



# Circulation Policy

**July 2020**

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## 1. Introduction

The purpose of this policy is to make sure that the resources of Christchurch City Libraries are accessible to all library members. Our responsibilities of kaitiakitanga and manaakitanga guide our decisions about fair access, so that we are caring for both people and collections.

Access to our resources supports Christchurch City Council's [Community Outcomes](#).

We will review this policy every five years or as required.

## 2. Scope

This policy applies to all items available for members to borrow.

It gives the reasons for our decisions on how many items can be borrowed, how long items are issued for and why we charge for some collections.

## 3. Our members

Library members can borrow items from our collections. Anyone can apply to become a library member. Council ratepayers and people living in Christchurch are entitled to free library membership. Current [conditions of membership](#) are published on our website.

You can find more information about different types of membership in our [Membership Policy](#).

## 4. Our collections

### 4.1 Borrowing quotas

Our collections need to meet demand and our customers need fair access to them. To help ensure this we have a maximum number of items that members can borrow at a time.

Different types of membership determine how many items can be borrowed and how long they are issued for. You can find more information about borrowing quotas for each membership type in the [Membership Table](#).

There may be limits on the number of items that you can stream or download from eResource platforms. You can find more information about individual eResources on our [website](#).

### 4.2 Borrowing times

To be fair to everyone there is a limit on how long items can be borrowed for.

Collection	Max time	Reasons
Bestsellers & DVDs	7 days	Most popular items available to as many people as possible in a short period of time
Books, CDs, Language CDs	28 days	Allows time to enjoy the item and lets many people borrow over a year
DVD sets	14 days	Popular items that take longer to watch are available to as many people as possible in a short period of time
Magazines	14 days	Allows many people to borrow magazines while their content is still current
eBooks & eAudiobooks	3-28 days	Borrowing times depend on the eResource platform and the options that the borrower chooses
eMagazines	3-28 days	Borrowing times depend on the eResource platform and the options that the borrower chooses
Streaming resources	Various	Some platforms may have limits. Check our <a href="#">website</a> for more information on eResources.

## 4.3 Renewals

All physical items can be renewed once.

Some eBook platforms allow renewals before the borrowing period expires if there are no holds on the item. Other platforms do not allow this.

## 4.4 Returns

You can return physical items to any of [our libraries](#).

eBooks and eAudiobooks are returned automatically at the end of the borrowing period. Some platforms enable you to return an item before its due date.

## 4.5 Holds

Almost all items in the lending collection can be requested by a member to be reserved for them. This is called placing a hold. Items in the bestseller collection cannot be placed on hold.

Physical holds are kept at the selected library for a limited time. After this time they are placed back into the lending collection.

When eBooks or eAudiobooks become available for a hold, library members are usually notified by email. Some platforms have settings which allow the item to be automatically checked out to library member's account.

There is no fee for placing a hold on an eBook or eAudiobook.

Fees for holding physical items for members are set at a level that recovers the cost of this service. If you do not collect your hold you do not have to pay for it.

If your [membership type](#) means that you pay for physical holds then you are allowed an unlimited number of physical items on hold at the same time. If you get free physical holds then you are limited to 15 physical items on hold at a time.

The maximum number of eBook and eAudiobook holds you are allowed depends on the platform and accumulates across all digital platforms. (E.g. a maximum of 10 holds on 1 platform and 10 on the second platform lets you have a total of 20 holds)

## 4.6 Charges

### [Current Fees & Charges](#)

Your membership type determines which charges you pay. You can find information about each membership type in the [Membership Table](#).

### 4.6.1 Charge for borrowing

We charge for some items in our collection so that we can afford to try new formats in our collections and meet the revenue targets that the Council Long Term Plan (LTP) outlines.

When we make decisions about which items to charge for and how much the fee will be under the LTP, we also consider the implications for access to our members and the importance of providing a [free public library service](#). Our partnership with Tangata Whenua means that all items in the Ngā Pounamu Māori Collection are free to borrow.

### 4.6.2 Charges for borrowing services

There are some added-value borrowing services that we charge for. The Bestseller Collection and our Holds service are options that make our most popular items available to everyone as quickly as possible in the way that suits them. The charge for both services is the same.

There is a subsidised charge for our [Interloans](#) Service.

### **4.6.3 Overdues**

We encourage members to return items on time so that they are available for other customers to enjoy them. If items are not returned after a certain period of time, the items are deemed to be lost, and outstanding amounts may be referred to a debt collection agency. Customers will be liable for any costs incurred to recover amounts owing. This includes the debt collection referral fee.

### **4.6.4 Lost and damaged items**

We recover the cost of lost or damaged items by passing on charges to library members. This charge includes the purchase price plus a standard administration charge to cover processing of a new item.

If you return an item in good condition within a year of paying for it then we will refund the purchase price, but not the administration charge.

If the lost item is part of a set (e.g. audiobooks) we will try to purchase a replacement for that part. In this case we will only charge for the replacement of the part rather than the whole set. If you find part of a set after you have paid the replacement charge for it, we will not refund you.

If children's items borrowed for pre-schoolers are unintentionally damaged by them we will work with the caregiver to waive charges. This applies whether the item was borrowed for the pre-school child on their own card or on another card.

### **4.6.5 Outstanding charges**

If you have charges on your account that are older than 21 days or total more than the maximum amount allowed we will suspend borrowing on your account. When you have paid an old charge in full or brought the level of a new charge below the maximum amount you will be able to borrow again.

## **4.7 Loan queries**

### **4.7.1 Item returned**

If you believe that you have returned an item that is still showing on your account we will work with you to find the item as quickly as possible. A process will be started to clear your account.

### **4.7.2 Item never borrowed**

If you believe you have not borrowed an item that is showing on your account we will work with you to find a solution. A process will be started to clear your account.

## **4.8 Interloans**

We can borrow items from other library systems at the request of members according to the conditions in the [Interlibrary Loans Policy](#).

## Appendix One: Membership Table

		Loan quota per account	Loan period for books, CDs, DVDs (nonfiction)	Charges for Bestsellers	Charges for CDs, DVDs and Audiobooks in General collection	Holds
<b>Age: 19+</b>	Adult	30		Pays	Pays	Pays
	New Adult <i>Proof of address to be supplied</i>	2		Pays	Pays	Pays
	Adult Managed Account	5		Pays	Pays	Pays
	New Concession Member <i>Proof of address to be supplied</i>	2		Pays		
	Concession Member	30	42 days	Pays		
	Concession Member Managed Account	5	42 days	Pays		
	Subscription Member	30		Pays	Pays	Pays
<b>Age: Under 19</b>	Youth	30			Pays*	
	New Youth <i>Proof of address to be supplied</i>	2		Pays	Pays*	
	Youth Managed Account	5		Pays	Pays*	
	Youth Non-City <i>Hurunui   Selwyn   Waimakariri</i>	30		Pays	Pays*	
	Youth Concession	30	42 Days	Pays	*	
<b>Other</b>	Corporate	30		Pays	Pays	Pays
	Group Facilities	150		Pays		

\* Cannot check out restricted items e.g. R16 DVDs