

# LIBRARY BOOKS

IMPORTANT UPDATES		
LAST UPDATED DATE	DESCRIPTION	LOCATION
January 16, 2012	Shipping books at Library Book prices must be authorized by the Canadian Library Association.	section 1
January 17, 2011	Changed the term “service standard” to “delivery standard”	Throughout the document

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## 1 WHAT IS LIBRARY BOOKS SERVICE?

Library Books is a service accessible to recognized public libraries, university libraries, or other libraries maintained by non-profit organizations or associations and which are for public use in Canada. It is available for eligible library books that are mailed by a library to its patrons or to a borrowing library for use by their patrons.

**NOTE:** Authorization will not be given for books exchanged between libraries and their patrons, when the library is operated as a commercial enterprise or when the library restricts its membership to a specific group of patrons.

The books must consist wholly of reading matter and contain no advertising or administrative material other than incidental notification of books.

Library Books shipments must be transmitted in appropriate packaging provided by the shipper, and must bear a complete address, including the correct Postal Code.

To ship books at Library Books prices, a library must complete a Library Books Service Application Form and be authorized by the Canadian Library Association (CLA) in order to use this service. Visit the Canadian Library Association (CLA) website at [cla.ca](http://cla.ca) to obtain the form. Libraries must complete the application form and return it directly to the Canadian Library Association (details can be found on the form). Authorization of the application form provides access to the Library Books prices, and the Library Book Shipping Tool.

Library Books must only consist of parcels containing books.

## 2 UNACCEPTABLE ITEMS

Library Books shipments cannot contain tapes, CDs or DVDs.

## 3 ENCLOSURES

A Library Books Barcoded Return Label may be enclosed in the Library Books shipment. Each Library Books shipment must contain only one return label.

## 4 SIZE AND WEIGHT

Each Library Books item must meet the size and weight specifications shown in Table 1.

**Table 1: Library Books Size and Weight**

CATEGORY		LENGTH	WIDTH	HEIGHT	WEIGHT
Parcels	max.	Length: 1 m Length + Girth: 2 m			5 kg
	min.	100 mm	70 mm	1 mm	–

## 5 PRICING INFORMATION

Library Books prices are only available to Customers using an electronic shipping system [Library Books Shipping Tool, EST or Express Order Entry].

Customers must also be a registered library with the Canadian Library Association (CLA). Visit the CLA website at [cla.ca](http://cla.ca) to obtain the Library Books Service Application Form.

## 6 PAYMENT OPTIONS

### 6.1 Proofs of Payment

The following proofs of payment are acceptable for Library Books items (some restrictions or conditions may apply):

- meter impression\*
- postage stamps\*
- postal indicia (shipping label must indicate payment by credit card or account)
  - \* Customers using the Library Books Shipping Tools version of EST may use a postage meter or postage stamps (preaffixed, or affixed at a post office upon payment of the postage amount indicated on the shipping label).

### 6.2 Methods of Payment

The following methods of payment are acceptable for Library Books items (some restrictions or conditions may apply):

- account (Parcel Services contract Customers only)
- business/certified cheque

- cash (excludes Parcel Services contract Customers)
- credit card (where available)
- debit card (where available)
- money order
- postage meter
- traveller's cheque.

For more information, see [Paying For Your Mailing](#).

## 7 DELIVERY STANDARDS AT A GLANCE

The delivery standards for Library Books items are shown in Table 2. These delivery standards are not guaranteed. Delivery standards are estimates of how long it will take for the mail to be delivered.

**Table 2: Delivery Standards for the Library Books Service**

DELIVERY ZONE	DELIVERY STANDARD
Local	2 days
Regional	3 to 5 days between major urban centres
National	4 to 9 days between major urban centres

Delivery standards for Library Books are the same as for the Regular Parcel service. See [section 4.4 Regular Parcel™ of Delivery Standards](#) for complete details.

## 8 FEATURES

A feature is something that is provided as part of the basic service. The available features are described below.

### 8.1 Delivery Confirmation (Tracking)

This feature provides positive confirmation that the item arrived at its destination. Upon delivery, or attempted delivery, the item ID (identification) number is scanned and the date captured. The information is usually available by noon the next business day following delivery via an automated phone response system by calling 1.888.550.6333 or via the Internet.

For Library Books, Delivery Confirmation does not include Coverage for loss or damage.

### 8.2 Return Postage Paid

The price of Library Books includes return postage. No postage is required on the return shipment, provided a Library Books Barcoded Return Label is used. Each Library Books shipment must contain only one return label and the label must be used for the return of the original shipment.

Photocopies of the return label are not acceptable. If the return shipment is split, the other portions will be treated as separate shipments and subject to the applicable prices for Regular Parcel service.

### 8.3 Redirection

Provided the addressee has filed a *Change of Address Notification*, and whenever possible, Canada Post will redirect the item to the new address, within Canada only.

## 8.4 Return to Sender

Library Books that cannot be delivered or redirected will be returned to sender at no additional charge.

## 9 OPTIONS

An option is a service enhancement which is not included automatically as part of the basic service.

There are no options available for Library Books.

**NOTE:** Coverage for loss or damage is not included or available for purchase.

## 10 LABELS AND DOCUMENTATION REQUIRED

All labels (shipping labels and return labels) must be barcoded and be produced by Library Books Shipping Tool or EST. Failure to do so will result in the application of full tariff Regular Parcel prices.

## 11 ADDRESSING

All items must bear a complete Canadian address (destination and return) including a correct Postal Code. See [Addressing Guidelines](#) for complete details.

## 12 DEPOSIT OF LIBRARY BOOKS

The Customer can deposit Library Book items at any one of the following locations:

- at a post office
- at a processing plant
- in a street letter box when using the Library Books Shipping Tool or the online version of EST and paying by credit card, or when postage is preaffixed to the item (or label).

## 13 TERMS AND CONDITIONS

Library Books are governed by the terms and conditions applicable to Regular Parcel service. See [canadapost.ca/tools/pg/terms/regular\\_parcel-e.pdf](http://canadapost.ca/tools/pg/terms/regular_parcel-e.pdf) for more information.