



Mā tō tātou iwi

For our People

Libraries Collection Customer Guidelines



**Western
Bay of Plenty**
District Council

Table of Contents

1.	List of Charges	3
2.	Membership	4
3.	Conditions of Membership	5
4.	Digital Membership	6
5.	Library Card	6
6.	Stolen Cards	6
7.	Class Card Membership	7
8.	Class Enrolment Identification	7
9.	Customer Behaviour	7
10.	Loans	8
11.	Renewals	9
12.	Inter-Library Loans	9
13.	Self-service printing/scanning	10
14.	Claimed Returned	11
15.	Lost or Damaged Items	11
16.	APNK Computer Hardware Access by Customers	12
17.	Procedure for RFID System Activation	12
18.	Petitions in the Libraries	13
19.	Community Noticeboard and Displays	14
20.	Commercial Activities	15
21.	Religious Activities	15
22.	Political Activities	15
23.	Representational Activities	15

1. List of Charges

(Effective July 2026)

Photocopying / Printing Black and white: A4 sheet A3 sheet A4 Double sided A3 Double sided Colour: A4 sheet A3 sheet A4 Double sided A3 Double sided	30 cents 70 cents 60 cents \$1.40 \$1.90 \$2.50 \$3.80 \$5
Membership Cards Replacement Card	\$3
Inter-loan item	\$8.50
"Top Shelf" collection	\$3

2. Membership

2.1 Identification

2.1.1 Memberships are processed through our website:

<https://libraries.westernbay.govt.nz/>

2.1.2 Requirements for membership to be issued:

- Proof of identity e.g. photo ID, driver's licence.
- Proof of address – formal letter / Utility Bill / Ozone ratepayer / Electoral roll/Utility Bills. These bills shown on mobile device are acceptable.

2.1.3 Conditions of membership agreed, and Library card is signed.

2.1.4 Children under the age of 16 will need a parent or caregiver to sign the application.

2.1.5 Staff enrolling junior members or students who may have difficulty with formal identification need to be satisfied as to the identity of the child.

New Member Card	No charge
Replacement Adult Card	\$3
Replacement Junior Card	\$3

2.1.6 If a Library Card has not been used for a period of two years, the corresponding record becomes lapsed and will be removed from the database after another inactive 12 months. Proof of identity and residence will be required to re-enrol.

2.2 Visitor Membership

2.2.1 This is for members who are short term visitors (less than 3 months) to the district and only require temporary membership.

2.2.2 Visitor memberships are limited to 3 months at a time. The fee for this is \$25. Once the 3 months has expired then customers will need to pay for a further 3 months membership.

2.2.3 Visitor Membership limits the customer to four items out on the card at one time.

3. Conditions of Membership

- 3.1 Your membership entitles you to borrow items from the Western Bay of Plenty District Libraries and requires you to return them by the due date.
- 3.2 For your protection and safety, do not lend your library card, or any items borrowed. You are responsible for all items borrowed on your card, and for overdue or other charges on your card. Let the library know immediately if your card is lost or stolen. You will need to produce identification for a replacement card. Cost \$3.00.
- 3.3 For your own protection you are required to produce your card to borrow items.
- 3.4 It is illegal to remove any items from the library without first having them issued at the desk.
- 3.5 Two renewals are permitted on most items unless required by another borrower. Renewals may be made over the telephone, or by logging onto the catalogue at <https://libraries.westernbay.govt.nz/> or using the library's App. Rental items will incur the rental charges again on renewal.
- 3.6 A reminder notice is still sent out to remind all borrowers to return or renew the item/s before it changes to lost, and an account for the full replacement cost is sent.
- 3.7 Membership for all children under the age of 16 requires parental/guardian consent. Parents/guardians are required to act as guarantor and acknowledge responsibility for all items issued and any charges incurred by children in their care.
- 3.8 Library staff take no responsibility for borrower's selection of items. Items specifically labelled for Young Adults cover a wide range and will not necessarily suit all teenagers. Parental supervision may be appropriate.
- 3.9 The personal information you provided on joining the library is for the purposes of Western Bay of Plenty District Libraries administration only. This information will not be provided to anyone else without your prior consent except where the information is sent to a debt collection agency to facilitate the return of lost items or payment of overdue accounts. Your membership will be updated every two years. It is your responsibility to report any change of address or phone number.
- 3.10 Your membership may expire if your card is not used to borrow items during any 2-year period. Please let the library know if you would like to discuss your membership, borrowing, or use of the library.

