

## MANAGEMENT REPORT

Date: September 21, 2023  
Author: Carol Nelson, Director, Planning & Communications  
VanDocs#: DOC/2023/216626  
Meeting Date: September 27, 2023

TO: Library Board

FROM: Karen Spears, Chair, CPRD Committee  
Tim Bottomer, Chair, SFHR Committee

**SUBJECT: Policy Rescissions and Reclassifications**

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### **SUMMARY**

This report recommends VPL Board policies for rescission, and provides direction to staff to create administrative versions of policies where staff deem appropriate.

### **PURPOSE**

This report is for decision.

### **RECOMMENDATIONS**

That the Board rescind the following policies as of October 31, 2023 and direct staff to create administrative policies where staff deem appropriate.

- Art Donations
- Donation Requests
- Research Participation
- Selling Creative Works at Library Programs
- Employees Driving Library (City) Owned or Leased Vehicles, Responsibility of
- Cards for VPL Staff
- Parking Violations

### **COMMITTEE DISCUSSION**

Both Committees discussed the value of reviewing and rescinding policies on a routine basis and appreciated staff efforts in this area. They requested clarification related to the Donation

Requests policy and supported its rescission following clarification that the policy is related to external charitable organizations that ask VPL for funding, and inquired about the review cycle and processes for policies. The Services, Finance and Human Resources Committee identified that further consideration was required for the Travel Policy, and this was not recommended for rescission.

## **POLICY**

VPL's Policy Management Framework was approved by the Board in June 2020. Its purpose is to guide VPL's management team in the development and ongoing maintenance of its policies. All policies require periodic review to ensure that they support the organization in its current vision, mission and values and that they are effective in serving the organization and its patrons. The Framework notes that annually, staff will identify the policies to be reviewed, recommend a schedule, and facilitate the required review.

## **INDIGENOUS CONSIDERATIONS**

VPL follows the traditional lifecycle of a policy for much of our policy development. The VPL Board and staff recognize that traditional policy development has at times failed certain communities, including Indigenous communities, and VPL has committed to consider alternative policy approaches where appropriate in an effort to improve and evolve our practices to better meet the needs of all communities. As these approaches evolve, they will be incorporated into the Policy Management Framework.

## **STRATEGIC IMPLICATIONS**

VPL's policies and their accompanying procedures are key documents which set out the principles we follow in delivering services in alignment with the library's vision, mission and values.

## **BACKGROUND**

VPL has two main policy categories: Board and Administrative:

- **Board policies** establish the strategic direction of the Library, determine the delegation of responsibility, define the Board's relationship with the Chief Librarian & CEO, and establish the Board's rules of conduct, roles, due diligence, etc. They provide high level direction, defining the scope and limits within which the library operates. They are foundational in that they advance the vision, mission, values and strategic direction of the Library.
- **Administrative policies** focus on responsibilities of management, including business operations and day-to-day management of services, personnel and facilities. They are usually accompanied by detailed procedures. They may provide further detail to Board

policies or stand alone as an independent policy. Administrative policies are approved by the VPL Directors Group<sup>1</sup>, unless otherwise determined by the Chief Librarian & CEO.

## **DISCUSSION**

As part of VPL's annual review and prioritization of policies, staff have assessed that a number of Board policies are operational in nature and are recommending that these be reclassified as administrative policies. Reclassification requires rescission by the Board and may include specific direction to create an administrative policy, or this can be left to staff's discretion.

Appendix A outlines the policies being recommended for rescission, along with a brief rationale for the recommendation, and whether staff anticipate creating an equivalent administrative policy. Appendix B provides the policies recommended for rescission in full.

## **FINANCIAL IMPLICATIONS**

There are no financial implications of these rescissions.

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<sup>1</sup> The Directors Group comprises the Chief Librarian & CEO and directors who report to the Chief Librarian & CEO.

## **APPENDIX A**

## Appendix A: VPL Board Policies Recommended for Rescission

Policy	Create Admin policy	Rationale	Committee
Art Donations	Yes	Policy is operational and very short. It informs the public that most offers of art donations will be referred to other institutions.	CRPD
Donation Requests	Yes	Policy is operational. It indicates that VPL cannot make donations as a public institution, but can help in other ways, e.g. with displaying posters.	CRPD
Research Participation	Yes	Recommend combining with (Administrative) Surveys policy. The principles/criteria for both policies are similar.	CRPD
Selling Creative Works at Library Programs	Yes	Policy is very short, stating that creative works may be sold during programs featuring their creators and that the sale of anything else requires Chief Librarian/CEO approval.	CRPD
Employees Driving Library (City) Owned or Leased Vehicles, Responsibility of	Yes	Policy is operational. It is related to two City of Vancouver policies: Safe Driving and Responsibility for Traffic Violations.	SFHR
Cards for VPL Staff	No	Rules for staff borrowing are covered by the existing Administrative policy “Staff Borrowing”. “Cards for VPL staff” policy overlaps with this.	SFHR
Parking Violations	No	Parking information is provided on each branch’s site under “Hours and Locations”; any info related to violations can be added to those branch pages.	SFHR

## **APPENDIX B**

## **Art Donations**

Recognizing that the library does not have adequate storage facilities for art and that the collection of visual art has not been a mandate of the Library, offers of donations of visual art will normally be referred to appropriate institutions such as the Vancouver Art Gallery.

The temporary and permanent display of visual art can significantly enhance the Library's public spaces. Donations of art may be accepted with the approval of the Chief Librarian when the work has particular relevance for the Library and is appropriate for public display. Costs associated with accepting a gift of a work of art such as obtaining an appraisal for tax purposes will be the responsibility of the donor unless otherwise approved by the Library Board.

Approved by: Library Board

Date: April 3rd, 1996

Revised: April 22, 2009

## Donation Requests

The Director is empowered by the Board to refuse requests for contribution of funds from outside agencies. The Library can offer cooperation in the distribution of brochures and posters in the Branches and Central under the Board's current [Posters and Newspapers Policy](#), and display space in the Central Library under the Library Management's current [Display Space Policy](#).

**Rationale:** As the Library is supported by tax revenues from the City and the Province, the Library is accountable to the City and to the appropriate provincial ministry, and through these to the tax payers, for its expenditures of funds on the goods and services necessary to provide library service.

Responding to requests for financial support from outside agencies, however worthy, is beyond the Library's mandate.

The Library has the ability, as an institution which is part of and supports its community, to provide support in the form of the display and distribution of brochures and posters.

Approved by: Library Board

Date: August 24, 1984

Revised: September 1999 and March 27, 2002



## **Research Participation**

### ***Section A: Context, Objective and Scope***

VPL is often approached by academics, government bodies, community organizations and individuals who request the participation of VPL or access to staff and patrons in carrying out their research activities. Such requests vary broadly and have included, for example, requests for permission to: post calls for public participation in research; distribute surveys to patrons (electronically or physically); engage with patrons to solicit their research participation; access staff as research participants; or obtain VPL data.

Requests for the participation of VPL, staff and patrons in research activities have the potential to impact VPL in several ways, including:

- Engagement of VPL financial and personnel resources
- Potential risks to or enhancement of VPL's reputation
- Furtherance of VPL's priorities and goals
- Effect on VPL patron experience

### **Policy Objective**

To provide an analytical framework to be applied in responding to requests from organizations, groups, or individuals seeking the participation of VPL or access to staff and/or patrons in the conduct of research.

### **Scope**

This policy applies to any research participation request that, if approved, has the potential to engage VPL, staff, patrons or trustees. "Research" is broadly defined as the collecting of information about a particular subject. Participation requests can come from anyone, including academic researchers, community organizations, private companies, and governments. Research requests covered by this policy include, but are not limited to, requests to perform the following activities:

- VPL displaying a poster notifying patrons that a researcher is recruiting study participants
- A researcher speaking directly to patrons to solicit their participation as research subjects
- A researcher observing or surveying patrons
- Interviews with staff regarding their work as VPL employees
- VPL distributing documents to facilitate research on VPL programs or activities
- VPL posting a link to a survey on the VPL public website

### ***Section B: Factors in Granting or Denying Research Participation***

As set out above, the following four inter-related factors should be considered in granting or denying a request for research participation:

## **1. Engagement of VPL financial and personnel resources**

As a general guideline, the use of VPL financial and personnel resources should be reserved for carrying out VPL's own programs and activities as directed by the Chief Librarian and the VPL Board, all in accordance with the Strategic Plan. Any requests for research participation that, if granted, could unduly burden such financial or personnel resources should be denied.

A request for research participation may be granted however, where the anticipated impact on VPL financial and personnel resources is low (e.g. an easily accommodated information request) or where such impacts are outweighed by the benefits that may accrue to VPL by virtue of participation in such research. As an example, research participation requests which would draw upon staff time may nevertheless be approved where the proposed research activities would further VPL's priorities and goals, or participation could otherwise enhance VPL's reputation within a given field of research.

## **2. Potential risks to or enhancement of VPL's reputation**

Participation in research activities organized by other parties has the potential to negatively or positively impact VPL's reputation. For example, participation in research activities involving controversial topics, that may inadequately protect participant privacy, or that have not undergone thorough ethical approval processes (particularly where the research may engage vulnerable participants) all have the potential to negatively impact VPL's reputation. Conversely, participation in leading research on issues that could strengthen VPL's programs and ability to serve the public may enhance VPL's reputation.

Any research participation request that has the potential, if granted, to negatively impact VPL's reputation should be referred to the Chief Librarian for review, and where such impact may be more than insignificant, the research participation request should thereafter be referred to the CRPD Committee.

As a general guideline, VPL will not extend its goodwill and brand to the endorsement of research activities carried on by other organizations, groups or individuals.

## **3. Furtherance of VPL's priorities and goals**

Participation in research activities that further VPL's priorities and goals are generally encouraged, provided the benefits of such participation are not outweighed by other factors (such as any burden on library resources or potential disruption to patrons).

As examples, the following research activities are amongst those that may be considered to be in furtherance of VPL's priorities and goals:

- research into information rights;
- development of a policy or submission statement issued by a library organization;

- investigation of impacts to access or engagement with library services or information; or
- the development of data with the potential of supporting library programs or interests.

In contrast, research participation requests concerning research activities that are unrelated or contrary to VPL's priorities and goals, or where research results will not be shared with VPL or the public, are generally not encouraged, except where such requests will not burden VPL resources, pose no risks to VPL's reputation and will not disturb patrons.

#### **4. Effect on VPL patron experience**

Research participation requests also have the potential to impact negatively on VPL patrons, whether by infringing upon patron privacy, disrupting the delivery of library services, or reducing availability to public spaces.

As a general guideline, research participation requests that, if granted, have the potential to be disruptive or otherwise negatively impact upon the patron experience are discouraged. Also, appropriate consents must be obtained from all individuals asked to participate.

Additional factors may apply depending on the circumstances of the research participation request. The Chief Librarian should use discretion in balancing the weight to be afforded to each factor under consideration.

#### ***Section C: Procedures***

Requests for research participation shall be determined according to the allocation of responsibilities set out in Section D below. Any agreement entered into by VPL to participate in research must expressly provide that VPL may withdraw its participation from such research at any time, without penalty. It is anticipated that all research results and reports arising from any research program that VPL participates in shall be made public, except as required by applicable laws or in accordance with reasonable confidentiality requirements maintained during the course of the research.

Approved by: Library Board

Date: February 25, 2015

#### **RELATED POLICIES**

- [Code of Conduct](#)
- [Endorsement Policy](#)
- [Petitions, In-Person Solicitation of Donations or Support, Leafleting](#)
- [Posters and Newspapers](#)

## **Procedures**

### **VPL Staff:**

1. Gather information from the researcher as required in the [Request for Research Participation template](#).
2. Save the document in this VanDocs folder: [01-5000-02/0000008](#) Administration - Community Relations - Reference Material - VPL - Supporting Documents for Research Participation.
3. Forward the VanDocs link to the document to your Manager for consideration.
4. Input study information in the [Tracking Spreadsheet](#).

### **Manager:**

1. Review the request based on the information provided.
2. Edit the document using the VanDocs link supplied by staff.
3. Input decision in the [Tracking Spreadsheet](#).
4. If the request is approved, your confirmation letter/email to the researcher must include a request for VPL to receive a copy of the results upon conclusion of the study.
5. File your response to the researcher (approved / declined) in Van Docs classification 01-5000-02/0000008 (in the appropriate year).
6. If approved, communicate as required:
  - a. so that staff are aware the research is taking place at a particular location for a defined period of time;
  - b. so that security has the name of the researcher and knows the research study has been approved;
  - c. so that if there are questions from the public about a research study in progress, information can be provided by staff.
7. Email a copy of your response to the researcher (approved / declined) as an FYI to your director.

## **Surveys (Administrative policy)**

### ***Philosophy***

Vancouver Public Library will only permit surveys to be conducted within its Branches where the information gathered will assist the Library in evaluating its current services or potential services.

### ***Guidelines:***

1. All proposed surveys within any branches of Vancouver Public Library must be approved by the Systems & Planning Director.
2. Approval to conduct surveys within VPL will depend on approval of the final wording of the questionnaire and specific agreement regarding the dates, times, survey sample, patron approach, and locations at which the survey is to be administered. There will be no variation from the guidelines established by the Library.
3. The Library will receive copies of the analysis of the data collected, the raw data if requested, and any reports or recommendations arising from the survey.
4. Survey conducted for commercial purposes will not be approved.
5. Surveys proposed by community and educational organizations will be evaluated on the basis of their contribution to the objectives of Vancouver Public Library.

Specifically, the survey should provide factual information which will assist the Library in evaluating current services, programmes, and policies; assess potential future services or programmes; provide demographic or other information which will assist the Library in understanding its relationship with library users or the general community.

Approved by: Administration

Date: July 4, 1991



# BOARD POLICY

<b>SUBJECT:</b> Selling Creative Works at Library Programs	
<b>CATEGORY:</b> Community Relations	<b>POLICY CODE:</b> VPL-BD-CR-007-2018

## Objective

This policy outlines the guidelines under which the Library allows the sale of materials at events featuring creators offered at VPL or delivered in partnership with VPL.

## Scope

This policy applies to all VPL staff and partners.

## Policy Statements

Creative works such as books, comics, magazines, music and artwork may be sold during Library programs featuring their creators. The sale of any other related materials at a library program must be approved by the Chief Librarian or delegate prior to the event.

Vancouver Public Library staff will not be involved in the sale of materials at programs.

## Related Board Policies

- Programming at Vancouver Public Library

## Approval History

<b>ISSUED BY:</b> Library Board	<b>APPROVED BY:</b> Library Board	<b>DATE:</b> 1986/03/26	
<b>REVISION BY:</b> Library Board	<b>APPROVED BY:</b> Library Board	<b>DATE:</b> 2002/03/27	
<b>REVISION BY:</b> Library Board	<b>APPROVED BY:</b> Library Board	<b>DATE:</b> 2018/06/20	<b>CONTENT UPDATED</b>

<b>DATE OF NEXT REVIEW</b>	<b>2023/06/20</b>	<b>REVIEW CYCLE</b>	<b>5 Years</b>
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## **Employees Driving Library (City) Owned or Leased Vehicles, Responsibility of**

The Police Chief has requested that each Department and Board of the City review their policy regarding the responsibilities of employees who drive City owned or leased vehicles. This recommendation to the City Manager is due to the fact that the camera radar is not under the control of the Vancouver Police and the tickets will be issued to the registered owner of the vehicle (the City).

