

TE KAUPAPA HERE MŌ TE WHARE PUKAPUKA

LIBRARY POLICY

CATEGORY:	Information and Customer Experience	STATUS:	FINAL
DATE POLICY ADOPTED:	3 September 2019	APPROVAL BY:	Council
REVIEW PERIOD:	5 years	NEXT REVIEW DUE BY:	2024
DATE PREVIOUSLY ADOPTED:	11 June 2019	REVISION NUMBER:	1

PURPOSE

The purpose of this policy is to set out the way Council will manage their library services and facility. This policy supersedes any other library policies.

SERVICES OFFERED

The following services are available at the library

HOMEWORK HELP

Library staff are available to assist/guide students and parents with researching homework information.

HOUSEBOUND SERVICE

To ensure that all library patrons have access to basic library services, Wairoa Library offers book selection and other library materials to patrons who are unable to visit a library facility due to illness or physical limitation.

RESEARCH

Wairoa Library offers various methods to research subject materials required by patrons. This is offered either via free use of APNK computers, assistance with locating information via books or by the use of research materials that the library has regarding the Wairoa district. Staff time for research is 30 minutes complimentary, a fee of \$30 per hour after that applies.

CHILDREN'S SESSIONS

School Group/Kindergarten/Kōhanga/Home Schooled Students

The library offers a full range of visits from tutorial visits to the library, to the borrowing of books. Please contact the Library Team Leader to discuss your requirements.

Pre-school and School Group Storytimes

Bookings are essential for this service to ensure staff availability. The library offers generalized storytime or subject based storytimes.

CHILDREN'S READING PROGRAMMES

The library offers a summer and winter reading programme for children. Books are essential for both programmes and numbers are limited.

ADULTS' READING PROGRAMMES

The library offers adult reading programmes. These are for adult readers who want to participate in the reading of new books of varying genres.

GENERAL POLICIES

FUNDING

Wairoa Library is funded by the Wairoa District Council through rates. Council's funding policy has determined that between 5% and 15% of costs incurred in providing library services should be recovered from library users. This is achieved through a variety of fees and charges.

HIREAGE

The library does not have meeting rooms/space in the library building to hire.

DISPLAYS

A Community Noticeboard will be provided in the library for community notices. Petitions, advertisements for personal services or items for sale will not be accepted for the notice board. Any notices put on this board will be at the discretion of the Library Team Leader.

COMPUTERS

APKNZ Computers in the Library are available for anyone to use. Users are entitled to 30 minutes per person and one booking per day. If you are using a computer that you are not booked on you will be asked to give the computer to the person who has booked it. If you are being disruptive while waiting for your turn, your booking may be revoked and you will be asked to leave the Library.

Headphones are required if watching media with sound. You are required to bring your own headphones.

Any inappropriate viewing of R18 websites which includes pornography, abusive images or content, foul or abusive language will not be tolerated and will result in the cancellation of your APNK booking. Any repeat offence will result in a trespass notice being issued. All trespass notices are for a duration of two (2) years.

TOUCH TABLE

The touch table is available for anyone to use. Any damage to the touch table must be paid for by the person/persons that damaged it.

Users are entitled to 30 minutes per person and one booking per day.

CONDUCT IN THE LIBRARY

Bad language, bullying or any anti-social behaviour will not be tolerated in the Library.

No hoods or gang memorabilia are to be worn in the Library. You will be asked to remove these before entering.

Staff will ask any patron who is being disruptive to leave. Instances of inappropriate behaviour will be noted on the patron's account.

Continued inappropriate behaviour will result in a trespass notice and library account suspension for the relevant patron/s. This will be for a set period of time (typically 2 years) and is reviewed prior to removal of the trespass notice and account reinstatement.

Groups meeting in the library – there are currently no areas available for this.

