Welcome to the Waimakariri Libraries: A guide to using our libraries

We thank you for your time to read and follow our customer guidelines. Our goal is that our libraries are enjoyed by everyone.

We are committed to:

- treating our hapori (community) with manaakitanga (respect and kindness)
- supporting our hapori to take part in lifelong learning
- maintaining our library collections
- promoting our libraries and our special role in our community as a hub of resources
- honouring our obligations under Te Tiriti o Waitangi.

Our Code of Conduct.

Your mōtika | rights

- to be treated with manaakitanga (respect, care, and generosity)
- have courteous and helpful services from our team
- have your mana (pride, inner sense of self) respected by other library users and our team.

Your takohanga | responsibilities

- respect the mōtika (rights) and mana of other library users and our team
- treat our library facilities, materials, and equipment with care
- keep noise to a minimum. Please be aware that noise travels and can often be louder than intended
- return borrowed items on time and in good condition
- follow our customer guidelines, including refraining from disruptive, offensive, or illegal activities.

Libraries are here for the use and enjoyment of everyone. We ask that you show consideration to others and comply with all requests from staff**.**

See our full Guide to using our libraries on our website.

- Please leave the library and its contents as you found them so that others can enjoy them
- If your actions or behaviour creates a health and safety hazard, library staff will ask you to stop, e.g. leaving power cords on the ground, settling in passageways, lying over tables and chairs etc
- Library users always remain responsible for their own personal possessions
- Animals (other than guide dogs) are prohibited from entering the library
- Please follow our child and youth guidelines

- Serious and inappropriate behaviour results in immediate removal of the library. These behaviours include:
    - solicitation, including asking for signatures
    - gambling
    - possession, sale, or use of alcoholic beverages
    - vaping or smoking
    - possession, sale or use of drugs, or illegal substances
    - weapons on library property
    - pornographic/visually inappropriate material
    - physical abuse
    - wilful damage of library property
    - verbal abuse and threats to library staff.

Our team will determine if a situation is inappropriate. Serious or repeated incidents will result in removal or exclusion from the library.

Emergency Procedures

In the case of an emergency please evacuate the building by following staff instructions.

If you are the first to notice an emergency event, please let a team member know immediately so they can begin proper process.

If you have a near miss or incident in the library, please let a team member know so we can improve our health and safety.

These steps ensure that we are prepared and can act quickly when necessary.

Food and Drinks

Food and drinks are welcome in our library, and we understand that these can add to your enjoyment while visiting. As a team we ask that no food or drinks are consumed in the New Zealand Rooms, art galleries and museums or near library owned technology including computers, makerspace and Xbox.

Please consume hot and/or smelly food outside of the library.

Unaccompanied children in the library – Guidelines for caregivers and whānau

Waimakariri Libraries welcomes and encourages all children to use the library, its resources, and to participate in programmes.

Our library staff are here to assist children in their use of the library, to support their reading and research needs. Our staff cannot supervise children in the library, have no childcare training and legally cannot care for your children.

Situations can occur which distress children when left alone such as feeling unwell, being injured, or through unexpected events such as a fire drill, lockdown and building evacuation(s). Children left without supervision can become unsettled and behave in an unacceptable or unsafe manner. All library customers including children must treat other customers, staff and property with respect and care. Failing to do so may result in being asked to leave the library.

For these reasons, children 0-8 (inclusive) years must be actively supervised and have a caregiver with them in the library. This means that the caregiver must be able to see the child and provide immediate assistance.

Children between the ages of 8-14 must have a caregiver within the library building that can be located quickly if required. However, the library acknowledges that children over the age of 12 may be able to use the library alone for a short period of time, and each situation will be judged on its own merits. Library staff reserve the right to contact the caregiver and ask that they be present or for the child to be collected if problems arise. If a caregiver cannot be contacted or located, library staff may contact the police for assistance.

Children attending library programmes who do not require a caregiver, must be picked up at the specified end time.

While using the library services, including internet and reading books, parents or guardians are responsible for what has been selected and/or accessed by their children under the age of 18.

Please note, as a legal caregiver:

No child under the age of 14 should be left in the library for an extended period. It is an offence under the Summary Offences Act 1981 10B, to leave a child without reasonable supervision and care.

