



Terms and Conditions of Use Handbook

April 2025 (revised)

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INTRODUCTION

The Library's *Terms & Conditions of Use* set the conditions for the usage of Library materials, equipment and public spaces. They are designed to preserve and protect the Library's materials, equipment, facilities and property, and to support a safe and welcoming environment for all. The *Terms & Conditions of Use* are administered by the Library Director.

The Library Board approves policy as outlined in the *Library Board Policy Manual*. Policy Sections covered by the *Terms & Conditions of Use* include the following:

- 4.4 Rules for Use of Group Space
- 4.5 Rules for Borrowing Physical Materials
- 4.6 Rules for Acceptable Use of Public Internet and Computers
- 5.3 Room Rentals

1. BORROWING

The terms and conditions for borrowing provide a mechanism for ensuring equitable access and fair use of collections. They are intended to make materials widely available to the community; maximize the use of collections and services; and secure the return of materials.

The terms and conditions cover activities relating to the registration of Library users and the borrowing and use of Library collections and services. They set:

- conditions and use of library cards
- borrowing privileges, responsibilities and restrictions
- a schedule of fees, which is subject to the approval of the Library Board

Borrowing limits, periods and fees are reviewed on a regular basis to ensure that they are reasonable, effective and in line with nearby libraries.

1.1 Library Cards

1. West Vancouver Residents

A library card is free to all residents of West Vancouver, including those who own property, operate a business, are employees of the Municipality or the West Vancouver School Board, and are a student of a West Vancouver school. Each person can have only one active library card. A Photo ID and proof of current address is required to register.

Persons up to and including age 11 are issued a youth library card. Issuance of a youth library card requires the consent of a parent or guardian. An adult library card is issued on or after age 12.

West Vancouver residents receive full access to all in-person and digital services offered by the Library.

2. Residents of InterLINK

Library cards are also free to all residents of Bowen Island, Burnaby, Coquitlam, Fraser Valley, Gibsons, Lillooet, New Westminister, North Vancouver City, North Vancouver District, Pemberton, Port Moody, Richmond, Sechelt, Squamish, Surrey, Vancouver and Whistler. Libraries in these municipalities comprise [Interlink](#).

If you live within the InterLINK system, you can register for a library card at any InterLINK Library by presenting appropriate identification (usually photo ID with current address). You may register using your home library card or, depending on the library, obtain a separate card from each library.

Lower mainland residents have limited access to West Vancouver digital resources, please check the website for access details.

3. Non-residents

If you are a resident of a community not served by InterLINK (e.g. Lions Bay, Belcarra) and do not qualify for a BC OneCard, annual membership fees are \$50.00 for adults; \$25.00 for children who are not students of West Vancouver public schools.

Non-residents have full access to digital resources.

4. BC OneCard

BC residents with an active card at their home library are eligible to borrow physical materials from any library in the province through the [BC OneCard](#) service.

Each library determines what kind of physical materials may be borrowed. At West Vancouver Memorial Library, BC OneCard patrons from other library systems may borrow materials in any format, with the exception of e-readers, Chromebooks, iPod Load and Gos, Playaways (all types), Youth kits, Pastime kits, and Technology kits, to a maximum of 10 items at a time. Holds cannot be placed on items with a BC OneCard.

5. Bridge Card

The Bridge library card is designed to meet the needs of people who may not qualify for a standard WVML card, due to lack of identification or no fixed address, to borrow materials, access in-library use e-resources and use library computers. Name Identification is required, all cards with names are accepted including health cards, seniors' membership, student ID, etc.

The Bridge card allows the holder to borrow 5 items at a time, including books, magazines, DVDs, CDs, Audiobooks, Puzzles and in library use items. Holds cannot be placed on items with a Bridge card. Bridge cards expire one year after the date of registration.

6. Library Card Renewals

Library cards expire every 5 years. Please visit the Help Desk or call 604-925-7404 to renew your expired card. Proof of address is required for non-West Vancouver residents who update their card with a West Vancouver address.

All card holders are responsible for reporting changes to contact information, including address, telephone number and email address.

7. Lost Cards

To prevent unauthorized use of your library card, please report its loss immediately; cardholders are responsible for all materials checked out on their card. Replacement cards cost \$3.

1.2 Borrowing Item Limit

Cardholders may borrow up to 100 items on a library card at any given time.

1.3 Borrowing Periods and Renewal Limits

1. West Vancouver Memorial Library Collections

Cardholders are responsible for all borrowed materials.

