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**Procedure Title: Customer Suspensions and Appeals    Effective Date: 2026-03-06**

**Authority: Executive Director, Central Library**

**Governing Policy: Safe Use and Conduct Bylaw**

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## **1. Overview**

If a customer violates RPL's Safe Use and Conduct Bylaw, they can expect staff or security to address the customer engaging in the behaviour that does not comply with library rules or expectations.

This may include:

- a request to stop the disruptive behaviour and what behaviour needs to be adjusted. For less severe or minor issues, customers will generally be notified at least once before they may be requested to leave the premises;
- for repeating or more severe issues, possibly requesting customers to leave the premises; and
- if deemed necessary, calling Regina Police Services for support.

## **2. System-wide suspensions**

2.1. System-wide suspensions prohibiting physical access to library locations may be issued.

2.2. All library staff and security can issue suspensions for 24 hours.

2.3. Suspensions longer than 24 hours are issued with approval of the Library Director and CEO or their designate and depend on severity or frequency of the issue.

2.4. Suspension lengths range from one week to one year or more.

2.5. For suspensions longer than 24 hours, customers will be issued a hard copy of the letter or be sent an electronic copy of the letter.

2.6. On or after the date of expiry for the suspension, before the suspension is lifted, a customer is required to meet with and have a successful suspension lifting conversation with a Branch Manager or Executive Director.

2.7. Meetings may be requested at any RPL location in person, by phone, or by email. Contact information is included in the suspension letter.

### **3. Appeals**

3.1. Any customer whose borrowing privileges have been suspended or who has been suspended from entering a library can appeal the decision in writing to the Library Director and CEO or designate for reinstatement.

3.2. Appeals must be made in writing and may be submitted by letter mail, email, or dropped off at an RPL location.

3.3. The customer must state the grounds of the appeal and the facts relied on in its support.

### **4. More information**

4.1. RPL's Safe Use and Conduct Bylaw is posted in all locations and on our website. Review our bylaw to learn more.