

## MANAGEMENT REPORT



Date: January 14, 2015  
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Meeting date: January 22, 2015  
To: Library Board  
From: Jacqueline van Dyk – Director, Library Services

Subject: **PROPOSED POLICY 3.5–SERVICES – MOTION REQUIRED**

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### **SUMMARY**

Attached is a proposed revision of Policy 3.5-Services for the Board’s consideration and adoption. The adopted Operational Policy Review Timeline is also appended to this report for easy reference.

[Appendix I](#)

### **PURPOSE**

This report is for decision.

### **RECOMMENDATION**

The Governance Committee recommends that the updated Policy 3.5 be adopted by the Library Board.

### **MOTION REQUIRED:**

**THAT the revised Operational Policy 3.5 – Services, be adopted.**

### **BACKGROUND**

The following action item was recorded in the minutes of the June 10<sup>th</sup>, 2014 Governance Committee meeting.

***ACTION: Management is to draft policies using this document as a guideline and present a relevant and urgent example to the Governance Committee at their September 2014 meeting.***

The document referred to in the above action is the Criteria and Strategy for Policy Review that was presented to the committee at the June 10<sup>th</sup> meeting.

This document was used for drafting the proposed changes to Operating Policy 3.5-Services. This Policy was chosen as frontline staff members had noted that some of the existing language is confusing and causing barriers to their work.

### **DISCUSSION**

The proposed policy was developed in collaboration with frontline staff who were able to inform the process with their experiences in implementing operational policy.

The revised wording reflects actual practice and is guided by the strategic framework vision and the organization's cultural shifts.

### **FINAL REMARKS**

This review of the Library's Operational Policy provided an excellent first experience with the newly adopted policy development process adopted by the Board in late 2014.

## Proposed Operational Policy 3.5-Services

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### **3.5 SERVICES**

The library looks outward to the community when developing and providing services. We hold ourselves to high performance standards while demonstrating our shared values. We strive every day to fulfill our mission and vision knowing that we make a difference to the community we serve.

We adhere to the following in developing and providing services:

- Treating everyone with courtesy and respect and acknowledging them in a welcoming manner
- Working as a friendly and professional team
- Taking responsibility to proactively develop and provide creative solutions
- Creating and maintaining an inviting and easily-navigated environment, both physically and virtually
- Delivering knowledgeable service in a timely manner
- Respecting and securing patron privacy and confidentiality
- Making available and easily accessible a wide range of traditional and innovative resources at each library location, and including through alternative modes of delivery such as Home Library Services and community deposit collections.
- Working to understand the needs and wants of the community by purposefully seeking input and new ways to work with community members
- Doing our best to make every library visit a positive and satisfying experience

#### **3.5.1 LIBRARY HOURS**

The Library Board sets the hours of public service for each location. Current hours for all outlets will be found in Appendix (ii).

#### **3.5.2 MEETING ROOMS**

All three library locations have meeting rooms available to the public for meetings, seminars and workshops. The Library does not limit use of meeting rooms based on subject matter, content of the meeting, or beliefs and affiliations of the meetings' sponsors. However, the Library will not knowingly make meeting rooms available for any purpose which would contravene any statute or government regulation, including the Criminal Code of Canada and the Human Rights Act of British Columbia.

Use of the meeting rooms does not constitute Library's endorsement, support or co-sponsorship of the activities, beliefs or viewpoints of the participants in the programs or groups using the meeting rooms. No advertisements or announcements implying such endorsement or co-sponsorship will be permitted. No organization meeting at the Library shall use the Library as its official address. The Library's logo is copyrighted and may not be used without the express written consent from the Director of Library Services.

