



Manitoba *Library* Consortium
Consortium de *bibliothèques* du Manitoba

**Library Express
User's Guide
AND
Interlibrary Loan/ Document
Delivery
Member's Directory**

Revised September 2016

Policies and Procedures

LIBRARY EXPRESS

PURPOSE

LIBRARY EXPRESS is a project of the Manitoba Library Consortium Inc. It is designed to provide clients of participating libraries with timely delivery of materials. The need for improved cooperation among information providers is essential to meet the increasing demand for services and resources from clients, particularly in a period of financial restraints.

Libraries have long recognized the need for cooperative efforts by offering such services as interlibrary loan. They have also recognized that this service must be timely if it is to effectively meet clients' needs.

Consortium members who participate in Library Express work collaboratively to ensure fast and cost effective delivery of materials between libraries using a courier, e-mail, fax, ariel or mail delivery systems depending upon format and need. All participating libraries guarantee that they will respond to requests within a 48 hour period (see Policies below).

LIBRARY EXPRESS POLICIES

- Requests from participating libraries will be handled on a priority basis.

- The requested item, or a response, will be sent within 2 business days of the request being made by the initiating library, unless otherwise mutually agreed.

- Within the city the Library Express courier may be used to deliver books, microfilm, audiovisuals or articles. The courier may also be used to send back a library's books returned by a patron in error to another library, and for correspondence between libraries. Libraries may also use their own courier system to fill the needs.

Libraries outside the city of Winnipeg must provide the same commitment to rapid response times. Urgent requests can be shipped by a courier service serving that geographic area. Courier costs are the responsibility of the requesting library. Supplying libraries are encouraged to provide Library Book Rate labels where appropriate.

- Fax transmission or other electronic delivery methods are acceptable methods of delivery where mutually agreed upon by the borrower and the lender.

- Standard bibliographic description in accordance with ILL code is required. Incomplete information means that the request loses priority treatment.

- Requests for known items only will be accepted.

- Charges for photocopying may be assessed in accordance with the lending library's needs and policy.

- Individual libraries are responsible for ensuring that all Library Express participants are aware of charging policies, and for making appropriate arrangements for invoicing and payment.

- The only limits on the number of pages photocopied will be those defined by Canadian Copyright law.

- Existing local library policies regarding interlibrary loan service, including client eligibility, loan periods, and non-circulating items or collections apply to all requests.

March 1, 1996, revised September 2001, revised February 2004, revised September 2005, revised September 2008, revised May 2009, revised April 2010 , revised May 2013, revised May 2014, revised July 2015, September 2016

Winnipeg Courier Service

Daily Service: The Library Express courier arrives daily at each of the participating libraries to pick up and deliver items. The cost of the daily service is shared equally among the participants.

Call-In Service: Participating libraries may use the Library Express courier for pick up and delivery of interlibrary items. Libraries call the courier on an as-needed basis. Requesting libraries are charged on a per-trip basis for the pick up and return of items they have requested. Libraries may also use their own courier if they wish. Usage charges will be reflected in a monthly invoice from MLCI.

Extended Express Service

Libraries outside the city of Winnipeg may participate in the Extended Express service. Libraries provide the same commitment to rapid response times but use mail or fax for delivery of materials depending upon format. Urgent requests can be shipped by a courier service serving that geographic area. Courier costs are the responsibility of the requesting library. Supplying libraries are encouraged to provide Library Book Rate labels where appropriate.

LIBRARY EXPRESS - SCHEDULED SERVICE

ACCOUNT #3306

WINNIPEG LIBRARIES	APPROX. ARRIVAL TIME
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#CM 101

University of Manitoba	8:30 a.m.
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Elizabeth Dafoe Library

Winnipeg, Manitoba R3T 2N2

Contact: Tobey Saniuk

Phone: 474-9873 / 474-6856

Fax: 474-7577

#CM 105

University of Manitoba	10:30 a.m.
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Neil John Maclean Health Sciences Library

Room 245 - 727 McDermot Avenue

Winnipeg, Manitoba R3E 0W3

Contact: Candice Lewis

Phone: 789-3462

Fax: 789-3922

#CM 109

University of Winnipeg Library	11:00 a.m.
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515 Portage Ave

Winnipeg, Manitoba R3B 2E9

Contact: Greg Weigeldt

Phone: 786-9808

Fax: 786-1824

#CM 110

Université de Saint-Boniface

11:30 a.m.

