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## Maryville Public Library Policy

### Section D: PUBLIC ACCESS & SERVICES

**Subject 1000:** Denial of Service, Appeal Process,  
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### **Denial of Service/ Appeal Process**

A staff member can temporarily deny service to any patron who violates the policies of Maryville Public Library. The denial of service shall continue for a specific period determined by the Library Director or until the circumstances creating the denial are corrected. The reason for the denial of service shall be given orally or in writing and the patron given a chance to respond.

The following policy shall constitute right of appeal for denial of library services by the Maryville Public Library:

Citizens who have been denied library service for any reason shall, have fifteen days to appeal in writing such denial to the Director. The Director shall respond in writing with a ruling concerning the denial within fifteen days.

If the Director finds that service shall continue to be denied, a final appeal shall be made to the Board of Trustees. Such appeal must be made in writing and must arrive at the Library's administrative offices by the 1st Tuesday of the month for inclusion in the Board packet. The Trustees shall be supplied with the final patron appeal along with all findings by management.

Appeals to the Board of Trustees must be filed within thirty days of the date of the denial finding submitted by the Director.