



INFORMATION FOR INFO LENDING LIBRARIES Mailing books directly to patrons of the Virtual Online Community Library

What is the Virtual Online Community Library?

The Virtual Online Community Library (VOCaL) is a project of Ontario Library Service-North to provide library services to communities that do not have a public library. Through VOCaL, users can search online subscription databases; access a secure online chat reference service; download audio books; borrow books from Ontario public libraries through Interlibrary Loan; and search family history.

The project is funded by the Ontario Ministry of Culture's \$15 Million investment in public libraries through the Southern Ontario Library Service (SOLS) in collaboration with Ontario Library Service-North (OLS-North). For additional information visit the VOCaL website <http://www.olsn.ca/vocal/>

VOCaL offers virtual public library services to the following remote Ontario communities:

- Armstrong Station
- Gull Bay First Nation
- Missanabie
- Moosonee
- Shining Tree (Westree)
- Tilden Lake
- Upsala

How will you get interlibrary loan requests from VOCaL patrons?

Requests coming to your library's VDX account from the VOCaL VDX account will be those requests made by clients of the Virtual Online Community Library.

- Please note that because service from this library is "virtual", the address details on the VDX shipping report will be the patron's name and mailing address.
- You will use Canada Post's Library Book Rate to send the item to the virtual library patron's home address.
- Lending libraries will receive library book rate postage reimbursement as per the appropriate Ontario Library Service agency's policies and procedures.
- You will not have the normal "Received" and "Returned" updating on your VDX request from a VOCaL patron. When you get the returned item back in the mail you will be "Checking In" on your Shipped status.

What is the policy regarding lost and/ or damaged books?

Patrons of the Virtual Online Community Library are responsible for lost or damaged books. In the event that a member of the virtual library does not return material or pay for lost or damaged books, the lending library is encouraged to send an invoice to the attention of OLS-North. We will liaise with the VOCaL patron on behalf of lending libraries.

Shipping items to a VOCaL patron - the VDX Shipping Report

The VDX shipping report will contain the VOCaL patron's name and address details in the TO: field

Virtual Online Community Library
TO: Jane Doe
32 Avery Lane
P.O. Box 1456 (
Moosonee , Ontario
P9J 2L7

Greenstone - Main Public Library
FROM: Greenstone - Main Public Library
405 2nd Street West
Geraldton , Ontario
P0T 1M0

Request Date: 29-JAN-2010
Date Shipped: 29-JAN-2010
Delivery Method: Postal Delivery

Billing Method:

Cost: .00

Please quote responder number [7994438] on any inquiries

Your original request number is [7994410]

Author: Leonard, Marcia.;Alley, R. W. (Robert W.)
Title: When the giants came to town

Request Notes:

Shipping Notes:

Be sure to include this packing slip portion of the VDX Shipping Report so the VOCaL patron knows the due date and can use it as a return slip.

DO NOT REMOVE SLIP FROM ITEM
***** PLEASE RETURN BY *****
05-MAR-2010

Canada Post Library Book Shipping Tool

Mailing items directly to a patron in the absence of a physical library is an acceptable use of Canada Post's Library Book Rate.

1. Lenders, when creating the Canada Post shipping label type the patron's name and address details in the **To section** as below. Type "Virtual Online Community Library" in the Title/Dept./Company field.
2. Lenders, remember to include the Return Postage Paid mailing printout in the book when you send it. The Virtual Online Community Library Interlibrary Loan user guide provides VOCaL patrons with instructions on preparing the return parcel with the prepaid Return mailing label that you send with the item.

The screenshot shows the 'SHIP IN CANADA' shipping label creation interface. It has a header with the Canada Post logo and navigation links: 'Add/Modify Address Book', 'Help', and 'Français'. Below the header are two main sections: 'From' and 'To', each with a 'Retrieve from Address Book' button and a help icon. The 'From' section contains fields for Name (Timmins Public Library), Address (320 Second Avenue), City (Timmins), Province (Ontario), and Postal Code (P4N 8A4), with a 'Search' button. The 'To' section contains fields for Name (Jane Doe), Title/Dept./Company (Virtual Online Community Library), Address (32 Avery Lane, PO Box 1456), City (Moosonee), Province (Ontario), and Postal Code (P0R 1B0), with a 'Search' button. A 'Shipment Information' section is partially visible at the bottom.

Example of filling out the LBR shipping tool for a Virtual Online Community Library patron

Contact HelpDesk

If you have any questions or concerns about an item that you have lent to a Virtual Online Community Library patron through interlibrary loan, contact the INFO Interlibrary Loan Help Desk.

INFO Interlibrary Loan Help Desk Contact Information	
	<p>Telephone: 1-800-387-5765, ext 4</p> <p>Email: helpdesk@olservice.ca</p> <p>Hours: Monday to Friday 8:30 a.m. - 4:30 p.m.</p>

For Lending Library's Information - these instructions on receiving and returning Interlibrary Loan items are provided to VOCaL patrons when they register

What to do when you get a book in the mail

1. Keep the bubble pack padded envelope that the item was mailed in to use when you return the item.
2. Keep the **Return Postage Paid** return mailing label that the lending library sent with the book to affix to the return parcel.
3. Make note of the due date on the packing slip that was sent with your requested item. This is the date that the item is due back to the lending library. Please put it in the return mail 3-5 days before the due date to allow the item to get back to the lending library in time.

Returning the borrowed item

1. Write "Returning" anywhere on the packing slip that came with the book that noted the request details, lending library and due date. Put it inside the book for the lender's reference when they are handling the returned item.
2. Package item in padded mailing envelope that it arrived in. Securely tape the parcel closed.
3. Remove the old "Ship To" address label and replace it with Library Books "Return Postage Paid" label. This label is the upper portion of the return shipping manifest that was sent with the book.
4. Tape the pre paid return label on the package, making sure it is securely affixed with tape around all of the outside edges to prevent the label from being caught and torn off during handling.
5. Retain the lower portion of the shipping manifest (below the dashed cutting line) that contains the Item ID number to facilitate tracing lost parcels through Canada Post. Write the title, lending library and date it is being returned on this slip and save it in case there are follow-up inquiries.
6. The parcel can be taken to your nearest Canada Post parcel delivery outlet for mailing.
* No additional postage needs to be purchased to return the item when you have a Library Books "Return Postage Paid" label on the package.

What to do if the Return Postage Paid label has been misplaced

Occasionally the lending library forgets to include the Return Postage Paid mailing label when the book is packaged for mailing to you OR it might get misplaced while the item is in your possession.

1. Call or email the VOCaL Interlibrary Loan Help Desk.
2. Provide the title of the book and the name of the lending library.
3. HelpDesk will email you a PDF file of the return mailing label that you can print and use to return the item.