Bibliothèque Alfred-Monnin

200 Avenue de la Cathédrale

Winnipeg, Manitoba R2H 0H7

Contact: Joanne Pelletier

Phone: 235-4403 ext. 332

Fax: 237-3240

#CM 117

St. Boniface Hospital Research Centre

11:45 a.m.

Carolyn Sifton Helene Fuld Library

351 Tache Ave

Winnipeg, Manitoba R2H 2A6

Contact: Mia Douchant / Christine Shaw-Daigle

Phone: 237-2807

Fax: 235-3339

Billing sent to: Accounts Payable Dept.

Room 410 Administration Bldg. University of Manitoba

Winnipeg, Man. R3T 2N2 474-8602

LIBRARY EXPRESS - CALL IN SERVICE

ACCOUNT #3307

#CM114

Canadian Mennonite University Library

Basement, Mennonite Heritage Centre

600 Shaftesbury Boulevard

Winnipeg, MB R3P 2N2

Contact: Wes Bergen

Phone: 487-3300 x394

Fax: 487-3858

#CM 108

Manitoba Legislative Library

Room 100 - 200 Vaughan St.

Winnipeg, Manitoba R3C 1T5

Contact: Monica Ball

Phone: 945-3784

Fax: 948-1312

#CM 112

St. James-Assiniboia School Division The Media Centre

150 Moray St.

Winnipeg, Manitoba R3J 3A2

Contact: Debbie Smith

Phone: 837-5886 , ext. 2101

Fax: 885-3178

#CM 106

Seven Oaks School Division

Ben Zaidman Educational Resource Centre

375 Jefferson Avenue

Winnipeg, Manitoba R2V ON3

Contact: Alice Klumper

Phone: 927-3700, ext. 12020

#CM 113

Winnipeg School Division

Prince Charles Education Resource Centre

Library Support Services

1075 Wellington Ave.

Winnipeg, Manitoba R3E 0J7

Contact: Anne Freeth-Prud'homme

Phone: 788-0203 x143

Fax: 783-9628

Billing sent to: 1577 Wall St. E. Winnipeg, Man. R3E 2S5

Extended Express Service

Providence University College and Theological Seminary

Loewen Learning Resource Centre

General Delivery

Otterburne, Manitoba R0A 1G0

Contact: Martha Loepky

Phone: (204) 433-7488

Fax: (204) 433-7158

LIBRARY EXPRESS - COURIER

NAME OF COMPANY: Direct Express

Telephone: 632-5000

DAILY SERVICE ROUTE:

Approx. Arrival Time Location**

8:30 a.m. University of Manitoba, Elizabeth Dafoe Library

10:30 a.m. University of Manitoba, Neil John McLean Library

11:00 a.m. University of Winnipeg Library

11 :30 a.m. Université de Saint-Boniface
Bibliothèque Alfred Monnin

11:45 a.m. St. Boniface Hospital Research Centre, Carolyn Sifton-Helene Fuld Library

1:00 p.m. University of Manitoba, Elizabeth Dafoe Library

**Give or take 30 minutes.

LIBRARY EXPRESS COURIER PROCEDURES:

DAILY SERVICE

1. Place material in appropriate box.
2. Be ready for courier.
3. Maintain set of labels. www.mlcinc.mb.ca/library-express/library-express-mailing-labels

CALL-IN SERVICE

1. Supplying library calls the courier to pick up item for delivery to the requesting library, charging the delivery to the requesting library by quoting that library's code and the account # 3306 for daily schedule libraries or #3307 for call-in libraries
2. Attach appropriate Library Express label. www.mlcinc.mb.ca/library-express/library-express-mailing-labels
3. Requesting library calls courier to return item to supplying library, charging the call to its code.
4. Requesting library is charged for both trips.

