

# Library Resource Sharing

## Standard Operating Policies & Procedures Guide

### Introduction

Resource sharing enables public libraries to expand the availability of resources beyond local collections in a cost-effective manner. Public Library Services Branch (PLSB) facilitates and coordinates a variety of services, technology solutions and funding incentives to support libraries and maximize resource sharing for the benefit of local library clients province-wide.

Standard operating policies and procedures are developed by PLSB in collaboration with the public library community to realize service standards and develop consistent practices carried out at public libraries throughout Manitoba.

**In this guide you will find a brief overview of:**

- 1. Library Book Rate**
- 2. Canada Post Literature for the Blind Service**
- 3. Interlibrary Loan (ILL)**
- 4. Supplementary Institutional Block Loans**
  - 4.1. Large Print Materials**
  - 4.2. French Language Materials**
  - 4.3. World Language Materials**
  - 4.4. Audiovisual Materials**
- 5. eLibraries Manitoba**
- 6. Resource leveraging ideas**

Feedback on the information presented in this guide is always encouraged and very much appreciated. Changes and improvements to this guide are ongoing and public libraries are encouraged to raise ideas and enhancements for all subsequent versions by connecting with a Municipal library consultant at 1-888-277-3523 (Regional libraries please call 1-888-841-3326).

## 1. Library Book Rate

Library Book Rate is a national subsidy administered through Canadian Heritage, Canada Post (CP) and the Canadian Library Association (CLA). Library Book Rate supports sending loans of print materials up to 5 kg to the home-library of a requesting patron (interlibrary loan) or to library patrons directly in the case of local-based library services and policies.

Libraries are eligible for reduced postage rates on books and free return of borrowed materials when using the [CP/CLA Library Book Shipping Tool](#), or one of the free [Electronic Shipping Tools](#) available for download from Canada Post. Libraries with high volume loans may prefer CP's multi-use Electronic Shipping Tools. These online or locally installed tools provide the Library Rate and additional shipping options.

- The shipping tools facilitate printing of "Send" and "Free Return" labels. To avoid delays in return shipments always remember to include a "Free Return label" with all loaned orders.
- The shipping tools are intended for sending requested books for library patrons, it is NOT intended for audiovisual material or other non-book items, or any of the supplementary block loan items listed in section 5 of this guide.
- Technical support for the shipping tools is provided by Canada Post [via email](#).

### Shipping Tool Screen-Shot

The screenshot shows the 'SHIP IN CANADA' interface with the following sections:

- From:** Fields for Name, Address, City, Province (Manitoba), and Postal Code. A 'Search' button is present.
- To:** Fields for Name, Title/Dept./Company, Address, City, Province (Manitoba), and Postal Code. A 'Search' button is present.
- Shipment Information:** Fields for Weight (kg), Length, Width, and Height (cm). A 'Document' checkbox is also visible.
- Service / Options:** A dropdown menu set to 'Library Books'. A checkbox for 'Request Delivery Updates by email' and a 'Reference Number' field are also present.
- Payment Information:** A dropdown menu set to 'Stamps'.
- Preview Order:** A table showing 'Base', 'Automation Discount', 'Fees', 'GST', 'HST', 'PST', and 'Total'. A 'Calculate' button is next to it.
- Complete Order:** A 'Password to Authorize Use' field and a 'Print Label' button.

Below the form, there is a note: "\*\*\*\* Denotes required fields". A link "Click [here](#) to view current orders." is also present.

At the bottom, there is a disclaimer: "Declared weight is subject to verification based on the application of the cubing (measurements and weight calculations) mechanism. In all cases the greater of the actual weight or the cubed weight shall determine the actual price, including, where appropriate, any applicable surcharges in respect of excess size and/or weight. Such surcharges will be calculated and applied in accordance with your Distribution services agreement."

The footer includes the Canada Post logo, a link to "Electronic Shipping Tools Solutions", and copyright information: "© Copyright 2005. Canada Post Corporation".

**Important Notes:** There is an ongoing campaign to legislate and enhance Library Book Rate. For current information and activities please visit the [CLA website](#).

If your library system accumulates a large number of canvas mailing bags for books, please return them to PLSB via regular Canada Post. Mailing label sleeves may be purchased through commercial suppliers.

