

Resource Sharing

Standard Operating Policies & Procedures (S.O.P.P.)

1.1 Introduction

Standard Operating Policies and Procedures are developed by the Public Library Services Branch (PLSB) to implement service standards and develop consistent practices, which are carried out at public libraries throughout Manitoba.

Resource sharing enables libraries to expand their services well beyond their local collection in a cost-effective manner. PLSB provides a variety of programs, technology and funding incentives to help libraries maximize resource sharing potential to the benefit of their local library clients.

2.1 Library Book Rate (LBR)

- LBR is administered through Canadian Heritage, Canada Post and the Canadian Library Association.
- Libraries are eligible for significantly reduced postage on books, and free return when they use the Canada Post / Canadian Library Association "Library Book Shipping Tool" (LBST) <http://www.cla.ca> or one of the "EST" (Electronic Shipping Tools) available for free download via <http://canadapost.ca>
- This service is intended for sending up to 5 kg of books to library patrons directly (homebound service) or to the library of a requesting patron (interlibrary loan).
- The LBST facilitates printing of "Send" and "Free Return" labels.
- Please include a "Free Return" label with all sent shipments.
- The LBST is intended for patron service, NOT for sending Block items (i.e. PLSB Large Print Blocks, etc...) onward to libraries.
- The LBST is not intended for audiovisual or other non-book items.
- Technical Support for the LBST is provided via email at sic.eac@canadapost.ca
- "Labelopes" (mailing label sleeves) are free of charge and may be ordered via lane.jennings@gov.mb.ca or lucille.meade@gov.mb.ca.
- If your library accumulates a large number of canvas mailing bags please return them to the Public Library Services Branch via regular Canada Post.
- Libraries with a high volume of interlibrary loans or homebound service may prefer Canada Post's multi-use "EST" (Electronic Shipping Tools) available for download at Canada Post. These online or locally installed products provide a "Library Rate" and additional shipping options.

Library Book Shipping Tool Screen-Shot:

Canada POST POSTES CANADA SHIP IN CANADA Add/Modify Address Book Help Français

From Retrieve from Address Book
*Name: _____
*Address: _____
*City: _____ Prov.: Manitoba *Postal Code: _____ Search

To Retrieve from Address Book
*Name: _____
Title/Dept./Company: _____
*Address: _____
*City: _____ *Prov.: Manitoba *Postal Code: _____ Search

Shipment Information
*Weight: _____ kg ☐ Document *Length: _____ *Width: _____ *Height: _____ cm

Service / Options
*Service: Library Books Request Delivery Updates by email
Reference Number: _____ Modify

Payment Information
*Method of Payment: Stamps

Preview Order Calculate
Base: _____
Automation Discount: _____
Fees: _____
GST: _____
HST: _____
PST: _____
Total: _____

Complete Order Clear
Password to Authorize Use: _____ Print Label

**** Denotes required fields Click [here](#) to view current orders.

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.

Canada Electronic Shipping Tools Solutions
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3.1 Interlibrary Loan

Interlibrary loan is the exchange of individual or small groups of books (up to 5kg) to fulfill requests of clients from other libraries. The request and loan is administered by the requesting library to ensure the patron is valid, as well as timely return of the books to the lending library.

Interlibrary loan in Manitoba is supported by:

- MAPLIN <http://mblib.net:8088> to locate and request items
- The Library Book Shipping Tool (see 2.1) to facilitate economical shipping.

Winnipeg Public Library:

- Please request from libraries designated as “net borrowers” or low “net lenders”, using Winnipeg Public Library when titles are unavailable elsewhere.
- Book bags imprinted with “Winnipeg Public Library” interlibrary loan Winnipeg Public Library materials, only. Please do not use Winnipeg Public Library book bags to mail books to other public libraries in the province.

Manitoba Universities / Colleges:

- PLSB serves as an intermediary between public libraries and major institutions, supplying most items at no cost to the requesting library/patron. Interlibrary loan requests for titles held at these institutions may be emailed directly to PLSB pls@gov.mb.ca.

Out of Province:

- For titles unavailable in Manitoba, libraries are free to request directly from libraries in other provinces by registering with Amicus <http://www.collectionscanada.gc.ca/amicus/> for access to national locations. Alternately, PLSB can provide a list of national locations so that libraries may pursue the request. Note that costs may be associated with borrowing from national locations.

Libraries are encouraged to promote interlibrary loan to their patrons in situations where reading needs are not met by the local collection.

3.2 Local-Use items

Resource sharing of the full library print collection is encouraged as much as possible, excluding such classes of items the library deems as rare or fragile.

Libraries employing “on order” or “for purchase” records in their catalogue, where the book is not actually present, may suspend MAPLIN-3 requests on these books by configuring the “My Account”; “Local use” option.

3.3 Large Print Block Rotations

PLSB offers the Large Print Block Rotation program to expand local selection of these popular materials. Blocks of 100 books in various genres and their associated MARC records are rotated among libraries for a 4 month period.

