

Approved Procedures for Resource Sharing Standards Violation

The cooperation of all members of the system is crucial for effective sharing of resources. The guidelines are developed with the Resource Sharing Committee and voted on by the Directors Association. When there is reason to believe a library is not following the guidelines, the following procedures will be set in motion.

Series of Steps

1. On recognition of a potential issue, Member Library staff will contact MHLS staff who will look into the issue and provide relevant training, documentation, or policy. When common, unclear, or unusual circumstances are identified, MHLS staff will provide updates, clarifications, or guidance around issues found to the Resource Sharing Committee, Directors Association, and/or MHLS listservs.
2. If a specific library is believed to be engaging in a repeated and uncorrected pattern of misuse based on the approved Resource Sharing Guidelines of the Director's Association, or the MHLS Direct Access Plan, MHLS Staff and members of the Resource Sharing Committee will review the data and see if a complaint is legitimate.

Examples of misuse include, but are not limited to:

- not purchasing items following purchasing guidelines
- not paging for holds or not filling holds
- placing items "no hold" or "in Processing" for extended period
- items missing, lost or stolen
- not managing the hold shelf

3. If legitimate, as determined by a vote of the MHLS Resource Sharing Committee, MHLS Staff will send a formal notice to the library reminding them of the guideline they need to rectify, and request a plan of how they will rectify or justify the situation.
4. If no acceptable response is provided within one month, the MHLS Executive Director will send a second formal notice to the library director also copying their Board President. They will also arrange a meeting with the member library board to state the problem and necessary steps to be taken with deadline. The MHLS Director will further notify the MHLS Board of Trustees of the situation at their next meeting.
5. If no acceptable response is provided to the above steps, the Resource Sharing Committee will recommend to Director's Association that the offending library be removed as a delivery stop/pick up location with Sierra.
6. If successfully approved by the Director's Association, this recommendation will go to the MHLS board. MHLS Director will communicate this recommendation to the board of the library in question.
7. If still not resolved the MHLS Board will vote on whether the library will be removed as a pick-up location, the reasons why, and what they must do to be reinstated.

Approved by Director's Association 10/6/2015