![Christchurch City Libraries / Ngā Kete Wānanga-o-Ōtautahi logo]

Customer requests to buy withdrawn items from the collection policy

Last modified 20 June 2004 - Review June 2006 or as required. Approved by SLT

The Library constantly maintains and develops its collections by reviewing, renewing and adding to them. As part of this process some items are withdrawn, usually because of their poor physical condition, reduced demand for them or they are out-of-date.

The cancellation or withdrawal of most items is co-ordinated network-wide for an annual book sale and the public is able to buy them there. Not all cancelled items are sold at the book sale - some are damaged beyond repair and destroyed, and others are lost by customers.

The Library does not have sufficient resources to support a system of alerting customers when a particular item is being cancelled from the collection. However, colleagues are happy to check whether an item can be purchased commercially and can direct customers to sources for checking re-sale of out of print items.

Christchurch City Libraries' mission statement is to "provide quality resources and services to meet residents' needs for knowledge, recreation and information". Its collection management processes reflect this commitment.

The Library has a goal to "preserve our past and present for the future" (Knowing who we are) and customers must be assured that the Library will not cancel any stock that is of heritage value unless it is damaged beyond repair or lost by a customer.

Regulations

1. Library colleagues cannot accept customers' requests for a particular item to be kept for them once it is cancelled from the collection.
2. The only situation in which a customer may keep a cancelled item is when they have returned it in a condition that demands immediate cancellation. In such instances the customer will be charged for the cost of the item plus an additional processing fee. The decision to give the damaged item to the customer is at the discretion of the Library.

Other information

Monthly book sale
Annual book sale
Collection Development policy