- Libraries have two options for shipping Large Print Block materials:
 - Canada Post “Expedited” the preferred option for economy
 - Purolator where available, if post-office access/transport is not convenient.
- PLSB covers shipping costs of these materials provided that libraries complete their Bill of Lading as indicated on page 5, including their unique PLSB account number.
- Your library may receive an invoice for verification. Please verify the charges listed on the invoice within 7 working days and forward originals to PLSB for payment, to the attention of Judy Bignell.
- To accommodate library staff, boxes should not exceed 25 lbs / 11.4 kg.

- A block rotation being shipped to the next library location may not contain all of the original titles (due to overdues, etc). Books not available to be transferred 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 with the shipment.
- Pre-printed bills of lading can be ordered by calling 1-888-744-7123 and choosing selection 5.
- Communities without Purolator service may use Canada Post.
- Please direct enquiries about the Large Print Block Rotation program to 1-888-203-0435.
- Requests for individual or small numbers of large print or multilingual titles are accommodated through the PLSB Interlibrary Loan Program

3.4 Genre Block Rotations

PLSB offers the Genre Block Rotation program to expand local selection of these large print materials in block sizes of 15 in specific areas of interest including:

Westerns
Mysteries
Romance
Nonfiction

Genre Blocks and their associated MARC records are rotated among libraries for a 2 month period.

- Libraries have two options for shipping Genre Block materials:
 - Canada Post "Expedited": the preferred option for economy.
 - Purolator: where available, if post-office access/transport is not convenient.
- PLSB covers shipping costs of these materials provided that libraries complete their Bill of Lading as indicated on page 5, including their unique PLSB account number.
- Your library will receive an invoice for verification. Please verify the charges listed on the invoice within 7 working days and forward originals to PLSB for payment, to the attention of Judy Bignell.
- To accommodate library staff, boxes should not exceed 25 lbs / 11.4 kg.
- A block rotation being shipped to the next library location may not contain all of the original titles, (due to overdue books). Books not available to be transferred 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 with the shipment.
- Pre-printed bills of lading can be ordered by calling 1-888-744-7123 and choosing selection 5.
- Communities without Purolator service may use Canada Post
- Please direct enquiries about the Genre Block Rotation program to 1-888-203-0435.

3.5 French Language Deposit Collections

PLSB offers the French Language Deposit Collections program to expand local selection of these materials. Blocks of French language books including MARC records are sent to libraries as per the library's specific requirements.

- Libraries have two options for shipping French Block materials:
 - Canada Post "Expedited": the preferred option for economy.
 - Purolator: where available, if post-office access/transport is not convenient.
- PLSB covers shipping costs of these materials provided that libraries complete their Bill of Lading as indicated on page 5, including their unique PLSB account number.
- Your library will receive an invoice for verification. Please verify the charges listed on the invoice within 7 working days and forward originals to PLSB for payment, to the attention of Judy Bignell.
- Pre-printed bills of lading can be ordered by calling 1-888-744-7123 and choosing selection 5.
- Communities without Purolator service may use Canada Post.
- Please direct enquiries about the French Block Rotation program to 1-888-277-3523.

3.6 Multilingual Deposit Collections

- Increasingly, settlement patterns of new Manitobans and multicultural populations in rural communities are shifting. Multilingual needs vary community by community (day by day) and it is important to know who your clients are and how best to serve them.
- PLSB has initiated the development of local multilingual collections in two Manitoba libraries (Western Manitoba Regional and South Central Regional Library) with German, Ukrainian, Russian, Chinese and Spanish languages.
- PLSB assists libraries by sourcing material by language – call 1-888-277-3523.

3.7 Audio Visual Materials through Focal Collections

- Libraries have two options for shipping A/V materials in blocks of 25 or more:
 - Canada Post “Expedited”: the preferred option for economy.
 - Purolator: where available, if post-office access/transport is not convenient.
- PLSB covers shipping costs of A/V materials **provided they are sent in blocks of 25 or more items**, and libraries complete their Purolator form as indicated below including their unique PLSB account number.
- Due to prohibitive costs of mailing individual A/V items, libraries are encouraged to share these in blocks of 25 or **more**. Smaller shipments are not eligible for reimbursement by PLSB.
- Your library may receive an invoice for verification. Please verify the charges listed on the invoice within 7 working days and forward originals to PLSB for payment, to the attention of Judy Bignell.
- Pre-printed bills of lading can be ordered by calling 1-888-744-7123 and choosing selection 5.
- Communities without Purolator service may use Canada Post.
- Please direct enquiries about Audiovisual/New Media to 1-877-797-6813.

4.1 Canada Post Accounts

PLSB has created Canada Post accounts for all libraries, enabling shipping of block materials at a reduced rate, charged back to PLSB.

- Items are to be sent as “Expedited mail” and NOT higher cost “Xpress Post”
- Where access to the Post Office is not convenient, libraries have the option of sending blocks via Purolator, charged back to PLSB.
- Please direct enquiries about your account number to 1-888-556-6362.

