



# Circulation Policy

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## Circulation Policy

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## 1. Introduction

The primary purpose of this Circulation Policy is to ensure that the resources of the Christchurch City Libraries (the Library) are accessible to all library members, and that access decisions are made on a fair and equitable basis.

### Review:

The Circulation Policy will be reviewed every five years or more frequently if required.

## 2. Policy statement

Christchurch City Libraries makes available resources which support Christchurch City's Community Outcomes. Community Outcomes of particular relevance to the Library are:

- **A City of Inclusive and Diverse Communities**  
Local history, world language collections, information about work and play, and access to international newspapers assist in building strong communities where Christchurch residents gain a sense of belonging and a greater understanding of our diversity.
- **A City for Recreation, Fun and Creativity**  
Provision of a wide variety of recreational material in many formats assists people of all ages and backgrounds have the opportunity to relax and create.
- **A City for Lifelong Learning**  
Provision of high quality resources in print and digital formats supports lifelong learning opportunities 24/7.
- **A Prosperous City**  
A wide range of resources supporting current and emerging businesses contributes to a strong, healthy economy and improved standards of living for everyone.  
([Content Development Policy](#), p.6)

## 3. Scope

This policy aims to:

- Provide overall direction for the circulation of library resources to members.
- Provide the rationale for loan period, loan quota and charging decisions based upon equitable member access to library resources.

The circulation policy applies to all materials available for loan to members. In addition to collections available for loan, the Library also has content available for reference only.

As a major public library, the Library has responsibilities to consider regional and national needs in its content access practices. Areas of particular relevance are providing access to local resources and enhancing access for diverse communities.

## 4. Compliance

### 4.1 Christchurch City Council

[Ageing Together Policy](#)

[Children's Policy](#)

[Christchurch City Council Long Term, 2015-2025](#)

Debt guidelines

[Early Childhood Education Policy](#)

[Equity and Access for People with Disabilities](#)

Fees and Charges, Christchurch City Council, [Long Term Plan](#) 2015-2025, vol. 3  
Financial polices  
[Social Wellbeing Policy](#)  
[Strengthening Communities strategy](#)  
[Toward zero waste : waste management plan 2006](#)  
[Youth Policy](#)

### **Christchurch City Libraries:**

[Confidentiality of Library records policy](#)  
[Fees & Charges Policy](#)  
[Interactive and audiovisual resources for use in libraries](#)  
[Interlibrary loan \(Interloan\) policy](#)  
[Libraries 2025 Facilities Plan](#)  
[Lifelong Learning Strategy](#)  
[Membership Policy](#)  
[Ngā Tapuwae Hou – New Footsteps / Bi-cultural Plan](#)  
[Partnerships policy](#)  
[Te Ara Hou - the new pathway : a bicultural plan 2008 -2010](#)

## **4.2 Legislation**

[Copyright Act 1994 \(as at 1 December 2008\)](#)  
[Local Government Act 2002](#)  
[Privacy Act 1993](#)  
[The Treaty of Waitangi](#)

## **4.3 Standards and Statements**

[Code of Professional Conduct](#) (s11 of the LIANZA Code of Practice)  
LIANZA Statement on [Access to Information](#)  
LIANZA Statement on [Free Public Library Service](#)  
LIANZA Statement on [Intellectual Freedom](#)  
LIANZA Statement on [Library and Information Services to Pacific Peoples](#)  
LIANZA Statement on [Library Services to Children and Young People 1995](#)  
LIANZA Statement on [Library Services to Disabled People](#)  
Standards for New Zealand Public Libraries 2004

## **4.4 National Strategies**

[Public Libraries of New Zealand : a Strategic Framework 2012 to 2017](#)

## **4.5 Other**

[IFLA](#) (International Federation of Library Associations and Institutions)  
[Public Libraries of New Zealand](#)  
[UNESCO Public Library Manifesto](#)

# **5. Library Customers and Membership Conditions**

## **5.1 Primary customers**

The Library's primary customers belong to at least one of the following groups:

- Christchurch City Council rate-payers.
- Christchurch City Council residents.
- [Corporate members](#). Christchurch companies and organisations requiring library services for business purposes.

These customers are automatically eligible to apply to become library members and therefore borrow items from the Library's lending collections. Membership entitlements are outlined in the [membership policy](#). Current [Conditions of Membership](#) are published on the library website.

## 5.2 Membership

Customers who have completed the application for membership process are able to borrow items from the lending collections of the Library using the library card that is issued as part of this process. Members are responsible for all items borrowed using their personal card.

Most of the library collections are available for loan, however, some items are designated as reference only. Reference only items are typically newspapers, magazines, encyclopedias and dictionaries. These items must be used at the library and are not available for loan.

