
Subject: Books-by-Mail Service
Effective: June 2009
Revised: October 2011; May 2015

1.0 PURPOSE

The purpose of this policy is to:

- ✓ Define books-by-mail service;
 - ✓ Define the role and responsibilities of library staff in delivering the service;
 - ✓ Communicate service level expectations and commitments.
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2.0 APPLICATION

The requirements and standards set in this policy are applicable to New Brunswick Public Library Service (NBPLS).

3.0 DEFINITIONS

Library book rate refers to a program offered by Canada Post that enables libraries to mail library materials to other libraries and to patrons at a reduced rate for the library.

Library material refers to books, magazines, DVDs, CDs.

4.0 LEGAL AUTHORITY

[New Brunswick Public Libraries Act](#)

5.0 GOALS / PRINCIPLES

New Brunswickers have reasonable access to quality library services and collections.

6.0 REQUIREMENTS / STANDARDS

6.1 SERVICE PARAMETERS

Library materials are mailed to a patron's home free of charge using the Canada Post Library Book Rate. The books-by-mail service is available to residents of New Brunswick who are unable to visit a library. Individuals who do not have the mobility to go to their

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mailbox due to a disability or illness may choose to register for home library service. For more information, see NBPLS Policy 1080 – Home Library Service.

Patrons with print disabilities who are unable to visit their local library can register to the talking book service by mail and borrow library materials as defined by NBPLS Policy 1083 – Talking Book Service.

To prevent sending patrons the same library materials over time, a record of the materials borrowed will be kept while the patron is registered for the books-by-mail service. For more information, see NBPLS Policy 1060 – Confidentiality of Personal Information about Patrons.

Books-by-mail staff select library materials based on the patron's reading profile. Library materials are mailed every four weeks.

Books-by-mail patrons can select library materials by placing holds or contacting books-by-mail staff. Library materials are mailed every four weeks.

Books-by-mail patrons can borrow a maximum of 50 items at a time with a loan period of four weeks, with one renewal. Books-by-mail patrons are not subject to overdue fines, but will be charged replacement costs if materials are not returned.

6.2 SERVICE REQUIREMENTS

The following roles and responsibilities apply:

Books-by-mail patron:

- ✓ Registers for the books-by-mail service by completing the Request for **Books-by-Mail Service** form (see Appendix A) in person, by phone, email, fax or mail;
- ✓ Uses the books-by-mail toll free number email address or mailing address to request books;
- ✓ Respects borrowing privileges for books-by-mail service.

Library staff:

- ✓ Provides patrons interested in the books-by-mail service with the registration form, toll free number and email address for the service (see Appendix A). Library staff may assist patrons with filling out the registration form as appropriate and will send the registration form to books-by-mail staff;
- ✓ Follows circulation policies and procedures set in the New Brunswick Public Library Service Circulation Services Manual and Outreach Services Manual for the books-by-mail service;
- ✓ Informs patrons of circulation policies for books-by-mail service, e.g. length of loan, fines and fees.

Books-by-mail staff:

- ✓ Contacts patrons interested in the books-by-mail service and completes the registration process with patrons; maintains communication with books-by-mail patrons;
- ✓ Follows circulation policies and procedures set in the New Brunswick Public Library Service Circulation Services Manual and the Outreach Services Manual for books-by-mail service;
- ✓ Fills service requests;
- ✓ Informs patrons of circulation policies for books-by-mail service, e.g. length of loan, fines and fees;
- ✓ Responsible for the promotion of the books-by-mail service in consultation with the Regional Director.

6.3 SERVICE PLANNING

The books-by-mail service is a provincial service, offered from one designated library region serving all areas of the province.

A request for books-by-mail service can be set up at any time of the year. The service may be discontinued by the patron at any time.

The books-by-mail service is dependent on the Library Book Rate program offered by Canada Post. In the event that the books-by-mail service needs to be discontinued due to a change in the Library Book Rate program, patrons will be notified as soon as possible.

Every effort will be made to provide books that meet the needs of the books-by-mail patron. However, limitations may apply due to mail box size and/or Canada Post Library Book Rate program restrictions.

7.0 GUIDELINES / RECOMMENDATIONS

None.

8.0 REGIONAL GUIDELINES AND PROCEDURES

In consultation with the Provincial Office, Regional Directors may develop additional guidelines and procedures consistent with and necessary to support this policy.

9.0 REFERENCES

New Brunswick Public Libraries Act. (<http://laws.gnb.ca/en/browse/title>).

New Brunswick Public Library Service. Policy 1060 - Confidentiality of Personal Information about Patrons.

New Brunswick Public Library Service. Policy 1080 – Home Library Service.

New Brunswick Public Library Service. Policy 1083 – Talking Book Service.

NBPLS Related Policies:

New Brunswick Public Library Service. Policy 1061 – Outreach Services.

10.0 CONTACTS FOR MORE INFORMATION

NBPLS Provincial Office, (506) 453-2354

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