EXTENDED EXPRESS SERVICE

1. Requesting library sends request to supplying library, by supplying library's indicated method.
2. Response to request sent by mail, fax or ariel as appropriate/available within 48 hours. Supplying libraries are encouraged to use Canada Post "Library Rate" shipping tool whenever possible/applicable.
3. If requesting library requires "rush" service, it is the responsibility of the requesting library to arrange for courier pick up and payment.

CHARGES:

DAILY SERVICE

Prices available upon request

CALL-IN SERVICE

Prices available upon request

MAIL/FAX DELIVERY

Supplying library absorbs costs of mail/fax delivery.

CONTACT:

A copy of this directory, and additional information regarding Library Express, can be found at the MLCI website at www.mlcinc.mb.ca

Please review your listing regularly to ensure that your library's information is current and accurate. Directory updates, as well as any questions about Library Express policies, procedures, billing etc, should be forwarded to:

Monica Ball
Manitoba Legislative Library
Ph: 204-945-3784
monica.ball@gov.mb.ca

ILL/DD Member Libraries Directory

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Canadian Mennonite University Library
600 Shaftesbury Boulevard (mailing address)
Winnipeg, MB R3P 2N2
2299 Grant Avenue (Street delivery address)
Contact Person: Wes Bergen
Phone Number: 487-3300 x 394
Alternate Contact: Vic Froese
Phone Number: 487-3300 ext. 393
Fax Number: 487-3858
Library Code: MWCM
Email address: wbergen@cmu.ca
Website address: www.cmu.ca/library/index.html

Document Delivery Request Form:
www.cmu.ca/library/ill_request_form_other.html

Will accept requests by fax?	Yes
Will accept requests by e-mail?	Yes
Will accept requests by phone?	Yes
Will accept rush requests?	Yes
Will fax requests?	Yes, but prefer to email PDF's

Library Express Account #3307

CALL IN

Reference Number: #CM114

Notes/Comments:

Three week loan period; one renewal allowed

Requests sent after 8:45 am cannot be filled until the next business day

Audio/video materials available for loan on a reciprocal basis

**Canadian Museum for Human Rights. Library
Interlibrary Loans
85 Israel Asper Way
Winnipeg, MB R3C 0L5**

Contact Person: Stephen Carney

Phone Number: 204-289-2049

Alternate Contact:

Phone Number:

Fax Number: 204-289-2001

Library Code: MWMHR

Email address: stephen.carney@humanrightsmuseum.ca

Website address: <http://www.humanrightsmuseum.ca>

Will accept requests by fax?

Will accept requests by e-mail?

Will accept requests by phone?

Will accept rush requests?

Will fax requests?

Library Express Account

Reference Number:

Notes/Comments:

Service policies to be determined when library is open for business.

**Deer Lodge Centre
J.W. Crane Memorial Library
2109 Portage Avenue
Winnipeg, MB R3J 0L3**

Contact Person: Angela Osterreicher

Phone Number: 831-2152

Alternate Contact:

Phone Number: 831-2152

Fax Number: 888-1805

Library Code: MWDL

Email address: dlclibrary@umanitoba.ca

Website address: <http://www.umanitoba.ca/libraries/health/deerlodge/>

Will accept requests by fax? Yes

Will accept requests by e-mail? Yes

Will accept requests by phone? Only in cases of urgent need

Will accept rush requests? Yes

Will fax requests? Yes

Library Express Account #3307

CALL IN

Reference Number: #CM111

Canada Post requests will also be filled.

Notes/Comments:

Photocopying fees: \$5.00 per item for photocopies up to 50 pages; and an additional \$5.00 per 50 pages for items more than 50 pages in length There are no additional charges for fax delivery and no charges for loans.

