



## MANAGEMENT REPORT

Date: May 4, 2016  
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Meeting Date: May 26, 2016  
TO: Library Board  
FROM: Shelagh Flaherty, Director of Library Experience  
**SUBJECT: Recording Studio - Missed Booking Fines and Suspensions**

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### **SUMMARY**

This report recommends fines and suspension of recording studio privileges for cardholders who do not show up for their scheduled recording studio bookings.

### **PURPOSE**

This report is for decision.

### **RECOMMENDATIONS**

The following is recommended for Board approval:

- 1) Fines and suspension of recording studio privileges are introduced according to the following schedule:

	Fine	Duration of Recording Studio Use Suspension
1 <sup>st</sup> Missed booking	\$10	Conversation about impact on other users and consequences of next missed booking
2 <sup>nd</sup> Missed booking	\$10	2 weeks
3 <sup>rd</sup> Missed booking	\$10	3 months
4 <sup>th</sup> Missed booking	\$10	1 year

## **CHIEF LIBRARIAN'S COMMENTS**

The Chief Librarian concurs with the recommendations. With commercial recording studio fees far beyond the means of many residents, the Inspiration Lab recording studios represent an enormous free public asset for the residents of Vancouver. The impact of “no shows” on the availability of the studios for other users is significant. The proposed practices in this report are intended to assist patrons who book the studios but who do not show up understand the importance of managing their reservations in the lab.

## **POLICY**

The Library Board sets fines and fees.

## **STRATEGIC IMPLICATIONS**

Goal 4: Offer a suite of resources, tools, and services to support the creativity and imagination of Vancouver residents.

## **BACKGROUND**

The Inspiration Lab opened in May of 2015 and the five recording studios have been heavily booked since opening. Recording studios can be booked for up to three hours per day by each library user and there is no limit to the number of weekly bookings that can be made. Recording studios can be pre-booked, up to two weeks in advance, either online or in person. A VPL card with a verified address and primary ID is required for all recording studio bookings. Same day recording booth bookings are made in person, however the majority of users prefer to pre-book studios since a good recording session requires advance preparation.

Patron accounts owing over \$10 have limited library privileges. Cardholders must bring their account to less than \$10 to borrow materials or use recording studios. Recording studio booth suspensions will prevent the patron from using the recording studios for the duration of the suspension but will not prevent the use of the library generally.

## **DISCUSSION**

A high number of recording studio bookings are going unused because of patrons booking the space and then not showing up for their reservation. An analysis of the usage statistics shows that over 300 hours of recording studio time per month are going unfilled because of patrons booking and not using the space. At the same time, 2-3 booking requests are turned away every day because the time requested has already been booked by another user. This means that on average there are 10 hours a day of empty studio space (of a possible 35-55 hours) and approximately 80% of that time had been requested by another user.

A fine and a schedule of escalating suspensions of recording studio privileges has been proposed by the Director's Group for library users who continue to miss their scheduled studio bookings. A missed booking includes:

- Studio bookings where the library cardholder does not appear in the first 10 minutes
- Studio bookings which are cancelled within 24 hours (for example, an 11 am booking on Tuesday would need to be cancelled by email before 11 am Monday).

Studio bookings which are cancelled more than 24 hours before the booking time will not incur fines or result in suspended recording studio privileges.

The náca?mat ct Strathcona Branch, opening in fall 2016, will also have a recording studio and the recommended fines and studio suspensions will apply to this branch as well as all future recording studios at VPL.

### **TIMELINES**

If approved, application of the fines and recording studio suspensions will be implemented in the first two weeks of June and will apply to all new studio bookings made after implementation. Changes will be highlighted for existing users through email, the VPL website and in person conversations. Staff will be provided with training and wording to convey the changes to patrons.

### **FINANCIAL IMPLICATIONS**

The fines recommended will not significantly affect library revenues.

### **FINAL REMARKS**

VPL's existing recording studios are booked; however only about 63% of studio time is used. Regular missed bookings represent a lost opportunity to community members who wish to use the recording studios. Implementing a nominal fine and an escalating suspension of recording privileges will encourage users to cancel their bookings and provide waiting users the opportunity to book the recording studios. This will make VPL recording studios a more accessible community resource.