No person under the age of 14 may act as a caregiver for a younger child in accordance with Oranga Tamariki Act 1989 Children's and Young People's Well-being Act 1989.

Accessibility

All libraries have wheelchair access to buildings and library books. Kaiapoi Library has elevator access while both Rangiora and Oxford are single floor only. Accessible toilets are at each location. Guide dogs are welcome in the library spaces.

We supply a range of books including e-collection and large print books, as well as DVDs, audiobooks, VOX books and learning to read books. We also offer accessibility on our devices including text to speech.

We look to continuously improve the accessibility of our spaces, including offering low sensory times and improving our website accessibility.

For non-English speakers we offer a small range of books in a range of languages. Please ask our team for more information.

Long-term housebound customers will be provided with a home delivery service. Please note that this is done on a case-by-case basis.

Bicultural commitment

We will honour our obligations under Te Tiriti o Waitangi |Treaty of Waitangi.

Our team are on their own bicultural journeys, and our focus is to support them on these journeys and offer opportunities for them to improve.

Te Reo Māori is one of the three official languages of Aotearoa New Zealand. Staff are encouraged to learn the language and to use it in our spaces, with the aim of increasing our bilingual signage and offering more to our hapori (community). Anyone wanting to learn Te Reo Māori is welcome to use our Ako packs to begin their own Reo journeys.

Membership

Waimakariri Libraries cards can be used at any Waimakariri District Libraries. Our library locations are Kaiapoi, Oxford and Rangiora. You can also access our online collection of e-Books, e-Magazines/newspapers, videos/documentaries and e-Audiobooks.

The library website is our key source of information and has upcoming activities, events and access to the catalogue. Charged events may be offered at a discounted rate for members.

Access to material held by libraries other than Waimakariri may be made available, for a fee, through the interloan system.

Membership is free to:

- all residents of the Waimakariri District
- Waimakariri ratepayers who live out of the district
- students attending early learning, primary, secondary or tertiary institutions in the Waimakariri District, including Idea Services, The Chris Ruth Centre and North Canterbury Community College
- teaching staff employed at pre-school, primary or secondary schools in the Waimakariri District during the term of their employment
- any child up to the age of 5.

Out of District borrowers can sign up to a six-month (or 12 month) subscription to access our library resources including our online collection. Out of District subscription refunds are available for three or more months and are calculated on a pro rata monthly basis.

Conditions of membership

In applying for membership, you acknowledge the following:

- I declare the information provided is correct.
- I agree to accept responsibility for any items borrowed on my card. I will not lend my card to anyone else.
- I agree to pay any charges that may be incurred through the late return, damage or loss of an item.
- If unpaid invoices are referred to debt collection, I accept responsibility for payment of the associated costs.
- I undertake to inform the library of any change of address or contact details.
- I will contact the library if my card is lost or stolen, otherwise I am responsible for items borrowed before it is reported.
- I authorise Waimakariri Libraries to make available the information about me contained in the membership form for the purpose of debt collection.
- If acting as a guarantor for a child under the age of 16: I agree to accept responsibility for the supervision of my child, their library card, all items borrowed, any charges or fees incurred, and the content of materials chosen and/or viewed.

Membership Privacy

All membership information will be kept confidential within the terms of the Privacy Act 2020 and its amendments.

We collect and store data as part of our services. This includes your library customer record, name, date of birth, contact email address, phone number and home address. Waimakariri District Libraries are a part of a New Zealand-wide consortium of public libraries called Kōtui, part of the National Library of New Zealand.

The National Library, as part of the Department of Internal Affairs (DIA), ensured all systems and vendors involved were compliant with DIA security requirements. All data collected is stored in Australia at Equinix, Equinix facility ME 2, Port Melbourne and YourDC, DC1 Edinburgh Parks, Adelaide.

Statement for the purpose of Principle 3 of the Privacy Act 2020

The information about you is being collected by Waimakariri Libraries, a unit of the Waimakariri District Council. This information is not required by law. however, it is necessary if you wish to become a member of the library and borrow material.

This information will be held by Waimakariri Libraries, PO Box 386, Rangiora 7440.

You have the right to see personal information about you held by the library and to ask for it to be changed.

Your personal information will not be shared with anyone else except where this is necessary for debt collection on library material or required by law.

Borrowing limits

A member is entitled to have up to 30 items out at any one time.

