



Library Policy

1. Introduction

- 1.1 Waikato District Council operates 6 public libraries and supports community libraries as well as little free libraries throughout the district. The 6 public libraries with full library services are located in Huntly, Te Kauwhata, Meremere, Tuakau, Ngaruawahia and Raglan.
- 1.2 Council's libraries are assets for the use and enjoyment of the community and we aim to provide a safe and comfortable environment for customers and staff. This policy sets out Council's approach to managing the libraries, the borrowing process and the conditions under which use of the libraries and their resources are based.

2. Purpose

- 2.1 The objectives of this Library Policy are to:
- Set out guidelines as to the use of the library.
 - Advise users of the libraries what is acceptable behaviour.
 - To ensure we provide a safe and welcoming environment for customers and staff.

3. Definitions

Borrower: The person who has completed an application form and is issued with a library card.

Library: The libraries which are operated by Waikato District Council and which are located throughout the district.

Library Card: The card issued to the Borrower once the application has been approved.

Customer: A person who is using the library space and/or services.

4. Application

This policy applies to all Libraries that are owned/administered by Waikato District Council.

5. Policy Statements

5.1 Enrolment

- Borrowers complete an online application form and provide two forms of personal identification, including proof of current postal address. People under the age of 18 must have a parent or guardian complete the online application form for them and that parent or guardian will take responsibility for any charges on the account. Terms and conditions must be accepted as stated in the online membership.
- Types of membership available are:
 - Adult resident (primary resident or is a ratepayer in the Waikato District)
 - Adult non-resident (fee applicable)

- Child/young adult (up to age 18)
 - Digital only membership
 - Group membership for institutions
 - Temporary resident
 - Reciprocal agreement membership
- c) It remains the responsibility of the library card holder to notify the library of any changes to the information which was entered on the application for membership. This includes a change of address, a change of name etc.

5.2 Library Cards

- (a) Library Cards are valid for use in any of the 6 libraries in the district. The library card remains the property of Waikato District Libraries.
- (b) Lost or stolen Library Cards must be reported to any of our libraries as soon as possible and may be replaced for a fee. There is no fee if a police reference number is supplied. Proof of ID must be sighted by staff.

5.3 Borrowing Material

- (a) No library material may be issued without a valid ID or Library Card.
- (b) All material issued will be the responsibility of the Borrower or, in the case of a child/young adult, the parent/guardian.
- (c) Most library materials are issued for 28 days. DVDs are 7 days and Magazines are 14 days. Reference books may not be borrowed.
- (d) There is a limit of 20 items on any one card, 5 items for a temporary resident. There is a limit to 10 DVDs per card.
- (e) Borrowers may place holds on material either in person, by phone, by correspondence, or via the online library catalogue. If a book is not held by the Waikato District Libraries, borrowers may request an inter-library loan for a fee.
- (f) Library materials may be returned to any of the Waikato District Libraries.
- (g) All library material must be returned by the date due unless renewed.
- (h) Items may be renewed for a fee of \$2 per item. Renewals may be requested in any library, online or by phone. Items with holds will not be renewed. Alternatively items can be returned and borrowed for free after 3 days. Interloan renewals are at the discretion of the lending library; these are at no additional charge.

5.4 Charges

- (a) Fees are listed in Council's Fees and Charges and are reviewed annually.
- (b) Overdue fines will be charged as outlined in the Fees and Charges. Overdue notices will be mailed or emailed, depending on the preference of the Borrower.
- (c) Outstanding library charges of \$10 or more will result in the suspension of borrowing privileges until payment is made. Any debt over \$50 and over three months outstanding will be referred to Council's debt collection system if no arrangement to pay has been made with the Librarian.
- (d) Lost or damaged materials must be paid for in accordance with the charges levied in the library or an exact copy sourced by the customer. This must be approved by the

Librarian. Once paid for, the item becomes the property of the Borrower. If the item is returned in good condition within 12 months of payment, a refund will be given less the \$10 overdue fee.

5.5 Behaviour

- (a) Any behaviour that endangers, disturbs, or interferes with another person's use of the library is unacceptable, as is verbal abuse of staff, bullying, and damage to property.
- (b) Smoking (including e-cigarettes) and the consumption of alcohol and drugs are prohibited on library property.
- (c) Food and drink are prohibited in the library.
- (d) Leaving children under the age of 14 years without reasonable supervision and care is an offence under the Summary Offences Act, 1981, 10B. Waikato District Libraries staff are not responsible for unaccompanied children.
- (e) Pungent odour from customers is considered to be a Health and Safety risk, and the discretion to expel any person from the Library stands with the Librarian.
- (f) No animals are permitted on library premises, except disability dogs or trained Council dogs.
- (g) Library users must be wearing acceptable dress attire when entering and using the Library. Library users must be fully clothed (ie a shirt, bottoms and shoes) and any person wearing unacceptable dress attire may be refused service or asked to leave. Unacceptable dress attire includes:
 - T-shirts with offensive slogans/wording/inappropriate images.
 - Sunglasses, hoods, hats and caps within the Library;
 - Gang patches.

5.6 Use of computer and photocopying facilities:

- (a) Use of APNK Wi-Fi and computers is at the discretion of Waikato District Libraries staff. Behaviour that goes against the APNK usage rules will result in loss of access to APNK.
- (b) Users are entitled to one free half hour per day, or 1 hour for study/job search purposes. Further use it at the discretion of staff.
- (c) Printing and photocopying costs will be charged as outlined in the Fees and Charges. With the exception of the printing and copying of CV's, five copies of which can be printed or photocopied for free.
- (d) No offensive sites are to be accessed using Library computer facilities;
- (e) The use of personal computers within the Library is limited to laptops. External speakers may not be used and sound must be turned off. The use of headphones is encouraged.

5.7 Enforcement:

Enforcement of this Policy and the standards of behaviour will be determined by the Librarian and will depend on the behaviour that is being exhibited.

- (a) If a person is behaving in a manner which is contrary to this Policy they will be asked to behave in an appropriate manner;
- (b) If a person is asked to modify their behaviour and does not do so, they will be asked to leave the Library;
- (c) If the behaviour is considered extreme the person will be asked to leave the Library immediately and/or the police will be called;
- (d) Persons who behave inappropriately on a regular basis or who engage in unlawful activities while on Library property may have all or part of their library privileges suspended or revoked or may be issued with a trespass order.