

Adult membership terms and conditions

Welcome to Tauranga City Libraries



Tauranga City

LIBRARIES

When you sign the application form and your Library Card, you agree to the Library membership terms and conditions. The Library Card must be signed at the time of application, by the person applying for the card or by the Guarantor for those under 18 years of age. If you are applying online then clicking to agree to our terms and conditions completes the application. You have 14 days to visit the Library to collect and sign your card.

Tauranga City Libraries reserves the right to decline or withdraw Library membership.

As a Library Card holder you can:

- Use your card at all the Tauranga City Libraries branches including the Mobile Library.
- Borrow up to 40 items at any time (special conditions apply for Visitors and Organisations).
- Use the library website or the library computers to check and renew items borrowed on your Card (conditions apply).
- Get help from the library by phone or by person.

As the Library Card holder or guarantor you are responsible for:

- Any item borrowed on the Card.
- Returning items by the due date.
- All fees and charges on your Card.
- Any loss or damage to the items borrowed on your Card.
- Resolving any charges within 30 days of the date incurred.
- Informing us when your Card is stolen or lost; you will be liable for all items and charges unless you have reported your Card lost or stolen.
- Informing us of any change of address/contact details.
- Producing your card for every visit.

Overdue item charges and lost books:

- When an item is issued, the library provides a printed slip showing the due date of the item. There are charges for items returned after the due date. Please ask a staff member for information about the charges.
- As a courtesy, we undertake to notify you when your items are overdue.
- Lending restrictions apply once your items become overdue. These restrictions will be lifted once items are returned and all charges have been paid.
- Replacement items in lieu of lost books are not accepted.
- Lost items fee – you will be billed for the listed price of an item as it appears on the Library system at the time of the loss. This amount will be communicated to you on a final reminder.
- The lost item fee also applies to items destroyed in a natural disaster.
- Tauranga City Libraries employ a Debt Collection Agency to assist in the recovery of overdue items and a cost recovery charge is added to the total amount owing.

The provisions of the Privacy Act 1993 protect the personal information you provide on your Application form. You have the right to examine the information held and update your information at any time. Tauranga City Libraries will use this information only for administering library services.

I understand and agree to abide by the Borrowing Conditions of Tauranga City Libraries.

I authorise Tauranga City Libraries to give the personal information contained in this application form to debt collection agencies for the purpose of recovering overdue charges or the cost of lost items.

I agree to pay all reasonable costs associated with debt collection services engaged by Tauranga City Libraries that arise from the use of this library Card.

I confirm that the information I have provided in my application is correct.