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

# Collection policy

## Summary

The collection policy outlines Sage's mandate and intended audience, characteristics of resources that can be added to the collection, guidelines relating to resource ownership and monitoring, and procedures for removing resources from the collection.

## 1.0 Mandate

Sage: A resource-sharing community for Canadian HIV and hepatitis C service providers supports the information access of HIV and hepatitis C service providers by providing a centralized, online, community-driven space for the collection and dissemination of Canadian produced HIV- and hepatitis C-relevant digital information resources. Sage also provides an archival space for the storage of digital information resources significant to the history of HIV- and hepatitis C-related organizations in Canada.

## 2.0 Audience

### 2.1 Target audience

The target audience of Sage is frontline service providers working with or for people living with or affected by HIV or hepatitis C.

### 2.2 Secondary audience

As a publicly available resource, resources in the Sage collection can be freely searched and viewed by any general Internet user, although these users fall beyond Sage's target audience.

## 3.0 Scope of collection

**3.1 Values**

Sage accepts resources that respect the values of Sage's values statement. See *Procedures for removing resources from Sage: Requested removal* (section 6.2) below for procedures relating to the removal of inappropriate resources.

**3.2 Subject focus**

Sage accepts resources that are HIV- and hepatitis C-relevant. HIV- and hepatitis C-relevant encompasses the issues that affect people living with or affected by HIV or hepatitis C and the delivery of health and social services to support them. This includes but is not limited to information within the following broad headings:

- biomedical science of HIV, hepatitis C and other bloodborne and sexually transmitted infections
- transmission and risk
- prevention
- epidemiology
- healthcare management and healthy living
- legal issues and human rights
- program development and delivery
- treatment (including complementary and alternative medicine)
- social determinants of health
- harm reduction
- co-infections and co-morbidities
- government and community strategies in response to HIV, hepatitis C and other bloodborne and sexually transmitted infections

**3.3 Geographic focus**

Sage accepts resources produced by Canadian organizations or individuals affiliated with a Canadian organization (see *Registration and member accounts*: *Organizations* (section 5.1) in the user policy for the definition of an organization). The resource should be produced in relation to the contributor's organizational affiliation. This includes resources with Canadian-specific content and internationally focused content.

**3.4 Format**

Sage accepts resources that are presented digitally, and includes but is not limited to information presented in the following formats:

- books

- periodicals
- articles
- fact sheets
- pamphlets and brochures
- forms and templates
- posters
- presentations
- videos
- other informational documents (e.g., media releases)

The preferred digital formats for resources are formats that can be viewed with freely or commonly available software in current use. Preferred digital formats include:

- text - PDF, doc, docx, ppt, pptx, xls, xlsx, txt
- video - link via video hosting service, e.g., YouTube, Vimeo, Dropbox
- image - jpeg, gif, png

## 3.5 Resource type

Sage accepts resources that are created by organizations and individuals to support and raise awareness of the delivery of health and social services for people living with or affected by HIV or hepatitis C. Resource type includes but is not limited to the following types of content:

- campaign materials
- client resources
- conference presentations and proceedings
- documentaries
- educational presentations
- fundraising materials
- guidelines and manuals
- needs assessments
- newsletters
- policies and procedures
- program evaluations
- promotional material for services or events
- reports
- research summaries

## 3.6 Archival focus

Sage collects resources that are significant to the history of HIV- and hepatitis C-related organizations in Canada. This includes resources that may no longer be current or up-

to-date, but that represent the HIV- or hepatitis C-related work of organizations and individuals, as well as previous editions and versions of resources that have undergone design and/or content changes. See the archival policy for additional information.

### 3.7 Copyright

Sage accepts resources submitted by the copyright holder. It does not accept resources whose copyright is held by a third party and not the contributor making the submission. 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 additional information.

### 3.8 Private and confidential information

Sage accepts resources that can be freely viewed by other Sage users. If a resource contains private or confidential information that cannot be shared with a non-confidential audience, this information should be removed or edited from the resource by the contributor before it is submitted to Sage. Resource sharing in Sage should not be considered private or confidential.

