



## **Procedure for hearing an Appeal by the Toronto Public Library Board**

An excluded customer denied his/her appeal or appeal to a request for reinstatement by the City Librarian may further appeal to the Toronto Public Library Board.

### **Procedure:**

1. On receipt of application or letter the Library Board Officer will schedule the appeal in a timely manner.
2. The Board will meet in a closed session with all staff asked to leave with the exception of the City Librarian, Director responsible for the exclusion and the Library Board Officer.
3. All documentation prepared for the Board Members will be made available in email and hardcopy to the appellant three clear days ahead of the meeting as set out in the Toronto Public Library Board Procedural By-law.
4. All documentation submitted by the appellant will be made available to the Toronto Public Library Board.
5. The person who is appealing or his/her representative will be given reasonable opportunity to make oral and/or written submissions to the Toronto Public Library Board.
6. The Board will have the opportunity to ask questions of the appellant.
7. Staff will present their findings to the Board.
8. The Board may ask questions of Staff.
9. The appellant will be afforded a reasonable opportunity to reply to the information provided by Staff.
10. The appellant will be informed that he/she will be advised of the Board's decision in writing.
11. The appellant and Staff will be excused from the meeting.

12. The Board will make a decision and the Library Board Officer will record the decision and any conditions that may apply.
13. The appellant will be informed in writing, signed by the Board Chair, of the Board's decision.
14. If there are conditions associated with the reinstatement as outlined by the Board, the City Librarian will develop an implementation plan in consultation with the Public Service Director.

The decision of the Library Board is final and there are no further steps in the appeals process.