

Waikato District Council Library Membership Terms and Conditions

Who do these terms and conditions apply to?

These terms apply to any individual, guardian or organisation who completes and submits a library membership application.

Terms and Conditions

Your responsibilities as a library member

As a member of a WDC library you agree to the following:

1. You are responsible for all items that are borrowed on your library card, even if they are lost or stolen;
2. You must notify the library as soon as possible if your membership card is lost or stolen;
3. All items must be returned on time, in good condition and you agree to pay for damaged and lost items;
4. Any lost items returned 12 months after the due date will not be refunded;
5. Any debt owing over \$50 for more than 45 days will be sent to a debt collection agency;
6. You will notify the library of any change of address, phone number and/or email address;
7. Members must not damage any property of the libraries. The library reserves the right to seek payment for any damages incurred; and
8. Members must not direct any offensive behavior towards staff or other members in the facility. WDC staff reserve the right to remove members from any library facility for disruptive behavior.
9. Your personal information will be collected, used and stored in accordance with WDC's Library Privacy Statement.
10. Your membership is ongoing unless you have been inactive for 3 years or you have actively contacted your local library to cancel your membership;
11. Customers and caregivers are responsible for ensuring they are satisfied with books and other library resources they or their children choose to use. The library complies with the provisions of the Films, Videos, and Publications Classification Act 1993. Library materials are not restricted, removed, or censored unless they have been officially classified or restricted under the Act.

Acceptance of Terms

The terms and conditions are deemed accepted when an application for library membership is submitted to any Waikato District Council (**WDC**) library.

WDC reserves the right to make changes to these terms from time to time, any updates will be notified on our website.

Cancellation of Membership

You may cancel your membership at any time by any of the following options;

- calling 0800 492 452
- email info@waidc.govt.nz or
- in person at any Waikato District library

Library Privacy Statement – Waikato District Council

1. Introduction and Purpose

The privacy of our library members is important to Waikato District Council. This privacy statement sets out how we will collect, use, disclose and protect our members' personal information in accordance with the Privacy Act 2020.

Personal information is essentially any information about you such as your name, contact details and anything that you can look at and say, "this is about me".

2. When and what kind of personal information is collected?

At the time of your library membership application, we will collect personal information from you such as your full name, date of birth, residential address, email address, contact details and alternative contact details. We cannot issue a library membership without this information.

3. Who do we share your personal information with?

Besides our staff, we share your personal information with:

- the Kōtui consortium which supplies and manages our Library Management System. Kōtui is managed and administered by the National Library which is part of the DIA;
- contractors and agents to effectively conduct Council's lawful functions;
- debt collection agencies for the purpose of recovering overdue library charges; and
- other libraries within our district.

4. How we use your personal information

The personal information that we collect from you, or someone authorised to act on your behalf, may be used by us for any of the following purposes or similar purposes:

- to provide you with library services and facilities;

- to positively confirm your identity. This is to avoid inappropriate release or use of your information;
- to respond to correspondence or to provide you with information or services that you have requested;
- to manage your library membership and use of our library facilities;
- to process membership related payments received, or made, by us;
- to respond to your requests, enquiries or feedback, or for customer care related activities; including communicating to other persons you have authorised us to deal with on your behalf;
- to seek your feedback on our library services and facilities that you have used. This will help us better understand how we can improve our library services and facilities. You can contact us at info@waidc.govt.nz if you don't want to be included in these types of surveys; and
- for general business and administration purposes.

5. Storage of personal information

Your personal information is stored in secure data centres which are based in Australia. The data centres meet ISO international standards for security and reliability. Library information held there will be accessed via an encrypted virtual private network, and will not be exposed to the public internet

6. How is access to personal data protected?

Your data is protected through software which requires a login and password. Access to those login details is only with designated library staff members. Those who are not authorised or do not have access to the login and password will not have access to the software.

7. How long we hold the personal information

We will hold on to your personal information for as long as is administratively necessary, in accordance with relevant legislation.

8. Accessing and correcting personal information

You can access and update your personal information at any time by any of the following options;

- calling 0800 492 452
- email info@waidc.govt.nz or
- in person at any Waikato District library