

# Waikato District Council Libraries

## Library Policy

### Introduction

Waikato District Council operates six public libraries throughout the district. The six public libraries are located in Huntly, Meremere, Ngaruawahia, Raglan, Te Kauwhata, and Tuakau.

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.

### Purpose

The objectives of this Library Policy are to:

1. Set out guidelines as to the use of the library.
2. Advise library customers as to what behaviour is acceptable when using the library.
3. To ensure we provide a safe and welcoming environment for all our customers and staff.

### Definitions

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

**Library Card:** The card or card number issued to the borrower once the application for membership has been approved.

**Borrower:** The person who has been issued a Waikato District Libraries library card number and is borrowing or has borrowed physical items from the library.

**Customer:** Any member of the public who is using the library space and/or services.

**Guarantor:** Any adult who agrees to be responsible for any fees accrued by any borrower under the age of 18.

**Resident:** Any person of any age who lives in the Waikato District.

**Ratepayer:** Any person who pays rates for a property or properties in the Waikato District.

**Staff:** Any Waikato District Council.

## Application

This policy applies to all libraries that are owned or administered by Waikato District Council.

## Policy Statements

### Enrolment

To apply for membership, customers must complete an online application form and provide one form of ID and proof of address.

Valid ID is anything that has been issued by an organisation or agency that has your legal name on it such as a bank card, driver's license, birth certificate, student ID, 18+ card, community services card, passport, etc. Proof of address is any physical or digital letter or correspondence that has been sent to you and contains your legal name and full current address, or the address of a property you own in Waikato District.

People under the age of 18 must have an adult who is willing to serve as their guarantor complete the online application form for them and that adult will take responsibility for any charges on the account. Should the adult wish to change their status as guarantor, a new guarantor will need to be provided. If no guarantor is provided, borrowing privileges will be suspended on the card until such time as a new guarantor is provided or the child/young adult turns 18. Children/young adults do not require a guarantor when registering for digital-only membership.

Terms and conditions must be accepted as stated in the online membership.

Types of membership available are:

1. **Adult resident** – for residents or ratepayers in the Waikato District, aged over 18.
2. **Non-resident** – for people who do not live in Waikato District and/or do not pay rates to Waikato District Council. A membership fee applies.
3. **Child/young adult** – for any person under the age of 18. A guarantor who is required as the contact on the card for all fees that may be accrued. The child/young adult or the guarantor must be a resident or ratepayer.

4. **Digital-only membership** – available regardless of residence/ratepayer status. Allows access to our digital library platforms and library computers.
5. **Group membership** – for organisations, schools, early childhood centres and other institutions or businesses.
6. **Temporary resident** – for people residing in temporary accommodation within Waikato District.
7. **Reciprocal agreement membership** – for residents of other districts whose council has established an agreement with Waikato District Council to pay for their memberships with us.

It is the responsibility of the library card holder or guarantor to notify the library of any changes including a change of address, contact details, a change of name, or change to primary resident/ratepayer status.

## Library Cards

Library cards are valid for use in any of the Waikato District Libraries branches. Lost or stolen library cards must be reported to any of our libraries as soon as possible and will be replaced for a fee. There is no fee if a police reference number is supplied. Valid ID must be sighted by staff for us to issue you with a new library card.

## Borrowing Items

No library item may be issued without a valid ID or library card.

All items issued will be the responsibility of the borrower, or the guarantor in the case of a child/young adult under the age of 18.

Different loan periods apply to different parts of our physical collection:

- DVDs are issued for 7 days
- Kits are issued for 7 days
- Magazines are issued for 14 days
- All other library collections, including books, are issued for 28 days
- All reference items are not able to be borrowed

There is a limit of 20 items on any one card, and 5 items for a temporary resident. There is a limit of 10 DVDs per card. Borrowers may place holds on items either in person, by phone, by correspondence or via the online library catalogue.

If an item is not held in the Waikato District Libraries collection, borrowers may request an interloan from another New Zealand library for a fee, or borrowers may

request that the item is purchased and added to the collection by filling out a "[request a new item](#)" form through our website or at one of our libraries.