- 3.11 Members aged 65 and over will be made Gold Members. The process to change somebody to a Golden Member is an automated process occurring at the start of each month.
- 3.12 Details of services provided are available from the library or online at <https://libraries.westernbay.govt.nz/>

4. Digital Membership

- 4.1 This is for Members who wish only to use our electronic items – eBooks, eAudio books and newspapers.
- 4.2 Borrowers require no I.D or payment to use this service.
- 4.3 Upon registration, members are emailed an interim I.D for logging in and setting up the account.

5. Library Card

- 5.1 We advise members that for their protection they always present their library card to borrow items.
- 5.2 If a customer is unable to present their library card and they request to issue items at the desk, staff will ask them to show ID and correctly answer 2 security questions from their borrower record. A note will go on the customer's record.
- 5.3 Library books can be renewed without identification either in person or by phone, but it is preferable that the borrower's barcode number is quoted.
- 5.4 Replacement for lost cards can be purchased at a cost of \$3. Proof of identity is required.

6. Stolen Cards

- 6.1 Stolen or lost cards must be reported immediately to the library: a message will be put on borrower's record to prevent any unauthorised use.
- 6.2 The borrower is responsible for any items borrowed on a stolen card if the card has not been reported stolen.
- 6.3 There is no charge for replacement of stolen cards.

7. Class Card Membership

7.1 The purpose of the *class membership* is for teachers in schools and pre-schools to borrow books for class use and for students to borrow during class visits to the library.

- Class cards do not incur overdue fines, but lost or damaged books will be charged for.
- Items are issued for 6 weeks
- Items cannot be renewed.
- There is no charge for class membership cards.
- Magazines, audio books, DVDs and Top Shelf books cannot be issued on a class card

8. Class Enrolment Identification

8.1 One form of identification is required before a class membership is issued. E.g. Proof of identity of teacher i.e. driver's licence

- Borrower type: XBCLASS
- Contact address and phone number: This is the contact details of the School.

9. Customer Behaviour

9.1 All people are welcome into our library and service centre spaces; all behaviour is not.

9.2 We have the right to ask people to leave the library and service centre spaces for poor, aggressive or threatening behaviour.

9.3 Customers who behave in an aggressive or threatening may be trespassed from our library and service centre spaces.

10. Loans

10.1 Standard Loan Period:

10.1.1 Most of our items have a three-week loan period. There are three exceptions

The exceptions are:

Collection	Loan Period	Renewals
Top Shelf	Two weeks	Two renewals - paid
DVDs	One week	One renewal
Magazines	One week	One renewal

10.2 Extended Loan Period

10.2.1 Members may request a longer loan period at time of issue, except for items that have reserves on them.

10.3 Items per Member

10.3.1 The number of items that can be issued on one card are as follows:

Adults	50 items per borrower
Children	50 items per borrower

10.3.2 Members should be informed of any outstanding charges on their cards.

10.3.3 Items may not be borrowed or renewed once the \$10 limit has been reached.

11. Renewals

11.1 Standard Issue

11.1.1 All free items, except magazines (one renewal of one week) may be renewed **twice** for **two** additional 3-week periods unless:

- They are wanted for reserves
- The borrower has incurred charges of \$10 or more.

11.1.2 A further charge is incurred for the renewal of items from the **PAY** collections.

11.1.3 For telephone renewals of **PAY** items, the charge must be entered onto the borrower's record and the borrower informed.

11.1.4 Members should be advised of any fines when renewing items.

12. Inter-Library Loans

12.1 If the library does not hold the requested item, we may obtain it through our Interloan process. This is where the library will borrow the book for the customer from another New Zealand where available, this will come with a standard fee.

12.2 Inter-loan Fee

Inter-loan of books	\$8.50
Inter-loan of articles	\$5.20

Additional charges will apply depending on what we get charged.

