



MANAGEMENT REPORT

Date: March 18, 2019
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Meeting Date: March 27, 2019

TO: Library Board
FROM: Dawn Ibey, Director Library Experience
SUBJECT: Cards for VPL Staff

SUMMARY

This report describes a small change to the Cards for VPL Staff Policy to remove excessive related documents and requests adoption of the revised policy.

PURPOSE

This report is for decision.

RECOMMENTATIONS

That the SFHR Committee recommend that the Board approve the revised Cards for VPL Staff Policy (Appendix A).

CHIEF LIBRARIAN'S COMMENTS

The Chief Librarian concurs with the recommendation.

POLICY

In addition to this policy, staff as library customers are referred to in the Customer Service Statement and staff behaviour is governed by the [Code of Conduct](#).

STRATEGIC IMPLICATIONS

Regular review and updating of policies is part of a strong governance framework

BACKGROUND

Fines and charges related to borrowing are set by the VPL Board. In 1984, the Board approved a policy granting staff an exemption from paying fines on overdue material, titled Cards for VPL Staff. The policy specifies that lost or damaged material must be paid for but is silent on the full scope of circulation limits and charges that apply to staff, the expectations for staff borrowing behaviour, and handling of circulation accounts for staff and their friends and family. In 2012, in response to a number of incidents, the Chief Librarian issued a memo clarifying the responsibilities of staff related to their own accounts. The Manager, Circulation Services ran a compliance audit in 2013. Conversations with staff revealed a lack of clarity on staff borrowing policies and procedures, and the consequences of non-compliance.

Further memos and a guideline for staff followed in the subsequent years intended to provide clarity and references to these memos and guidelines were added to the Board Cards for VPL Staff policy in 2016. The Union has since asserted that having multiple documents to source borrowing expectations is confusing for staff and requested a single policy to replace the guideline and the two memos.

In March 2019 the Director's Group approved a new administrative policy that clearly outlines the behavioural expectations, and the circulation limits and charges that apply to staff. The new administrative policy serves as a companion policy to the Board Cards for VPL Staff policy, providing detailed expectations for staff about their borrowing behaviour and handling of their library accounts. The Union reviewed and provided feedback during drafting of the new administrative policy.

DISCUSSION

The Board's policy Cards for VPL Staff requires updates to the related materials sections to add the administrative policy, and to eliminate references to internal memos and procedures.

The recommended new policy is attached as Appendix A, and the existing version is provided in Appendix B.

1. Administrative policy Staff Borrowing is added under related policies.
2. Customer Service Statement is added under related policies.
3. Related Procedures section is removed.

FINANCIAL IMPLICATIONS

There are no financial implications.



APPENDIX A

RECOMMENDED BOARD POLICY

SUBJECT: Cards for VPL Staff	
CATEGORY: Human Resources	POLICY CODE: VPL-BD-HR-

Objective

This policy provides clarity the amount of fines 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.

Policy Administration Roles and Responsibilities

Director of Human Resources	Oversees and updates the policy as required.
SFHR Committee:	Reviews policy as required and recommends changes to the Board
Board:	Approves policy and revisions to the policy
Chief Librarian:	Administers the policy

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)
- Customer Service Statement (Board Policy)
- Staff Borrowing (Administrative Policy)

Approval history

ISSUED BY:	Library Board	APPROVED BY:	Library Board	DATE:	1984/10/24	
REVISED BY:	Directors Group	APPROVED BY:	Library Board	DATE:	1993/01/19	
REVISED BY:	Directors Group	APPROVED BY:	Directors Group	DATE:	2016/01/14	FORMAT UPDATE ONLY
REVISED BY:	Directors Group	APPROVED BY:		DATE:		

DATE OF NEXT REVIEW	2019/01/14	REVIEW CYCLE	3 Years
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APPENDIX B

BOARD POLICY

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

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Related Policies

- Code of Conduct (Board Policy)



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Related Procedures

1. The [Library Materials and Staff Borrowing Privileges Memo – 2012](#) from the Chief Librarian.
2. The [Library Materials and Staff Borrowing Privileges Memo – 2016](#) from the Chief Librarian.
3. Circulation staff procedures for adding and changing staff cards can be found in the Circulation Manual under [4.17 Staff Library Cards](#).
4. [Cards for VPL Staff Guideline](#) approved by Directors Group October 26, 2017