

Welcome
to your
Library

Nau mai, Haere mai



Welcome

to Christchurch City Libraries

Ngā Kete Wānanga-o-Ōtautahi

A place where you can discover, connect and play...

Congratulations on joining Christchurch City Libraries – we hope it will be the start of a beautiful friendship!

Everyone knows what libraries have traditionally offered, and continue to offer. In addition to the treasure you'll find on our shelves; fiction and non-fiction books, children's books, magazines, music, movies, TV shows; advancing technology means you can use our services from the comfort of your home. Our list of online resources gives you free access to e-books, audiobooks, music, newspapers and more.

Whether you're after cold hard information, putting together a family tree, diving into a new hobby or gathering some prime entertainment for your next relaxing holiday, you've come to the right place.

And in joining, you've taken the best possible first step. What happens next is up to you – browse this handy guide, explore the library, visit the website, or chat to one of our friendly, helpful and knowledgeable staff. We're all here to help.

Carolyn Robertson

Libraries and Information Unit Manager

library services

We offer an exciting range of services, most of which are FREE.

Our best resource is our library staff who offer FREE one-on-one assistance including research, reading selection and help with technology including e-book readers and computers.

Some of our services:

- Free computer and wi-fi use
- Latest magazines
- Over 1 million books available to borrow
- International and national newspapers
- DVDs and CDs
- E-books and downloadable audiobooks
- Local and family history databases
- Gaming consoles
- Printing, copying and scanning facilities
- Listening posts
- Standards
- Regular events and activities
- Access to specialised online resources
- Quarterly e-newsletter

Note – services are available at most libraries

You can use our **library spaces** for recreation, family time, research and study.

We have a special collection of **English Language Skills** books to help people develop their reading, writing, listening and speaking skills.

World languages. To reflect the diversity of the Christchurch community, some libraries have growing collections of fiction, non-fiction and magazines in Afrikaans, Arabic, Chinese, Japanese, Korean, Persian, Polish, Russian, Thai and Vietnamese, and smaller collections in some other European languages. You can also access newspapers online in your language from your own home using Press Display.

Our **children's services** include weekly Baby Time and Story Time sessions for pre-school children at most libraries.

We run regular **learning programmes** for adults and children – look for the latest programme online at:

christchurchcitylibraries.com/Learning



bringing
the world
to you!



Two mobile library vans are currently servicing the community, visiting a range of locations and providing a portable social, recreational and learning space. More details are available at:

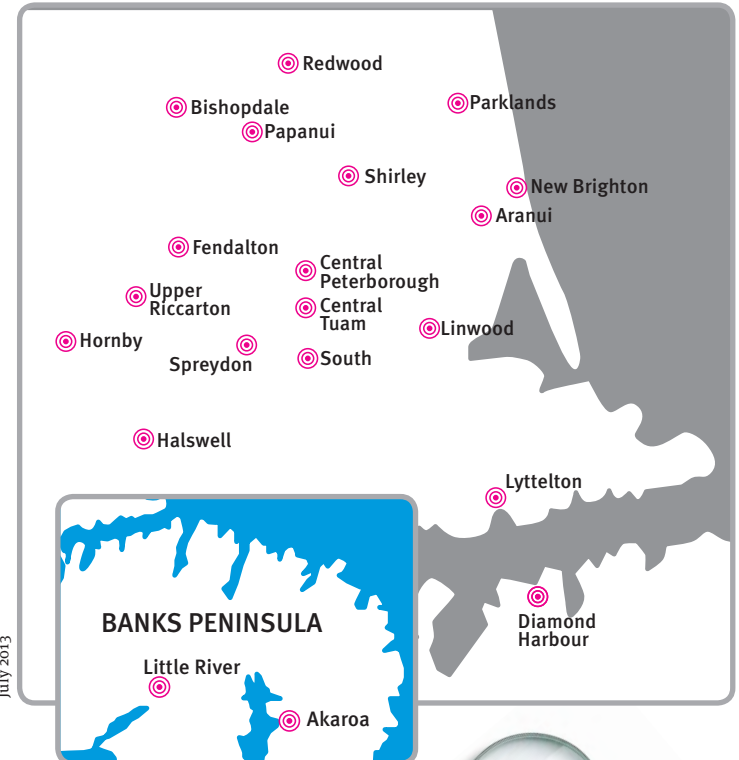
christchurchcitylibraries.com/Mobiles



find your local library

Christchurch City Libraries have a large number of libraries across Christchurch City and Banks Peninsula. Up-to-date information on library locations and their opening hours can be found at:

christchurchcitylibraries.com/Community/Libraries



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using the library

You have your card. You're in the library. All you need to do is choose something you like and check it out. It's that simple.

You can borrow from any of the libraries within our network, place holds on items to be sent to your local library, and return your items to whichever library is easiest – we'll make sure they end up in the right place.

You can have a maximum of 30 items issued at once, however some items have different loan periods.

Item type	Loan period
Bestsellers, DVDs, Standards, Stories-to-go bags	Seven days
Magazines	14 days
All other items e.g. books, CDs, audiobooks	28 days

How to find things in the library...

There are two main ways we organise items in our libraries:

- **Fiction** = Stories that are created by the author, or are not true.

Fiction books are found on the shelves in alphabetical order by the author's last name. Each book has a label on its spine. At the top of this label it will tell you what genre the book is, for example, mystery or romance, and below this are the first three letters of the author's surname.



- **Non-fiction** = books that are about real factual things, people, events and places.

Non-fiction books are shelved by subject using the Dewey Decimal System. A non-fiction book will have a label on its spine, with the number relating to the subject area, followed by the first three letters of the author's surname. This means that all books on a particular subject are found in the same area.

The Dewey Decimal System:



If you have problems finding the items you want, please just ask one of our friendly staff.

your digital

library

Use **FREE library computers** to access email, the internet, scanning and Microsoft Office applications. With your library card you can have up to two hours of use per day. These services, as well as FREE Wi-Fi are available at all libraries.

CINCH

Community Information Christchurch (CINCH) is a database of approximately 6000 local clubs, organisations and courses. From English lessons and ethnic associations, to martial arts classes – you name it, CINCH has it!

cinch.org.nz

Online Resources

Go to our website christchurchcitylibraries.com and log in to **The Source**, our online home to more than 100 member-only websites, encyclopaedias, research databases, e-books, learning resources and much more.*

Four of the most popular online resources are

- **Overdrive** = download **FREE e-books and audiobooks**
- **Freegal** = download **FREE music**
- **Press Display** = read newspapers from New Zealand and around the world in your language
- **Ancestry.com (Library Edition)** = research your family history – in library access only

christchurchcitylibraries.com/thesource



*Non-city members can access all electronic resources except where specifically excluded by terms of Christchurch City Libraries contractual agreement with those suppliers.

Kids

The libraries website has an excellent kid's section, that includes help with learning. It features **FREE** services called **Live Online** and **Any Questions** that provide immediate online help with homework and assignments from a librarian.

christchurchcitylibraries.com/kids

Teens

The library has a great teen website, **The Pulse**, to help with study, life and health.

thepulse.org.nz

Social Media

You can always follow us on social media including **Facebook** and **Twitter**, to keep up-to-date with the latest news and events happening in our libraries.



How to Use Our Online Resources

To access our online resources you'll need a PIN/Password associated with your library card number – this should have been set up for you when you joined. If this didn't happen, you can give us a call on 941 7923 to set one up.

Visit christchurchcitylibraries.com and click on the **My Account** tab at the top of the screen, after which you follow the prompts.

Congratulations, your account is now activated, which means you can use our online resources plus search and place holds on items via the online catalogue.

library charges

The majority of our services and products are FREE, including Wi-Fi, computer access, scanning, online resources, and most books. However, we do charge for the following products and services.

Key charges...

