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.

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

#CM 101
University of Manitoba 8:30 a.m.
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.
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.
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 OH7
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 Loeppky
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.

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 Loeppky
Phone Number: (204) 433-7488
Fax Number: (204) 433-7158
Library Code: MOWBC
Email address: martha.loeppky@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 Sanuik - 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
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