PUKE ARIKI AND COMMUNITY LIBRARIES MEMBERSHIP POLICY

POLICY STATEMENT

Puke Ariki and Community Libraries provide library membership to enable customers to access the services and resources available from the Puke Ariki and Community Libraries including the Mobile Library and the Digital Library.

LIBRARY MEMBERSHIP CATEGORIES

Library membership is free to all residents living in Taranaki. There are charges for some library services. Charges are reviewed from time to time. All customers must comply with the Conditions of Membership set out below.

Adult Membership;

- 18 years and over
- Free access to print and digital items
- No charge to place holds
- No overdue fees for late items

Children's/Teen Membership;

- 17 years and under
- Free access to print and digital items from the Children's and Teens collections
- No charge to place holds
- No overdue fees for late items

Subscription membership;

- Visitors to Taranaki can obtain a visitor membership for three months for $26.00 and can borrow five items at a time

CONDITIONS OF MEMBERSHIP.

Customers are responsible for the following;

- Items borrowed on their library card. Replacement costs will be charged if items are lost or damaged
- To return all items borrowed by their due date.
- To notify the library if their library card is lost or stolen or if their contact details change.
- To pay for damages, replacement charges, processing fees or collection fees incurred on their library card.
- That an adult must give consent for a child to obtain a Children's Membership thereby giving consent and taking responsibility for library items borrowed by a child
- Reserves can be placed on all circulating library items. The library member will be notified when the items are ready for collection and will be held for 7 days after notification.
- The use of a debt collection agency may be used to recover any unpaid debt.

HOW TO JOIN THE LIBRARY

- Talk to a Librarian at Puke Ariki or any Community Library or click here to get started online for a full or digital only library membership https://pukeariki.com/libraries/membership/
- To obtain a full library membership, visit a library and present:
- One form of photo ID with full name and signature

- A full library membership enables members to have physical items issued, access digital resources, check their library record, place holds, access library services and for the Library to manage their membership. All items may be renewed twice unless the item is on a reserve list.
- A Digital membership enables members to borrow digital items only**.** This membership is valid for twelve months and can be converted to a full membership by presenting the required forms of identification at any Puke Ariki and Community Library.

PRIVACY STATEMENT: WHY ARE WE COLLECTING YOUR PERSONAL INFORMATION?

- Personal information about you will be held by Puke Ariki and the Community Libraries in accordance with the Privacy Act 2020 and the Local Government Official Information and Meetings Act 1987. This information will be kept confidential and will not be disclosed except where required by law.
- We use your personal information to contact you and for the purpose of managing your library membership. With your consent we may use your personal information to advise you of Council services and events. This information may be given to appropriate Council staff and/or a credit agency if we need to recover outstanding debt. A debt recovery fee will apply.
- You have the right to access and correct or update your personal information at any time and if you wish to do so, please contact New Plymouth District Council.
- If you do not provide the information requested, the library may decline your application for membership.

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