

Denial of Service

Cass County Public Library (CCPL) services will be denied to any person with fines owed in the amount of \$25 or more, or any person with materials valued at \$25 or more, which are overdue.

CCPL reserves the right to refer persons in denial status to a collection agency, which may report their debts to applicable credit bureaus. A patron with an open collection account will remain in service denial until such time as the account is cleared in full. In extreme circumstances of loss or theft, CCPL may work with law enforcement authorities.

Service may also be denied for other reasons, including, but not limited to unverified address, abuse of services, failure to provide adequate identification, or disruptive behavior within the library.

Library service may be denied to family members of persons in denial status. Members of the family will be defined as children and other minors, under eighteen (18), residing at the same address, and the parent or legal guardian of the cardholder. The situation will be fully documented and forwarded immediately to the Assistant Director – Head of Public Services.

Branch managers and/or personnel in charge will have the right to modify this denial of service for hardship, and will be able to restore library service to a patron or family, if a good faith effort to return materials and pay fines is shown. Any such adjustments will be fully documented and forwarded to the Assistant Director – Head of Public Services. Library cardholders have the right to appeal any decisions made under this policy to the Assistant Director – Head of Public Services. If the person is unsatisfied with the results of that appeal, the appeal may be taken to the Library Director or to the CCPL Board or Trustees for a final decision.