Shipping Procedures

Change of Address

If you plan to move or have moved, please update your address in Encom and email Kelly Wiebe at kelly.wiebe@onlineschool.ca with the new address so information can be updated.

> If you do not update the Learning Commons with a change of address and a shipment is sent to the wrong address, you will be charged for shipping fees and any lost items.

Shipping Outside of Canada

The Learning Commons does not ship physical items outside of Canada due to shipping costs, limitations of loan periods, and a higher risk of damaged and lost items. Families who are travelling can access our online resources.

> Before booking Learning Commons resources, please review our **Loan Periods & Booking Limits** for information about loan lengths, shipment allowances, item limits, renewals, and booking guidelines.

Receiving Packages

- KEEP the box/packages and all other packing materials for when you return the items.
- Check KITS for missing items; email kelly.wiebe@onlineschool.ca immediately if there are missing or damaged items. Otherwise, you may be charged for them!
- Check the Library receipt to ensure all items are included in your shipment. Contact us immediately if an item is missing. Keep the receipt handy as a checklist when returning items.
- Renewals: Renew online before items are overdue. Not all items may be renewed if they are booked by another patron.
- Extensions: need just a few more days? Let us know, and we will extend the dates if possible.
- Going away? Email us at least 10 business days before you leave. Arrangements can then be made to ship items back earlier or when you are back.

Returning Items

If you live outside the courier service area, we will ship by Canada Post and provide prepaid shipping labels for returns.

> Arrange a courier pick up or prepaid return by connecting with Kelly Wiebe: 778-721-8309 kelly.wiebe@onlineschool.ca Monday - Thursday.

Please follow all instructions included in your shipment. Every shipment is different. Proper packaging will reduce damage to books and other items.

- Due Dates: The due date is the date the item must arrive back in the Learning Commons. You must ship your package several days before the due date, depending on your shipping zone.
- The shipping instructions are included with every package. You will need to contact Kelly or Jen several days before the item is due to arrange shipping. The time period is noted on your shipping instructions and is dependent on the shipping zone you are in and the method, (courier or Canada Post), of shipping.

Returning Multiple Boxes/Packages

- Please put all items into ONE box/package, or tape packages together if they are compatible in size. This saves on shipping costs. (One white Tyvek bag can hold 2 or more kits).
- Please do not tape boxes together if you return items via Canada Post.

If you have more than one box/package which cannot be put into one, let us know immediately how many boxes you will be returning before the pick-up is issued. If a shipment includes 2 or more boxes, the driver is only permitted to pick up ONE if that is what is requested.

Tips for returning items:

- Items must be packaged in boxes or Tyvek envelopes (save the packaging in which the items were sent!)
- Please don’t use paper envelopes as they rip too easily.
- Items damaged due to poor packaging will be billed to your account.
- Families are responsible for paying for postage to return DVDs, CDs, and small items that can be mailed if they cannot be returned with a larger shipment.

Local Patrons

Patrons living in Kelowna, Lake Country, and West Kelowna need to pick up their items from the Learning Commons. Locals can book items for shorter periods since there is no shipping time

involved. Please contact Library Administrator Shandra Wiebe (swiebe@onlineschool.ca) to book items for a shorter period.

Learning Commons Hours and Location

HCOS Learning Commons 907 Badke Rd, Kelowna, B.C. V1X5Z5

Monday - Thursday 8:00 a.m. - 4:00 p.m. Closed on Fridays.

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