

Library Materials

Last updated: June 14th, 2021

Table of contents

1. Overview	2
2. Unacceptable items	3
3. Enclosures	3
4. Size and weight requirements	3
5. Pricing and payment	4
6. Delivery standards	5
7. Features	6
8. Options	7
9. Labels and documentation	7
10. Addressing guidelines	7
11. Depositing	7
12. Terms and conditions	8

1. Overview

Library Materials is a service accessible to recognized public libraries, university libraries, and libraries maintained by non-profit organizations or associations for public use in Canada.

Library Materials service is available for eligible library materials that a library mails to its patrons or to a borrowing library for use by their patrons.

Please note: Authorization won't be given for materials exchanged between libraries and between libraries and their patrons when the library is operated as a commercial enterprise or the library restricts its membership to a specific group of patrons.

A library must complete a Library Materials Service Application Form and be authorized by the Canadian Urban Libraries Council (CULC) to ship items at the Library Materials service prices. Visit the [CULC website](#) to get the form. Libraries must complete the application and return it directly to the CULC. You can find details on the form.

Authorization of the application gives access to:

- The Library Materials service prices
- The Library Shipping Tool

Library materials may consist of:

- Books
- Magazines
- Records
- CDs
- CD-ROMs
- Audiocassettes
- Videocassettes
- DVDs
- Other audiovisual materials
- Other similar library materials

The Library Materials service will only accept material that:

- Consists wholly of reading matter
- Has no advertising or administrative materials other than incidental notification of books or books circulated between libraries for use of their patrons

Library materials must:

- Be shipped in appropriate packaging provided by the shipper
- Bear a complete address, including the correct postal code

To ship items at the Library Materials service prices, a library must:

- Complete a [Library Materials Service Application Form](#) from the CULC
- Be authorized by the CULC

Visit the [CULC website](#) to get the form. Libraries must complete the application form and return it directly to the CULC. You can find details on the form.

When the CULC authorizes the application form, a library gets access to the:

- Library Materials service prices
- [Library Shipping Tool](#)

2. Unacceptable items

Items specified under our [Non-Mailable Matter Regulations](#) are unacceptable as library materials.

3. Enclosures

You may enclose a Library Materials service barcoded return label in the library materials shipment. Each shipment must have only one return label.

4. Size and weight requirements

Your library materials must meet the following size and weight specifications.

Library Materials service size and weight specifications

<i>Requirement</i>	<i>Minimum</i>	<i>Maximum</i>
<i>Length</i>	100 mm	1 m
	3.9 inches	3.2 feet
<i>Width</i>	70 mm	Not applicable
	2.8 inches	
<i>Height</i>	1 mm	Not applicable
	0.04 inches	
<i>1</i>	Not applicable	2 m
		6.6 feet
<i>Weight</i>	Not applicable	5 kg
		11 pounds

1

5. Pricing and payment

Library Materials service prices are only available to customers using the Library Shipping Tool from the [Canadian Urban Libraries Council \(CULC\) website](#). You must also be a registered library with the CULC.

Acceptable proofs of payment

The acceptable proofs of payment for the Library Materials service are:

- Postage stamp ¹
- Shipping label indicating payment by credit card

Acceptable methods of payment

The acceptable methods of payment for the Library Materials service are:

- Credit card (where available)
- Postage stamp

¹You may use postage stamps if you use the Library Shipping Tool. Stamps must be pre-affixed or affixed at a post office upon payment of the postage amount shown on the shipping label.

6. Delivery standards

These delivery standards aren't guaranteed. Delivery standards are for major urban centres only. The estimates are of how long it will take for us to deliver the mail.

How long it will take to deliver library materials

<i>Delivery zone</i>	<i>Delivery standard (in business days)</i>
<i>Local</i>	¹
<i>Regional</i>	3 to 5 days between major urban centres ¹

<i>Delivery zone</i>	<i>Delivery standard (in business days)</i>
National	4 to 9 days between major urban centres ¹

¹Some exceptions apply.



Delivery standards for library materials are the same as for the Regular Parcel™ service. See our [Delivery standards page](#) for complete details.

7. Features

A feature is something that's offered as part of the basic service.

Delivery Confirmation (Tracking)

Delivery Confirmation gives positive confirmation that the item arrived at its destination. Upon delivery, or attempted delivery, we scan the tracking number and capture the date.

The information is usually available by noon the next business day after delivery via:

- An automated phone response system by calling 1-888-550-6333
- or
- The internet

For the Library Materials service, Delivery Confirmation doesn't include liability coverage.

Return Postage Paid

The price of the Library Materials service includes return postage. If you use a Library Materials barcoded return label, no postage is required on the return shipment. Each shipment must have only one return label, and you must use the label for the return of the original shipment.

Photocopies of the return label aren't acceptable. If you split the return shipment, we'll treat the other parts as separate shipments, which will be subject to the applicable prices for Regular Parcel™ service.

Return to Sender

Library materials that we can't deliver will be returned to the sender at no extra charge.

8. Options

An option is a service enhancement which isn't included as part of the basic service.

There are no options available for the Library Materials service.

9. Labels and documentation

All labels (shipping labels and return labels) must be barcoded and produced using the Library Shipping Tool.

Failure to do so will result in the application of full tariff Regular Parcel™ prices.

10. Addressing guidelines

All library materials must bear a complete Canadian address (destination and return) including a correct postal code. See our [Addressing guidelines page](#) for complete details.

11. Depositing

You can deposit library materials at one of the following locations:

- Post office

- Processing plant
- Street letter box (available if you use the Library Shipping Tool and pay by credit card or affix the correct amount of postage to the item label)

12. Terms and conditions

The terms and conditions applicable to Regular Parcel™ service govern the Library Materials service. See our [pricing, payment and general terms and conditions](#) for more information.