policy that relates to the situation
- C Explain the consequences, e.g. banning from premises, legal action
- D Document the conversation
- E Inform Board

If the behavior continues...

**STEP 2 - Write**

- A Send patron a letter, first class USPS, describing continued infraction
- B Reference conversation in Step 1
- C Include policy document
- D Explain consequences
- E Inform Board
- F Request a resolution to ban patron for specified period if the behavior continues

If the behavior continues . . .

**STEP 3 Take Action**

- A Inform Board of intent to enforce policy (email, phone)
- B Send registered letter explaining the action being taken and why
- C Include the full scope of the action e.g. length of ban, beginning and end dates
- D Inform staff and review how to enforce action and procedure if patron doesn't comply
- E Follow up with registered letter when ban is over

**There are certain infractions (violence, carrying a weapon, physical intimidation) will trigger the procedure to ban the patron, however the library reserves the right to initiate banning without Steps 1 and 2.**