## 2. Canada Post Literature for the Blind

Literature for the Blind is a service offered by Canada Post allowing specific items, used by persons with a seeing disability, to be mailed free of postage. This includes Braille materials, or similar raised type, and sound recordings (Audio books or described video).

Literature for the Blind items must bear a label or the words 'LITERATURE FOR THE BLIND' in the upper right-hand corner on the address side of the item. All other forms of labelling must be approved by Canada Post. For detailed information please visit the [Canada Post website](#).

Persons with seeing disabilities may also qualify for direct access to CNIB member-restricted collections. Libraries may direct local clients to enquire with CNIB for eligibility information and program guidelines.

## 3. Interlibrary Loan (ILL)

Interlibrary loan is the exchange of individual or small groups of books (up to 5kg) to fulfill requests from clients of other libraries. The request and loan is administered by the requesting library to ensure the patron account is valid and it ensures the timely return of the books to the lending library. Libraries are encouraged to promote interlibrary loan services to local clients in situations where unique reading needs cannot be met by the local collection. Libraries are encouraged to review all ILL requests with a view for local acquisition.

PLSB supports interlibrary loan transactions throughout Manitoba by maintaining and developing [Maplin](#), an online resource discovery and loan request tool. The branch also maintains a modest print collection which includes high quality resources for library professional development. As a participant in resource-sharing province-wide, PLSB makes its collections available through interlibrary loan via Maplin and encourages public libraries to select PLSB as a first source for requests in Manitoba.

For titles unavailable in the Manitoba public library system, libraries are encouraged to request directly from libraries in other provinces and sectors by registering with [Amicus](#) for access to national locations. As required, PLSB may serve as a trusted intermediary between public libraries in Manitoba and systems in other library sectors or out of province institutions, most commonly Universities and Colleges. In some cases, there may be costs for borrowing from some of the contributing agencies.

On an annual basis Winnipeg Public Library (WPL) and other large systems contribute a significant proportion of the materials sourced through interlibrary loan and provide to smaller municipal and regional public libraries. In order to keep the loan load manageable Maplin will automatically select the most appropriate source. For assistance with subject requests or resource discovery tools please contact PLS interlibrary loan support staff at 1-877-865-2724.

**Important Notes:** Book bags imprinted with "Winnipeg Public Library" must be used to return WPL materials only. Please do not use WPL book bags to mail books to other public libraries in the province.

Whether to lend a particular item or not is, as always, a local policy decision. Sharing the full print collection is encouraged as much as possible, excluding such classes of items deemed rare or fragile.

Records that have no items attached (on order or for purchase records) should not be discoverable by other libraries. A library's z39.50 settings may give further controls over enabling or disabling discovery of specific items or classes of items.

#### 4. Supplementary Institutional Block Loans

PLSB coordinates and facilitates institutional block loans between public library systems to supplement local holdings. The supplementary block loans are intended to compliment local acquisition strategies and collection development practices; it is not designed to diminish the need and responsibility of public libraries to develop responsive collections to meet local user needs.

Currently, institutional block loans are available in the following categories: Large Print; French materials; adult materials in world languages; CD Audio books; and DVD Video. PLSB provides reimbursement to libraries for shipping costs associated with resource-sharing institutional block loans. Libraries have two options for shipping these resources. The preferred option for economy is Canada Post Expedited; alternatively, if postal access/transport is not manageable libraries may use Purolator where available.

Your library may receive an invoice for verification, please verify the charges listed on the invoice within 7 working days and forward original invoices along with a signed letter requesting reimbursement on official system letterhead to PLSB for processing and issue of payment.

#### Shipping Instructions

Pre-printed bills of lading can be ordered by calling Purolator at 1-888-744-7123 (select option 5). It is very important that libraries using Purolator complete the Bill of Lading exactly as indicated:

