

Visitor library access policy

J.T. Fyles Natural Resources Library • February 2020

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Purpose

The J.T. Fyles Natural Resources Library (“the Library”) offers on-site access to our collections and services. This policy outlines what we need of you before you visit us, and what you can expect when you do.

Our mandate

We are a research library with specialized collections, serving the Government of BC’s Natural Resource Sector (“NRS”) ministries. Our client ministries sign a written agreement (Memorandum of Understanding for Library Services, “MOU”) that describes the Library services available to their staff, and they pay annual fees to support Library operations.

Our mandate under the MOU is to “[provide] timely access to relevant information products and services to address sector clients’ needs. Access to these services improves the client’s capacity to keep current and quickly locate information on new issues and improves their ability to inform integrated decision-making and accelerate innovation in the Sector.”

Client groups and services available

NRS ministry staff

Staff members from NRS ministries are the Library’s primary client group and as such receive the broadest range of Library services and assistance, under the terms of the MOU. The services we provide to NRS clients include, but are not limited to, the following:

- Acquisition and cataloguing of materials
- Loaning materials
- Interlibrary loans
- Reference and research assistance by phone, via email, and in person
- Customized literature searching
- Desktop access to electronic journals and databases

Our [Circulation Policy](#) contains full details of the services available to our various client groups. (Access to the policy is limited to NRS ministry staff.)

Other visitors

We offer limited assistance to other visitors, such as retrieving materials for you before and during your visit and orienting you to the Library so you can browse and find materials on your own. We expect you to be largely self-sufficient during your visit.

Kiosk computer

All visitors can search the Library catalogue on site using our kiosk computer.

The kiosk offers access to the Library’s catalogue and selected local electronic resources. You will not be able to access to the Library’s electronic journals and databases.

The kiosk is not connected to Government of BC secure servers for staff.

Photocopier

All visitors can use our photocopier. We do not charge for photocopies.

You are responsible for making your own copies – Library staff will not make the copies for you.

In making copies, you assume all liability for upholding copyright law. Consult the Library's Copyright Policy (https://gww.nrs.gov.bc.ca/files/nrs/media/nrs_library/1911_copyright_policy.pdf) for further details.

Digital scanner

Government of BC staff members can use our multifunction device to scan materials. Scanning is not available to members of the public.

You will need your IDIR and password to use the scanner.

In scanning documents, you assume all liability for upholding copyright law. Consult the Library's Copyright Policy (https://gww.nrs.gov.bc.ca/files/nrs/media/nrs_library/1911_copyright_policy.pdf) for further details.

Wi-Fi

We offer secure access to the Government of BC Wi-Fi for government employees, and public Wi-Fi (Dogwood) for members of the public.

Hours of access

Jack Davis Building NRS staff members

If you work in the Jack Davis Building for an NRS ministry, your building access card will let you in to the Library between 8:30 a.m. and 4:30 p.m., Monday through Friday.

Though you do not require an appointment if you work in the building, when you provide us with advance notice of your visit, you help us to help you, as noted below in "Preparing for your visit."

Other Government of BC staff

If you work for the Government of BC at any location other than the Jack Davis Building, regardless of your ministry, we need you to make an appointment before you visit so we can confirm that staff are available to help you, and so we can let building security staff know that we are expecting you.

You are welcome to visit between 8:30 a.m. and 4:30 p.m., Monday through Friday.

Members of the public

As a member of the public, you are welcome to visit on Tuesdays, Wednesdays, and Thursdays between 10:00 a.m. and 12 noon and 1:00 and 4:00 p.m. We close between 12 noon and 1:00 p.m. daily for lunch.

We need you to make an appointment before you visit so we can confirm that staff are available to help you, and so we can let building security staff know that we are expecting you.

When you make your appointment, we will need to know who is visiting: will it be you alone, or will others be with you? Only you will be admitted for your appointment unless you let us know when you book that others will be with you. We limit groups to a maximum of four people for a single appointment.

Preparing for your visit

Identify items of interest

We can give you the most efficient service of the highest quality when we have advance notice of your research interests. To that end, search our online catalogue (<https://library.nrs.gov.bc.ca>) prior to your visit, to identify materials that you wish to consult, and provide us with a list of them before you arrive. By doing this you help us to help you: we can (a) confirm that the materials you want are available and (b) retrieve the items from our shelves and have them ready to go for you.

You are welcome to browse in the collection during your visit to discover additional materials of interest.

Make an appointment

- We require you to make an appointment before you visit us, except if you are an NRS staff member working in the Jack Davis Building and can access the Library using your building access card.
- We accept appointments in advance via phone (250.952.0564) and email (JTF.Library@gov.bc.ca)
- We generally grant requests for appointments when we receive them. However, we reserve the right to refuse to book appointments at any time and for any reason.
- We will do our best to accommodate same-day appointments, but they may not be possible. We prefer a minimum of 18 hours' advance notice so we can prepare for your visit.
- We want to ensure safety for clients and staff, and to guarantee that you will have assistance if you need it. To achieve this, we will book a maximum of two individuals or groups for appointments at the same time. We may need to limit the number of simultaneous appointments when we are not fully staffed.
- We reserve the right to reschedule or cancel appointments. We will provide you with as much notice as is possible if we must reschedule or cancel your appointment.

Check in with Jack Davis Building security

You will need to report to the Jack Davis Building security desk when you arrive, before you are admitted to the Library.

If you are subject to a Jack Davis Building security ban, you will not be admitted to the building or the Library.