

How do I use Mail-A-Book?

Mail-A-Book is a collection of paperbacks, audio and visual materials which you can order and have mailed to you at no cost.

Who is eligible to use this service?

This tax-supported service from the Arrowhead Library System is available to rural residents, those who live in a city without a public library, and homebound residents living in a city with a public library. This service is available to residents of Carlton, Cook, Itasca, Koochiching, Lake, Lake of the Woods, & St. Louis Counties. Rural residents who live in the following Itasca County areas, are eligible for Mail-A-Book service only if they are homebound: Town of Arbo, Town of Blackberry, Town of Feely, Town of Grand Rapids, Town of Harris, Town of Sago, Town of Spang, Town of Wabena, City of Cohasset, City of La Prairie, and the City of Warba. Residents who are homebound in the cities of Virginia and Duluth are served by the city library.

To Order Materials:

- Select your titles from one of our current catalogs. (If you would like something not listed in the catalogs—go to Interlibrary Loan instructions).
- Materials can be ordered:
 1. by e-mail at: mailbook@arrowhead.lib.mn.us,
 2. by using the form on our web page at:
www.arrowhead.lib.mn.us/mab/mabform.htm
 3. or by regular mail with a letter, postcard, or an order card.
- Print your name, address, county & zip code on each order. (Hint: Some patrons are using mailing address labels when ordering on our order cards.) Put your Arrowhead Library System Library Card number on your order (14-digit number). If you do not have a library card, print “no card” and we will send you an application with your order. List the titles you would like to receive.
- **Format** means video (VHS), audio CD book (CD), audiocassette book (CAS) digital video disc (DVD), or leaving the space blank will be interpreted as paperback book format.
- **Substitute** means that we will supply similar books if the material you requested is checked out to another patron.
- We **do not** substitute for visual or audio materials.
- **Send to another library** means Interlibrary Loan (see instructions below).
- If you are concerned about privacy, please place your order card in an envelope or see the privacy data information listed at the bottom.

When the materials arrive:

- Mail-A-Book materials will arrive in a zippered cloth bag. You will use this bag to return your order.
- Along with the materials you requested, will be a date due card, a return mailing label with prepaid postage and our address, and a blank order card.

To return materials:

- Place return postage paid label in the plastic pocket on the front of the bag.
- Place the materials you are returning in the cloth bag.
- Enclose your new order card in the bag also.
- Zip the bag closed and put it in your mailbox.
- Materials can also be returned to one of the 29 libraries in the Arrowhead Region or the Bookmobile.
- Please do not toss out the postage paid return address label. This is prepaid postage! If you are **not** returning your items by mail, just enclose it with the materials you will be returning.

Special Instructions to order Audio Books, DVD's, or Videos.

1. Please specify which format you are ordering. Many titles are available in more than one format. If not specified we assume the patron wants a paperback book.
2. Because we have only one copy of most titles, we use a reserve list.
3. If you do not receive an audio-visual title that you have ordered, it is because other patrons have requested the material before you and your name has been placed on the reserve list. The material will be sent when your name comes to the top of the list. You do not have to request this item a second time.
4. When a title you have requested is available, we will mail the item to you with a date due card. If the item you are receiving has a waiting list, we will send you a salmon colored card with a date due of 1 week (we try to give extra time for larger audios). If there are no other requests for the title, we will send a white date due card with a date due of 4 weeks.
5. If you are moving or going on vacation, please let us know so that you will not receive any items that have been reserved for you.
6. Please clean your audio/visual equipment regularly.
7. The Arrowhead Library System is not responsible for any damage done to equipment by the materials it lends to its customers.

Interlibrary Loan Instructions (ordering books not listed in the catalog):

- Give the complete author and title of the book. If you need the information by a certain date, let us know that date. For subject requests, describe in depth what you are interested in receiving. If it is needed for a school report, please give the grade level.
- Check the box on your order card or web order form that states *Send request to another library*. If you are sending us a note, just let us know that it is okay to request the item from another library.
- Some materials may not be available: bestsellers, reference materials, audio-visual, or rare or valuable materials.
- The materials will be sent to you in a padded envelope. **You are responsible for the return postage** to the lending library **or** you can also **return the material to one of the 29 libraries in the Arrowhead Library System or the bookmobile. If you choose to return the material when you return Mail-a-Book items in our cloth bags or by using Mail-A-Book return postage, you must include \$2.00 per item when returning the material(s). If you do not include the \$2.00, we will add this fee to your library card account.**

Data Privacy:

If you are concerned about privacy, you may limit the amount of information you fill out on the order card to just your library card number. **Please print your card number clearly.**