



Membership Policy

30 June 2020

This policy replaces:
Membership policy July 2017

Membership Policy

1. POLICY STATEMENT	2
2. MEMBERSHIP CATEGORIES	2
2.1 DIGITAL	2
2.2 CHRISTCHURCH CITY COUNCIL.....	3
2.3 SUBSCRIPTION.....	4
2.4 VISITOR.....	4
2.5 CORPORATE	4
2.6 LIFE.....	5
2.7 STAFF	5
3. CONDITIONS OF MEMBERSHIP	5

1. Policy Statement

Christchurch City Libraries provides library membership to identified customer groups to enable these customers to access the services and resources available from its network of libraries including the mobile library service and the digital library.

Membership is obtained by completing an [Application for Membership](#) and presenting this, along with the required forms of identification outlined in the [Conditions of Membership](#), at any of the library locations.

A membership card enables members to have items issued, use the self-issue machines, check their library record, place holds, access library services and for the Library to manage their membership.

Membership is free, however there are charges for accessing some library services, and subscription membership is available for those members who are not ratepayers or residents of the Christchurch City Council (CCC) area. These charges are reviewed from time to time.

Customer satisfaction is a key enabler of Christchurch City Library's success. The Library aims to have all Christchurch City Council residents and ratepayers accessing its resources. This is most equitably achieved by making membership freely available.

Christchurch City Libraries acknowledges the LIANZA statement on Free public library service.

Review:

The Membership Policy is reviewed every three years.

2. Membership Categories

2.1 Digital

This membership is available online and enables customers to access eBooks, eAudio, eMagazines, and eResources only. This membership is valid for three months. To extend membership beyond this period and/or borrow physical items, proof of address and ID must be provided to convert to a full membership. This can be done at any Christchurch city library.

2.2 Christchurch City Council

Membership is free for residents and ratepayers of the Christchurch City Council area. This includes CCC ratepayers who pay rates in their personal name on a property in the CCC rating area but who reside in another rating area.

There are a number of different membership profiles for the customer groups residing within the CCC boundaries. There are some variations to privileges within these membership profiles.

2.2.1 Adult

Adult membership is available to anyone aged over 19.

This membership category enables customers to access most materials from the print and electronic collections. The majority of these materials are provided free of charge – specific charge information is available in the [Fees & Charges Policy](#).

Conditions of access to library materials are outlined in the [Circulation Policy](#).

In circumstances where reduced loan quotas are required by the member, or where the library needs to assist the member with the management of their library account, a managed account profile is available.

2.2.2 Youth

Youth membership is available to anyone aged under 19.

This membership category enables members to:

- Place holds on items free of charge
- Return items late without being charged (with the exception of Bestsellers)
- Borrow items free of charge from the Childrens and Young Adult collections. There are charges for borrowing from the bestseller collections, and from most audiovisual collections
- Access electronic collections.

In circumstances where reduced loan quotas are required by the member's parent or legal guardian, or where the library needs to assist the member with the management of their library account, a managed account profile is available.

2.2.3 Concession

Concession membership is available to customers, living in the CCC area, who have a condition that restricts their use of the library. A medical certificate, letter from a specialist or other verification of the condition may be required in order to obtain this membership category.

This membership category enables members to:

- Borrow books, magazines, audiobooks, DVDs and CDs from the general collection free of charge
- Borrow most items for up to six weeks
- Place holds on items free of charge
- Return items late without being charged (with the exception of Bestsellers)

You will pay to borrow items from the Bestseller collections and for interlibrary loans.

In circumstances where reduced loan quotas are required by the member, or where the library needs to assist the member with the management of their library account, a managed account profile is available.

2.2.4 Managed Account

A Managed Account is available for customers living within the Christchurch City Council area who have difficulties managing their accounts. This can be identified through the debt management process, or be self-requested.

Managed accounts can be established for Concession, Adult city and Youth city members. In the case of Youth members, the profile may be requested by their parent or guardian, or used by the Debt Recovery Officer in the case of debt on the Guarantor's card.

2.2.5 Group Facilities

Group facilities membership is available to institutions to enable customers who live within a residential care facility or prison, or who attend a registered 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.

This membership profile is based on the concession membership profile, but acknowledges the need for extended loan provisions given the group nature of the account.

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

2.3 Subscription

Subscription membership is available to people who live outside the Christchurch City Council boundaries. Non-residents who comply with the conditions of membership pay an annual or six-monthly subscription which provides the same borrowing privileges for print and audio-visual items as a Christchurch City Council member.

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

2.3.1 Youth

Youth living in adjacent district council areas (Hurunui, Selwyn and Waimakariri) may be subsidised to receive the same borrowing privileges for print and audio-visual items as CCC youth members, subject to funding. Gammack Trust funding has been available to subsidise borrowing for youth residing in these areas in some financial years, but this is reviewed regularly.

Youth living outside these areas pay an annual or six-monthly subscription.

2.4 Visitor

Reciprocal membership is available to visitors from other areas of New Zealand and who will be in Christchurch for up to three months.

Visitors who can present their membership card from their New Zealand home public library can borrow items and access services as per Christchurch City Council residents and ratepayers.

Visitors who are not able to provide a New Zealand home public library card and all international visitors are enrolled as subscription members and incur the appropriate charges.

2.5 Corporate

Corporate membership is available to companies, businesses and organisations that have a business within the Christchurch City Council boundaries. The membership entitles corporate customers to borrow items for the purpose of the business but excludes the borrowing of items for any other purpose.

To qualify for this membership, applicants must provide proof of business identity and have signed authorisation from the finance manager, head manager or sole trader.

2.6 Life

Former employees and volunteers of Christchurch City Libraries who have worked continuously at the library for fifteen years or more and former volunteers from voluntary libraries with the same length of service are eligible to apply for a life membership.

Applications for life membership for former staff of Christchurch City Libraries are made to the relevant Manager, and for former volunteers at voluntary libraries are made to the relevant Community Library Manager.

Life membership entitles the member to exemption from most fees and charges (with the main exceptions being bestsellers and interlibrary loans). These conditions are accorded in the acknowledgement and appreciation of prior years of exemplary service, and support for achieving organisational goals.

Life membership is granted at the discretion of the Libraries and Information Unit Manager.

2.7 Staff

2.7.1 Christchurch City Libraries Staff

Staff currently employed at Christchurch City Libraries may apply for two memberships - one for their personal use and one for conducting their professional business. This is regardless of whether they are a ratepayer or resident of Christchurch City Council. It is recognised that informed staff, with a good familiarity with and understanding of the collections, will deliver a quality service to customers.

These memberships are exempt from most fees and charges (with the main exception being bestsellers where charges are applied). Interlibrary loan charges will only apply to the personal membership, with professional membership exempt up to the annual quota.

Loan quotas and loan periods are the same as other adult membership categories.

2.7.2 Insite

Christchurch City Council Staff (excluding library staff) and elected members may apply for Insite membership. This membership enables them to borrow library materials and access a dedicated information service (including information research, document supply, alert service and news releases) to enable them to meet the business needs of their role with CCC. Membership is arranged by contacting the Insite team.

2.7.3 Joint-use Library

Staff employed at institutions with a joint use library (i.e. operated by Christchurch City Libraries and the institution) may apply for a staff membership for the purpose of conducting their professional role at the institution. Membership terms and conditions will match those of the Christchurch City Libraries staff professional membership.

3. Conditions of Membership

Membership is obtained by completing an [Application for Membership](#). This application outlines the [Conditions of Membership](#) current at the time of joining. These conditions will be updated as required.