## 5.3 Children's and Young Adult

The Children's and Young Adult collections are bought primarily for Library customers aged under 19 years. However, as all library members may use and borrow from any part of the Library, these collections are used by a wider customer group. Likewise, children and young adults frequently use other Library collections.

Each Library location in the network has free collections of materials for children and young adults. Children and young adults do, however, pay for audiovisual items borrowed from the general collection as well as for items from the Bestseller Collection.

Gammack Trust funding has been available to subsidise borrowing for Youth residing in the Hurunui, Selwyn and Waimakariri Council areas in some financial years - this is reviewed regularly.

## 5.4 Privilege length (pre-membership & membership)

New library customers have a limited loan quota for up to three months while membership details are completed (e.g. providing a contact person's details or proof of address). This is referred to as the "pre-membership" stage. At the end of the three month period, if the membership process has not been completed, the membership account will be suspended.

Membership accounts are updated every two years.

Some membership categories (e.g. Concession) provide additional privileges such as extensions to standard loan periods.

# 6. User Profile

## 6.1 Table of information

[Circulation policy Membership Profile table](#)

Circulation manual for procedures relating to circulation

## 6.2 Self Service

The library supports customer choice in circulation transactions and processes. Wherever possible, self issue (and return) options will be provided, and the library will strive to remove barriers to this function.

## 6.3 Loan period and quotas

There is a set loan period and a maximum number (quota) of items on a member's account. This maximises the circulation of library materials and ensures that all members have equal opportunity to borrow and access materials.

- The loan period for most items, including books, posters and CDs, is 28 days. This loan period enables the member to borrow a library item for a generous period of time while still taking account of the needs of other library customers to access that same item.
- The magazine loan period is 14 days, reflecting the nature of the content (currency) and the importance of providing equitable access for library customers.
- Items which are in very high demand and/or part of small or specialist collections are loaned for 7 days to maximise their turnaround. Typical examples are items from the bestseller collection, a DVD from the general or childrens collection or a standard.
- Some collections where currency of information is significant and where demand is high will be reference only and may only be used within the library. E.g. newspapers.

Loan quotas for customers in the pre-membership phase and for reciprocal users from other New Zealand libraries are set at a maximum of two items. This reflects the temporary nature of this category.

Loan quotas for managed membership categories are set at a lower level. This primarily provides a choice for those members who do not wish to be responsible for the larger quota of items available with the other memberships. In circumstances where ongoing debt management is a concern, the Library may direct customers to this membership category.

Loan quotas for membership accounts are set at a sustainable level based on total collection size and, to ensure fair, timely and equitable access to the lending collections.

Loan quotas and loan periods (some item types) for concession members and Group Facility members have been extended. This acknowledges their restricted access to library collections.

There is no limit to the number of items from a particular part of the collection provided the total number of items on loan at any time is within the limits of the total quota. E.g. Within a total quota of 10 items, a member could borrow 10 audiobooks, or 5 audiobooks and 5 magazines.

## **6.4 Returns**

Items may be returned to any library in the network except the Mobile Library. Due to the limitations of space, only items borrowed from the Mobile Library may be returned to it.

## **6.5 Renewals**

Items can be renewed once via phone, in the library or online. A hold on an item prevents the item from being renewed.

A renewal for an item borrowed for a library member on interlibrary loan can be requested. Library staff will contact the lending library and will advise the member of the new loan period if a renewal is offered by the lending library.

## **6.6 Holds**

### **6.6.1 Placing Holds**

Members are able to place holds for most items in the collection. This enables member's access to an item from the lending collection at a future time. Typically holds may be placed on items on order, items in heavy demand or on items not available at the member's preferred library location.

Members can select the library location where they wish to collect their hold item. This location is selected when the hold is placed and can be altered at any time by contacting library staff.

Members can place holds while visiting a Library, by telephone or online through the library catalogue, and may nominate the library location of their choice for collection of the hold. In certain circumstances, library staff can place holds on different formats of the same title for a library member. There is a limit to the number of holds active on a library account at any time. Members can stipulate a date after which they no longer require a hold to be maintained, and they can also suspend holds.

### **6.6.2 Items that cannot be placed on hold**

Items from the bestseller collection cannot be placed on hold. There will be other copies of the same item available elsewhere in the network that can be placed on hold.

Holds cannot be placed on any items from the Aotearoa New Zealand Collection, or other reference items in the library collections.

### **6.6.3 Collecting Holds**

Adults pay a charge per item when they collect a hold. Youth City, concession and life members are exempt from the hold charge. A hold charge can be added to a member's library account if they are unable to pay on collection of the item, but only where the account is not currently blocked.

Members are notified by email or post when their item is ready to be collected. The item must be collected by the hold expiry date which is specified on the notification and the hold will not be extended beyond this time.

