

# KAIWAKA LIBRARY

## Policy

### Library membership and cards

The library must maintain an accurate and current record of members and their contact details.

Any person wanting to borrow items from the library is required to apply to become a member of the library and pay the annual fee as determined at the AGM. Applicants

- must be a resident in the Kaiwaka area,
- must complete the membership application form (including signing agreement to the conditions of membership) and sign a blank membership card (which will become their library card when the process is complete),
- must pay the annual subscription as set at the last AGM,
- must be 18 years of age or older, unless written approval is given by the elected Librarian (this is not at the discretion of the duty library volunteer).

When presenting the completed application form for membership to the duty library volunteer, applicants must provide valid identification with name and signature, and proof of address from a recognised authority that is **no less than 3 months old**.

- valid identification can be a current New Zealand drivers licence, current passport, student/work identification with signature or Community Service Card.
- proof of address must be from a recognised source and can be a utility bill (eg, telephone or power), bank statement or letter from WINZ.

The membership application form must be filled out with current accurate information and signed by the card holder; **the signing of the form and the card must be witnessed by the duty library volunteer**. Proof of age may be requested if there is any doubt about the person being 18 years or older.

Membership cards will be issued upon completion of these steps and subsequent approval of the elected Librarian or the person designated to that task by the elected Librarian. In the interim period until the membership card is available, two books may be borrowed, which are to be recorded on the membership application form.

The person that signs the membership form is the member named on the card (ie, the owner of the card). The member is financially responsible for items borrowed under their membership number. All library cards issued must be signed by the member to be valid. The member can sign and authorise additional, duplicate, cards, but will still be responsible for items borrowed on those duplicates.

Any person who is not authorised by the owner of the card shall not make use of any library card to obtain an item from the library.

A library card may become invalid when the annual membership fee has not been paid within one month of it becoming due. It can be reactivated upon receipt of the fee.

### **Change of contact details:**

All members must notify the library of any alteration of contact details within one month of the change.

### **Duplicate Cards:**

If requested by the member duplicate cards can be printed by the library. This will incur a \$2.00 fee per card.

### **Lost or Stolen Cards:**

If a library card is lost or stolen the member must advise the library immediately.

Identification with the member's name and signature will be required to compare with the membership form. If notified by telephone the account can be frozen; this will protect the member until they can attend the library in person to prove their identity.

The old membership number will then be made invalid and a new membership number given to the member. Reprinting of cards will incur a \$2.00 fee each.

### **Borrowing Privileges**

Any person who wishes to borrow items from the library is required to be a member of the library and be a holder of a current library card – see “Library Membership and Cards” above.

Any item taken from the library will be recorded in the library circulation system.

- No more than ten items will be borrowed against any library card at any time.
- No more than three titles by the same author at any time.
- Items cannot be borrowed from the library without a valid current library card.
- Cards are required for borrowing items, reserving and renewing items and checking borrower records.

Items can be borrowed for a period of one month.

- Items can be renewed for one further month as long as the item is not reserved for another member.
- If the item is a rental there will be a further fee for the extended period.

Items can be renewed either at the library, by telephone or online (if the member has a valid PIN).

- If the item has been renewed either by telephone or online and has a rental fee or there are late penalty fees these will show on the member's records and will be required to be paid at the next visit to the library.

### **Circulation Policy**

## **Collections:**

- All items marked with a bar code are a part of the circulating collection **except for** items identified as Reference Only, which may not be removed from the library.
- Non-Circulating reference material cannot leave the library except with the approval of the elected Librarian or nominated deputy.

## **Holds/Reserves:**

A borrower may reserve an item if it is currently on issue.

- **This service is not currently available.** It will be made available when facilities are in place to administer it.
- The member must complete a reservation form for each title being reserved and pay the fee specified.
- Members are notified by telephone call when an item is available. Calls will only be made to local numbers. It is the member's responsibility to check for messages left with other people in their household who answer the phone, or left on messaging services. If there is no answer and/or no opportunity to leave a message, the duty library volunteer will make a second call to attempt contact another day. The duty library volunteer will not be responsible for any further attempts to notify availability.
- If reserved books are not collected within one week of notification they will go on to next reserver or back on the shelf.
- Items not accessioned and items marked "Reference only" cannot be reserved.

## **Renewals:**

Members can renew items in person, by telephone or via the library page on the Kaipara District Council website. Each item can be renewed once unless the item is reserved. A reserved item must be returned at the end of the original loan period.