**Industrial Technology Centre
Library & Technical Information
200 – 78 Innovation Drive
Winnipeg, MB R3T 6C2**

**Contact Person: Betty Dearth
Phone Number: 480-0336
Alternate Contact: ITC Admin Support
Phone Number: 480-3333
Fax Number: 480-0345
Library Code: MWMRC
Email address: library@itc.mb.ca
Website address: www.itc.mb.ca/library.html
Will accept requests by fax? Yes
Will accept requests by e-mail? Yes
Will accept requests by phone? Yes
Will accept rush requests? Yes
Will fax requests? Yes, up to 20 pages**

**Notes/Comments:
Will send by Canada Post**

**Linden Christian School
877 Wilkes Avenue
Winnipeg, MB R3P 1B8**

**Contact Person: Kim Marr
Phone Number: 204 989-8399**

**Fax Number: 204-487-7068
Library Code: MWLCS
Email address: kim.marr@lindenchristian.org
Website address: www.lindenchristian.org**

Will accept requests by fax?	Yes
Will accept requests by e-mail?	Yes
Will accept requests by phone?	Yes
Will accept rush requests?	Yes
Will fax requests?	Yes

Library Express Account

Reference Number:

**Manitoba Innovation, Energy and Mines
Mineral Resources Library
Suite 360, 1395 Ellice Ave.
Winnipeg MB R3G 3P2**

Contact Person: Tomaz Booth

Phone Number: 204 – 945-6569

Fax Number:

Library Code: MWEMM

Email address: tomaz.booth@gov.mb.ca

Website address: <http://www.gov.mb.ca/iem/info/library/index.html>

Will accept requests by fax? Yes

Will accept requests by e-mail? Yes

Will accept requests by phone? Yes

Will accept rush requests? Yes

Will fax requests?

Notes/ Comments:

**Manitoba Legislative Library
Interlibrary Loan
Room 100 - 200 Vaughan Street
Winnipeg, MB R3C 1T5**

Contact Person: Monica Ball – monica.ball@gov.mb.ca

Phone Number: 945-3784

Alternate Contact: Stuart Hay

Phone Number: 945-4330

Fax Number: 948-1312

Library Code: MWP

Email address: legislative_library@gov.mb.ca

Website address: www.manitoba.ca/leglib

Will accept requests by fax? Yes

Will accept requests by e-mail? Yes

Will accept requests by phone? In cases of urgent need only

Will accept rush requests? In cases of urgent need only

Will fax requests? Up to 10 pages (rush)

Library Express Account #3307

CALL IN

Reference Number: #CM108

Notes/Comments:

Rare book collection and current new titles not available for loan; microfilm maximum of seven reels at a time.

**Providence University College and Theological Seminary
Loewen Learning Resource Centre
General Delivery
Otterburne, MB R0A 1G0**

**Contact Person: Martha Loepky
Phone Number: (204) 433-7488
Fax Number: (204) 433-7158
Library Code: MOWBC
Email address: martha.loepky@prov.ca
Website address: prov.ca/library/default.asp
Will accept requests by fax? Yes
Will accept requests by e-mail? Yes
Will accept requests by phone? No
Will accept rush requests? Yes
Will fax requests? Yes**

EXTENDED EXPRESS

Notes/Comments:

Please include library rate postage paid return mailing labels if possible.

Red River College Library
2055 Notre Dame Avenue
Winnipeg, MB R3H 0J9

Contact Person: Bettina Allen – ballen@rrc.ca

Phone Number: 632-3969

Alternate Contact: Joan Boersma - jboersma@rrc.ca

Phone Number: 632-2571

Fax Number: 697-4791

Library Code: MWRR

Email address: illmwrr@rrc.ca

Website address: www.rrc.ca/library

Will accept requests by fax? Yes

Will accept requests by e-mail? Yes

Will accept requests by phone? Yes

Will accept rush requests? Yes

Will fax requests? Yes (rush requests)

Notes/Comments:

Will send by Canada Post.