12.3 Customer Requests for Inter-loan

12.3.1 Clearly fill out the Interloan request form on the library website in as much detail as possible.

<https://libraries.westernbay.govt.nz/digital-services/online-services-forms>

12.4 Customer Responsibility when requesting Interloan

12.4.1 The borrower is liable for any charges incurred from the lending library for lost or damaged items.

12.4.2 Interloans may be renewed by contacting
Interloans@westernbay.govt.nz

12.5 Western Bay of Plenty District Council Staff

12.5.1 Library staff will get interloans at no cost.

12.5.2 Council staff that need an inter-loan for work or study purposes will get them at no cost.

12.5.3 Council staff requiring one for personal use will need to pay for them.

13. Self-service printing/scanning

13.1 Printing

13.1.1 Self- service print services are available at all our libraries. This is accessed by using the Self-issue kiosks. To print the documents customers, can use a mobile device or our public computers

A4 Copy	30 cents per side for black and white \$1.90 per side for colour
A3 Copy	70 cents per side for black and white \$2.50 per side for colour

13.2 Scanning

13.2.1 Self- service scanning services are available at our Katikati and Te Puke Libraries. This service is free of charge.

13.3 Exceptions to these Charges

13.3.1 Members of the public may make up to **three, FREE**, A4 or A3 copies, from all reference material (this includes newspapers and any free to access databases).

14. Claimed Returned

- 14.1 Library staff will immediately check the shelves for the missing item and renew the item on the LMS once, allowing time for the customer to locate the item. Ask them to advise us again if they can't find it by the new due date.
- 14.2 If the item is not located, library staff change the status to 'claims return' on the LMS
- 14.3 After 60 days the item status will be changed to 'lost' and an invoice for replacement cost will be generated and sent to the customer.

15. Lost or Damaged Items

- 15.1 The library charges borrowers the purchase price charge for replacement of any item that has been lost or damaged while on loan to them. This is to recoup costs and discourage misuse and loss of materials.
- 15.2 A *lost item* is one that the customer has failed or reported unable to be returned to the library after a maximum loan period of five weeks. A *damaged item* is one that has been damaged either partially or irreparably whilst on loan to a borrower.
- 15.3 When an item is declared lost or irreparably damaged the replacement value should be charged to the borrower's card by library staff. This comprises the cost of the item as shown on the library's **catalogue**
- ~~15.4~~ This charge should be paid in full before any further borrowing transactions are made, **or** at the discretion of the Library Team Leader/cataloguer.
- 15.5 If a borrower is unable to make payment in full immediately, the Library Team Leader may arrange a payment option. Arrangements for time payment should be negotiated on an individual basis and an adequate message to alert staff of this on the borrower's record.
- 15.6 The borrower should be issued a receipt when payment is made.
- 15.7 Only at the discretion of the relevant selector or Team Leader will the library accept a replacement item in lieu of a lost or damaged item (e.g. a new copy of an item or a current copy of a magazine.) This should only be done at the discretion of the appropriate selector from the Collections Team.
 - 15.7.1 If an item is damaged irreparably and the borrower is required to pay the cost of the item, the borrower may then keep the damaged item.

15.8 We understand that at times our items are inadvertently damaged by our customers. In these situations, we will assess the items and charge accordingly. All items will be reviewed by our Libraries Collections Team, and we will consider the following:

- Age of the item
- Total charge number for that item
- Damage incurred
- Replacement needed

15.9 The customer will be contacted by the Library's Collection Team regarding the damaged items and any fees that may apply.

15.10 While the occasional item can be repaired and placed back into the collection, some items will need to be fully removed from the collection. These items will need to be paid for by the customer.

15.11 This includes items that have had any water/liquid damage; Liquid damage can cause the book to grow black mold.

16. APNK Computer Hardware Access by Customers

16.1 Western Bay of Plenty District Libraries supply computer and internet access for our customers. For this access we work with APNK (Aotearoa People's Network) and The National Library of New Zealand.

16.2 Each of our libraries has hardware (fixed and portable) for customer use free of charge. Customers can use the hardware for 60mins at a time, this time may be extended by library staff on a 'needs' basis. E.g. for the typing up of C.Vs.

16.3 Some of the Hardware is fixed into position in the library, others are portable devices for use in the library space.

17. Procedure for RFID System Activation

17.1 The library's Detection System utilises RFID technology to provide detection with an audio and visual alarm to identify any items being removed from the library that have not been issued.

17.2 Un-issued items will not always be the only reason the alarm is triggered; incorrect placement of an item at check-out/self-check could cause the item to remain sensitized, or it may not have been issued at all.

- 17.3 The alarm monitored by staff. Staff can use the Alarm Viewer software which is on the front counter computers as a solution in identifying what item has activated the alarm.