Uncollected holds do not incur a charge.

### **6.6.4 Express Holds**

Express holds can be placed on items that are currently on the shelves and are part of the library's lending collection (excluding the specific collections that cannot be placed on hold). This is a manual process requiring members to contact the Library directly, and the same charges and conditions for holds apply.

### **6.6.5 Unfulfilled holds**

If a hold is unable to be fulfilled from the collection (e.g. damaged item) interlibrary loan may be offered at a charge, or a replacement copy of the item may be ordered for addition to the collection.

### **6.6.6 Hold Quota**

An adult member's hold quota is unlimited. There is a limit to the number of holds that some members can have on their account at any one time. This limit is determined by the membership category.

### **6.6.7 Items in offsite storage**

Items may be retrieved from the library offsite storage facilities. Items in the lending collection will incur a hold charge and will be delivered to the member's library of choice for collection. There is no charge for retrieving items from the reference collection. Reference items will be made available for viewing at a designated library within the network.

## **6.7 Claimed returned**

### **6.7.1 Loan queries – item returned**

Members may ask the library to check for items they believe they have returned. The Library will make a thorough search, and notify the member of the outcome of this search. If the search is unsuccessful, the member will be charged the replacement cost plus the standard processing fee.



### **6.7.2 Loan queries – item never issued**

Members may query items that they believe they have never borrowed. If the claim is upheld, the item will be discharged from their account and any associated charges will be waived.

## **6.8 Lost and damaged items**

The Library charges customers the purchase price plus a standard processing charge for replacement of any item that has been lost or damaged while on loan to them. This is to recover costs and discourage misuse and loss of materials.

The library demonstrates its accountability for its rates-paid funding by recovering the costs of customers damage to and loss of items.

The cost of an item is calculated from the purchase price (reflected in the item price recorded in the Library catalogue). In some cases [generic prices](#) apply. E.g. magazines and CDs for audiobooks.

A member may request a refund of the item price (excluding the processing charge) for any lost item that is subsequently found and returned to the Library within 12 months of the payment of replacement costs. The member must present their receipt to obtain this refund.

In the case of AV sets (e.g. audiobooks), if it is possible to purchase a replacement for the part of the set that has been lost within 4 months of loss being reported then the Library will only charge for the replacement of the actual item rather than the complete set.

The Library reserves the right to waive charges for specific items borrowed for pre-school children and unintentionally damaged by a pre-school child (less than 5 years). These items are typically children's board books or picture books. This applies whether the item was borrowed for the pre-school child on a Youth card or on the parents/caregivers membership card. Similarly, the Library reserves the right to waive charges for material that is issued as part of a bulk loan to a Group Facility and is unintentionally damaged by a person in that Facility.

## **6.9 Missing Items**

Items will be assigned a missing status on the library catalogue when they cannot be located by library staff. Items remain missing for 6 months and will then either be re-ordered or the item record removed from the catalogue.

## **6.10 AV**

Audio-visual collections contain items in a range of non-print formats which are often displayed and arranged in distinct collections, particularly when the format is new.

The Library provides material in a variety of formats to maximise customer choice. Charges apply to some formats, and shorter loan periods for some formats (e.g. DVDs) reflect the demand for the item.

## **6.11 Interloans**

[Interlibrary loan](#) (often referred to as interloan) is a co-operative scheme whereby libraries throughout New Zealand lend items to each other. Both physical items and articles from magazines can be obtained.

Further detail can be found in the Interlibrary Loan Policy.

The Library provides an inter-library loan service to enable library members to access resources that are not held by the Library.

## 7 Financial Responsibility

### 7.1 Charges

Christchurch City Libraries is currently required to generate up to 10% of its operating budget. (specific details are outlined in LTCCP). This is partially achieved through loan charges on some collections and services. These include:

- Areas of the collection which provide a value added service, e.g. Bestseller. Collection.
- Small charges on some format collections e.g. some AV collections. (This does not apply to materials in Children's and Young Adult collections, Nga Pounamu Maori collections, or to library members with a concession status).
- Holds.
- Interloans.

Current library fees and charges are detailed in the [Fees & Charges Policy](#)

Factors considered when considering charging rates and application include:

- Partial cost recovery to enable the introduction of new formats or collections.
- Access implications for specific customer groups to resources.
- Parity with other library charges.
- Feasibility (cost benefit).

A per item loan charge is levied on all items borrowed by members who live outside the CCC boundary and choose not to have a subscription membership. Youth members in this category pay half the item loan charge.

Charges, fees and fines that are owing for more than 30 days or total more than the maximum amount allowed will result in the member's borrowing being suspended. All charges older than 30 days must be paid in full before borrowing resumes. Customers may request a receipt for any payment.

### 7.2 Fines

The standard loan period for most items is 28 days. The set loan periods enable all members to have equal opportunity to access the range of the collection. Fines are set to deter the late return of borrowed items.

Fines are calculated on a daily basis, including weekends. Statutory holidays are exempt. All items, except bestsellers, have a two-day grace period before incurring a fine. Fines are added to a member's account

Youth City, Concession and Group Facility members do not incur fines on items they borrow (except bestsellers) using their own membership account. However, items from children's collections, borrowed on an Adult card, will incur fines if they are overdue.

## 8 Diverse Communities

Christchurch City Libraries aims to serve members of our community by providing appropriate access to resources for our diverse communities. Communities the Christchurch City Libraries aims to provide enhanced access include:

### 8.1 Maori

Recognising the Library's special relationship with the Tangata Whenua, all items in the Nga Pounamu Collection are free from lending charges.

## 8.2 Customers with special access needs

Concession membership is available to customers who have a condition or circumstance that restricts their use of and access to the Library.

These membership profiles provide free access to all items in the collection excluding bestsellers, and longer loan periods which take account of the challenges for these members getting to the library locations to access items.

### 8.2.1 Concession

Concession membership is offered to people with a disability to enable enhanced access to library resources, in accordance with the NZ Public Libraries Standards 2004, Services to people with a disability (p. 68).

### 8.2.2 Agreed Support

Concession membership is offered to enable those people who are unable to leave their homes due to illness or disability to access the library resources through a personalised service. Within this service, a librarian selects library resources for loan on behalf of the member. This selection is based on a personalised profile.

## 8.3 Group Facilities

Concession membership is available to enable customers who are located within a residential care facility, prison, pre-school facility or special needs unit to borrow library resources. This membership acknowledges the needs of customers who are less mobile or whose access to a network library is restricted.

Institutional service agreements may govern residents' access to library services and resources.

## 9 Working together locally, regionally and nationally

Christchurch City Libraries is a large public library within the New Zealand context. This influences the level of responsibility for, and the engagement in, collaborative activities. Reciprocal borrowing arrangements with members of regional libraries and within the wider New Zealand context are part of this responsibility.

## 10 Sustainability

The Library is committed to practices and procedures which enhance and contribute to the Christchurch City Council's overall sustainability direction. Circulation procedures which support efficiency (CCC [Sustainability policy](#)) by using fewer resources to achieve the benefits will be actively pursued.

### 10.1 Financial sustainability

The Library will develop and maintain its collection/content in a financially sustainable way. Applications of this may include:

- Aligning loan periods for collections with demand to ensure maximised usage of items before they are withdrawn.

### 10.2 Sustainable collection practices and procedures

The Library will follow sustainable practices and consider sustainability implications wherever possible. These will be balanced against access needs of library members and may include:

- Recycling packaging and other relevant library related materials.
- Keeping waste minimisation in mind when developing/amending procedures e.g. Labelling standards – maximising access while balancing costs of labelling.
- Further processing of items e.g. plasticizing of some serials titles.

- Factor to consider when choosing between available formats e.g. paper, AV or electronic resources.

## **11 Digital resources**

The Library provides access to digital resources through the digital library service. These resources may be accessed by entering the member's library account number and a personal identification number (PIN) or password. Some of these resources can only be accessed by visiting a library. Non-city members can access all electronic resources except where specifically excluded by the terms of Christchurch City Libraries' contractual agreements with those suppliers.

Some specialist digital resources operate a circulation system. The loan quotas and loan periods for these items are unique to the digital resource and therefore may sit outside the circulation provisions of this policy.

Wherever possible and appropriate, circulation policy provisions that apply to print resources will also apply to digital resources.

## 12 Glossary

**Damaged item** One that has been damaged either partially or irreparably while on loan to a member.

**Item** A copy of a book, paperback, poster, DVD, CD, audiobook or any other print or non-print format.

**Loan limit** The total number of items that a member may have issued on their membership account at any one time.

**Loan period** The stipulated time period that a member is allowed to borrow an item.

**Lost item** One that a member has failed, or reported unable, to return to the Library after a maximum loan period of 30 days.

**Member** An individual, or organisation, who has completed the Application for Membership and complied with the Conditions of Membership.

**My Account** The access point for all information relating to a member's details, items on loan and items on a member's hold lists. It is accessed through the Library website, and requires a Personal Identification Number (PIN) or password.

**On Order** An item ordered for the collection. Holds may be placed on items on order.

**Pre-membership stage** Membership conditions which apply to a member who has not completed the membership process.

**Reciprocal membership** A visitor living in the city for not more than 3 months. This category does not apply to residents of Hurunui, Selwyn or Waimakariri local authorities.