Library items may be returned to any of the Waikato District Libraries. All library items should be returned to the library by the due date, unless renewed. Overdue fees do not apply.

Items may be renewed. Renewals may be requested in any library, online or by phone. Items with holds on them will not be renewed. Interloan renewals are at the discretion of the lending library.

## **Charges**

Fees are listed in the Waikato District Council [Fees and Charges](#) document which can be found on the Council website. These are reviewed annually.

Outstanding library charges of \$10 or more will result in the suspension of borrowing privileges until payment is made to bring the total number of fees on the card under \$10. You may continue to borrow items if fees on your card are between \$0 - \$9.99.

Lost or damaged items must be paid for in accordance with the charges levied in the library. Once paid for, the item becomes the property of the borrower. If a lost item that has been paid for is returned in good condition within 12 months of payment, a refund will be given. Replacement copies of lost and damaged items will not be accepted.

Overdue fees are not charged at any Waikato District library. Overdue notices will be posted or emailed to the borrower.

If an item is overdue for over four weeks, it will be assumed as lost and a replacement fee will be added to the borrower's card. If the item is returned to the library in good condition within 12 months, the replacement fee for this item will be removed from the borrower's card.

Waikato District Libraries do not pursue estates for fees owing on library cards. If a friend or family member passes away, please let us know so that we can wipe any fees on their card and close their account.

## **Behaviour**

Any customer behaviour that endangers others or interferes with another person's enjoyment of the library is unacceptable. This includes any damage to library property. We also ask that customers use language which is appropriate for the shared environment of the library.

Verbal abuse and/or bullying of staff or other customers is unacceptable. Use of slurs or hate speech in the library will not be tolerated. Waikato District Council has a zero-tolerance policy for harassment, violence, intimidation, and abuse.

Smoking, vaping and consumption of drugs and alcohol are prohibited on library property.

Leaving children under the age of 14 years old without reasonable supervision and care is an offence under the Summary Offences Act, 1981, 10B. Waikato District Libraries staff cannot be responsible for supervising unaccompanied children.

No animals are permitted in the library, with the exception of service animals, therapy animals, emotional support animals, and trained council animals. Animals who do not fall into this category may be permitted to enter the library with prior approval from library leadership.

Customers must be fully clothed (i.e. a top and bottoms), and gang patches are not permitted to be worn in the library per the Prohibition of Gang Insignia in Government Premises Act, 2013.

Most food and drink is permitted in the library, however we do ask that customers do not bring hot and/or greasy food into the library. Open drinks and cans are not permitted in the APNK computer areas, however drinks that can be sealed, such as bottles, are acceptable in APNK spaces. Food and drink are not permitted in the closed collection room of Huntly Library.

Soliciting for petition signatures, political or sociopolitical action, monetary donations, or for any other sales or paid services is not permitted on library property without prior approval from library leadership.

### **Use of Computer, Printing and Photocopying Facilities**

Waikato District Libraries provides free internet access through Wi-Fi and computers provided through partnership with The Aotearoa People's Network Kaharoa (APNK).

Customers are entitled to one free computer session per day. Further use is at the discretion of staff. There is no time limit on Wi-Fi use.

Use of APNK free Wi-Fi and computers is at the discretion of staff. Behaviour that goes against the [APNK usage rules](#) will result in loss of access to APNK services.

Printing and photocopying costs are outlined in the Waikato District Council [Fees and Charges](#) document which can be found on the Council website. Some printing and photocopying services may be provided for free, such as printing of CVs, of which can five copies can be printed or photocopied for free.

The use of personal laptops and devices is permitted, and the use of headphones is encouraged.

### **Enforcement**

If a customer is behaving in a manner which is contrary to this policy, they may be asked to adjust their behaviour or to leave the library.

If a customer is behaving in a manner that is extreme, or staff have repeatedly had to ask them to leave the library due to their behaviour on several occasions, they may be issued with a ban or trespassed for up to two years.