The following recommendations codify the Library's present policy that has the driver of the Library vehicle being responsible for any traffic violations.

Responsibility of employees driving Library (or City) owned or leased vehicles:

THAT employees are responsible for obeying all traffic regulations;

THAT employees are responsible for paying any traffic tickets received, including tickets received as a result of the camera radar;

THAT all employees that drive a Library (City) owned or leased vehicle must have a valid B.C. Drivers Licence, and;

THAT employees be required to inform their supervisor if their Licence is suspended or cancelled;

THAT supervisors ask to see Drivers Licences of employees driving Library (City) owned or leased vehicles at regular intervals, but at least annually.

Approved: Library Board

Date: June 26, 1996





## BOARD POLICY

<b>SUBJECT:</b>	Cards for VPL Staff		
<b>CATEGORY:</b>	Human Resources	<b>POLICY CODE:</b>	VPL-BD-HR-001-2016

### Objective

This policy provides clarity the amount of fine Library staff can accumulate for borrowing Library materials.

### Scope

This policy applies to all current staff and their use of the Vancouver Public Library collections.

### Policy Statement

VPL staff are exempt from paying fines on overdue material but must pay for any lost or damaged material, including the appropriate handling charges.

### Non-compliance Consequences

Failure to comply may result in the termination of staff borrowing privileges and may also result in disciplinary action up to, and including, termination of employment.

### Related Policies

- Code of Conduct (Board Policy)
- Staff Borrowing (Administrative Policy)

### Approval history

<b>ISSUED BY:</b>	Library Board	<b>APPROVED BY:</b>	Library Board	<b>DATE:</b>	1984/10/24	
<b>REVISED BY:</b>	Directors Group	<b>APPROVED BY:</b>	Library Board	<b>DATE:</b>	1993/01/19	
<b>REVISED BY:</b>	Directors Group	<b>APPROVED BY:</b>	Director's Group	<b>DATE:</b>	2016/01/14	FORMAT UPDATE ONLY
<b>REVISED BY:</b>	Directors Group	<b>APPROVED BY:</b>	Library Board	<b>DATE:</b>	2019-03-27	UPDATE D
<b>DATE OF NEXT REVIEW</b>	2023/03/27		<b>REVIEW CYCLE</b>	3 Years		

## **Parking Violations**

Cars that are illegally parked or are otherwise causing problems in Vancouver Public Library-controlled parking lots may be removed by the City's designated towing company.

A proper warning sign that is clearly visible and indicates the possibility of removal is necessary in such parking lots.

Where possible, a warning notice should be issued.

### **Procedures for Board Policy:**

All VPL-controlled parking lots must have a proper warning sign from the City-authorized towing company (Buster's) that is clearly visible and indicates the possibility of removal. Should the sign ever be missing or damaged, contact the towing company and inform them.

Where possible, a warning notice should be used first, before calling Buster's. Two types of standard notices may be used:

#### **A. General Parking Violation**

##### **WARNING**

Please note that this parking lot has been posted by Buster's.

The lot is for the use of library patrons only.

Your license plate number has been recorded. Next time you will be towed.

#### **B. Violation of Disabled Parking**

##### **WARNING**

Please note that this parking lot has been posted by Buster's. The use of this stall requires an official disabled sign, prominently displayed. Your license plate number has been recorded. Next time you will be towed.

Warning signs may be ordered from Graphics.

Cars which are repeat offenders, or cars which are blocking access to the building or the parking lot may be towed without warning.

Complete a Towaway Notice and call the City-authorized towing company noted on the Towaway Notice.

Branches should keep a record of cars that have received warning notices and that have been towed.

Approved: Library Board

Date: October 24, 2001