Put a hold on a book	Adult \$2, youth and concession free
Overdue fines	Adult \$0.50 per day per item, youth and concession no fines
Borrow bestsellers	Adult, youth and concession \$5.20 per item for a seven-day loan
Audiovisual	DVDs (seven-day loan), CDs and audiobooks (28-day loan) \$1 per item, \$2 per set
Printing and copying	A4 black and white \$0.20 per page A4 colour \$2 per page A3 black and white \$0.40 per page A3 colour \$3.10 per page
Replace a membership card	Adult \$5.30, youth and concession \$2.10
Lost or damaged item	Replacement charge plus processing fee of \$15.30 per item

It is your card (adult, youth or concession), not the material you are borrowing, which determines loan periods and charges.

How do I keep track of it all?

You can check which items you have on your library card at any time by using the **My Account** feature on our website. You can also access lists of items you have on hold and any charges owing.

Alternatively, find this information by:

- [Checking the receipt you collect at issue points](#)
- [Phoning or emailing the library](#)
- [Using third-party applications, such as Library Elf or Library Books App for Mac.](#)

Don't worry. If you have given us your email address we will email you a reminder three days before your item/s are due back and remember, you can drop them back at any of our libraries, some of which are open 7 days.

How do I pay?

We have tried to make it as easy as possible to pay charges by offering a number of options:

- [Load money onto your account in the library](#)
- [Pay by EFTPOS or Visa at the Library or by Visa or Mastercard over the phone](#)
- [Pay with cash at the library](#)

If you experience any problems with your account come and talk to us – we're here to help.



Customer code of conduct

Our libraries are here for the use and enjoyment of everyone. Please show consideration for others at all times.

You have a right to:

- Service that is friendly and helpful
- Being treated with respect
- A safe and welcoming environment

When visiting the library you should:

- Respect the rights of others using the library
- Treat library staff with courtesy
- Treat other library users with courtesy
- Treat library buildings and equipment with care

If you do not follow this code of conduct, you may be asked to leave the library. You may be refused use of any library facilities for up to two years for serious misconduct or repeated breaches of the code.

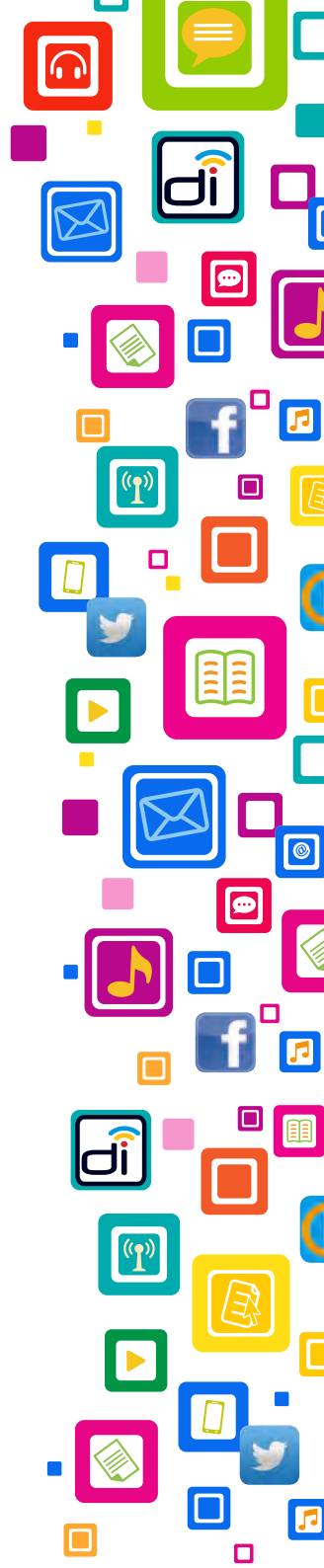
Please tell us if there is anything that we need to know so we can all make sure your library is a safe and friendly place.

Conditions of membership and privacy statement are included on a separate leaflet in this pack and are available online at:

christchurchcitylibraries.com/Services/Membership

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