

Nau mai, Haere mai

Welcome to

Christchurch City Libraries, Ngā Kete Wānanga-o-Ōtautahi, a place where you can discover, connect and play with the huge variety of exciting material in the library collection.

As well as fabulous library spaces for recreation, family time, research and study, we also have useful and practical material that help you get things done – from free internet and eResources to books, movies and music.

Whichever way you use Christchurch City Libraries you can expect:

- service that is friendly and helpful
- a huge range of resources and services to use, borrow or download
- easy-to-find information
- today's technology such as streaming music and eMagazines

We're here to help!

Why join the library?

We offer everything from eBooks and magazines to streaming music, newspapers, internet access and a comprehensive range of online services that you can access from **christchurchcitylibraries.com** or your local library. Most services are free.

Your library card number and password/PIN also gives you free access to the large collection of eResources that Christchurch City Libraries subscribes to.

How much does it cost?

Membership is free for residents and ratepayers of the Christchurch City Council area.

Most books are free but you will have to pay for bestsellers, language courses on CD, CDs, DVDs, audiobooks; placing holds and overdue fines.

Find out more about all the benefits of your library card at **christchurchcitylibraries.com/Services**

How do I join?

To join, fill in the attached application and take it to any library along with:

- proof of identity (your passport or two other forms of identification - one preferably a photo ID), and
- proof of address no more than 30 days old (power or telephone account or bank statement).

If you don't have proof of address, you can still join the library – but you will be able to borrow only two items at any time. Provide proof of address within three months to complete your application and gain full membership privileges - up to 30 items out on loan.

Other types of membership

YOUTH MEMBERSHIP – for those under 19

Children and high school students have their own collections to borrow from. Holds, normally \$3.00, are free of charge. There are no fines if you return things late – except Bestsellers. There are charges for borrowing Bestsellers, CDs, DVDs, and audiobooks from the Adult Collection.

There is also a collection of eResources available 24/7 for teens and children. These eResources contain safe and valid information for research and homework. There are also eBooks, downloadable audiobooks and games for fun.

CONCESSION MEMBERSHIP

You may be able to join as a concession member if you are a Christchurch City Council resident or ratepayer and have a condition that restricts your use of the library. A medical certificate, letter from your specialist or other verification of your condition may be required.

Concession members can:

- borrow books, magazines, talking books, DVDs, and CDs free of charge
- download eBooks, eMagazines and stream music
- borrow most items for up to six weeks
- place holds on items free of charge
- return items late without fines (except for fines on Bestsellers)

You will still pay to borrow items from the Bestseller Collection and through our inter-library loan service.

NON-CITY MEMBERSHIP

If you live outside the Christchurch City Council area or are visiting Christchurch you can become a subscription member and enjoy the same borrowing privileges for print and audio-visual items as a Christchurch City Council area member.

Annual subscription	\$130.00
Six-monthly subscription	\$65.00

Non-city youth members from Hurunui, Selwyn and Waimakariri Districts are able to borrow items free of charge. This may be reviewed.

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

VISITORS

You have free access to Christchurch City Libraries during your stay in Christchurch if you have brought your current library card from another public library in New Zealand. There is a limit of two items and some conditions apply.

YOUR CARD

All items borrowed on your card are your responsibility – you will be asked to pay for any losses or damage. If your debt remains unpaid, it will be lodged with a collection agency.

Replacement card charges are:

- Adult \$5.00
- Youth \$2.50
- Concession \$2.50

Remember

- Bring your library card whenever you visit the library
- Tell us when you change your address
- Phone us immediately if your card is lost or stolen
- You are responsible for any items that are borrowed before the loss is reported.

YOUR ACCOUNT

You can access your library account online, any time with a password or Personal Identification Number (PIN). You can find out what you have on loan, when it's due back, place holds and check which titles you are already waiting for. A PIN also gives you free access to the large collection of eResources that Christchurch City Libraries subscribes to such as eBooks and online newspapers.

Find out more about how to keep track of your account at my.christchurchcitylibraries.com/Services/my-account/

To get a password/ PIN, please ask a librarian, or phone us on 941-7923.

If you have an email address that you check regularly, we can email your library notices.

BORROWING INFORMATION AND FINES

Once your address has been verified, you can have up to 30 items out on loan.

If you want to keep an item past the due date there will be a charge payable when you return the item.

Overdue fines per item:

70 cents per day (max \$21.00)

You will not be able to borrow if you:

- do not return items within 27 days of their due date;
- have total unpaid fines or debts exceeding the maximum amount permitted to be owed (as displayed on the library website at the following location: my.christchurchcitylibraries.com/charges/);
- have unpaid fines or debts that have been outstanding for more than a month;
- are responsible for a child (under the age of 16 years) whose account has been referred to a Debt Collection Agency for unpaid fines, charges or lost items.

RENEWALS

Items may be renewed once providing they are not required to service a hold for another borrower

LOAN PERIODS AND CHARGES

Most items in the library are free to borrow and are issued for 28 days however, there are some exceptions. These include:

MAGAZINES

14 day loan

BESTSELLER COLLECTION

7 day loan \$3.00

General DVDs

7 day loan singles \$3.00

14 day loan sets \$6.00

CDS, AUDIOBOOKS, LANGUAGE COURSES on CD

28 day loan \$3.00

CATALOGUE

The library catalogue gives information on all the items we hold in the library. You can access the catalogue in any of our libraries or on our website:

christchurchcitylibraries.com

Use the catalogue to check:

- if we hold a particular title
- where it is located in the library network
- whether it is available to borrow

PLACING HOLDS ON ITEMS

You can place a hold on an item for only \$3.00. It's easy.

You can use the online catalogue to place a hold and choose which library to collect it from. You will need a password or PIN to do this. Alternatively, you can simply ask a librarian or give us a call. You will receive an email or letter when the item is ready to collect.