- No adult can borrow if there is more than $18.00 owing
- no child can borrow if there is more than $4.00 owing

Loan Periods

Our Loan periods are

DVDs	2 Week
Best Sellers	1 Week
Adult, dyslexic, teen fiction, audiobooks, graphic novels, non-fiction	3 Weeks
Children's fiction, non-fiction, audiobooks, VOX, DVDs, board books & picture books	3 Weeks
AKO	3 Weeks
Interloans	3 Weeks
Large print fiction and non-fiction	6 Weeks
Reference material	In library use only

If you are unable to make the above limits due to natural emergencies that impact our district, our team will be in touch. If you have an emergency that impacts yourself and your whānau, please let our team know as soon as possible.

Lost books

We ask that customers aim to return books prior to their due date.

If a book has not been returned to the library within one month of the due date, the book is considered lost and the fee to replace the book is added to your card.

If you think the book has been returned to the library, our team can process a *claims returned,* where we will place it on hold for three months while our team does their best to locate it. We also ask that you do a search as well – checking your home, work, school etc. During this time, you can still access other books at the library, however, if the missing book is not found after three months, then it will be deemed *lost/missing* and your account will be charged.

Renewals

Our renewal period is the same length as the original loan period. You cannot renew a book if there is a hold on it. Items may be renewed once by the borrower; an additional renewal can be done via our team.

Returns

Books can be returned to any Waimakariri library. Afterhours slots are located at all libraries and at the Woodend Community Centre.

Pricing

Please see our fees and charges

https://www.waimakariri.govt.nz/services/fees-and-charges/2024/libraries

Refunds

If a lost book has been paid for and then subsequently found, then the price is refunded if the following conditions are met:

- the item is returned less than three months from its due date.
- the item is in good condition.

Please note that refunds are not given in cash. Your refund will be sent from the Waimakariri District Council once the payment is authorised by the Libraries Team Leaders or the Libraries Manager. Proof of bank account details will be needed for this. Refunds must be requested.

Subscriptions: - refunds are given if there are three or more months to run on the subscription. The amount of refund is calculated on a pro rata month basis.

Collections:

Our collection is focussed on representing all our hapori (community), their diverse needs, and views, and allowing people to access reputable sources of information.

Our aim is that:

- all age groups have access to books and other items to meet their needs
- our collection is of high quality, relevant to our hapori and meet their current and anticipated needs
- that we preserve material that is unique to Waimakariri and Canterbury as a whole
- we are committed to the freedom and equity of information
- that we prioritise our bicultural relationships with Tangata Whenua and the conservatorship of Te Reo Māori.

Our budget is set annually by the Waimakariri District Council and is distributed based on demand and usage.

If an item isn't in our collection, we accept purchase suggestions. All suggestions are reviewed by our staff before making the final decision. No decisions will be discussed. If you would still like to get the item out, we can interloan this for a fee.

Please note, our collections and services are not to be subjected to any form of ideological, political or religious censorship, or commercial pressures. We believe in freedom of information for everyone. In cases where this is being limited by other users, they will be asked to leave the library. We ask that all users remember that when exercising their right to freedom of speech it should not make another person feel less free.

Library Newspapers and Magazines

Our retainment policy is:

Kaiapoi	**Rangiora**
1 Month for the press 2 Weeks for any other newspapers 6 Months listener 1 year all other magazines	2 Months the Press 1 Month All other newspapers 6 Months Listener 1 year all other magazines

Withdrawing books

Books are withdrawn from time to time due to a range of reasons. These may include:

- misleading or factually inaccurate or offensive content
- worn or dirty and beyond mending or repair
- A later edition or a more comprehensive title is available
- Of no scientific merit or long-term interest
- Irrelevant to the needs and interests of our hapori (community)
- Content is easily obtained in another format.

Where a book is withdrawn and placed on a sales table in the library, any money made from the sale is used for future purchasing of books. This process is an important part of maintaining a balanced, high-quality collection, that is always evolving to the needs of our hapori.

eResources and Availability

Access to eResources is free for all members with a library membership.

When your library membership ceases or you transfer to another library district, your access to our e-resources will also end. We are unable to transfer your lending history to a new library.

Renewals, holds and the number of e-resources you can have out are controlled by the provider.

