AVON
FREE PUBLIC LIBRARY

Grievance Hearing Policy and Procedure

Purpose: The Avon Free Public Library (the "Library") welcomes everyone to use its collections, services and facilities and those who do are also required to follow the Library's policies and procedures. Patrons who fail to follow those policies and procedures may have their library privileges suspended or terminated at the discretion of the Library Director or their designee and/or may be asked to leave the Library premises, and/or be referred for prosecution of criminal offenses.

This policy describes the grievance hearing process for patrons wishing to appeal the Library Director's decision related to the termination or suspension of Library privileges to the Library Board of Directors (the "Board").

Key Definitions: "Library privileges" refers to the privilege of being present at the Library and/or taking advantage of its collections, facilities, programs, and services.

Scope: The Behavior Policy provides the standards of behavior which ensure a welcoming, safe and secure environment and positive experience for all patrons. It also describes the enforcement of violations against the policy.

The Circulation Policy outlines instances that a patron's borrowing privileges may be suspended or terminated.

Violation of other Library policies may also result in the suspension or termination of Library privileges.

Enforcement of all Library policies will be conducted in a fair and reasonable manner. Once warned, anyone who fails to comply with any of these policies may, at the discretion of the Library Director or their designee, be asked to leave the Library premises, suffer the loss of Library privileges, and/or be referred for prosecution of criminal offenses.

Appeals to decisions made regarding the Materials Review & Reconsideration Policy are not covered by this policy.

Roles and Responsibilities: Patrons are responsible for adhering to all Library rules and policies including the Behavior Policy and the Circulation Policy.

The Library Director is responsible for enforcing Library policies and procedures, including determining when it is appropriate to suspend or terminate a patron's Library privileges or when to make referrals for prosecution of criminal offenses.

The Board is responsible for responding to a patron's request for an appeal and to do so in accordance with this policy.

Procedures: If a patron is unsatisfied with the Library Director's decision, they have a right to appeal to the Board, the Library's ultimate governing body. Suspensions and terminations generally remain active while the appeal is under review.

1. The Appeal: Any patron wishing to appeal the Library Director's decision should submit a written appeal or petition to the Library Director or by sending an email to the Board President at avonlibraryboard@avonctlibrary.info.
2. The Committee Review: The Board delegates the hearing of these appeals to the Board's Operations and Administration Committee (the "Committee") to act on behalf of the Board in these matters. A minimum of three and a maximum of five Board members will participate in the Committee Review. The Committee will review the incident reports, staff statements, and the patron's written appeal. A hearing with the Committee, Library Director, and petitioning patron will be scheduled as soon as practical targeting within seven business days of written appeal and no longer than 30 calendar days.
3. The Decision: The Committee reviews all documentation, listens to the patron if necessary, and votes. The Committee issues a final written decision to affirm, modify, or cancel the suspension. The patron will be notified in writing within seven business days of the decision.

Enforcement and Appeal Process: The decision of the Committee is final.

Applicable State and Federal Laws: Connecticut State Statute Title 11, Sec. 11-32

The legislative body of any municipality may establish or operate a public library and reading room, together with such kindred apartments and facilities as the legislative body approves; … Such library and reading room shall be free to the use of the inhabitants of the city, subject to such reasonable rules and regulations as the board of trustees may adopt in order to render the use of the library and reading room of the greatest benefit. Such board may exclude from the use of such library and reading room any person who willfully violates such rules, and may extend its privileges to persons residing in this state outside the city upon such terms and conditions as it may prescribe.

Location:

This policy is housed on the Avon Free Public Library website: https://www.avonctlibrary.info/policies/

A copy is maintained in the Administration Office

Adopted: 11/17/2026