MEMBERSHIP CONDITIONS

Library accounts are available free of charge to:

- Any resident (adult or child) in the Wairoa District Council jurisdiction
- Any property owner in the Wairoa District Council jurisdiction

Library cards remain the property of the Library and account usage may be suspended if the Library's policies or rules of conduct are violated.

Patrons are responsible for all activities surrounding the use of their cards, including:

- Presenting their card at the checkout counter in order to borrow materials.
- Materials checked out on library cards, including those checked out up to the point a card is reported lost or stolen. Parents/legal guardians are responsible for guiding the selection of materials by their children under the age of 18 and assume responsibility for use of cards for children under the age of 18.
- Payment of fees and charges. Parents/legal guardians assume responsibility for fees and charges that accumulate on the accounts of children under the age of 18.
- Returning materials in good condition. Parents/legal guardians assume responsibility for children under the age of 18.
- Ensuring their contact details are up-to-date. Parents/legal guardians assume responsibility for children under the age of 18.
- Notifying the Library and returning their cards when they are no longer eligible for a membership e.g. when they move out of the district.

Patrons are required to produce verification of their age before age-restricted items are issued. These items are clearly labelled with the restriction.

Loan periods and limits vary according to material format. Any fees associated with borrowing library materials must be paid at start of the loan period. Renewing any of these materials incurs another fee to be paid which must be paid before renewal is processed. E.g. \$1 fee for bestseller magazine, renewal of loan requires another \$1 fee to be paid.

Patrons can renew materials a maximum of three times, unless otherwise stated in the table below. After this, the materials must be returned to the Library.

Renewing materials is subject to requirements of other patrons. If materials have been reserved by another patron then a renewal will not be processed and the materials must be returned to the Library.

MATERIAL TYPE	LOAN PERIOD AND CONDITIONS
DVD's	Period: 21 Days Limit: 4 DVDs out at any one time Fee: Free
Bestseller DVD's	Period: 7 Days Limit: 4 DVDs out at any one time

	Fee: \$1 per DVD
Books	Period: 21 Days Limit: 20 Fee: Free
Best seller Books	Period: 10 Days Limit: 4 Bestseller Books at any one time Fee: \$4 per Book
Magazines	Period: 21 Days Limit: 10 at any one time Fee: Free
Bestseller Magazines	Period: 7 Days Limit: 5 at any one time Fee: \$1 per magazine
Audio Books	Period: 21 Days Limit: 10 at any one time Fee: Free
Ebooks	Period: 21 Days Limit: 6 at any one time Fee: Free
Māori Non-Fiction	Period: 21 Days Limit: 4 at any one time Fee: Free

CHILD TO ADULT MEMBERSHIP

Child memberships apply to anyone under the age of 18 that opens an account. Once a child turns 18 they need to sign an adult membership form to continue their access to the library's services. It is the responsibility of the patron to initiate this process.

Any child accounts found to now be 18 years or older will have their account suspended until their membership is changed to an adult membership.

CHILDREN/STUDENTS

Children are welcomed by Wairoa Library to use and enjoy its services and resources. However, prior to 3pm during term time access to the Library is restricted to home schooled children and non-school age children.

Parents and guardians are responsible for the supervision and behaviour of their children aged under 14 years while the children are in the Library. The Library will not take responsibility for the care and behaviour of unattended children. Exceptions may be granted for specific programmes – please enquire if adult supervision is required when signing up for a programme.

In the event of disruptive behaviour that is not rectified the child/children will be asked to leave the Library. If their supervising adult cannot be found in the event of continued

disruptive behaviour or a child in distress or believed to be unsafe, the police will be notified.

School/pre-school visits process

All preschool and school visits need to be pre-arranged with the Library. Two weeks' notice is required.

Pre-school and school teachers are responsible for the supervision and behaviour of their class while the children are in the Library.

USER CHARGES

A full list of up-to-date fees and charges applicable to the Library are available in the Council's Fees and Charges Schedule. The Council's Fees and Charges Schedule is updated annually.