**PLEASE PRINT CLEARLY OR TYPE / VEUILLEZ IMPRIMER OU ÉCRIRE EN LETTRES MOULÉES**

**1** SENDER ACCOUNT NO. / N° DE COMPTE DE L'EXPÉDITEUR: 1129 414 8496

**2** SENDER (FROM) / EXPÉDITEUR (DE): PUBLIC LIBRARY SERVICES

**3** MO / DY / JR / YR / AN: 0013

**4** RECEIVER (TO) / DESTINATAIRE (A): PUBLIC LIBRARY SERVICES

**5** DO NOT SHIP CASH / N'ENVOYEZ PAS D'ESPÈCES: ☒ **6** DO NOT SHIP CASH / N'ENVOYEZ PAS D'ESPÈCES: ☒

**7** SENDER SIGNATURE / SIGNATURE DE L'EXPÉDITEUR: [Signature]

**8** SHIP MODE / MODE DE TRANSPORT: ☒ AIR AERIEN

**9** PURG-LETTER: ☒

**10** SERVICE: 9 AM

**11** PAYMENT / PAIEMENT: ☒ CASH COMPTANT

**12** SHIPMENT / DETAILS / EXPEDITION: WEIGHT / POIDS: 25.000 MAX

**13** SEE CONDITIONS OF CARRIAGE ON REVERSE / CONDITIONS DE TRANSPORT AU VERSO

**14** CHARGES / FRAIS: 7587171

**15** THIRD PARTY BILLING NAME & ADDRESS / FACTURATION A UN TIERS (NOM & ADRESSE):

**16** SENDER REFERENCE (IF ANY) / REF. DE L'EXPÉD. 0013

**17** SENDER REFERENCE (IF ANY) / REF. DE L'EXPÉD. 2145316

**18** SENDER REFERENCE (IF ANY) / REF. DE L'EXPÉD. 011

**19** SENDER REFERENCE (IF ANY) / REF. DE L'EXPÉD. 1129414849

Follow these instructions carefully:

- 1: Enter your library's Purolator account number
- 2: Enter all your library's information
- 3: Enter the Date
- 4: Complete all 'Receiver' information - additional charges will be incurred if all information is not included.
- 5: Brief description of items shipped (enter type of supplementary block)
- 6: Leave this area blank
- 7: Complete with your signature
- 8: Check off 'Ground' box
- 9: Check off 'Other'
- 10: Leave this area blank
- 11: Check off 'Sender' box to ensure proper billing arranged.
- 12: Weight in kg's (approximate if unknown) plus number of pieces
- 13: Do not use this box

**Important Note:** To accommodate all library staff when packing institutional block loans, boxes should not exceed 25 lbs (11.4 kg).

#### **4.1. Large Print Materials (Block Rotation)**

PLSB coordinates a standard Large Print (LP) block rotation to supplement local selection of these popular materials. Blocks of 100 LP titles in various genres and their associated MARC records are rotated among libraries for a 4 month period.

In some cases, a supplementary block rotation shipped to the next location may not contain all of the original titles (due to overdues, etc). Books not available to be transferred on the rotation schedule with an outgoing block should be incorporated into the incoming block. For the convenience of the receiving library, an updated list displaying those titles added to and/or deleted from the block should be included by the forwarding library with the shipment. To initiate or suspend participation in a Large Print block rotation, call 1-888-203-0435.

#### **Large Print Genre (Block Rotation)**

In addition to the standard LP rotation, PLSB provides additional resources in genre-specific areas of interest. Additional blocks of 15 LP titles are available in the following genres: westerns; mysteries; romance; and nonfiction. LP Genre Blocks and their associated MARC records are rotated among libraries for a 2 month period. Individual large print titles requests are accommodated through interlibrary loan. To initiate or suspend participation in a Genre LP block rotation, call 1-888-203-0435.

#### **4.2. French Language Materials (Block Deposit)**

PLSB coordinates deposit collections of French language materials to supplement local selection. Blocks of French language books, including MARC records, are sent to libraries to meet the requesting library's unique requirements on a 4-month rotation basis. To initiate or suspend participation in a French Language block deposit call 1-888-277-3523.

Please Note: Bilingual library systems in Manitoba work in partnership in a variety of capacities to collectively acquire materials in French language and resource-share amongst the partners. PLSB is interested in connecting libraries that are interested in getting involved with this type of initiative; enquiries should be directed to a Municipal library consultant at 1-888-277-3523 (Regional libraries call 1-888-841-3326).