The Library's priorities for meeting room use are:

- Library programs or meetings
- Groups affiliated with or programs sponsored by the Library
- Other groups or individuals, with preference given to local, not for profit organizations

The following expectations and rules apply to room bookings:

- All persons using the meeting rooms are subject to the general rules and regulations of the Library.
- Groups and organizations using the meeting rooms must not interfere with the regular, ongoing functions of Library service.
- The room must be left in the condition it was found; failure to do so will result in being charged for cleaning costs.
- Meeting supplies are the responsibility of the group. Library supplies are not available.
- The number of attendees must not exceed the capacities specified in Section 3.14 and all exits must be kept clear.
- Individuals/groups are responsible for any applicable licensing or royalties when playing music or videos.
- All publicity for the event is the responsibility of the renter.
- Groups may distribute literature within the meeting rooms only. A manager may approve the posting of notices of public meetings in the Library.
- No special privileges are extended to organizations to which a staff member belongs.
- In order to confirm a booking payment must be received 48 hours prior to the date of the meeting. If confirmation payment is not received the Library has the right to cancel the booking.
- The Library reserves the right to refuse bookings and to make cancellations.
- With the permission of the Library's booking agent, the North Vancouver Recreation and Culture Commission and prior proof of proper licensing, i.e., Special Occasion Licence Issued Under Liquor Control and Licensing Act, alcohol may be served in meeting rooms with the exception of the Lynn Valley Boardroom.

**Charges:** *See Section 3.14.8 Charges and Fees Meeting Rooms*

Facility rental rates are approved by the Library Board and will be reviewed annually. Reduced rental rates are set for not for profit organizations. When a not for profit organization charges an admission fee or requires a donation for entry, the for profit room rental fee will be charged. This may be waived by the Director of Library Services in cases where the fees or charges benefit the Library or where the organization provides significant in-kind services to NVDPL. Fees will not be charged for the District, Friends of the Library, North Vancouver Recreation Commission or Mayor and Council if the room is booked for their own use only.

**Sales:**

Not for profit and profit organizations using the meeting rooms will be permitted to make sales under these conditions:

- Sales must be confined to the meeting room and no effort is made to solicit other library patrons.
- Sale must be for the benefit of the organization making use of the meeting room.

Admission may be charged for programs sponsored by the Library and its affiliated organizations. The sale of goods that directly or indirectly benefit the Library will be permitted in areas of the Library other than the meeting rooms. When an author takes part in a library sponsored program, the Library may arrange for the sale of the author's works at the program.

**Damages and Liabilities:**

The Library is not responsible for the loss or damage to any equipment or materials owned or rented by an individual, group or organization using its meeting room. Any individual, group or organization using the meeting rooms shall be held responsible for any loss or willful or accidental damage to the Library buildings, grounds, collections or equipment caused by the individual, the members of the group or organization, or those attending the program.

## Appendix I

### Operational Policy Review Timeline

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POLICY SECTION	RESPONSIBILITY	BOARD COMMENTS	DATE
3.1 Eligibility of Borrowers	A. Freeman / B. Kelly		March 2015
3.2 Conditions of Borrowing	A. Freeman / B. Kelly		March 2015
3.3 Library Materials Loan Policies	A. Freeman / C. McConchie		April 2015
3.4 Confidentiality Policy - Guidelines - Staff Confidentiality	C. McConchie / B. Kelly		May 2015
3.5 Services	B. Kelly		November 2014
3.6 Resource Development	N. McLaren / B. Kelly		
3.7 Complaints Policy	B. Kelly		June 2015
3.8 Children Unattended in the Library	B. Kelly		June 2015
3.9 Food and Beverages in the Library	N. McLaren / B. Kelly		June 2015
3.10 Non-Library Advertising & Distribution of Free Material	A. Freeman		June 2015
3.11 Use of Display Cases	A. Freeman		June 2015
3.12 Library Material Purchases by Library Board and Staff	C. McConchie		June 2015
3.13 Charges and Fees	N. McLaren / B. Kelly		November 2014 November 2015
3.14 Public Internet Usage Limits and Time-Out Software	B. Kelly		June 2015
3.15 Co-Sponsorship of Public Programmes	B. Kelly		June 2015
3.16 Damage to Home Video Equipment	N. McLaren		June 2015
3.17 Use of Library Facilities by Film Companies	N. McLaren		July 2015
3.18 "Green Building Operations Policy"	N. McLaren		July 2015
3.19 Art Display Policy	A. Freeman		July 2015
3.20 Closing Times	N. McLaren		July 2015