

Membership Policy

Purpose and Scope

Christchurch City Libraries provides library membership to enable people to access the services and resources available from its network of libraries including the mobile library service and the digital library.

Membership is obtained by completing an Application for Membership and presenting this, along with the required forms of identification outlined in the Conditions of Membership, at any of the library locations.

A membership card enables members to borrow items, check their library record, place holds, access library services and for the Library to manage their membership.

Membership is free, however there are charges for accessing some library services, and subscription membership is available for those members who are not ratepayers or residents of the Christchurch City Council (CCC) area.

Membership Categories

1. Temporary

This membership is available online for three months and enables customers to access some online resources. To extend membership beyond this period and/or borrow physical items, proof of address and ID must be provided at any Christchurch city library to convert to a full membership.

2. Christchurch City Council area

Membership is free for residents and ratepayers of the Christchurch City Council area.

There are a number of different membership profiles for the customer groups residing within the CCC boundaries, some of which have differing privileges and/or parameters.

Further information about charges can be found in the Fees and Charges Policy; conditions of access to library materials are outlined in the Borrowing Policy.

2.1. Adult

Adult membership is available to anyone aged over 18.

This membership category enables customers to access most materials from the print and electronic collections. The majority of these are provided free of charge.

2.2. Youth

Youth membership is available to anyone aged under 18.

This membership category enables members to access most materials from the print and electronic collections. The majority of these are provided free of charge.

2.3. Concession

Concession membership is available to customers, living in the CCC area, who have a condition that restricts their use of the library. A medical certificate, letter from a specialist or other verification of the condition may be required in order to obtain this membership category.

This membership category enables members to borrow some charged-for items such as audiobooks, DVDs and CDs from the general collection free of charge, and borrow most items for up to six weeks.

Items from the Bestseller collections, interlibrary loans and board games will still incur a borrowing charge.

2.4. Managed Accounts

A Managed Account is available for customers living within the Christchurch City Council area who have difficulties managing their accounts. This can be identified through the debt management process, or be self-requested.

Managed accounts can be established for Concession, Adult city and Youth city members. In the case of Youth members, the profile may be requested by their parent or guardian, or used by the Debt Recovery Officer in the case of debt on the Guarantor's card.

2.5. Group Facilities

Group facilities membership is available to institutions to enable customers who live within a residential care facility or prison, or who attend a registered pre-school facility or special needs unit to borrow library resources. This membership acknowledges the needs of customers who are less mobile or whose access to a network library is restricted.

Institutional service agreements may govern residents' access to library services and resources.

3. Subscription

Subscription adult or youth membership is available to people who live outside the Christchurch City Council boundaries. Non-residents who comply with the conditions of membership pay an annual or six-monthly subscription which provides the same borrowing privileges for print and audio-visual items as a Christchurch City Council member.

Non-city members can access all electronic resources except where specifically excluded by the terms of Christchurch City Libraries contractual agreements with those suppliers.

3.1. Youth – out of district

Youth living in adjacent district council areas (Hurunui, Selwyn and Waimakariri) may be subsidised to receive the same borrowing privileges for print and audio-visual items as CCC youth members, subject to funding. Gammack Trust funding has been available to subsidise borrowing for youth residing in these areas in some financial years, but this is reviewed regularly.

4. Visitor

Reciprocal membership is available to visitors from other areas of New Zealand and who will be in Christchurch for up to three months.

Visitors who can present their membership card from their New Zealand home public library can borrow items and access services as per Christchurch City Council residents and ratepayers.

Visitors who are not able to provide a New Zealand home public library card and all international visitors are enrolled as subscription members and incur the appropriate charges.

5. Corporate

Corporate membership is available to companies, businesses and organisations that have a business within the Christchurch City Council boundaries. The membership entitles corporate customers to borrow items for the purpose of the business but excludes the borrowing of items for any other purpose.

To qualify for this membership, applicants must provide proof of business identity and have signed authorisation from the finance manager, head manager or sole trader.

6. Life

Former employees and volunteers of Christchurch City Libraries who have worked continuously at the library for fifteen years or more and former volunteers from voluntary libraries with the same length of service are eligible to apply for a life membership.

Applications for life membership for former staff of Christchurch City Libraries are made to the relevant Manager, and for former volunteers at voluntary libraries are made to the relevant Community Library Manager.

Life membership entitles the member to exemption from most fees and charges (with the main exceptions being bestsellers, interlibrary loans and board games).

Life membership is granted at the discretion of the Libraries and Information Unit Manager.

7. Staff

7.1. Christchurch City Libraries Staff

Staff currently employed at Christchurch City Libraries may apply for two memberships - one for their personal use and one for conducting their professional business. This is regardless of whether they are a ratepayer or resident of Christchurch City Council. It is recognised that informed staff, with a good familiarity with and understanding of the collections, will deliver a quality service to customers.

These memberships are exempt from most fees and charges (with the main exception being bestsellers and board games where charges are applied). Interlibrary loan charges will only apply to the personal membership, with professional membership exempt up to the annual quota.

Loan quotas, loan periods and terms and conditions are the same as other adult membership categories.

7.2. Insite

Christchurch City Council Staff (excluding library staff) and elected members may apply for Insite membership. This membership enables them to borrow library materials and access a dedicated information service (including information research, document supply, alert service and news releases) to enable them to meet the business needs of their role with CCC.

Membership is arranged by contacting the Insite team.

7.3. Joint-use Library

Staff employed at institutions with a joint use library (i.e. operated by Christchurch City Libraries and the institution) may apply for a staff membership for the purpose of conducting their professional role at the institution. Membership terms and conditions will match those of the Christchurch City Libraries staff professional membership.

Conditions of Membership

Membership is obtained by completing an Application for Membership. This application outlines the Conditions of Membership current at the time of joining. These conditions are available on the libraries' website and will be updated as required.

References and related documents

Document	Link
Fees and Charges Policy	https://my.christchurchcitylibraries.com/fees-and-charges-policy/
Borrowing Policy	https://my.christchurchcitylibraries.com/borrowing-policy/
Conditions of membership	https://my.christchurchcitylibraries.com/conditions-of-membership/

Administration

Policy owner:	Service Delivery Managers
Approved by:	Library Leadership Team
Date approved:	March 2026
Date for next review:	5 years from approval or as required.