Adult materials:

| ITEM | BORROWING PERIOD | RENEWALS |
|---|------------------|----------|
| All Adult materials (exceptions below) | 21 days | 4 |
| Adult New Books | 14 days | 1 |
| New Adult DVDs, Holiday DVDs, Magazines | 7 days | 1 |

Youth materials:

| ITEM | BORROWING PERIOD | RENEWALS |
|---|------------------|----------|
| Youth Books, Magazines, CDs (Music and Audiobook), Technology Kits, E-readers | 21 days | 2 |
| All other materials/bags, DVDs | 21 days | 1 |

Special materials:

| ITEM | BORROWING PERIOD | RENEWALS |
|---|------------------|----------|
| Youth Lucky Day | 21 days | 0 |
| Youth Circle Lit Kits, Radon, Energy Meters | 42 days | 2 |
| Chromebooks | 84 days | 1 |
| Orchestra | 180 days | 0 |

2. Auto Renewals

Our system will automatically renew items that are coming due under these circumstances:

- If no other patrons have holds on the item
- If the item hasn't already been renewed the maximum number of times
- If the patron's account isn't blocked
- If the item isn't a special item type (for example, Kids Lucky Day items)

3. Interlibrary Loan Books

Books borrowed through Interlibrary Loan have borrowing periods of 14 or 21 days, depending on the lending library's terms. Interlibrary loans are non-renewable. This service is available to West Vancouver residents, students, and business owners only.

4. Six-week Borrowing Period

For adult materials, cardholders may request a six-week borrowing period on all items except New 14 Day Loan books, magazines, new and holiday DVDs, magazines.

For youth materials, cardholders may request a six-week borrowing period on all books and audiobooks.

Six-week loans are only available on the permitted items if there are no subsequent holds.

5. Ebooks and digital audiobooks

Loan periods and borrowing limits for ebooks and digital audiobooks from OverDrive/Library2Go are as follows:

- 21 day default loan period (can be changed to 7 days by the borrower)
- Cardholders may have a maximum of 7 checkouts and 7 holds

6. Streaming Video

Kanopy borrowing limits are 18 credits per month.

7. Loan periods and borrowing limits for other electronic collections vary according to the collection.

1.4 Overdue Fees

As of May 3, 2022 the Library no longer has overdue fees on WVML materials.

InterLibrary Loans, as materials loaned to us from other libraries have an overdue fee of \$0.35 per day with a maximum of \$10.

1.5 Requested Item Fees

Fees for requested items will be assessed as follow:

- A fee of \$1.00 is charged for each hold that is not picked up.
- A fee of \$1.00 will be charged for Interlibrary Loan books that are not picked up.

1.6 Unpaid Charges

Privileges will be suspended temporarily when a person owes \$20.00 or more.

1.7 Lost or Damaged Items

Lost items will be charged at full replacement cost plus a \$10.00 handling fee. A cost assessment will be made for damaged items. Library customers should not purchase replacements in the event of a lost or damaged item.

2. LIBRARY SPACES AND SOUND LEVELS

The Library spaces have a wide variety of purposes and accommodate people of many ages. To balance these differing needs, the Library has designated uses for spaces within the facility and associated sound levels.

2.1 Library Spaces

Library spaces available to people include meeting rooms, quieter spaces, group study and work spaces as well as gathering spaces. These spaces provide for the individual needs of the people whether they are working, studying, relaxing, socializing or conducting a meeting. The following sections provide guidance on the terms and conditions for the use of these spaces.

Meeting Rooms

Meeting rooms are available for rent providing the public with a dedicated space to conduct business, information sessions or provide a service.

Renters fall into two groups:

- Business
- Private/Non-Profit/Educational

Two corresponding rate categories have been established for the use of the spaces.

Business users are defined as a commercial enterprise, political party, governmental agency, an elected official or an election candidate; this category may host a meeting or an information session for a discrete group or for the general public. Charging for the sale of products, the provision of services, event registration and all other types of financial remuneration are not permitted. Election candidates are not permitted to lobby for votes.

Private users are defined as an individual or a group who is neither a commercial enterprise, nor a political party, governmental agency, an elected official or an election candidate, nor a non-profit nor an educational service provider; this category may host a meeting or an information session for a discrete group. Charging for event registration and membership fees is permitted. Charging for the sale of products and the provision of services is not permitted.

Non-Profit and Educational users are defined as an individual or a group who is a registered non-profit, a society or an educational service provider. Proof of non-profit status must be provided by non-profit organizations. This category may host a meeting or an information session, and/or provide a service for a discrete group or for the general public. Charging for event registration, membership fees and provision of services are permitted. Collecting donations is only permitted for a discrete group and not when the activity is open to the general public. Use of the room primarily for the sale of product(s) is not permitted.

Renters acknowledge that the Library reserves the right to update the user status to "Business" if it is determined that the Renter does not qualify for the Private and Non Profit/Educational user rate category.

Fundraising events, direct solicitation of money and charging an admission fee at the door are not permitted in either category.

Renters acknowledge that the Library reserves the right to determine whether an event, the “Event”, interferes with the use of the Library or if the planned services or programmes replicate Library offerings. Booking approval for an Event that replicates Library offerings is subject to the sole and absolute discretion of the Library.

