

Policy on Resource Sharing Standards

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.

An investigation is necessary when there is written complaint of a repeated pattern of misuse of the system submitted to the Automation System Manager, such as, but 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

Investigation

- Automation System Manager, the DA Steering committee member from the library’s county and a members of the Resource Sharing Committee will review the data and see if the complaint is legitimate.
- If legitimate the Automation System Manager will call the library, reminding them of the guideline They need to rectify, show of plan of how they will rectify or justify the situation within a month
- If no action, MHLS Executive Director will call with follow-up communication to library Director, copied to Board President and arrange a meeting with the member board to state problem and necessary steps to be taken with deadline. He will notify the MHLS Board of Trustees of the situation at their next meeting.
- If no action, Resource Sharing Committee will recommend to DA that library be taken off pick-up list. DA recommends to the MHLS board.
- MHLS Director will communicate with the board of the library in question what the issue is and the next step.
- 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.