

MANAGEMENT REPORT



North Vancouver District
Public Library

Date: Tuesday, January 4, 2016
Author: Corinne McConchie, Manager, Collections, & Andrea Freeman, Welcoming Initiatives

Meeting date: Thursday, January 28, 2016
To: Library Board
From: Jacqueline van Dyk, Director of Library Services

Subject: **POLICY HOUSEKEEPING: OPERATING POLICIES INTO NEW STYLE**

SUMMARY

The Board's Policy Manual presently includes two policies, *2.6 Access Copyright* and *3.5 Services*, which we are bringing forward in the new policy format with their new policy numbering. This furthers the Library Board's policy refresh work of 2015/16. Elements of the new policy format are: the header/footer and policy numbering, adding or amending policy cross references where useful, and the Responsibilities and Purpose statements.

3.5 Services was recently reviewed and updated. We are only recommending one other change to it now, which is to separate out the meeting room content from *3.5 Services* into its own policy. Other than that, and the new style formatting and minor housekeeping for all three policies, no changes are being recommended at this time.

PURPOSE

This report is for decision.

RECOMMENDATIONS

The Library Board is asked to pass the following motion:

THAT the following policies and be approved and adopted:

- **B-OP-15 ACCESS COPYRIGHT**
- **B-OP-16 LIBRARY SERVICES & HOURS**
- **B-OP-17 MEETING ROOMS**

AND

That the following current policies be removed:

- **2.6 ACCESS COPYRIGHT**
- **3.5 SERVICES**

FINAL REMARKS

Completing the Library Board's policy refresh project is a stated goal of the Library Board.

POLICY: **ACCESS COPYRIGHT**

POLICY #: **B-OP-14**

COMMITTEE:	Library Board	PASSED:	October 2013
TOPIC:	Operating Policies	AMENDED:	[2016]
		REVIEW PERIOD:	As required

PURPOSE

To describe the terms under which authorized and appropriate copying may be done at the library.

POLICY

Access Copyright is a non-profit organization founded by Canadian writers and publishers which acts on behalf of its members to grant permission to copy. Access Copyright collects and redistributes licensing fees to the creators of published materials. The licensing fees are calculated on a predetermined formula which, in public libraries, will be tied to the number of copying machines and the population of the communities.

An Access Copyright licence provides protection against illegal copying on library premises. In 1998 the Library Board signed an Agency Agreement, authorizing the ~~Ministry of Municipal Affairs~~ Province of British Columbia, the responsible for public libraries, to negotiate a licensing agreement with Cancopy, now Access Copyright, on behalf of the North Vancouver District Public Library. This province-wide Agreement with Access Copyright, in effect, ensures library boards against harm arising from illegal copying.

The Agency Agreement stipulates that the Province is the agent of the library board for the purpose of the Licence Agreement with Access Copyright and that it acts in the library board's best interests. The ~~Ministry of Municipal Affairs~~ Province of British Columbia also agreed to bear the cost of the province-wide Licence Agreement.

Public and staff use of photocopiers in the Library is governed by both the Copyright Act and the Access Copyright licence which authorizes copying beyond what is permitted under the Copyright Act. To facilitate compliance with the Access Copyright licence agreement, the Library is required to:

- 1) use reasonable efforts to inform all persons entitled to make or use copies under the Licence of the Terms and Conditions of Authorized Copying, and
- 2) to ensure that any material the Library distributes or gives out for information on copying under the licence is consistent with the terms.

To inform patrons who make use of the self-service photocopiers in each branch of what they may or may not copy according to the Copyright Act and under the Access Copyright Licence, the Library will

post in a location adjacent to each public or staff copier, the *Public Use Photocopier Copyright Notice* and the *Information for Library Staff – Copying Licence For Public Libraries*.

When staff are required to make copies of published materials for other libraries (Interlibrary Loan), to send information by fax or email, or to make copies for a patron unable to use the self-service copier, the following should be included on at least one page of the copies:

- 1) the international copyright symbol © ,
- 2) credit to publisher and to author/creator (where known), and
- 3) the following notice

This material has been copied under Licence from Access Copyright. Sale or further copying of this material is strictly prohibited.

RESPONSIBILITIES

The Library Board is responsible for this policy.

The Director of Library Services is responsible for implementing this policy.

POLICY: **LIBRARY SERVICES & HOURS**

POLICY #: **B-OP-16**

COMMITTEE:	Library Board	PASSED:	January 22, 2015
TOPIC:	Operating Policies	AMENDED:	[2016]
		REVIEW PERIOD:	As required

PURPOSE

To describe the service standards for library users when accessing the Library's facilities.

POLICY

Service Standards

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

Library Hours

The Library Board sets the hours of public service for each location. Current hours for all outlets will be found [on the Library's website](#) in ~~Appendix (ii)~~.

RESPONSIBILITIES

The Library Board is responsible for this policy.
The Director of Library Services is responsible for implementing this policy.

POLICY: MEETING ROOMS

POLICY #: B-OP-17

COMMITTEE:	Library Board	PASSED:	January 22, 2015
TOPIC:	Operating Policies	AMENDED:	[2016]
		REVIEW PERIOD:	As required

PURPOSE

To describe the terms and conditions by which the library’s meeting rooms may be used.

POLICY

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 **B-OP-13 Appendix A Fines, Fees and Charges** ~~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.
- Meeting room bookings and cancellations are managed through the North Vancouver Recreation and Culture Commission (NVRCC).
- ~~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 Also B-OP-13 Appendix A: Fines, Fees and Charges*

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.

RESPONSIBILITIES

The Library Board is responsible for this policy.

The Director of Library Services is responsible for implementing this policy.

DRAFT

2.6 ACCESS COPYRIGHT

Access Copyright is a non-profit organization, founded by Canadian writers and publishers, which acts on behalf of its members to grant permission to copy. Access Copyright collects and redistributes licensing fees to the creators of published materials. The licensing fees are calculated on a predetermined formula which, in public libraries, will be tied to the number of copying machines and the population of the communities.

An Access Copyright licence provides protection against illegal copying on library premises. In 1998 the Library Board signed an Agency Agreement, authorizing the Ministry of Municipal Affairs to negotiate a licensing agreement with Cancopy, now Access Copyright, on behalf of the North Vancouver District Public Library. This province-wide Licence Agreement with Access Copyright, in effect, ensures library boards against harm arising from illegal copying.

The Agency Agreement stipulates that the Province is the agent of the library board for the purpose of the Licence Agreement with Access Copyright and that it acts in the board's best interests. The Ministry of Municipal Affairs also agreed to bear the cost of the province-wide Licence Agreement.

Public and staff use of photocopiers in the Library is governed by both the Copyright Act, and the Access Copyright licence which authorizes copying beyond what is permitted under the Copyright Act. To facilitate compliance with the Access Copyright licence agreement, the Library is required to:

- 1) use reasonable efforts to inform all persons entitled to make or use copies under the Licence of the Terms and Conditions of Authorized Copying, and
- 2) to ensure that any material the Library distributes or gives out for information on copying under the licence is consistent with the terms.

To inform patrons who make use of the self-service photocopiers in each branch of what they may or may not copy according to the Copyright Act and under the Access Copyright Licence, the Library will post, in a location adjacent to each public or staff copier, the *Public Use Photocopier Copyright Notice* and the *Information for Library Staff – Copying Licence For Public Libraries*.

When staff are required to make copies of published materials for other libraries (Interlibrary Loan), to send information by fax, or to make copies for a patron unable to use the self-service copier, the following should be included on at least one page of the copies:

- 1) ~~the international copyright symbol —[©]—,~~
- 2) ~~credit to publisher and to author/creator (where known), and~~
- 3) ~~the following notice~~

~~This material has been copied under Licence from Access Copyright. Sale or further copying of this material is strictly prohibited.~~

- **To be replaced by B-OP-15 ACCESS COPYRIGHT**
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3.5 SERVICES

Revised by the Board: January 22, 2015

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.

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- 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).

- **To be replaced by B-OP-16 LIBRARY SERVICES & HOURS**

3.5.2 MEETING ROOMS

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 - 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.
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 - 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.
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— 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

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- To be replaced by B-OP-17 MEETING ROOMS
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