Renters need to include set up and take down time in their booking request. Room bookings can't start before the library opens or end after the library closes. Room booking times end 30 minutes before the Library closing time; the Renter will vacate the room promptly when their booking ends.

The number of attendees for an Event will not exceed the posted room capacities and exits will be kept clear. Alcoholic beverages, illegal substances and smoking or open flames are not permitted on Library premises. No group using the meeting rooms may engage in any unlawful or illegal behaviour under any law of the Province or the Country including those specified in the Criminal Code and under human rights legislation.

Renters are responsible for performing any vaccination checks and complying with Provincial and Federal health orders for themselves and all meeting participants.

Failure to abide by any of these conditions may result in the refusal or cancellation of a booking or being denied access to meeting room space at that time and in the future.

If, in the opinion of the Director or designate, the use of a room by any group presents, or potentially presents, a risk of significant disruption to Library users, Library staff or Library property, then the Director or designate shall have the discretion to refuse or cancel such a booking.

Room Charges

The following table details the rental charges, inclusive of \$25 deposit and taxes, for the meeting rooms

| MEETING ROOM | MINIMUM RENTAL | BUSINESS | PRIVATE/EDUCATIONAL/NON-PROFIT |
|-----------------|----------------|----------|--------------------------------|
| | | Rate | Rate |
| McDonald Creek | 1 hour | \$30/hr | \$25/hr |
| Welsh Hall East | 2 hours | \$50/hr | \$30/hr |
| Welsh Hall West | 2 hours | \$50/hr | \$30/hr |
| Welsh Hall | 2 hours | \$60/hr | \$40/hr |

Additional Charges

Additional charges may include the following:

- Renters who are charging for a service are to provide a Certificate of Insurance with evidence of not less than \$2 million Commercial General Liability naming the Corporation of the District of West Vancouver as additional insured.

- A catering fee of \$20 will be applied if the Renter wishes to provide food and/or beverages at an Event; this fee will be waived if the Library's café, *Caffination*, provides the food and beverage service
- A staffing fee of \$50 per hour will be added to the room rental charge for an Event extending past the Library's regular business hours. Requests for after-hour use must be made at the time of booking and approval will depend on available staffing.

Fees, Cancellations and Refunds

- Once a booking is confirmed, the Renter will be responsible for payment in full, **48 hours prior to the scheduled event**. If payment is not received per the above, and/or the Renter does not show up for the event, this does not constitute a cancellation. The Renter is still responsible for full payment of the space that was reserved for them.
- If the Renter cancels the booking at least **48 hours** prior to the Event then the Renter will be entitled to a full refund. No refunds are issued for bookings cancelled within **48 hours** of the event, including on last minute bookings
- In the case of a repeat/reoccurring booking (say, every Thursday), cancellation is only permitted prior to the first event.
- All instances of repeat/reoccurring bookings must be paid in full, **48 hours** prior to the first event.
- The Renter will be held responsible for all fees, deposits and damages.
- If the Library cancels or refuses a booking, a full refund will be issued; failure to pay or other default by the Renter will not result in the issuance of a refund.

Advertising

The Library, by permitting the Renter to hold an Event at the Library, does not in any way endorse the Event. Any advertising or promotion of the Event may solely refer to the Library as being the venue for the Event and in no way imply that the Library either sponsors or endorses the Renter or the Event.

Intellectual Property

The Renter is responsible for securing all applicable permissions and licenses for the user, publication, transmittal, distribution and display of all material used at the Event, whether written, audio, visual or audio-visual. The Renter is also responsible for the payment of all fees, royalties and other charges that are required to be paid in respect of copyright, trademark, industrial design or any other intellectual property of any kind.

Damages

The Library shall not be responsible for any loss or damage to the Renter's materials or equipment.

Indemnity

The Renter shall indemnify and save harmless the District of West Vancouver and the West Vancouver Memorial Library, their trustees, officers, employees, agents, licensees and contractors (collectively, the "**Indemnitees**") from and against all claims, demands, suits, actions, damages, fees, losses, liabilities, proceedings, costs and expenses, including without limitation legal fees and disbursements on a solicitor and own client basis, personal injury and/or illness including death and loss or damage to property (all of the foregoing, collectively, the "**Claims**"), by whosoever brought, incurred, or made and arising out of or in connection with or related to, whether directly or indirectly, the following, except to the extent that

any damage, loss or injury is caused by the gross negligence of the District of West Vancouver or the West Vancouver Memorial Library:

- The rental of the meeting room by the Renter;
- The Renter's breach of any of the provisions set out in these Terms and Conditions of Use; or
- Any advertisements or promotions posted by the Renter or submitted by the Renter to the Library which the Library posts on its premises or on its website; or
- The Renter's violation of any third-party rights, including without limitation, any intellectual property, personal property or privacy right.