18. Petitions in the Libraries

- 18.1 That the Council resolves that an interim policy be adopted regarding the display of petitions and other materials not belonging to the District Libraries until the Collection Development Policy is complete.
- 18.2 That the policy includes the following statement adopted by The Council of the New Zealand Library Association [now LIANZA], August 10, 1978, regarding displays in public libraries, with amendments:
- Public libraries are a suitable and important place for the display of material on current affairs whether local, regional, national, or international.
- 18.3 This information can be displayed in a variety of formats such as posters, notices, petitions, pamphlets, cartoons, or books.
- 18.4 In displaying this information public libraries both in New Zealand and overseas are governed by sound principles. These are that:
- The aim of the library is to provide responsible texts in order that the public may form a balanced opinion.
 - Space should be available for all sides of opinion in controversial matters to be displayed, including unpopular and unorthodox opinions.
 - Citizens should be encouraged to submit such material to their local libraries and, within the limits of available space and time, libraries should display this material, provided it does not contravene the law. The activities of pressure groups who wish to limit this freedom of expression be resisted by librarians and their employing authorities.
 - Fair allocation of space and time for displays should be at the discretion of the district librarian manager.
 - That the Council adopts the following statement regarding the form of petitions from NZS 9202:2003 Model Standing Orders 3.20 and adds these to the LIANZA statement:
 - Every petition presented must comprise fewer than 50 words and not be disrespectful, nor use offensive language or include statements made with malice
 - That each district library allocates a designated space to display petitions

- That the District Libraries develop a policy to display a disclaimer informing customers of the libraries' policy when material from an outside organisation is on display.

18.5 As of September 2025, the 1978 policy has not been updated.

19. Community Noticeboard and Displays

- 19.1 Displays are accepted at the discretion of the Library Team Leader or his/her delegated representative. If a request to exhibit any material is declined the person seeking to display the material will have the reasons for the decision explained to them.
- 19.2 Displays should reflect a benefit to the community as a whole. Every effort will be made to ensure a balance of displays provided, so that over time no one viewpoint or subject is over-represented.
- 19.3 Material to be displayed must meet minimum standards of literacy, including grammar and spelling. In addition, material must not be defamatory or incite people to break the law. All material displayed must indicate the name of the responsible group or individual with a contact address or phone number.
- 19.4 The library cannot be responsible for the loss, defacement or return of materials and reserves the right to dispose of materials as it sees fit. Defaced material will be removed from display.
- 19.5 All material for display should be of an educational, cultural, recreational or philanthropic nature or supply non-partisan information on the city, government and/or local community. When appropriate, the library will display a disclaimer to make clear that the views expressed are not those of the library or the Western Bay of Plenty District Council.
- 19.6 The following specific items will **not** be accepted for display: advertisements for personal services, items for sale, or job listings.
- 19.7 The library does not let permanent display space. The length of display is at the discretion of the Library Team Leader or his/her delegated representative.
- 19.8 All organisations mounting displays must agree to observe the provisions of the Libraries' Occupational Health and Safety Plan.

20. Commercial Activities

- 20.1 Displays of commercial products and services may be displayed where there is an identifiable benefit to the library or where there is a formal partnership in place between the library and the displaying organisation.
- 20.2 Community newspapers – newspapers produced by for-profit organisations but distributed free of charge, with or without advertising, that contain news and feature articles relevant for their community are acceptable for distribution.
- 20.3 Material for organisations which offer services to the public for a fee, such as yoga, music, martial arts classes etc, will be displayed if the organisation cannot be easily found from other sources such as telephone or commercial directories or community newspapers.

21. Religious Activities

- 21.1 Material for **events** organised by religious organisations **will** generally be displayed.
- 21.2 Material issued by religious organisations which has the primary objective of encouraging people to join a particular faith, will **not** be displayed.

22. Political Activities

- 22.1 Political party displays that are designed to inform the community will be accepted from the official announcement of an election date until the day before polling.
- 22.2 Material that seeks solely to advocate an action, solicit members, request donations, raise funds or sell merchandise will **not** be accepted.
- 22.3 Material on individual candidates may **not** be distributed or displayed.

23. Representational Activities

- 23.1 Information regarding surgeries for Members of Parliament and Western Bay of Plenty District Councillors and meetings of the Council and its Committees will be displayed.