

SECTION TWELVE

Problem Resolution

The policies and procedures of the Users' Group are intended to create and maintain a smoothly functioning system, which operates consistently in fairness to all members. Participating members will make every effort to communicate and resolve problems between themselves whenever possible. Continued non-compliance with adopted statewide standards and procedures will result in the following remedies:

1. The library will be notified by the Database Standards Committee of recurring noncompliance issues reported to the committee by participating members. Staff training and assistance will be offered to insure that all cataloging standards and procedures are understood and followed. Appropriate RPLS staff and / or a mentoring Librarian will be called upon to assist in training to resolve problems.
2. If after training, assistance and a 30-day period in which to comply with Users' Group cataloging standards and procedures, a library is still not in compliance, then a letter of notification will be sent by the Governing Board of the Users' Group to the Library Director stating the problem and the recommended resolution.
3. If after training, assistance and written notification of non-compliance by the Governing Board to the Director, the problem is still not resolved, within 2 weeks a letter will be sent to the appropriate Board, Superintendent, Agency, or Corporation administrator notifying them of the non-compliance issue and requesting a resolution to the problem.
4. If a resolution cannot be reached, the Governing Board or the noncompliant member may request mediation. The Governing Board will be called to meet with the library personnel involved to hear the problem and to make recommendations to resolve the issues.
5. If a library does not comply with the mediation committee's recommendations within the time specified by the Governing Board, then a recommendation will go to the Rolling Prairie Board to terminate the library's LLSAP Participation Contract on the grounds that policies of the Users' Group have been intentionally violated.
6. Following such a vote, the governing boards of all parties involved will be notified of the recommendation made to the Rolling Prairie Library System Board.