

Title:	Library Fee-Based Services Policy	Policy Number: 200-07
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Approval By:		
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PURPOSE

This policy provides guidelines for the provision of enhanced fee-based services offered by the Library.

SCOPE:

This policy applies to Fee-based Library services not covered by other policies.

DEFINITIONS

3-D printer - a device used to create a three dimensional physical object using a computer generated digital design and by using successive layers of plastic or other materials to form the object.

Basic research – Reference and information services provided free of charge as part of general library services. This includes but is not limited to instruction on use of library catalogue, equipment, resources, locating quick facts, retrieving library and on-line resources.

Enhanced research – in-depth fee based research including but not limited to archival and genealogical research requiring extensive staff time, expertise and use of library and available online resources.

Exam proctoring – to watch over students taking an exam to ensure guidelines provided by the issuing institution are followed.

Invigilate – a term used by some post-secondary institutions to designate exam proctoring.

VHS to DVD converter - a device used to convert VHS tapes into a DVD format.

POLICY STATEMENT

The Library provides several fee-based services to the public. These services are generally offered at a cost recovery rate.

Fees for Library Services will be listed in the Library's Fees Schedule. Fees are reviewed annually by the Board and posted on the Library website.

COPY AND PRINT SERVICES

The Library offers a number of copy and print services at each Library location for a modest fee. These include:

- Printing
- Photocopying
- Faxing

The use of the Library's copy machines is for lawful purposes only and it is the responsibility of the patron to ensure that they are abiding by all relevant laws, including the Copyright Act (R.S.C., 1985, c. C-42).

3-D PRINTING SERVICES

The Library offers a 3-D printing service at the James L. McIntyre Centennial Library. The following are the terms and conditions for the use of 3-D printing services at the Library.

1. Library membership is required to use the 3-D printer service.
2. The library's 3-D printer may be used for lawful purposes only. Users will not be permitted to use the library's 3-D printer to create any material that is:
 - (a) Prohibited by local, provincial, or federal law
 - (b) Unsafe, harmful, dangerous, or poses a threat to the well-being of others
 - (c) In violation of intellectual property rights. Users are responsible for ensuring that any objects that they wish to print, or file(s) that they are going to use do not violate any copyright, trademark, or patent laws. The Library will not be held responsible for any violations of such laws.
3. Print jobs must be no larger than the maximum size allowed by the Library's printer.

Library staff will not adjust the size of a design. It is the responsibility of the user to ensure that the design is made to be within the size restrictions.
4. Print jobs are limited to a maximum of 5 hours. The library uses the estimated print times created by the software that accompanies the 3-D printer model, actual print time may vary.
5. Submitting a design for printing:
 - (a) Patrons will bring their file (.stl, .obj, .cube3) to the library, or send the file by e-mail to lib.info1@cityssm.on.ca.
 - (b) A submitted file will be processed by the printer's software to determine if the object can be printed or not. Files that are validated by printer software will be added to the queue for printing. If a submission is not validated by the printer software for any reason(s) library staff will inform the patron and provide the reason(s).

- (c) Only one file per patron will be added to the queue at a time.
- 6. Printed items are presented 'as is' to the user. Library staff will not remove any scaffolding, sidewalks, or support pieces for the user.
- 7. Staff will notify Users of scheduled print and pick up times. Items not picked up within 14 days of the scheduled print will become the property of the Library and applicable fees will be charged to the Users' account.
- 8. The Library will review all files submitted for printing and reserves the right to refuse any 3-D print request.

EXAM PROCTORING

The Library provides exam proctoring services at the James L. McIntyre Centennial Library during Administrative Business hours. Provision of the service will be subject to availability of staff and resources.

Students must submit payment prior to beginning the exam unless other payment arrangements have been made with the examining institution or company. The exam proctoring fee does not include material or courier costs. The Library will not be liable for any missing items, papers, samples or other documents related to the exam. The student must provide their own supplies (including technology) required to take the exam.

The Library will not accommodate an exam that requires specialized procedures such as the downloading of software to library computers.

The Library is not responsible for unforeseen interruptions of the exam due to evacuation of the building, loss of power, Internet services or other computer problems. Should such unforeseen interruptions occur, the Library will either reschedule the proctoring or provide the student/institution with a full refund.

ENHANCED RESEARCH SERVICES

The Library provides basic research free of charge and also provides a fee based enhanced research service.

The Library reserves the right to refuse requests for enhanced research due to staff or collection limitations.

Requests for enhanced research will be accepted in person, by telephone or electronic means.

Results will be provided upon payment and in the most appropriate format as decided by the library in consultation with the client.



VHS CONVERSION SERVICES

The Library offers a VHS conversion service at the James L. McIntyre Centennial Library. Library membership is required to use the VHS service.

The VHS converter is used for lawful purposes only and it is the responsibility of the patron to ensure that they are abiding by all relevant laws when submitting a VHS to be converted, including copyright law.

Library Staff reserve the right to refuse to convert a VHS if they suspect it would be a violation of copyright or any other laws.

The Library does not guarantee the quality of the reproduction of video converted from VHS.

Related Policies:

- 200-06 Fees Policy
- 300-04 Hours of Operation Policy
- 300-05 Membership Policy
- 300-13 Sales and Soliciting Policy
- 300-15 Meeting Room Use & Rental Policy
- 300-23 Accessible Customer Service Policy
- 300-25 Use of Building Policy