

**APPENDIX A**  
**PROCEDURES FOR PROCESSING PROVINCE-WIDE REQUESTS FOR BOOKS**

The procedures provided below **apply exclusively to books using the Library Book Rate**, as part of NBPLS' province-wide request service.

In this appendix, "library" refers to all service points within the public library system: provincial and regional offices, libraries and bookmobiles.

**1.0 PLACING HOLDS**

**1.1 Item level**

- ✓ All holds will be item level holds placed by staff.

**1.2 One person libraries and libraries located on islands**

- ✓ Send requests to these libraries only when they have the only copy in the catalogue or their copy is one of a limited number of copies:

LIBRARY	LIBRARY CODE
Petitcodiac	AE
Hillsborough	AH
Memramcook	AJ
Sackville	AK
Dorchester	AO
Port Elgin	AT
Salisbury	AU
Atholville	CA
Campobello	SC
Grand Manan	SG
Stanley	YG
Harvey	YJ

**1.3 Balance the number of holds**

- ✓ Look at all of the editions of the title and choose the copy with the least number of holds. Once the hold is placed there is no need to make any changes.
- ✓ Notify the person responsible for collections development in your region if your library is frequently placing holds on the same book.

**1.4 Placing holds on books in processing**

- ✓ Do not place holds on books that are in regional technical services for processing as this may result in long waiting periods.

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**2.0 FILLING HOLDS**

**2.1 General**

- ✓ Review the holds pick list daily.
- ✓ Retrieve the books on the pick holds pick list daily.

**2.2 Inability to fill a hold within a few days or inability to loan a book**

- ✓ Notify the requesting library if you are unable to fill a hold (See Appendix D - List of New Brunswick Public Library System Service Points; or visit <http://www.gnb.ca/publiclibraries> to find contact information). The email must include:
  - book title
  - barcode number
  - reason why the hold cannot be filled
  - library location and contact person
- ✓ If, for any reason, the hold needs to be cancelled, the email should also include:
  - patron name
  - library card number
- ✓ The requesting library is responsible for changing the hold to another copy or notifying the patron if it is the only copy.
- ✓ Acceptable reasons for not filling a hold received from another library include: the book is missing, the book is still in processing, or the book is being used to offer a program. *The fact that a book is popular is not an acceptable reason for not filling a hold.*

**2.3 Missing books**

- ✓ If a hold is cancelled because a book is missing, an email must be sent to regional technical services that includes the title and barcode number of the missing book. Technical services staff will inform the person(s) responsible for regional collection development.

**2.4 Preparing package(s) for mailing**

- ✓ Check-in the book(s) retrieved from the shelves
  - A routing slip will be produced that indicates to which library the book is to be mailed. (see Appendix D - List of New Brunswick Public Library System Service Points).

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- ✓ Place one postage paid label in each package; insert the label between the cover and the first page of the top book in the package. Do not use a paper clip to attach the label as it may damage the book.
- ✓ Place the book(s) in the padded envelope, bag or box. Torn or worn-out packages should be discarded rather than reused.
- ✓ Please make an effort to ship more than one book in each package when sending and returning books, but do not overstuff the package.
- ✓ Secure the package adequately; use tape sparingly and do not use staples.
- ✓ Weigh the package of books to determine the amount of postage required. ***The package must not weigh more than 5 kg.***
- ✓ Affix the appropriate amount of postage to the package.
- ✓ Seal the package after you have verified that it weighs 5 kg or less.
- ✓ Place a mailing label with the address of the destination library on the front of the package.
- ✓ Cover any previous labels or stamped addresses so that the destination and the return address can be determined easily.
- ✓ Consult the Library Book Rate mailing chart for rates.
  - The current rates can be obtained from the Canada Postal Guide, Section E, Chapter 2.
- ✓ Take the package(s) to the post office for mailing. See New Brunswick Public Library Service Directive 1013 – Travel to the Post Office.
- ✓ Library Book Rate is only for “*library books that are mailed by a library to its patrons or to another library for patron use*”. Library Book Rate cannot be used for internal deliveries.
- ✓ In accordance with the Library Book Rate, “books must consist wholly of reading matter and contain no advertising, except for incidental announcement of books”. This clause is intended to prohibit the use of the Library Book Rate for mailing advertisements. It is not to prohibit the mailing of magazines.

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**3.0 RECEIVING AND LENDING REQUESTED ITEMS**

- 3.1 Check-in the book to change the status to “Pick Up”.
- 3.2 Remove the postage paid return label and store it at the library.
- 3.3 Notify the patron that the book is available.
- 3.4 Check-out the book to the patron.
- 3.5 If the patron does not pick up the book within five working days, return it to the supplying library using the postage paid return label.

**4.0 RETURNING BOOKS TO SUPPLYING LIBRARIES**

- 4.1 Check-in the book. A routing slip will be produced that indicates to which library the book is to be mailed. The item status will be changed to “In Transit”.
- 4.2 Retrieve the postage paid return label for the supplying library.
- 4.3 Put the book in a mailing envelope/bag/box; ensure that the return package does not weigh more than 5 kg; seal the package; and affix to the package the postage paid return label for the supplying library.
- 4.4 **If the book has a hold in the automated library system for another library**, forward the book directly to the requesting library as indicated on the routing slip:
  - ✓ Include the postage paid label that was received with the book; do not include your return label.
  - ✓ Use the Library Book Rate to calculate the postage.
- 4.5 Pay to return books (using Library Book Rate) that have been borrowed from other libraries if you do not have a postage paid return label. Do not wait for a regular delivery to return it.
- 4.6 Take the packages to the post office for mailing. See Directive 1013 – Travel to the Post Office.
- 4.7 Library Book Rate is only for “*library books that are mailed by a library to its patrons or to another library for patron use*”. Library Book Rate cannot be used for internal deliveries. The postage paid return labels should only be used to return books if you have one on file at the library. This will ensure that NBPLS respects the Library Book Rate regulations.

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- 4.8** One postage paid label is to be used per package. This will ensure that NBPLS respects the Library Book Rate regulations. Please make an effort to ship more than one book when returning books, but do not overstuff the package.
  
- 4.9** In accordance with the Library Book Rate, “books must consist wholly of reading matter and contain no advertising, except for incidental announcement of books”. This clause is intended to prohibit the use of the Library Book Rate for mailing advertisements. It is not to prohibit the mailing of magazines.