

# Borrowing policy

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## Purpose

The purpose of this policy is to make sure that the resources of Christchurch City Libraries are accessible to all library members. Our responsibilities of kaitiakitanga and manaakitanga guide our decisions about fair access, so that we are caring for both people and collections.

## Scope

This policy applies to all items available for members to borrow.

It gives the reasons for our decisions on how many items can be borrowed, how long items are issued for and what parameters apply for different memberships.

## Our members

Library members can borrow items from our collections. Anyone can apply to become a library member. Council ratepayers and people living in Christchurch are entitled to free library membership. Current [conditions of membership](#) are published on our website and more information can be found in the Membership policy.

## Our collections

### 1. Borrowing quotas

Our collections need to meet demand and our customers need fair access to them. To help ensure this we have a maximum number of items that members can borrow at a time.

Different types of membership determine how many items can be borrowed and how long they are issued for. You can find more information about borrowing quotas for each membership type in the Membership parameters table.

There may be limits on the number of items that you can stream or download from eResource platforms. You can find more information about individual eResources on our [website](#).

### 2. Borrowing times

To be fair to everyone there is a limit on how long items can be borrowed for.

Some items are restricted for some users e.g. R16 DVDs.

Table 1 Loan periods

Collection	Loan period	Reasons
Bestsellers & DVDs	7 days	Most popular items available to as many people as possible in a short period of time
Books, CDs, Language CDs	28 days	Allows time to enjoy the item and lets many people borrow over a year
DVD sets	14 days	Popular items that take longer to watch are available to as many people as possible in a short period of time
Magazines	14 days	Allows many people to borrow magazines while their content is still current
eBooks & eAudiobooks	7-28 days	Borrowing times depend on the eResource platform and the options that the borrower chooses
eMagazines	7-28 days	Borrowing times depend on the eResource platform and the options that the borrower chooses
Board Games	14 days	Popular items that may take longer to learn and have fun with are available to as many people as possible
Streaming resources	Various	Some platforms may have limits. Check our <a href="#">website</a> for more information on eResources.

### 3. Renewals

All physical items can be renewed once as long as no one else is waiting for them to be returned.

Some eBook platforms allow renewals before the borrowing period expires if there are no holds on the item.

### 4. Returns

You can return most physical items to any of [our libraries](#). Board games must be returned to the library where they were borrowed.

eBooks and eAudiobooks are returned automatically at the end of the borrowing period. Some platforms enable you to return an item before its due date.

### 5. Holds

Most items in the lending collection can be freely requested by a member to collect from the library location of their choice. This is called placing a hold. Items in the bestseller and board game collections cannot be placed on hold.

Physical holds are kept at the selected library for a limited time. If they are not collected within this time, they are returned to the lending collection.

When eBooks or eAudiobooks become available for a hold, library members are usually notified by email.

## 6. Charges

Information about library fees is in the Fees & Charges Policy, and current charges are listed on the library website. This includes costs for lost or damaged items, charges for borrowing and debt collection fees.

Your membership type determines which collections you pay to borrow and how long you can borrow items for. See the table below. **Note:** all memberships are required to pay for Bestsellers and Board Games.

Table 2 Membership parameters

		Loan quota per account	Daily loan period - General	Pays for AV material (CD, DVD, Audiobooks)
<b>Age: 18+</b>	Adult	30	28	Yes
	New Adult <i>Proof of address to be supplied</i>	2	28	Yes
	Adult Managed Account	5	28	Yes
	New Concession <i>Proof of address to be supplied</i>	2	28	Yes
	Concession	30	42	No
	Concession Member Managed Account	5	42	No
	Subscription member	30	28	Yes
<b>Age: Under 18</b>	Youth	30	28	Yes
	New Youth <i>Proof of address to be supplied</i>	2	28	Yes
	Youth Managed Account	5	28	Yes
	Youth Non-City Hurunui/Selwyn/Waimakariri	30	28	Yes
	Youth Concession	30	28	Yes
<b>Other</b>	Corporate	30	28	Yes
	Group Facilities	150	42	Yes

## Loan queries

The Library works with any members to resolve queries such as:

- returned an item that seem to be still showing on an account
- items on an account that are reported as not borrowed by the member

## References and related documents

Document	Link
<b>Christchurch City Council's Community Outcomes</b>	<a href="https://ccc.govt.nz/the-council/how-the-council-works/20182028-vision/community-outcomes/">https://ccc.govt.nz/the-council/how-the-council-works/20182028-vision/community-outcomes/</a>
<b>Membership policy</b>	<a href="https://my.christchurchcitylibraries.com/membership-policy/">https://my.christchurchcitylibraries.com/membership-policy/</a>
<b>Fees and charges policy</b>	Still to be finalised for FY26/27

## Administration

<b>Policy owner:</b>	Service Delivery Managers
<b>Approved by:</b>	Library Leadership Team
<b>Date approved:</b>	December 2025
<b>Date for next review:</b>	5 years or earlier as required