If you have recommendations of purchase suggestions, app suggestions or would like to suggest any improvements in this space, please contact library@wmk.govt.nz Attn: Team Leader Learning and Heritage.

Technology and Digital Support:

We have a range of computers available at each site for the public to use. Printing and copying costs are in the pricing section above.

Customers are welcome to use our computers to send emails and access the internet for free.

By logging into the computers or accessing APNK or Waimakariri District Wi-Fi, our hapori (community) agree to not access inappropriate material. They also agree to not harass, bully or conduct any illegal business.

Our databases are available to all members of the library. Stuff Ltd. Titles on PressReader and Ancestry Library Edition can only be accessed while logged into the APNK Wi-Fi.

The library runs the weekly helpdesk Device Advice, offers a range of digital skills classes, and offers one-on-one support. More information can be found on our website or by speaking to our team.

Donations

We generally do not accept donations.

Donations of books are only accepted if they meet our criteria of retaining unique information to Waimakariri, Canterbury or New Zealand as a whole. If you wish to donate books, please email your request to library@wmk.govt.nz – this will be passed through to our staff to make the final decision.

Once added to our collection, donations are managed like all other material.

Donations cannot be given for our table of withdrawn books.

Community Noticeboards and Displays

We have a noticeboard at each library. Notices should be printed and dropped off to the library team to be reviewed by the leadership team.

All displays must have a contact number, length of time to be displayed, and a key contact person attached. Display material will not be sent back to you.

Key locations in the library are saved for Library or Council displays.

We are unable to accept:

- surveys and petitions
- political material
- material of commercial nature (e.g. babysitting, flatmates)
- anything that encourages people to break the law
- language or images that might be considered offensive
- appeals or fundraising (collection boxes, lost pets, property e.g. garage sales, job ads).

Priority is given to displays that are:

- local to the area
- dated
- balanced e.g. (no viewpoint is overrepresented).

All displays are advertised at our own discretion.

Library Events, Displays and Programming.

Our priority at Waimakariri Libraries is that our hapori (community) feel welcome, can learn new skills and feel comfortable in our spaces. Our focus is to acknowledge the needs of all groups in our communities in a sustainable way. At times we run different activities to support this. These can include:

- library displays
- library programming – repeated activities to enhance learning opportunities or to encourage a love of reading or to learn new skills
- library events.

When using the library, you may hear these programmes occurring. If this happens and it is impacting your experience, we ask that you talk to our staff around potential solutions.

Cultural displays and events that reflect our district are important to us. As such, these are prioritised throughout the year and are done in conjunction with members and businesses in our community. If you are interested in engaging further in this area or would like to have a community display at one of our libraries, please contact library@wmk.govt.nz Attn: Library Team Leader Community and Culture.

Copyright

Any photocopying/printing/copied software done on our internet should not breach copyright laws. Waimakariri Libraries will not take responsibility for any material accessed/copied.

Volunteering

Much of the shelving of returned books is done by our team of library volunteers who give an hour or more a week to help with this important job. Members who are interested in volunteering at the library can express their interest by emailing library@wmk.govt.nz Attn: Team Leader Community and Culture.

Feedback and Complaints.

We are committed to providing excellent service and welcome your feedback. If you have any concerns or complaints, please let us know. You can submit your complaint in person, via phone, email, or to a member of our team.

If a response is required, we will acknowledge your complaint within five business days and aim to resolve it promptly and fairly.

Once a year we run a customer survey for members of the public to provide feedback on our services and how we can meet the needs of our hapori (community).

Contact us

For any inquiries or assistance, please contact our **Waimakariri Libraries Team**
Library@wmk.govt.nz
0800 965 542
PO Box 386,
Rangiora 7440

Rangiora
Trevor Inch Memorial Building
141 Percival Street
Monday – Thursday 9.00am-5.00pm
Friday 9.00am-7.00pm
Saturday 10.00am-2.00pm
Sunday 1.00pm-4.00pm

Kaiapoi
Ruataniwha Civic Centre
176 Williams Street
Monday – Wednesday & Friday 9.00am-5.00pm
Thursday 9.00am-7.00pm
Saturday 10.00am-2.00pm
Sunday 1.00pm-4.00pm

Oxford
Oxford Service Centre
34 Main Street
Monday – Friday 9.00am-5.00pm
Saturday 10.00am-12.00pm