

Borrow by Mail Policy

1. Purpose

The purpose of this document is to outline the rules and procedures of the Colchester-East Hants Public Library's (the Library's) Borrow by Mail service. This service lets people who live in Colchester or East Hants get library items delivered to them in the mail.

2. Important Information

Anyone who lives in Colchester or East Hants and has a library card may use the Borrow by Mail service.

a. Delivery

Canada Post delivers the items people order through the Borrow by Mail service. The Library is not responsible for how and when Canada Post delivers the items.

b. Returns

People who borrow items through the Borrow by Mail service can choose how they want to return them.

These are the choices:

- They can mail the items back to the Library through Canada Post. They do not have to pay for this. When they get the items in the mail, they will also get a bag and an address label to use to return them in.
- They can bring the items back to any library in Nova Scotia.
- They can put the items in a drop-box at any library in Nova Scotia.

When people borrow an item from the Library and not through the mail, they must return the item to the Library. They *cannot* use any bags they get to return that item in the mail.

Remember: It takes time for the mail to arrive. People need to send their items back in the mail *before* they are due. If they send their items back in the mail on time, but *still* get a notice saying they are overdue, they should contact the Library as soon as possible using one of the methods listed at the end of this document.

3. Limits to the Borrow by Mail Service

Canada Post is usually able to mail:

- Books and magazines
- CDs and DVDs
- Other library materials

Canada Post is *not* usually able to mail:

- Items that are too large to go in the mail
- Items that are too fragile to go in the mail
- Reference books like encyclopedias that should be used only in the Library

For more information about this, go to [Library Materials](#).

4. Comments/Questions

People can send their comments and questions about the Library's *Borrow by Mail Policy* to the Outreach Services Assistant:

By email at

- outreach@cehpubliclibrary.ca

By phone at

- (902) 896-4194

By regular mail at

- Outreach Services Assistant
Colchester-East Hants Public Library
754 Prince Street
Truro, Nova Scotia
B2N 1G9

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