Any fees associated with borrowing library materials must be paid at start of the loan period. Renewing any of these materials incurs another fee to be paid which must be paid before renewal is processed. E.g. \$1 fee for bestseller magazine, renewal of loan requires another \$1 fee to be paid.

Any overdue charges must be paid within three months of the incurred charge or the patron's account will be suspended until the account is paid in full.

There is a maximum of \$40 allowed to be unpaid on a patron's account e.g. overdue fees, lost book costs. Once the limit is reached the patron's account will be suspended until account is paid in full.

All printing and photocopying must be paid for at the time of production. If it is not paid for then it will not be permitted to be taken from the building until payment is made. Any unpaid charges will be added to the patron's account after 7 days of non-payment.

The cost of mending any damaged materials will be charged to the responsible patron. If the materials cannot be mended, the replacement cost will be charged to the responsible patron. They will be charged the highest cost of one of two costs – original cost of materials or replacement cost of materials. For replacements there is also a \$10 penalty per item to cover administration costs.

Patrons have 45 days after the due date to return overdue materials before they will be charged for the materials. They will be charged highest cost of one of two costs – original cost of the materials or replacement cost of the materials. There is also a \$10 penalty per item to cover administration costs. The charge will not be refunded if the materials are found and returned after the 45 day period.

DEBT COLLECTION

Patrons have 3 months to pay off their fines and charges. The patron's account is suspended until the account is paid in full. After this period the debt collection process is actioned in line with Council's Credit Policy.

Adults cannot put items onto their child's card when their account is suspended.

Patrons will be liable for costs incurred when forwarding their account to a collection service.

After 6 years the debt against a patron's account will be written off if still unpaid. The account will remain suspended and the patron will be ineligible to utilise library services or materials requiring a library membership.

To reactivate an account after the debt has been written off the patron must supply a new proof of address, and pay a \$50 administration fee. After reactivation the patron will be limited to 2 items being able to be issued on their account, this will be reviewed after six months and either continued for another six months or the restriction will be removed.

COLLECTION MANAGEMENT

The Library collects and maintains a wide range of informational, recreational and local history material for the benefit of the entire community.

Selection of library materials, whether purchased or donated, is based upon the informational, educational, recreational and professional needs of our patrons but is limited by factors such as budget, space and content of existing collections.

GUIDING PRINCIPLES

- *Availability of resources held by the Library*
Any item that is not available for borrowing must meet at least one of the following criteria:
High demand necessitates a copy or an additional copy of an item be available at all times.
The content is of short term interest only e.g. newspapers.
It is a rare or fragile item.
Items required for Library programmes or displays.
- *Digital enablement*
The Library uses digital systems to manage all collections and ensure that all resources can be found by users via the library catalogue.
Electronic resources are preferred where they satisfy the selection criteria.
- *Appropriate formats for materials*
Material is purchased in the format deemed most useful to the Library's patrons.
- *Intellectual freedom*
The Library supports the Library and Information Association of New Zealand Aotearoa's policy statement on Intellectual Freedom adopted in 2002.
Library materials are provided without regard for the identity or background of their creators. Resources are not excluded on political, gender, social, moral, or religious grounds, and are not removed because of the disapproval or pressure of individuals or community groups.
Material will not be suppressed or removed simply because it gives offence.
Items will not be marked or identified to show approval or disapproval of contents.
- *Duplication of resources*
The Library avoids duplication of resources in order to provide a cost-effective service to patrons.
Multiple copies of the same title are acquired where the demand is strong, or for the purposes of long-term retention, or for other reasons such as when it is desirable for a title to be represented in different collections.
Past demand for the works of particular authors, patrons' expectations and staff experience influence decisions about the number of copies to be purchased. The number of requests on a title may also be taken into consideration.

