

## **Agenda item August 9, 2018 – Old Business, Member Library Questions**

### **Review member comments—Draft of Conflict Resolution (Policy) and Draft of Compliance Agreement**

#### Conflict Resolution for SHARE Circulation Violations

Disputes between member libraries that cannot be resolved or continuous violations of SHARE Circulation Policies or Procedures by a member library should be reported to the SHARE Director or their representative via the Interlibrary Loan (ILL) Violation Report Form. The SHARE staff will review the circumstances of each violation, and reach out to member libraries for resolution. They may also provide training and assistance, or suggest other ways to resolve conflicts to meet patron needs. The SHARE Director or his or her representative has the right to review member libraries' accounts for compliance with SHARE Circulation Policies and Procedures. Failure to follow these policies may result in loss of permissions for staff in Polaris, as well as financial responsibility for unreturned materials. In the event of continued violations, the SHARE Director may take further action, up to and including required remedial training for member library staff, submitting bills for unreturned items, sending a warning letter to the Director and to the appropriate Board Representatives, Superintendent, Agency, or Corporation administrator, and suspending interlibrary loan privileges to the member library in the most serious of circumstances. Interlibrary loan permissions will be restored only when it is determined by the SHARE Director or his or her representative that the member library will remain in compliance. The member library may do so by signing a formal compliance agreement to follow all SHARE Circulation Policies and Procedures in the future.

In the event that the member library disputes the circumstances of the violation(s) in question, the member library has the right to submit, in writing, a letter of appeal to the SHARE Circulation & Resource Sharing Committee. The committee determination may then be communicated to the SHARE Executive Council when needed.

*Submitted by Kim.Keller on Tue, 07/03/2018 - 3:50pm*

I would like to see something in the policy compelling SHARE staff to contact the Library Director when a problem occurs.

*Submitted by Donna.Schaal on Tue, 07/03/2018 - 4:23pm*

I agree with Kim. The Library Director may not have any idea that a violation is going on. The Library Director should be given a chance to correct circulation staff behaviors before the complaint goes too far.

*Submitted by Cassandra Thompson on Wed, 07/11/2018 - 9:22am*

Donna and Kim, thank you for pointing that out. I agree that the Director should be notified first and will take a modification to the committee to clarify that point.

*Submitted by Lisa.Winters on Tue, 07/17/2018 - 5:05pm*

This has been a long time coming.

I spend about 5-8 hours per week tracking down our items that have had holds over-ridden and dates manually re-set. I start out contacting the Director and after a week if I don't hear back or they refuse to return the item so we can fill the next hold I report a violation.