4.2 Purolator Accounts

PLSB has created Purolator accounts for all libraries, enabling shipping of block materials at a reduced rate, charged back to PLSB.

- Please direct enquiries about your account number to 1-888-556-6362.

4.3 Reimbursement Process

- PLSB covers shipping costs of block materials provided that libraries complete their Purolator/Canada Post Bill of Lading as indicated on page 5, including their unique PLSB account number.
- Your library may receive an invoice for verification. Please verify the charges listed on the invoice within 7 working days and forward originals to PLSB for payment, to the attention of Judy Bignell.
- Pre-printed bills of lading can be ordered by calling 1-888-744-7123 and choosing selection 5.
- Communities without Purolator service may use Canada Post.

Sample Bill of Lading:

PLEASE PRINT CLEARLY ON TYPE / VOUS LEZ IMPRIMER VU CLAIR EN LETTRES ENVOYÉES		BILL OF LADING NO. / N° DE CONNaissement 1660 934 5414	
BILL TO ACCOUNT NO. / N° DE COMPTE À FACTURE 7587171		SHIP MODE / MODE DE TRANSPORT AIR AERIEN <input type="checkbox"/> GROUND ROUTIER <input type="checkbox"/>	
SENDER (FROM) / EXPÉDITEUR (DE) PUBLIC LIBRARY SERVICES		PKG / ÉMBALE PURO-LETTER <input type="checkbox"/> 9 AM 9 h	
STREET ADDRESS / ADRESSE (N° ET RUE) 1525 1ST ST UNIT 200		SERVICE PURO-PAK <input type="checkbox"/> 10:30 AM 10 h 30	
CITY / VILLE BRANDON	PROV. / PROVINCE MAN.	COURIER INITIALS / INITIALES DU COURRIER	
POSTAL / ZIP R7A 7A1		COURIER ROUTE / ITINÉRAIRE DU COURRIER	
RECEIVER (TO) / DESTINATAIRE (A)		MO. / MOIS DY. / JOUR YR. / ANNÉE	
STREET ADDRESS / ADRESSE (N° ET RUE) STREET ADDRESS REQUIRED - P.O. BOX NOT ACCEPTABLE		PAYMENT / PAIEMENT CASH COMPTANT <input type="checkbox"/> CREDIT CARD CARTE DE CRÉDIT <input type="checkbox"/>	
CITY / VILLE	PROV. / PROVINCE	NO. / N° TYPE <input type="checkbox"/> VISA <input type="checkbox"/> MC <input type="checkbox"/> AMEX <input type="checkbox"/>	
POSTAL / ZIP		EXP. DATE / D'EXP.	
ATTN: (NAME / DEPT.) À L'ATTENTION DE (NOM / SERVICE)		THIRD PARTY ACCT. NO. / N° DE COMPTE DU TIERS	
IMPORANT - TELEPHONE		CHARGES / FRAIS	
DESCRIPTION (INCLUDING DANGEROUS GOODS / INCLUANT MARCHANDISES DANGEREUSES)		TOTAL AMOUNT / MONTANT TOTAL	
DO NOT SHIP CASH / N'ENVOYÉ PAS D'ESPÈCES <input checked="" type="checkbox"/> DO <input type="checkbox"/> MO <input type="checkbox"/>		THIRD PARTY BILLING NAME & ADDRESS / FACTURATION À UN TIERS (NOM & ADRESSE)	
SENDER REFERENCE (IF ANY) / REF. DE L'EXPÉD. PICK UP / OUELLETTE - N° DE COM. 0001		SENDER EXPÉDITEUR <input checked="" type="checkbox"/> RECEIVER DESTINATAIRE <input type="checkbox"/>	
SENDER SIGNATURE / SIGNATURE DE L'EXPÉDITEUR		SHIPMENT / DETAILS / EXPÉDITION	
SEE CONDITIONS OF CARRIAGE ON REVERSE / CONDITIONS DE TRANSPORT AU VERSO		WEIGHT / POIDS KG LB	
		DECLARED VALUE / VALEUR DÉCLARÉE \$ 001	

The sample Bill of Lading required for the shipment of goods within the Province. This form can be used for shipping up to 4 boxes. To complete this form please be sure to fill in:

- Area 1: Your account number
- Area 2: Sender information
- Area 3: Date
- Area 4: Receiver area: additional charges incurred if postal code, contact name and phone number not included.
- Area 5: Brief description of items shipped
- Area 6: Blank
- Area 7: Your signature
- Area 8: Check off ground box
- Area 9: Check off other
- Area 10: Blank
- Area 11: Check off sender box
- Area 12: Weight (approx. if unknown) in kg's plus number of pieces
- Area 13: Do not use this box

Pre-printed bills of lading can be ordered by calling 1-888-744-7123, and choosing selection 5.

5.1 Search & Request Resources Through MAPLIN

MAPLIN User's Guide is available for download at <http://mbilib.net:8088>. Login to MAPLIN; the download link is in the upper right hand corner.