

American International College
James J. Shea Sr. Memorial Library
Patron Complaint Policy

Shea Library provides information services to its library patrons, which include students, staff, and faculty of American International College.

Patrons must adhere to all policies including noise, age limits, cell phones, and acceptable activities. Should a patron disregard these policies two verbal warnings will be issued before the patron is trespassed by American International College campus police.

When a complaint is made about a patron, regardless of the nature of the complaint, the patron must be given a verbal warning at the time of the offense. Detailed information about the warning must be communicated to all staff.

When a patron receives a second complaint the patron is given a second warning. It is at this point the patron can be asked to leave. The warning must include the following information: security will be called if a third warning is necessary. If security is called the patron will be trespassed. Information about the warning must be documented with as much detail as possible.

Upon the third warning security is notified & the patron is trespassed from the library or the entire campus if necessary. Information about the warning must be documented to include the name of the security officer who issued the trespass.