SELECTION CRITERIA

Selection focuses on the enhancement of existing collections to reflect:

- The relationship to the existing collection on the subject.
- A broad range of material, giving customers access to a range of viewpoints and formats.
- Currency and usage of existing stock.
- New or expanding areas of knowledge.
- Suitability of subject and style for the intended audience.
- Present and potential relevance to patron needs.
- Attention of critics, reviewers, and public.
- Suitability of format for library use.
- Part of a series already held.
- Expected level of usage.
- Prizes, awards or honours received.
- Value for money.
- Patron requests.

Selection of a fiction item includes consideration of the following:

- Popularity of author.
- Inclusion in a series already held.
- Vitality and originality.
- Sustained public interest in the genre.
- Literary importance.
- New Zealand content or relevance.
- Favourable reviews.
- Revival in popularity of an older work (often connected with films or television series).

Selection of a non-fiction item includes consideration of the following:

- Currency of the information.
- New Zealand content or relevance.
- Comprehensiveness and depth of treatment.
- Clarity, accuracy and logic of presentation.
- Authority of author.
- Contribution to subject balance of the entire collection.
- Quality of the item's presentation of the subject, such as illustrations and instructional information where appropriate.
- Intended readership level.
- Popular demand.
- Local interest.
- Format.
- Reviews.

- Cost.

The ability for the public to make suggestions to purchase is one that the Library highly values. The requests to purchase may be made on dedicated ‘suggest to buy’ forms, customer service feedback forms, online, and by letter or email. All material suggested for purchase is considered and acquired if it meets selection and budget guidelines.

The Library does not purchase material prohibited by law under the Films, Videos and Publications Classification Act 1993.

Materials not considered for purchase include publications in a format not suitable for library use or lending, such as those with accompanying game pieces and card sets, or workbooks intended to be written in by users, or with perforated pages. Spiral bindings are avoided.

When purchasing books and making the decision between hardback and paperback, consideration is given to the predicted shelf life of the title, the relative price of each format, and the additional processing and future mending costs required to prolong the shelf life.

The Library recognises not only the heritage value of New Zealand materials but also our patrons’ high level of interest in them. It therefore places a high priority on the purchase of New Zealand works in accordance with established selection criteria and available funding.

The Library does not acquire foreign language material due to the current lack of demand by the community.

COLLECTIONS HELD

The table below outlines the collections the Library has and any specific selection criteria that is applied to this collection in addition to the general selection criteria.

COLLECTION NAME	COLLECTION INFORMATION & SELECTION CRITERIA
Adult DVD	Selection criteria: <ul style="list-style-type: none"> • Awards – finalist or winners. • New Zealand content. • Likely appeal for sustained long term use. • Breadth of appeal. • Public demand. • Blockbusters.
Adult DVD Bestseller	This collection is made up of the latest acquisitions or new release titles
Adult Fiction Bestseller	This collection is made up of adult fiction books that are from bestselling authors, are brand new titles, and are an immediate release from the publisher to the public.

Adult Fiction	<p>This collection includes fiction books that have a literacy level and content where the target audience is adults.</p> <p>Genres include: Crime, Fantasy, Graphic Novel, Historical, Horror, Literary, Maori, Paranormal, Relationships, Romance, Science Fiction, Western.</p> <p>Large print genres include: Crime, Regional, Relationship, Western.</p>
Adult Nonfiction	<p>This collection includes non-fiction works that are factual, accurate, and current. They are shelved in the general area, within their respective subjects following the Dewey decimal system.</p>
Adult Nonfiction Bestseller	<p>This collection includes non-fiction works that are factual, accurate, and current. They are shelved in the bestseller collection area.</p>
Adult Nonfiction Maori	<p>This collection includes non-fiction Maori works that are factual, and accurate.</p> <p>The Library promotes cultural awareness through this collection to help satisfy the desire of customers to understand and appreciate New Zealand's unique Maori heritage. This collection brings together material on a wide range of subjects pertaining to Maori and includes both historic and contemporary works written about Maori in English and Te Reo Maori.</p>
Adult Nonfiction Maori Reference	<p>This collection includes non-fiction Maori works that are factual, and accurate. These can only be viewed in the library and are not available to borrow.</p>
Junior DVD	<p>Selection criteria:</p> <ul style="list-style-type: none"> • Quality and delivery of educational content. • Appropriateness to the developmental stages of children. • Appeal and topicality. • New Zealand content. • Public demand. • Titles rated G or PG only. • Blockbusters.
Junior Fiction	<p>This collection includes fiction books that have a literacy level and content where the target audience is children.</p> <p>Genres include: Adventure, Animal, Browsing, Choose-your-own, Crime, Fantasy, Ghost, Historical, Horror, Horse, Reader, Relationships, Science Fiction, TV Tie-in</p>

