

more than you think...



library.christchurch.org.nz

Christchurch City Libraries
PO Box 1466
Christchurch
Phone: (03) 379 6914
Fax: (03) 365 1751
Email: library@ccc.govt.nz



Christchurch City Libraries
Te Whare Pukapuka Aa Iwi Otautahi

Christchurch City Libraries membership

more than you think...



CHRISTCHURCH
CITY COUNCIL · YOUR PEOPLE · YOUR CITY

Welcome to Christchurch City Libraries

more than you think...

Now that you have a library card, you can...

- Use all libraries in the Christchurch City Libraries' network.
- Have up to 20 items out on loan.
- Borrow most items for four weeks.

Can I keep something longer?

- Yes – you will pay an extended loan charge, based on a daily rate, when you return it.
- You can keep it for up to five weeks past the due date, unless someone else has reserved it.

Extended loan charges per item

- | | |
|----------------------------------|--------------------------------------|
| • Books, compact discs and tapes | 30 cents per day
(maximum \$7.50) |
| • Videos and CD-ROMs | \$1 per day
(maximum \$10) |
| • Bestseller Collection | 50 cents per day
(maximum \$10) |

You are unable to borrow if your extended loan charges total \$20 or more, or if any money has been owing for longer than one month.

Your account...

Is a record of your library borrowing. It can be accessed using a Personal Identification Number (PIN). You can:

- Find out what you have on loan and when it's due back.
- Place reserves and check which titles you have already requested.
- Check whether you owe any charges.

To get a PIN, please ask a librarian.

Does the library have the item I want?

Use the Catalogue to check:

- If we hold a particular title.
- Where it is located in the library network.
- If it is available to borrow now.

If the item isn't available, you can:

- Reserve it for \$1.50.
- Reserve it at any library or by telephone.
- Use the Catalogue to reserve it yourself and choose which library to collect it from – you will need a PIN.

If we don't have the item you want:

- Ask about inter-library loan.

Please...

- Take care of your card – think of it as another credit card!
- Remember, you are responsible for all items borrowed on your card – you will be asked to pay for any losses or damage.
- Let us know immediately if your card is lost or stolen – you are liable for items borrowed before the loss was reported, and will be charged for a replacement card.
- Tell us if you change address.

Contacting us

Telephone the Central City Library on (03) 379 6914, or your local library, if you want to know...

- More about your library membership and the items you have on loan or reserve.
- Whether the library has information on a certain subject or a book by a particular author.
- What to do if you receive a notice about an item you think you have returned or did not borrow.

If you want to make a suggestion about our service...

- Complete a customer service form at any library.
- Send us a letter.
- Email us at library@ccc.govt.nz

Visit our website library.christchurch.org.nz

The library website includes the Catalogue – use it to find out whether the item you want is available, or to access your account.

Library – alive in our community

Noticeboards are provided in all libraries for the promotion of community activities. Please ask at your local library.

Your library...

Is funded by the Christchurch City Council through rates and some library charges. It is also supported by Friends of the Library, a voluntary group that helps with promotions and fundraising. For more information on Friends of the Library, please contact your local library or visit their website at library.christchurch.org.nz/friends