## **Overdue, Lost or Damaged Items:**

- **Overdue Fines:** Items attract overdue fines of \$1.00 per item per day with the maximum fine being \$5.00 per item.
- **Overdue items:** Seven days after due date a call will be placed to the member advising that there are overdue items (to local numbers only); 14 days after due date a letter will be sent, and the third and final notice is sent at 21 days. The third letter advises the member that they are blacklisted and invoices for the outstanding items plus a non-refundable administration fee. Costs will be the original price for a book purchased by the library within the past two years or as set at the AGM. If the item is returned, charges are waived.
- **Returning Lost items:** If an item that has been paid for is found and returned to the Library within a two year period from the date of the receipt, and the item is in what the elected Librarian considers to be in a reasonable state for circulation, the replacement cost will be refunded, less the administration fee.
- **Damaged items:** Members are encouraged to notify staff of any damage prior to returning the item. If the item has been damaged beyond repair the member will be charged replacement cost, and the member can keep the item. Otherwise a fee will be charged to repair the item.

## **Suspension of Borrowing Privileges:**

- When a member has been invoiced (second letter, issued after 21 days overdue), all borrowing privileges will be suspended and the member blacklisted. This suspension will remain in effect until all charges are paid for or the item is returned.
- If the member states that the item has been returned or was not borrowed, a shelf check will be initiated. The member will be notified immediately of results of the search.

## **Chargeable Items:**

Items in the following collections attract issue fees, as set at the last AGM:

- new books

## **Interlibrary loan (Interloan) policy**

This library's interloan policy is to co-operate with Dargaville Public Library's interloan policy, which is detailed here:

Interlibrary loan (Interloan) is a means for customers to borrow items from other libraries, in New Zealand or overseas. Such items must be outside the scope of Dargaville Public Libraries' collection, or are no longer available there for loan or reference.

Interloan is available to all Library members. There is a charge for this service. Dargaville Public Library aims to place interloan requests within three weekdays of receiving a request and make every reasonable effort, within the scope of interloan, to promptly supply interloan requests to customers. Due to outside factors, such as availability and delivery methods, the Library cannot guarantee delivery, or speed of delivery.

Interloan assists the Library in fulfilling its purpose to inform, educate, entertain and inspire. Interloan is recognised as a value-added service and therefore a charge is made for each item requested.

## **Regulations:**

- Items that cannot be borrowed on interloan:
  - Anything already held by Dargaville Public Library, including "Reference Only" material
- Interloans can be in person at any Library in the network or by filling out a request form.
- Payment must be made when the item is requested.
- At any time customers may have only the maximum loan limit outstanding on their card, whether this be interloans or items from the collections.
- Customers will be notified by post when an interloan is ready to be collected.

- At the time of collection customers will be notified of the due date and any special conditions for the item's use.
- A customer may request one renewal of the item before the due date. There is no guarantee that the lending library will agree to renew the item.
- If a customer loses or damages an interloan Dargaville Public Library will pass on the billing costs charged by the lending library, to the customer.
- The same confidentiality of library records that is ensured during normal borrowing and service from the Library is ensured throughout an interloan transaction.
- All interloans are subject to the Copyright Act 1994.

### **Charges:**

Interloan is a value added service and incurs charges. These charges will be collected when an item is requested. Once an interloan request has been placed, the charge is non-refundable unless the item cannot be supplied, and then \$3.00 will be refunded. This is because a search charge is incurred by Dargaville Public Library whether an item is supplied or not.

Placing a non urgent request (loan or copy)

- \$6 payable when placing the request
- \* The supplying library may occasionally impose additional fees. These will be passed on to the customer.

Placing an urgent request

- \$6 payable when placing the request
- \* The supplying library may occasionally impose additional fees. These will be passed on to the customer.

International interloan

- \$6 minimum plus any other charges imposed by the National Library or the lending library

This service is charged for on a cost recovery basis. Charges range from \$NZ27 to \$NZ60 but may vary according to country of origin, exchange rates, agents charges and method of delivery. Customers will be advised of charges before proceeding with a request.

Extended loan charge for interloans

- Any charge the lending library passes on to Dargaville Public Library

### **Urgent Interloan:**

Dargaville Public Library offers an urgent interloan service to its customers. There is a charge for this service of \$6 plus any fee the lending library charges. The Library will notify the customer by telephone or email when the item arrives.

### **To request an Interloan:**

First use the catalogue to see whether Dargaville Public Library holds the item. If not, please visit the library and fill out an Interloan Request form and hand it to counter staff with the required fee.

### **Loss or damage of an Interloan Item:**

If an interloan item is lost or damaged while in on issue to a customer's card Dargaville Library will pass on any costs to the card holder. If a Dargaville Library item is damaged while on interloan the lending library will be invoiced for either replacement or repair. If an interloan item is lost or damaged while on loan to a Community Library, Dargaville Library will pass on any fees and charges to the Community Library. The Community Library may choose to pass on these charges to their customer (see Community Library Manual and Charter).

### **Interloaning to another library:**

Dargaville Public Library will interloan from it's own stock to other libraries for a three-week period (3 weeks). These items are renewable on request providing there is no reserve on the item. Dargaville Library will not charge interloan fees to Reciprocal Libraries, but will charge the stated fee to all others. Reference books may be lent at the Library Manager's or librarian's discretion.

There is no charge for borrowing books from libraries within the Kaipara District (ie the public/community libraries of Dargaville, Ruawai, Papanoa, Maungaturoto and Mangawhai).