Junior Nonfiction	This collection includes non-fiction works that are factual, accurate, and current that are accessible to the target age group. They are shelved following the Dewey decimal system.
Junior Nonfiction Maori	This collection includes non-fiction Maori works that are factual, and accurate that are accessible to the target age group.
Junior Picture Board Book	Highly imaginative picture books where the book is made from hard cardboard, and they are accessible to the target age group.
Junior Picture Book	Highly imaginative picture books accessible to the target age group.
Magazines	The Library's Magazine Collection consists of a variety of magazines purchased on a monthly basis to support a variety of interests. It supports the aims of providing recreational, informational and educational resources for our customers. The lending collection comprises publications selected to provide a balance between a wide range of general, popular and special interest magazines. Regard is also given to new titles suggested by customers in line with the Library's general selection criteria.
Magazines Bestseller	This collection is made up of the latest acquisitions.
Stack Adult Fiction	These titles may be older or more fragile copies, or the older titles in large series. They can be borrowed from the library.
Stack Adult Nonfiction	These titles may be older or more fragile copies, or the older titles in large series. They can be borrowed from the library.
Stack Junior Fiction	These titles may be older or more fragile copies, or the older titles in large series. They can be borrowed from the library.
Stack Junior Nonfiction	These titles may be older or more fragile copies, or the older titles in large series. They can be borrowed from the library.
Stack Local History	These titles are rare books that the library is unable to replace if lost or damaged. They can't be borrowed from the library.
Stack Protected	These titles are rare books that the library is unable to replace if lost or damaged. They can't be borrowed from the library.
Young Adult	This collection includes fiction books that have a literacy level and content where the target audience is young adults. Genres include: Adventure, Crime, Fantasy, Horror, Paranormal, Relationships, Science Fiction

GIFTS/DONATIONS/UNSOLICITED ITEMS

The decision whether to accept donations into a collection rests with the Library Team Leader. Items are accepted on the understanding that they become the property of the

Library. The Library will organise them according to the collection selection criteria. Generally, items that are not in a 'new' condition will not be retained unless they fulfil a particular need in the collection, e.g. completing a series already held, history reference to Wairoa.

All items are accepted on the understanding that if they are not considered suitable for the Library's collection they will be disposed of alongside other regularly withdrawn material. All items are accepted on the understanding that the donor acknowledges this condition.

MENDING CRITERIA

All material needing repair is assessed to decide whether the item is worth repairing. If it is beyond repair but still has relevance in the collection, consideration may be given to obtaining a replacement title in accordance with the selection criteria.

Mending includes:

- Spot mending (repairing loose/torn pages and re-covering): this is only performed if the item still has value for the collection and the life of the book will be reasonably extended.
- Rebinding: books are only rebound if they are expensive or not easily replaced and careful consideration is given to the cost of repair versus replacement.

REPLACEMENT CRITERIA

While the Library tries to maintain a wide selection of material, items withdrawn due to loss or damage are not automatically replaced. Decisions concerning replacement of individual titles are based on the following:

- Current demand.
- The continuing need for duplicate copies.
- Status as a standard or classic work.
- Currency.
- Other material within the collection on the same subject.
- Whether it is part of a series.
- Cost and availability of a replacement.
- The cost effectiveness of repair.