**St. Boniface Hospital Research Centre
Carolyn Sifton Helene Fuld Library
351 Tache Avenue
Winnipeg, MB R2H 2A6**

Contact Person: Diana Saunders

Phone Number: 237-2807

Alternate Contact: Kerry macdonald

Phone Number: 237-2807

Fax Number: 235-3339

Library Code: MWSBM

Email address: sbghlibrary@umanitoba.ca

Website address: <http://umanitoba.ca/libraries/health/sbgh>

Will accept requests by fax? Yes

Will accept requests by e-mail? Yes

Will accept requests by phone? 1-3 requests maximum

Will accept rush requests? Yes

Will fax requests? Yes

Library Express Account #3306

DAILY SERVICE

Reference Number: #CM117

Notes/Comments:

Photocopying fees: \$5.00 per item for photocopies up to 50 pages, and an additional \$5.00 per 50 pages for items more than 50 pages in length There are no additional charges for Fax or Ariel/Relais delivery and no charges for loans.

**St. James-Assiniboia School Division
The Media Centre
Document Delivery
150 Moray Street
Winnipeg, MB R3J 3A2**

**Contact Person: Debbie Smith
Phone Number: 837-5886 ext. 2101
Alternate Contact: Mariana Rainey
Phone Number: 837-5886
Fax Number: 885-3178
Library Code: MWSJA
Email address: dsmith@sjsd.net
Website address: <http://www.sjsd.net>
Select Departments and Facilities –
Library/Media Services**

Will accept requests by fax?	Yes (preferred)
Will accept requests by e-mail?	Yes
Will accept requests by phone?	No
Will accept rush requests?	Yes
Will fax requests?	Yes

**Library Express Account #3307
CALL IN
Reference Number: #CM112**

Notes/Comments:

**Seven Oaks School Division
Ben Zaidman Educational Resource Centre
Document Delivery
375 Jefferson Avenue
Winnipeg, MB R2V 0N3**

**Contact Person: Alice Klumper
Phone Number: 204 927-3700 ext. 12020**

Alternate Contact:

Phone Number:

Fax Number: None

Library Code: MWSO

Email address: alice.klumper@7oaks.org

Website address: www.7oaks.org/Resources/BZERC

Will accept requests by fax?	No
Will accept requests by e-mail?	Yes
Will accept requests by phone?	No
Will accept rush requests?	No
Will fax requests?	No

Library Express Account #3307

CALL IN

Reference Number: #CM106

Notes/Comments:

**Université de Saint-Boniface
Bibliothèque Alfred Monnin
Document Delivery
200 Avenue de la Cathedrale
Winnipeg, MB R2H 0H7**

Contact Person: Joanne Pelletier jpelletier@ustboniface.ca

Phone Number: 235-4403 ext. 332

Alternate Contact:

Phone Number:

Fax Number: 237-3240

Library Code: MSC

Email address: peb.msc@ustboniface.ca

Website address: www.ustboniface.ca/biblio

Will accept requests by fax? Yes

Will accept requests by e-mail? Yes

Will accept requests by phone? Only in cases of urgent need

Will accept rush requests? Yes

Will fax requests? Only in cases of urgent need

Library Express Account #3306

DAILY SERVICE

Reference Number: #CM110

Notes/Comments:

**University of Manitoba, Elizabeth Dafoe Library
Document Delivery
Winnipeg, MB R3T 2N2**

Contact Person: Tobey Saniuk - Tobey.Saniuk@umanitoba.ca

Phone Number: 474-6856

Alternate Contact: Lea

Phone Number: 474- 9873

Fax Number: 474-7577

Library Code: MWU

Email address: mwudd@umanitoba.ca

Non generic script email: mwugsm@umanitoba.ca

Website address: <http://umanitoba.ca/libraries/units/docdel/>

Will accept requests by fax? No

Will accept requests by e-mail? No

Will accept requests by phone? No

Requests accepted through our web form at:

<https://umanitoba.ca/libraries/units/docdel/lender.ssl.php>

For login and password please call 474-6856

Will accept rush requests? Yes

Will fax requests? Will fax all articles at no extra charge

Library Express Account #3306

DAILY SERVICE

Reference Number: #CM101

Notes/Comments:

Not available for loan: rare materials; reference materials; reserve materials; bound journals/newspapers/ microforms

Photocopying fees: \$5.00 per item for photocopies up to 50 pages; and an additional \$5.00 per 50 pages for items more than 50 pages in length.

