



A resource-sharing community for Canadian HIV and hepatitis C service providers

## Contributor policy

### Summary

The contributor policy outlines contributor eligibility, contributor responsibilities, copyright requirements, and procedures for closing contributor accounts.

### 1.0 Eligibility

Contributors must:

1. Be a Canadian organization or individual affiliated with a Canadian organization working with or for people living with or affected by HIV or hepatitis C, or in a related field. See *Registration and member accounts: Contributor accounts* (section 5.1) in the user policy for the definition of an organization.
2. Produce information resources in relation to their organizational affiliation that fall within the Sage collection policy that they will add to the Sage collection.
3. Complete the registration process to become a contributor as outlined in the user policy.
4. Agree to respect Sage's values statement, policies and procedures and terms of use.

### 2.0 Responsibilities

Contributors are expected to:

1. Respect Sage's values statement and adhere to its policies and procedures and terms of use.

2. Maintain an accurate and up-to-date contributor profile. For organizations, this includes designating a current contact person to oversee the group's Sage responsibilities.
3. Submit appropriate resources that they would like to share in the Sage collection.
4. Maintain records for their resources in the Sage collection that accurately describe the resources' content and publication details.
5. Replace resources in obsolete digital formats with a version of the resource in a current digital format if available.
6. Respond to questions and requests from Sage users in a timely manner.
7. Participate in requests for feedback and respond to changes in procedures or standards as they are identified by the Sage administrators.
8. Contribute to the maintenance of Sage as a respectful place for the sharing and exchange of resources and information.

### **3.0 Copyright**

Contributors must own the copyright of the resources that they add to Sage and have the authority to manage copyright permission requests from users. See the copyright and liabilities policy for more information.

### **4.0 Procedures for closing contributor accounts**

By closing a contributor account, an organization or individual is ending active participation in Sage. A closed account will no longer be accessible to the account owner and will no longer be visible to other Sage users through the Sage website. However, the account may remain archived on the Sage server, or may remain visible through the Sage website if the departing contributor's resources are retained within Sage.

If a contributing organization's account is closed, all of the affiliated member accounts associated with the organization's account will also be closed at the same time. It is the organization's responsibility to inform its affiliated members of their impending account closure.

A contributor account may be closed voluntarily by the contributor, or involuntarily, under certain circumstances by the Sage administrators.

## 4.1 Voluntary closure

Contributors can choose to close their account at any time. Among other reasons, accounts may close because an organization closes down, merges or was time-limited.

Contributors should inform the Sage administrators of their intention to close their account at their earliest convenience. The departing contributor and the Sage administrators will jointly decide upon an exact account closing date that is manageable by the departing member.

It will be the contributor's responsibility to implement one or a combination of the following options for managing their Sage resources after discussing their management preferences with the Sage administrators:

1. **Remove resources from Sage.**

Contributors can choose to remove all of their uploaded resources from Sage. Removed resources may continue to be archived on the Sage server, but will no longer be accessible to Sage users through the Sage website.

2. **Retain resources in Sage by designating a substitute contributor.**

Contributors can choose to retain their existing resources in Sage by transferring the responsibility for their resources to an eligible substitute contributor. An example of a substitute contributor could be the new organization formed by the merger of the contributor and other organizations, or a member organization assuming responsibility for resources following the end of a working group or committee.

Substitute contributors should meet the contributor eligibility requirements given in *Eligibility* (section 1.0) above. Substitute contributors should also be prepared to manage the resources transferred to their care as outlined in Sage's policies and procedures.

3. **Retain resources in Sage without designating a substitute contributor.**

Contributors can choose to retain their existing resources in Sage without transferring responsibility for their resources to a substitute contributor.

Their contributor profile will also remain visible on the Sage website to indicate they still have resources within Sage. Before their account is closed, contributors should modify their contributor profile to indicate the change in their contributor status which includes providing clear instructions to users pursuing copyright requests.

## 4.2 Requested closure

A contributor may be asked to end their participation in Sage if they do not respect Sage's values statement, policies and procedures or terms of use, either as a contributor or as a user. Policies and procedures include but are not limited to the contributor policy, collection policy, user policy, archival policy and copyright and liabilities policy.

A requested closure for contributors can result from either:

1. Inability to meet the contributor eligibility criteria in the contributor policy as determined during the new registration review.
2. Inappropriate contributor activities, which include activities related to the upload and sharing of resources.
3. Inappropriate user activities, which include activities related to the use and access of other members' uploaded resources and to the use of Sage's interactive information-sharing and resource management features.

A contributor's conflict with Sage's values statement or policies and procedures may be directly identified by the Sage administrators or indirectly identified by the Sage administrators through the report of another Sage user. The administration of a requested closure is handled in partnership by the organizations currently acting as Sage administrators.

A new contributor who does not meet the eligibility criteria in the contributor policy will have their account closed at the discretion of the Sage administrators. Otherwise, the decision to close a contributor account will be a cumulative process that will provide a contributor with an opportunity to avoid an account closure by addressing outstanding issues. The following cumulative steps will be followed:

1. The contributor will be given written notice from the Sage administrators advising them of the values, policies and procedures and/or terms of use that they are in conflict with.
2. Contributors will have one week from the date of the written notice to respond to and address the outlined concern. If the response resolves the conflict to the satisfaction of the Sage administrators, no further steps will be taken by the administrators.
3. The Sage administrators will give due consideration to the response of contributors. However, if the response does not resolve the conflict in a timely manner to the satisfaction of the Sage administrators, the contributor's account will be closed by the administrators.

4. If no response is received after one week, the contributor's account will be blocked until they forward a response to the Sage administrators. A blocked account will still be visible on the Sage website to other Sage users, but will no longer be accessible to the account owner.
5. If no response is received after 30 days from the date of the written notice, a contributor's account will be closed by the Sage administrators.
6. If a contributor has had two different conflict notices on two separate occasions, on the identification of a third potential conflict with Sage's values statement, policies and procedures or terms of use, the contributor's account will be immediately closed following *Procedures for closing contributor accounts: Immediate closure* (section 4.3) below. There will be no opportunity for the contributor to present a written response to address a third conflict.

If an account is closed, contributors will have one week following the closing of their account to request that their resources be removed from Sage. If contributors do not make this request, the Sage administrators may choose at their discretion to retain some or all of the contributor's resources in Sage. These retained resources will remain accessible to the public or members only, as originally decided by the contributor, as will their contributor profile, which will be amended by the Sage administrators to reflect the end of the contributor's active participation in Sage.

A contributor whose account has been closed by the Sage administrators may reapply for Sage membership after one year. A new membership may be allowed to that contributor at the discretion of the Sage administrators.

### **4.3 Immediate closure**

As per the terms of use, the Sage administrators reserve the right to close an account without following the *Procedures for closing contributor accounts: Requested closure* (section 4.2) above if the contributor's conflict with Sage's values statement, policies and procedures or terms of use is severe enough to warrant immediate account closure. A severe conflict may include, but is not limited to:

1. A disregard for Sage's values statement that results in activity within Sage that is highly offensive or disrespectful to other Sage users.
2. A violation of copyright law through illegal use of copyrighted material that is shared through Sage.

After the account is closed, contributors will have one week following the closure to request that their resources be removed from Sage. If contributors do not make this request, the Sage administrators may choose at their discretion to retain some or all of the contributor's resources in Sage. These retained resources will remain accessible to

the public or members only, as originally decided by the contributor, as will their contributor profile, which will be amended by the Sage administrators to reflect the end of the contributor's active participation in Sage.

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