DESELECTION CRITERIA

All collections are regularly assessed for material that may need to be withdrawn and considered for replacement.

Items eligible for deselection are identified by their age, as this gives an indication of whether an item may have passed its useful life, and is no longer classed as an asset:

- 1 year – magazines

- 2 years – board books
- 5 years – all audio visual collections
- 6 years – all children’s, young adult collections, reference, and adult fiction collections
- 10 years – all large print, and adult non-fiction collections

Items identified are then evaluated on a case-by-case basis using the following criteria:

- Total number of issues since acquisition date.
- Number of recent issues (last 12 months).
- Currency (if content is outdated it may have become incorrect, new edition supersedes it).
- Appearance (dirty pages, weakened spine, dated look of illustrations).
- Practicality and cost of repair.
- Number of duplicates or books on the topic.
- Time elapsed since last transaction date.
- Status as a recognised classic work, or historical or research value.
- Expected future use.
- Part of a series.
- Available space (users find it difficult to locate useful materials when the collection is overcrowded with outdated, unattractive and irrelevant materials).

Exceptions to the above criteria are:

- Material not likely to become outdated.
- Resources on a subject not found elsewhere in the collection, and where a replacement is unavailable.

Items that are still used but in poor condition may be replaced. Low use material may be moved to Stack to make room for higher use material.

Materials withdrawn from the collection are generally donated; exceptions include items in an exceptionally poor state of repair which are thrown out. Alternatively, items that could have a reasonable resale value may be listed online. Children’s titles are considered for donation to local schools. Items unable to be sold or donated, are damaged or dirty, are recycled.

For practical reasons it is not possible to tag material for purchase when deselected by individual members of the public. Library staff do, however, assist patrons to determine the availability of required items if requested.

COLLABORATION

The Library collaborates with other groups, at local, national, and international level to increase and enhance the information resources which may be made available.

- LIANZ member
- APNK network
- NZLibs platform (ebooks) – 4 councils have formed a consortia to provide e-books to a patrons – Tararua, Central Hawke’s Bay, Horowhenua and Wairoa
- Interloans – can borrow books from another library for fee, Library Team Leader will assess any applications and make a decision, there is a fee charged by the library plus the patron will also need to pay any fees from the other library where the item is being borrowed from
- NLNZ Talking Books - The aim of this collection is to provide audio versions of popular fiction and non-fiction. Full-length and abridged recordings are held, with emphasis given to the quality of the reading and recording. This collection is supplemented on a regular basis by bulk loans from the National Library of New Zealand.
- Regional large print collection – 6 councils (Central Hawke’s Bay, Gisborne, Hastings, Tararua, Napier, and Wairoa) have a shared procurement and collection of large print resources, collection rotates on a cycle between the libraries

APPENDIX ONE – LIST OF FEES AND CHARGES

This policy includes a number of fees and charges applicable to patrons of the library. The policy sets out some of the types of fees and charges and lists the fees and charges that are applicable for the 2019-2020 financial year. Council reviews fees and charges annually, for the current fees and charges applicable to the library services please see the current Council Fees and Charges Schedule.

The table below lists the fees and charges that are mentioned in this policy.

FEE/CHARGE DESCRIPTION	AMOUNT APPLICABLE FOR 2019-2020 FINANCIAL YEAR
Research – staff time	First 30 minutes free, then \$30 per hour
Bestseller DVD	\$1 per DVD per loan period
Bestseller Books	\$4 per book per loan period
Bestseller Magazines	\$1 per magazine per loan period
Mending of damaged items	Full cost of mending the material
Replacement administration fee	\$10 per item
Replacement item fee	Highest cost of one of two costs – original cost of the materials or replacement cost of the materials
Suspended account reactivation fee	\$50