

OP-11	COPYING & REPAIR SERVICES		
APPROVED	19 January 2022	EFFECTIVE	2003
AMENDED	2006, 2011, 2014, 2016, 2021	NEXT REVIEW	2026

1. PURPOSE

To set out what type of copying and repair services the Library may offer, and under what conditions.

2. SCOPE

Library employees are responsible for administering this policy. Users acknowledge the conditions and limitations of the services provided, as well as the associated risk.

3. DEFINITIONS

Nil.

4. GENERAL

- a. The Library Board supports people's ability to access and share information in a variety of formats. To facilitate this ability, the Library provides copying and repair services.
- b. Users of copying and repair services are responsible for obeying the laws of Canada and the Library's policies. They must respect copyright law and intellectual property rights, and not use these services for illegal, actionable or criminal purposes.
- c. The Library provides reproduction and repair services on an as is and as available basis. The Library cannot guarantee the performance, security, confidentiality or availability of these services, or that they will meet the specific requirements of a user.
- d. Under no circumstances is the Library liable for any direct, indirect, incidental or consequential damages sustained or incurred in connection with the use of these services including the loss of, or damage to, the user's records or data.

5. COPYING SERVICES

- a. The Library offers a variety of copying services including, but not limited to: photocopying, printing, scanning, and faxing.
- b. The Library may charge fees for these services.
- c. All photocopying, printing, scanning and faxing is the sole responsibility of the user.

6. COPYING UNDER THE COPYRIGHT ACT & CANCOPY LICENCE

- a. Canada's *Copyright Act* provides for civil and criminal penalties for copyright infringement. Under the Act, it is illegal to copy most published materials without permission. The complete version of the act can be found at [Copyright Act \(justice.gc.ca\)](https://www.justice.gc.ca).
- b. To authorize copying beyond what is permitted under the *Copyright Act*, the Province of British Columbia has signed, on behalf of BC public libraries, a license with CANCOPY, a non-profit organization representing Canadian and foreign authors and publishers.
- c. A summary of what type of print copying is allowed under the CANCOPY licence can be found at [Library Poster.pdf \(accesscopyright.ca\)](#).

7. REPAIR SERVICES

a. Disc Repair

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- i. The Library offers limited disc repair services for a fee. The specific disc types eligible for resurfacing are determined by staff based on manufacturer’s specifications and experience from other organizations offering disc repair services.
 - ii. The Library cannot guarantee the playability of any disc as a result of the repair work as discs may not be repairable due to the nature of the damage or the format of the disc.
 - iii. The user must pay for all repair work undertaken on their behalf by the Library, regardless of whether or not the repair is successful.
 - iv. The user must drop off and pick up discs in person, the Library will not ship discs.
- b. Book Repair**
- i. Upon request, staff may repair an individual’s personal book.
 - ii. Staff will assess the nature of the repair and determine whether they have the resources to do it. They will recommend other options if they deem the repair exceeds the capacity of available resources.
 - iii. A fee may be applied to cover the cost of repair material and staff time.
 - iv. Library employees reserve the right to refuse the repair for any reason.

RELATED POLICIES

VS-03 Protection of Privacy