2.2 Sound Levels

Sound levels in the Library spaces should match the purpose of the space. Meeting rooms will involve presentations and open dialogue and discussion between the participants, which is expected in a closed space.

Quieter spaces are intended for those seeking space to focus and concentrate on their work or readings; conversations are not permitted so as not to disturb the users of these spaces. Please note: we currently do not have any silent space in the Library.

Gathering spaces are places for people to socialize or collaborate where conversations are encouraged but at levels that do not interfere with others' enjoyment of the Library and its spaces.

Group study and workspaces are places for people to study and/or work where conversation may be a part of the collaborative learning environment, although the levels should not interfere with others' enjoyment of the Library.

Quieter Spaces

Quieter spaces include the Fiction Wing study carrels, study pods on the Main Floor and the Lower Level, Peter J. Peters Reading Room, the study carrels in the Mezzanine eastern alcove, the study tables along the West Wing wood wall, the study carrels in the West Wing columns, and the study carrels near the Recording Studio on the Lower Level.

Gathering Spaces

Spaces for conversation include the Musto Lounge, the Main Hall Lounge by the Library's café, Caffeination, the Courtyard Lounge in the Main Hall, the outdoor Courtyard on the Main Floor, the seating area near the West Wing north wall, the Waterfall Lounge and Study Booths on the Lower Floor, the Collaboration areas in the Mezzanine western alcove and the westernmost section of the Mezzanine and the Library's rooftop garden, Swá'ywi Temíxw, which is open from late spring to early Fall.

Cell phones may be used in gathering spaces, provided their use does not interfere with other people's enjoyment of the Library.

Group Study and Work Spaces

The Library's group study spaces are high demand community resources. To facilitate equitable and fair sharing of group study space, all persons must maintain a respectful and friendly atmosphere by observing the following guidelines:

- Follow directions given by staff
- Share open seating and table space with others during peak periods (3-6 p.m. on weekdays, noon-6 p.m. on weekends)
- Use only the space you need when you need it. Unattended belongings will be removed and held at the closest staff service desk
- Keep furnishings in their intended place and position
- Maintain a conversational sound level
- Bring issues with the behaviour of others to the attention of staff

For those offering fee-based tutoring services, please note:

- Use of group space is not guaranteed, especially during peak periods
- Monopolizing space is not permitted
- Fee-based tutoring activities may only take place in designated areas and this use may be discontinued at any time

Tutoring appointments should be scheduled to end at least 10 minutes prior to closing to allow enough time to pack up and clear the building. Designated areas are:

Second Floor

- Storyhouse (when not in use for Library programming)
- Tables and carrels by the French collections
- Carrels facing out the south windows

Lower Level

- The Waterfall Lounge
- Group study booths
- Open tables in the alcove

Tutors and educators may rent half of the Welsh Hall (East or West) or the McDonald Creek room at an educational rate to guarantee space for appointments. For information and bookings, see [room rentals](#).

3. YOUTH DEPARTMENT

The Youth Department, located on the second floor, has three areas:

- Storyhouse
- Kids Area
- Room 14 (teen space)

Conversation is to be expected in these areas; staff are happy to assist patrons looking for silent study areas elsewhere in the Library.

3.1 Storyhouse

The Storyhouse functions primarily as a space for library programming, most frequently between 10:00am-2:30pm. When it is not in use for library programming, tables and chairs are available on a first-come, first-served basis.

3.2 Kids Area

This space is designed for use by youth, families, caregivers and educators.

The Picture Book Circle offers many educational and literacy play opportunities. Noise is common in this area, especially before and after Storytime.

The computer workstations in the Kids Area are only for use by children. Adults are only permitted to use these workstations if they are accompanying a young person requiring assistance.

3.3 Room 14

Room 14 is the Library's dedicated teen space, created after hearing from almost 400 young people in West Vancouver. While patrons of all ages are invited to access the collections in Room 14, the seating, study space and computer workstations are designated for youth in Grades 8-12 only at all times.

4. USE OF PUBLIC COMPUTERS

The Library provides access to the Internet and public computing equipment that supports digital literacy for all. The Library's public computers are located in public areas shared by people of all ages and backgrounds. Consideration should be given to the sensibilities of others when using the public computers.

4.1 Sign-in

To use a public computer, patrons must sign in with a Library card or Guest Pass and agree to the *Terms of Use*.

4.2 Time Limits

Library card holders and Internet Access cardholders can use the Library's public computers for a total of 4 hours per day. Individual sessions are limited to one hour when others are waiting.

Guest passes are valid for three hours.

4.3 Reservations

Reservations can be made in person, for the same day only.

5. DONATING MATERIALS

The Library is not accepting any donated materials at this time. Please do not put your donated items through the book drop.