University of Manitoba, Neil John MacLean Health Sciences Library
Document Delivery
Room 245 - 727 McDermot Avenue
Winnipeg, MB R3E 0W3

Contact Person: Candice Lewis
Phone Number: 789-3345/789-3707

Alternate Contact:

Phone Number:

Fax Number: 789-3922

Library Code: MWM

Email address: mwudd@umanitoba.ca

Non generic script email: mwugsm@umanitoba.ca

Website address: www.umanitoba.ca/libraries/units/health

Will accept requests by fax? Yes

Will accept requests by e-mail? Yes

Will accept requests by phone? Yes

Will accept rush requests? Yes

Will fax requests? Yes

Library Express Account #3306

DAILY SERVICE

Reference Number: #CM105

Notes/Comments:

Photocopying fees: \$5.00 per item for photocopies up to 50 pages; and an additional \$5.00 per 50 pages for items more than 50 pages in length. There are no additional charges for Fax or Ariel/Relais delivery and no charge for loans. Neil John Maclean Health Sciences Library includes Carolyn Sifton-Helene Fuld Library, St. Boniface General Hospital, Victoria Hospital Library, Seven Oaks Hospital Library, Concordia Hospital Library, Grace Hospital Library, Misericordia Health Centre Library and the J.W. Crane Memorial Library

**University of Winnipeg Library
Document Delivery
515 Portage Avenue
Winnipeg, MB R3B 2E9**

**Contact Person: Laura Butler
Phone Number: 204-786-9456
Alternate Contact: Michael Dudley
Phone Number: 204-982-1145
Fax Number: 786-1824
Library Code: MWUC
Email address: ill@uwinnipeg.ca
Website address: library.uwinnipeg.ca**

Will accept requests by fax?	Yes
Will accept requests by e-mail?	Yes
Will accept requests by phone?	No
Will accept rush requests?	Yes
Will fax requests?	Yes

**Library Express Account #3306
DAILY SERVICE
Reference Number: #CM109**

**Notes/Comments:
Rare/reference material not available for loan**

**Winnipeg Public Library
Millennium Library
Document Delivery
251 Donald Street
Winnipeg, MB R3C 3P5**

**Contact Person: Darlene Wusaty
Phone Number: 204-986-6962
Alternate Contact: Amanda Clairmont
Phone Number: 204-986-6491
Fax Number: 986-4072
Library Code: MW
Email address: wpl-illo@winnipeg.ca
Website address: wpl.winnipeg.ca**

Will accept requests by fax?	Yes
Will accept requests by e-mail?	Yes (preferred)
Will accept requests by phone?	Yes
Will accept rush requests?	Yes
Will fax requests?	Yes

**Notes/Comments:
Will send by Canada Post**

**Not available for loan: AV material; DVDs; talking books; reference; stack reference;
Canadiana; periodicals; local history; microfilm**

**Winnipeg School Division
Prince Charles Educational Resource Centre
Library Support Services
1075 Wellington Avenue
Winnipeg, MB R3E 0J7**

Contact Person: Anne Freeth-Prud'homme - afreeth@wsd1.org

Phone Number: 204-788-0203 (VOIP – 101343)

Alternate Contact:

Phone Number:

Fax Number: 783-9628

Library Code: MWSD

Email address:

Website address: www.wsd1.org/PC_LMS

Will accept requests by fax? Yes

Will accept requests by e-mail? Yes

Will accept requests by phone? No

Will accept rush requests? No

Will fax requests? Yes

Library Express Account #3307

CALL IN

Reference Number: #CM113

Notes/Comments:

Not available for loan: AV materials and equipment; reference materials; archival or local history materials