



6 March 2025

Ensuring Compliance by Member Libraries Policy - DRAFT

When RSA member libraries sign the RSA IGA, they agree to adhere to RSA's bylaws, policies, and rules. Amendments to Policies and rules are reviewed by members of the relevant forums, the Directors Advisory Committee (DAC), and the RSA Board of Directors. Once approved by the Board, member libraries are expected to comply with them.

In addition, the RSA Executive Director, or their designee, may require mandatory participation in projects by member libraries. These mandatory projects will be designed to improve the operations of RSA systems. Mandatory projects may be ongoing such as routine site visits, or one-off projects to address specific issues.

If a member library does not comply with RSA's bylaws, policies, rules, or requests to participate in mandatory projects, these steps to ensure compliance will be followed. Time frames are response times and not compliance times.

1. RSA staff will make attempts to contact the relevant staff at the member library by telephone and/or email to raise the issue and to provide guidance and assistance to resolve the issue. Time frame for completion: 5 business days.
2. If step 1 is unsuccessful, RSA staff will make attempts to contact the Director of the member library by telephone and/or email to raise the issue, and to provide guidance and assistance to resolve the issue. RSA staff will stress the importance of complying with RSA policies and procedures. Time frame for completion: 5 business days.
3. If step 2 is unsuccessful, RSA's Executive Director or designee will make further attempts to contact the Director of the member library by telephone, US Mail, and/or email to raise the issue, and to connect the Director with the relevant RSA staff member. The message will also include a copy of this policy, and an outline of the next steps necessary to resolve the situation. Time frame for completion: 5 business days.
4. If step 3 is unsuccessful, the member of the RSA Board of Directors who represents the RSA region covering the member library will contact, by any means available, the Director of the member library to raise the issue and to inform that they must be in contact with RSA staff to resolve the issue. Time frame for completion: 10 business days.
5. If step 4 is unsuccessful, the President of the RSA Board of Directors will contact both the Director and the Director's Supervisor (i.e. President of the Board of

Trustees, Principal, etc.) of the member library by registered US Mail to inform of the need to comply with the request to resolve the issue. The President of the RSA Board of Directors will also inform the Directors Advisory Committee of the situation at the next scheduled DAC meeting. At this step the member library will be billed \$100 to compensate RSA for the time expended by staff to resolve the issue.

6. If step 5 is unsuccessful, the President of the RSA Board of Directors will place this topic on the next Board of Directors meeting agenda and call for a vote if the member library's RSA privileges should be removed until the situation is resolved.

Approved by the RSA Board of Directors XXXX