INTER-LIBRARY LOANS

If the library does not have an item you want, please ask us about inter-library loan – a co-operative scheme where libraries throughout New Zealand lend items to each other. There is a charge for this service.

CONTACT US

Telephone (03) **941 7923**

Ring if you want to know more about your library membership or would like to find out whether the library has information on a certain subject. Our friendly and experienced team of librarians are ready to take your call.

Website **christchurchcitylibraries.com**

Check our website for online access to library accounts, catalogues, electronic collections, opening hours, news and information. You'll need a library password or PIN to access your account and eResources.

As a member, you can use the services from any Library and at **christchurchcitylibraries.com**

LIVEONLINE

LiveOnline is an interactive session with a librarian live over the internet. This service provides online answers, help with the catalogue, CINCH and eResources, as well as internet assistance. All you need to do is click on the Help link on the website.

Printed August 2015

CONDITIONS OF MEMBERSHIP (as at 1 September 2015)

1. You are responsible for items borrowed with your card. This includes any items borrowed by other people using the card.
2. Most items can be borrowed for 28 days. Beyond that, overdue fines will be payable when the item is returned.
3. You will be unable to borrow if you:
 - do not return items within 27 days of their due date;
 - have total unpaid fines or debts exceeding the maximum amount permitted to be owed (as displayed on the library website at the following location: my.christchurchcitylibraries.com/charges/);
 - have unpaid fines or debts that have been outstanding for more than 48 days
 - are responsible for a child (under the age of 16 years) whose account has been referred to a Debt Collection Agency for unpaid fines, charges or lost items.
4. You must notify Christchurch City Libraries immediately your card is lost or stolen. You are responsible for items borrowed with the card up until the time of notification.
5. To apply for Membership you must supply the following forms of identification:
 - proof of identity (passport or two other forms of identification, one preferably being a photo ID);
 - proof of address (power account, telephone account, or bank statement no more than 30 days old).
6. If you are under 16 years of age at the time of joining, a parent or legal guardian must co-sign your Application for Membership. Any communication regarding your membership will be with your parent or legal guardian who, by signing your Application, agrees to be responsible for the use of your card, including any outstanding fines and debts incurred by you.
7. Christchurch City Libraries is not responsible for the choice of items borrowed with your card.
8. These Conditions of Membership may change. The revised Conditions will be displayed on the Library website at the following location: my.christchurchcitylibraries.com/conditions-of-membership/
You are deemed to have received notice of such changes and agree to be bound by the amended Conditions whilst you are a member.
9. If an outstanding amount on your Library Account, or on the Library Account of a child you are responsible for, is referred to a Debt Collection Agency, you will be liable for any collection costs incurred to recover the amount owing.

PRIVACY STATEMENT

10. By completing an Application for Membership you are providing personal information to Christchurch City Libraries (a unit of the Christchurch City Council). You agree that Christchurch City Libraries may use that information for the purpose of:
 - managing your membership, including maintaining your records, advising you of overdue items, recovering outstanding fines and debts, advising you of library services and events and contacting your nominated contact person;
 - if you are under 16 years of age, discussing with your parent or legal guardian any matters arising from your membership of Christchurch City Libraries.

11. The information may be given to appropriate Council staff and/or a credit agency in the event of Christchurch City Libraries deciding to take action against you for the recovery of outstanding fines and debts. A debt recovery fee may apply.
12. You agree that you may be contacted by post, email and telephone (including automated telephone messages and text messages) and that Christchurch City Libraries will not be responsible for third parties accessing any mail, email or telephone messages sent to you.
13. Personal information about you will be held by Christchurch City Libraries. You may have access to that information and request changes to it.
14. You are not required by law to provide personal information. However, if you do not supply the information requested on the Application for Membership, then Christchurch City Libraries may be unable to process your application.

MEMBER'S UNDERTAKING

15. I, the applicant (*full name*) undertake that:
- a. The information provided in the Application for Membership is correct;
 - b. I have read, understood and accepted the Conditions of Membership;
 - c. I have read and understood the Privacy Statement;
 - d. I have authorised Christchurch City Libraries to use the personal information contained in the Application for Membership for the purposes set out in the Privacy Statement;
 - e. The Contact Person named in the Application for Membership has authorised me to give their details to Christchurch City Libraries, and has authorised Christchurch City Libraries to use these details for the purposes set out in the Privacy Statement; and
 - f. The parent or legal guardian who has signed the Application for Membership has authorised me to give their details to Christchurch City Libraries, and has authorised Christchurch City Libraries to use these details for the purposes set out in the Privacy Statement.

SIGNATURE:

PARENT/LEGAL GUARDIAN SIGNATURE:
(If the applicant is under 16)

APPLICATION FOR MEMBERSHIP

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CONTACT DETAILS

First Names:

Family Name:

Date of Birth:

Street Address:

City:

Postcode:

Telephone:

Cellphone

Email:

Postal Address:

(if different from above)

City:

Postcode:

CONTACT PERSON (We need the contact details of a friend, relative or employer living at a different address who can pass on mail if you move, or provide us with your new contact details)

First Name:

Family Name:

Address:

City:

Postcode:

Telephone:

Cellphone

PARENT/LEGAL GUARDIAN (if applicant is under 16)

First Name:

Family Name:

Street Address:

City:

Postcode:

Telephone

Cellphone:

Email:

Postal Address:

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SIGNATURE:

PARENT/LEGAL GUARDIAN SIGNATURE:
(If the applicant is under 16)

FOR OFFICE USE

Local Authority:

Proof of ID: 1.

2.

Proof of Address:

Enrolled by: Date:

User Profile (AC/NYC) etc:

Exp:

Exp: