

# Fees and Charges Policy

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## Policy Statement

Many services at Christchurch City Libraries are free to residents and ratepayers in the Christchurch City Council area. The decisions about the services that will be charged for are based on the Local Government Act 2002 section 12 and the following principles:

- Maximise the equity of access to Library resources for all members of our community by removing barriers.
- Core services, such as printing and copying, are kept to minimum cost recovery level.
- Some products or services that are considered as containing a value-added component may have an associated charge, for example borrowable Board Games.
- Some specialist products or services, such as Bindery services, will be charged based on the service provided; quotations will be given in advance.
- Charges may be waived for products/services where there are access barriers, for example mobility issues, for some customer groups. An example of this would be Concession membership.

Some fees and charges require approval as part of the Christchurch City Council's Long Term Plan process; other fees and charges are set at the discretion of the General Manager, Citizens and Community.

All charges are listed in both the [Council's Fees and Charges schedule for libraries](#) on the Christchurch City Council website, and the [Library website](#).

## Specific fees and charges information

### General services:

#### 1. Replacement Membership Cards

A membership card is required for borrowing items from the collection. If the card is lost or damaged, it will need to be replaced to continue borrowing from the library.

#### 2. Lost or Damaged Collection Item

The charge made for a lost or damaged collection item reflects the cost to the library of repurchasing or repairing the item.

This is calculated from the item cost as detailed in the catalogue record, and an administration fee to cover staff time and processes involved in replacing and readying the item for borrowing.

### 3. Overdue collection items

Items not returned within 28 days after the due date will be assumed lost, and the customer's library card will be blocked until the outstanding items are returned or paid for.

Items that have not been returned or paid for after an additional 49 days may be referred to a Debt Collection Agency. Customers will be liable for any costs incurred to recover amounts owing, including the debt collection referral fee.

### 4. Collections

All items located in the bestseller and board game collections attract a charge which reflects the premium nature and immediacy of access provided by these items. The charge applies to all library customers.

### 5. Merchandise

Various items, such as USB drives, earbuds, book bags may be available for sale within libraries on a cost recovery basis.

## Interlibrary Loan

For information about the borrowing conditions of interlibrary loan, refer to the [Interlibrary Loan Policy](#).

### 1. General Conditions

Charges apply to all interlibrary loan requests but vary depending on whether the request is non-urgent, urgent, international or for Standards.

- Items supplied from New Zealand sources are charged on a partial cost recovery basis.
- Overseas items are charged on a partial cost recovery basis, and vary according to country of origin, exchange rates, agent's charges, and method of delivery. Members will be advised of charges before proceeding with a request.
- If library members request more than 25 items in one calendar year, an increased charge applies for each item after the 25<sup>th</sup>.
- Occasionally additional charges may be imposed by the supplying library. These charges may be passed on to the customer.

### 2. Corporate Services

Items received on interlibrary loan for corporate members can be supplied by post. The charge for this service will be based on cost recovery, including postage costs.

## 2.3 Subscription membership

Most library members are Christchurch City Council ratepayers or residents. People who live outside the Christchurch City Council area, and who comply with the conditions of membership, are eligible to join the library as subscription members. This subscription enables non-city members to access most services offered by the library on the same basis as ratepayers and residents with the following exceptions:

- Some electronic resources are specifically excluded by the terms of Christchurch City Libraries' contractual agreements with those suppliers.
- Some services offered through Outreach and Learning are limited to Christchurch City ratepayers and residents only.

**Note:** some trusts (eg. Gammack Trust) provide for free membership for youth in adjacent districts.

## Printing and Copying

### 1. Printing and Photocopying

A printing and photocopying service is available for both black and white, and colour.

### 2. Digital Image Reproduction

Where relevant rights apply, there is no charge for downloading digital copies of images. However, where the image is not available for download from the library website, charges will apply. These are generally cost recovery.

### 3. Scanning

Customer self-scanning is free. However, where customers require higher resolution scans using specialist library equipment then cost recovery charges will apply.

## Information Delivery

### 1. Research Consultations

Queries that take less than 30 minutes are provided free of charge. Where the query is more in-depth, a charge will apply to staff time over 30 minutes.

Customers will be advised of likely costs for additional research before the chargeable work begins. These will include any associated costs such as photocopying, printing, or postage.

## Public Programmes

The principles underpinning the fees and charging policy apply equally to the programmes and services offered by the Library and Auahatanga Creative Spaces. Charges reflect the nature, value, and delivery cost, and will be clearly advertised. These may include:

- No charge
- Cost recovery
- Subsidised
- Premium experience (market price)

Costs associated with materials used within the Auahatanga Creative Spaces are available on the [Library website](#).

## Meeting Rooms and Public Spaces

Christchurch City Libraries meeting rooms and bookable spaces available for use by groups and organisations in the community. Conditions of use, definitions and eligibility are outlined on the [Library website](#).

A full list of room hire charges can be found in the [City Council fees and charges for libraries](#).

## References and related documents

Document	Link
<b>Council fees and charges for libraries</b>	<a href="https://ccc.govt.nz/the-council/plans-strategies-policies-and-bylaws/plans/long-term-plan-and-annual-plans/fees-and-charges">https://ccc.govt.nz/the-council/plans-strategies-policies-and-bylaws/plans/long-term-plan-and-annual-plans/fees-and-charges</a>
<b>Council Long Term and Annual Plans</b>	<a href="https://ccc.govt.nz/the-council/plans-strategies-policies-and-bylaws/plans/long-term-plan-and-annual-plans">https://ccc.govt.nz/the-council/plans-strategies-policies-and-bylaws/plans/long-term-plan-and-annual-plans</a>
<b>Local Government Act 2002</b>	<a href="https://www.legislation.govt.nz/act/public/2002/0084/latest/DLM170873.html">https://www.legislation.govt.nz/act/public/2002/0084/latest/DLM170873.html</a>
<b>Interlibrary Loan Policy</b>	<a href="https://my.christchurchcitylibraries.com/interlibrary-loan-policy/">https://my.christchurchcitylibraries.com/interlibrary-loan-policy/</a>
<b>Content Development Policy</b>	<a href="https://my.christchurchcitylibraries.com/content-development-policy/">https://my.christchurchcitylibraries.com/content-development-policy/</a>

## Administration

<b>Policy owner:</b>	Content Manager
<b>Approved by:</b>	Library Leadership Team
<b>Date approved:</b>	June 2026
<b>Date for next review:</b>	The Fees and Charges Policy will be reviewed every three years (at a minimum), to coincide with the Long Term Plan (LTP) planning cycle.