### 3.9 Commercial endorsements

Sage does not accept resources that were created primarily to act as commercial endorsements for products or services.

## 4.0 File size

The maximum file size for an individual resource uploaded to Sage is 64 MB.

## 5.0 Resource ownership and monitoring

Sage is a shared, community-driven space and the collection is developed with the following principles relating to resource ownership and monitoring:

1. The ownership of resources uploaded to Sage remains with the contributor.

2. The Sage administrator endeavours to ensure that Sage resources respect Sage's values statement and policies and procedures by removing inappropriate resources as outlined in *Procedures for removing resources from Sage: Requested removal* (section 6.2) below. However, the Sage administrator does not perform ongoing, systematic monitoring of uploads for resource

appropriateness. As a community-created and community-used collection, the identification of inappropriate resources is also a community endeavour. Sage users are asked to alert the Sage administrator to any resources they may encounter within the collection that may be considered inappropriate following Sage's values statement and policies and procedures.

## 6.0 Procedures for removing resources from Sage

### 6.1 Voluntary removal

A contributor can remove one or more of their resources from Sage at any time. If a contributor is removing all of their resources and also intending to close their member account, see also *Procedures for ending participation in Sage: Voluntary closure* (section 6.1) in the user policy for account closing procedures.

### 6.2 Requested removal

A contributor may be asked to remove a resource from Sage if the resource conflicts with Sage's values statement or policies and procedures. Policies and procedures include but are not limited to the collection policy, user policy, archival policy and copyright and liabilities policy.

A resource 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 resource removal request is handled by the Sage administrator.

The following steps will be followed to address the removal of inappropriate resources:

1. The contributor will be given written notice from the Sage administrator identifying the resource in question and the values and/or policies and procedures that the resource is in conflict with, as well as a reminder of how the resolution of the conflict will proceed.

2. Contributors will have one week from the date of the written notice to address the outlined concern by either removing the resource in question from Sage or providing a written explanation for why they believe their resource is not inappropriate material for Sage. The explanation must directly address the values statement or policy or procedure conflict outlined in the written notice from the Sage administrator.

3. If a response is received, the Sage administrator will consider the written explanation, re-evaluate the original source of the conflict and make a final decision. Please note that while the Sage administrator aims to balance the

resource dissemination goals of contributors with the information sensitivities of other Sage users, the final decision on the removal of inappropriate resources will rely on the judgement of the Sage administrator as guided by Sage's values statement and policies and procedures.

The final decision will be communicated within three weeks of the written explanation being received by the Sage administrator. The final outcome of the re-evaluation would be:

a. The written explanation provides sufficient justification for the continued presence of the resource in Sage and the resource will not be removed.

b. The written explanation does not provide sufficient justification for the continued presence of the resource in Sage and the resource will be removed by the Sage administrator.

4. If the contributor voluntarily removes the resource within one week, no additional steps will be taken by the Sage administrator.

5. If no response is received after one week, the resource will be removed by the Sage administrator.

6. If the resource under review has strongly offensive content, the Sage administrator will block public access to the resource until the resource conflict is resolved. A blocked resource will still be accessible to the contributor, but will not be searchable or viewable by other Sage users.

7. If a contributor has had two different resources removed from Sage on two separate occasions for conflicting with Sage's values statement due to potentially offensive content, on the identification of a third potentially offensive resource, the contributor's account will be immediately closed following *Procedures for ending participation in Sage: Immediate closure* (section 6.3) in the user policy. There will be no opportunity for the contributor to present a written explanation to justify the continued presence of the resource in Sage for a third conflict.

**6.3 Resource removal following an immediate closure of a contributor account**

If a contributor's account is immediately closed following *Procedures for ending participation in Sage: Immediate closure* (section 6.3) in the user policy, the contributor will have one week following the closing of their account to request that their resources be removed from Sage. If they do not make this request, the Sage administrator may choose at their discretion to retain some or all of the resources in Sage. These retained resources will remain accessible to the public, as will their contributor profile, which will be amended by the Sage administrator to reflect the end of the contributor's active participation in Sage.