#### **4.3. World Language Materials (Block Deposit)**

Winnipeg Public Library (WPL) provides institutional block loans of adult materials in a variety of world languages. Institutional loans are available in a standard block size of thirty (30) titles and municipal and regional public library systems may borrow up to two (2) concurrent institutional block loans in any of the languages available:

- |            |            |             |            |              |              |
|------------|------------|-------------|------------|--------------|--------------|
| - Albanian | - Chinese  | - Filipino  | - Italian  | - Portuguese | - Spanish    |
| - Amharic  | - Croatian | - German    | - Japanese | - Russian    | - Thai       |
| - Arabic   | - Czech    | - Greek     | - Korean   | - Serbian    | - Ukrainian  |
| - Bengali  | - Dutch    | - Hindi     | - Punjabi  | - Slovak     | - Urdu       |
| - Bosnian  | - Farsi    | - Hungarian | - Polish   | - Somali     | - Vietnamese |

Public libraries electing to borrow institutional loans of world languages need to establish an institutional membership at the WPL by submitting a request with shipping and contact information on official library letterhead to: Special Services, Winnipeg Public Library, 251 Donald St. Winnipeg, MB R3G 3P5.

Please note: Language availability is subject to change.

There is no cost for an institutional membership, though borrowing libraries are responsible for all costs associated with overdue, damaged, or lost materials. All institutional loan requests are to be coordinated at the system level, branch libraries within a regional public library system are required to process requests through their designated local system contact.

Once an institutional membership has been processed, participating libraries will receive a confirmation email through the Special Services Department at WPL prompting the library to place the loan request.

Please note: PLSB has supported the development of multilingual collections at Western Manitoba Regional Library (Amharic, Chinese and Spanish) and South Central Regional Library (German, Ukrainian and Russian). These titles are discoverable through Maplin and are available through individual interlibrary loan requests. Block deposits of World Language materials should be requested through WPL.

PLSB provides one-time seed support to a limited number of public libraries each year that are interested in developing local strategy and investment for multilingual materials. Municipal libraries can inquire about this opportunity by calling 1-888-277-3523 (Regional libraries call 1-888-841-3326).

#### **4.4. Audiovisual Materials (Block Deposit)**

PLSB continues to provide targeted funding to several public libraries that have volunteered to support a distributed model of supplementary loans of materials in A/V formats. Originally these collections were distributed in specific subject areas, after several years of development and maintenance these collections have diversified significantly. Public libraries interested in obtaining a supplemental block of this type of material may contact any one of the participating libraries directly:

DVD Video: [Thompson Public Library](#); [Border Regional Library](#); [Boyne Regional Library](#)  
CD Audio book: [Southwestern Manitoba Regional](#); [South Central Regional Library](#)

Please note: Due to the prohibitive costs of mailing individual A/V items, libraries are encouraged to share these in blocks of 25 titles or more. Smaller shipments are not eligible for reimbursement by PLS. Libraries can direct enquiries about audiovisual material block deposits to PLSB at 1-877-797-6813.

### **5. eLibraries Manitoba**

PLSB enhances local acquisitions of electronic resources with a commercial subscription service for eBooks and downloadable audio books. In partnership with WPL, PLSB contributes to building downloadable collections through [eLibraries Manitoba](#). In addition, PLSB provides collection development advice and support for regional collaboration.

Please note: There are a great number of ebooks and downloadable audio products available to public libraries in order to meet local demand. One of the options libraries may consider is purchasing individual titles specifically for local use through the eLibraries Manitoba platform. For system requirements and detailed information public libraries can contact PLS at 1-888-890-6433.



## 6. Resource Leveraging ideas

Library resource-sharing need not be limited to materials on the shelf. Many libraries can achieve significant efficiency through collective volume purchasing, strategic affiliations and sector partnerships; some examples include:

- Consortia licensing:** All public libraries can leverage the benefits of membership within the [Manitoba Library Consortium Inc.](#) The costs associated with the EbscoHOST are absorbed by PLSB, leveraged by subscriptions from other sectors. Many other products and volume discounts are available and MLCI welcomes libraries to explore product requests. If your library is interested in sourcing product licensing through consortia licensing, please email [MLCI](#) directly.
- Advantage Opportunities:** PLSB supports access to a shared collection through [eLibraries Manitoba](#). A number of municipal and regional libraries have already initiated local accounts with the commercial service provider to purchase eBooks or downloadable audio for the use of local users in order to reduce local holds and facilitating local interests. This option utilizes the existing infrastructure to enable local acquisition at no additional cost to libraries beyond the materials purchased locally.
- Purchasing Power:** Libraries are encouraged to explore strategic approaches to the acquisition of library collections. Libraries can engage in collaborative efforts, and forge new relationships with vendors, to reap financial and resource efficiencies. For example, libraries can benefit by pooling acquisitions, and sourcing vendors with value added services such as cataloging and processing services to receive materials 'shelf ready'.
- Community Collaboration:** Public libraries are encouraged to work with local schools or other organizations regionally to develop joint acquisition strategies, resource-sharing agreements, and explore potential programming partnerships. Regular meetings will identify shared-priorities and areas for local collaboration. Among other benefits, discussions may realize: subject area specializations; facility-block exchanges; institutional card/loan policies; programming partnerships; enhanced promotion; and staff professional development and networking.
- Library Cooperative:** Spruce Library Cooperative is an innovative cross-sector/cross-jurisdictional library-based partnership enabling shared library automation, development and support. Unlike a traditional vendor relationship, this efficient member-driven model is powered by the innovative [Evergreen](#) open source Integrated Library System. For detailed information contact the Spruce Cooperative [via email](#).
- Reciprocal Use Agreements:** Reciprocal Use Agreements enable residents served by participating systems to cross-use another system's resources at no charge to the user. This arrangement is intended to provide seamless service to meet the needs of users who live in one service area and where it may be convenient or preferable, to access another system. Reciprocal Use Agreements are authorized and signed between library boards. In some cases, there are provisions in the agreement to mediate significant use-imbalances. (Sample agreement in Appendix A)

Contact a Municipal library consultant at 1-888-277-3523 for advice on these ideas, or to discuss other ways your library succeed (Regional libraries please call 1-888-841-3326).

**APPENDIX A**

**5 YEAR RECIPROCAL USE AGREEMENT**

Adopted March 31, 2012

**INTRODUCTION**

Through this voluntary agreement the North-East Municipal Library Board and South-East Regional Library Board are committed to provide seamless service to meet the needs of library users within their respective service areas, and jointly through this cooperative arrangement. This reciprocal borrowing agreement identifies eligible users, loans, services, fees, reporting requirements and authority. Each library maintains its unique policies which apply to all users requesting reciprocal use from the other library party to this agreement.

**ELIGIBLE USERS**

At no cost to the individual user, each patron in good standing from any of the libraries party to the agreement may have equal access to the collections, services and facilities in the other library. In order to qualify for reciprocal use service, the eligible patron must present a valid library card issued from a library party to this agreement, and adequate proof of residency.

**LOANS**

Reciprocal users must return materials borrowed to the library they were borrowed from.

**SERVICES**

As services provided provincially, access to eLibraries Manitoba and EbscoHOST are not included under this agreement, users must access these services using a local library account.

**FEES**

Users are individually accountable for costs incurred as a result of late, lost or damaged materials. Libraries reserve the right to suspend or terminate service for individual reciprocal users according to local policy.

**REPORTING REQUIREMENTS**

On an annual basis, library parties to this agreement will actively measure and report the number of active reciprocal users, the resulting circulation, and other use-indicators as deemed appropriate.

**MEDIATION OF USE-IMBALANCES**

It is recognized that this type of agreement may result in a use-imbalance. The libraries party to this agreement agree to explore the system impact and determine a mutually acceptable mechanism to neutralize significant-use imbalances through amendments to this agreement on an as needed-basis.

**WITHDRAWAL AND RENEWAL**

Unless revised or terminated, this agreement will be active for five (5) years from the final date it is adopted by the library parties. If a library wishes to withdraw from this agreement, they must submit one (1) year written notice to the other library system.

**AUTHORITY**

By board resolution, this agreement is adopted and signed by the governing boards of the public libraries which voluntarily agree to the terms of a reciprocal use agreement described above. Signatures of board chairpersons, and local council representatives confirm our shared understanding and local commitment.

NAME OF LIBRARY: \_\_\_\_\_

Board Chair: \_\_\_\_\_ Council Representative: \_\_\_\_\_

NAME OF LIBRARY: \_\_\_\_\_

Board Chair: \_\_\_\_\_ Council Representative: \_\_\_\_\_