## **Confidentiality of library records**

The library respects that members may want to maintain privacy about the nature and habits of their library use and borrowing. The library protects the privacy of its members by prohibiting access to information about library usage (ie personal membership details, card number and details of materials or information that has been requested, used or borrowed) to people other than the member, except in the specific instances listed below.

### **Regulations:**

- Dargaville Library acknowledges the LIANZA Statement on Confidentiality of library records:

Statement adopted by the Council of the New Zealand Library Association, November 15, 1984.

Every person has a basic right to privacy. Each person has a right to protection from the misuse and unwarranted use of personal information and to decide with whom and to what extent such information may be shared. The New Zealand Library Association recognises and endorses this right. It has adopted the following three principles as a basis for its policies on privacy:

- 1 Personal information held by a library for borrower, loan or information record purposes should not be used for any other purposes or be made available to any third party without the freely expressed permission of the person concerned.
- 2 A person should have the right to review the details of all personal information recorded about her/himself by a library and be able to have invalid information corrected or deleted.
- 3 All library records relating to individuals shall be confidential and shall not be revealed to any person except in accordance with the above; or in accordance with the provisions of the Official Information Act 1982 where the library holding that information is subject to that Act; or in any other case where the information is required pursuant to a subpoena or other order of a court of competent jurisdiction.

(<http://www.lianza.org.nz/about/governance/statements/confidentiality.html>)

- Information about members' use of the library will only be disclosed to a third party by order of the police or courts. This must be authorised by the elected Librarian.
- The library may collect data from information about members for its own statistical purposes, in a way that individual customers cannot be identified.
- In compliance with the Privacy Act, people in public places and employees in the workplace would have a right of access to any information relating to them.

### **Information for staff/volunteers:**

The Police are commonly covered by Part 2 Section 6: Principle 10 (information required for the maintenance of public order and to conduct the business of the court) and so are used to having access to information as required; this applies in the situation where a wallet was stolen and discarded, in which case the Act Part 2 Section 6: Principle 10 would apply.

#### **PRINCIPLE 10**

Limits on use of personal information An agency that holds personal information that was obtained in connection with one purpose shall not use the information for any other purpose unless the agency believes, on reasonable grounds:

- a) That the source of the information is a publicly available publication; or
- b) That the use of the information for that other purpose is authorised by the individual concerned; or
- c) That non-compliance is necessary:
  - 1 To avoid prejudice to the maintenance of the law by any public sector agency, including the prevention, detection, investigation, prosecution, and punishment of offences; or
  - 2 For the enforcement of a law imposing a pecuniary penalty; or
  - 3 For the protection of the public revenue; or
  - 4 For the conduct of proceedings before any court or [tribunal] (being proceedings that have been commenced or are reasonably in contemplation);or
- d) That the use of the information for that other purpose is necessary to prevent or lessen a serious and imminent threat to:
  - 1 Public health or public safety; or
  - 2 The life or health of the individual concerned or another individual;or
- e) That the purpose for which the information is used is directly related to the purpose in connection with which the information was obtained; or
- f) That the information-
  - 1 Is used in a form in which the individual concerned is not identified; or
  - 2 Is used for statistical or research purposes and will not be published in a form that could reasonably be expected to identify the individual concerned; oror
- g) That the use of the information is in accordance with an authority granted under section 54 of this Act.

## **Censorship and Freedom to read**

The library commits itself to the concept of freedom to read, within the parameters set by the Films, Videos and Publications Classification Act 1993.

It is a person's right to use a library and information should not be denied or abridged because of age, origin, background or views. It is a library's prime responsibility to provide - not restrict - access to information.

The library neither promotes nor suppresses opinions or beliefs expressed in the material with which we deal. Selection and availability is governed by professional considerations.

- The library has a responsibility to provide members with the widest range of items relevant to requirement.
- Material will not be suppressed or removed simply because it gives offence.
- Materials will not be marked or identified to show approval or disapproval of contents. If a library user finds material offensive the library may acknowledge customer comment. It is not a library duty to warn readers against material found in items.
- No materials will be excluded because of race, nationality, political, social, moral or religious views of the author. No material on the shelves will be censored, restricted, or removed from the library because of partisan doctrinal disapproval or pressure.
- Responsibility for a child's selection and use of materials and resources rests with parents or legal guardians. Selection of resources will not be inhibited by the possibility that they may inadvertently come into possession or view of children. The library suggests that parental or guardian support and guidance for all younger library users.

## **Terms used**

- "AGM" means the Annual General Meeting of the Kaiwaka War Memorial Hall Association, the parent body of the Library
- "Duty library volunteer" is the person in nominal charge of the library on any given day, as authorised by the elected Librarian
- "Elected Librarian" is the person elected to the position of librarian at the AGM
- "Member" means a person who has applied to be a member of the Library and subsequently approved by the elected Librarian
- "The Library" and "the library" means the Kaiwaka Library