



GOVERNMENT

Library delivery services

At a glance

Parcel collections from libraries*

Courier delivery on same day as pick-up (metro areas only)†

Standard Post delivery estimated within 2 to 10 business days

Delivery to residential addresses, Post Offices or 24/7 Parcel Lockers

Email and SMS recipient notifications‡

Tracking data for libraries and members via Australia Post website or app‡

Delivery status reporting and proof of delivery captured

Range of Easy Returns options available to suit library and member preferences

Compensation for loss or damage included up to \$100. Additional extra cover available¶

* If the value of the shipping costs payable for the Parcels collected from the eParcel Customer is less than the Minimum Collection Value of \$41, the eParcel Customer must pay, for that collection, the difference between the Minimum Collection Value and the value of the shipping costs payable for the Parcels collected. For the avoidance of doubt, the eParcel Customer must pay the Collection Fee in addition to the shipping costs.

† Within metropolitan areas of Australian capital cities. Booking time limits apply and vary depending on location. Pickup and delivery time frames are approximate and may vary.

‡ Across town within major metropolitan areas. The Express Post next business day guarantee has been temporarily suspended (at time of publication August 2020). Express Post will continue to be prioritised as the fastest Post option for customers, but may not always meet the next business day standard. To calculate postage and delivery times visit auspost.com.au

‡ Notifications and tracking events will vary depending on how an item is lodged and delivered. Read more about our tracking service at auspost.com.au

¶ Extra Cover provides loss or damage cover for items worth more than the compensation provided with an Australia Post service, and can be purchased in increments of \$100 up to \$5,000. Neither the \$100 compensation included with this service nor the purchase of Extra Cover limits any rights you may have under the Australian Consumer Law.

With millions of visits each year, public libraries are among Australia's most valued social institutions – supporting literacy and education, community building and skills development.¹

Help build more resilient communities

When the Australian Library and Information Association (ALIA) commissioned SGS Economics to calculate the benefits of public libraries to communities and to the economy, it found Australian public libraries return \$2.90 for every \$1 invested.²

And in challenging times, when citizens are grappling with rapidly changing social dynamics, unemployment, reduced health, or feelings of social displacement – libraries can help to strengthen community connections and build resilience.³

Yet many regional and remote Australian communities don't have a local library.¹ And many more have lost or had their library service disrupted due to a crisis – such as the 2018/2019 bushfires³ or the COVID-19 pandemic.⁴

When COVID-19 shut down public libraries, Australia Post collaborated to create a new book delivery service – enabling materials to be delivered straight to members' homes.

"The collection belongs to the community. This was the time people really needed free things to read, watch or listen to while stuck at home – or to help their kids trying to learn at home," says Sarah Hopkins, Eastern Regional Library Service's Corporate Manager Customer Experience. "People told us how grateful they were, how it made them feel more connected."

Improve access to library resources

For many years, Australian libraries have been exploring new opportunities to deliver services¹ and respond to changing community needs.^{1,2,5} In the face of the COVID-19 pandemic, their transformation and thinking has accelerated.

"We've tended to think library is around location traditionally but now it's also about time, because people are busy," explains Hopkins. "Access and flexibility is more important than ever."

Deliver library materials to your members

Member visits your online catalogue (or contacts the library directly) and selects the item(s) they would like to borrow.



Member selects their preferred delivery timeframe:	Lodgement: Standard Post and Express Post delivery			Member follows their library's chosen returns process:
<ul style="list-style-type: none"> • Courier[†] – Delivery on the same day as pick-up from the library in metro areas only (fastest option available). Authority to Leave in a safe place is required for same-day Courier delivery. • Express Post[‡] – Estimated delivery on the next business day after the library posts the parcel (second fastest option) • Standard Post – Estimated delivery within 2 to 10 business days <p>The member selects their preferred delivery location – residential address, Post Office Box or 24/7 Parcel Locker.</p> <p>If items are to be delivered to a member's home, we recommend seeking Authority to Leave (ATL) in a safe place, to enable contactless delivery.[#]</p>	<p>The order is passed via API to our eParcel / Parcel Send lodgement platform.</p> <p>Library staff:</p> <ul style="list-style-type: none"> • pick and pack the item(s); • create and print a shipping label; • create a manifest for all shipments; and • lodge the orders directly through the eParcel/ Parcel Send system. 	<p>Library staff order an Australia Post parcel collection* or drop the parcel off at their local Post Office.</p>	<p>The member receives SMS or email tracking notifications.</p> <p>Australia Post delivers the member's item(s) as specified.</p> <p>Once delivered, the manifest is updated in the eParcel/Parcel Send system.</p>	<ul style="list-style-type: none"> • Packs their item(s), attaches the returns label that was included within their library delivery, and drops their parcel off at a Post Office, 24/7 Parcel Locker or via one of our retail partners including supermarkets and pharmacies. • Visits an online returns portal to create a returns label, packs their item(s) and attaches the label. Then drops their parcel off at a Post Office, 24/7 Parcel Locker or via one of our retail partners including supermarkets and pharmacies. • Contacts their library directly to arrange a collection of their item(s) and is advised of a same-day Courier pick up time.
	Lodgement: Same-day Courier delivery			
<p>Bookings can be made through our secure online booking website.</p> <p>Library staff:</p> <ul style="list-style-type: none"> • create a list of deliveries and pickups by suburb; • create a booking via the online booking tool by 4pm the day prior to the delivery/pickup; • upload or file transfer the list into the online booking tool; • pick and pack the item(s); and • print shipping label(s). 	<p>Alternatively, library staff can call StarTrack Courier Customer Service 13 13 20 to book a same-day Courier.</p> <p>The item(s) will be collected from the library by a StarTrack Courier driver for delivery.</p>	<p>The member receives an SMS/email notification when their parcel is due to arrive.</p> <p>The library receives confirmation notification when the delivery is completed.</p>		

Reach out to your Australia Post Account Manager to transform your library delivery services.

Delivery solutions for every organisation

Our network

12+ million delivery points across Australia

20,000+ alternative delivery, collection and return points

4,000+ Post Offices

53 Business Hubs

Service delivery highlights for 2019

230 million retail customer visits

316 million digital customer visits

6.5 million physical identity transactions

1.5 million digital identity checks

75 million banking and Post Billpay transactions



Acquire new members using Unaddressed Mail

Unaddressed mail is a cost-effective way to engage prospective new members in your local area. Our free online tool, Campaign Targeter, can help you locate your target audience by profile or geographic area.



Keep existing members informed and engaged

Addressed mail is a great way to stay in touch with your existing members and share library news.

- 1 Connected Communities - Vision for northern territory public libraries 2017-2023, Northern Territory Government, 2017. <https://ntl.nt.gov.au/system/files/uploads/files/2018/connected-communities-vision-for-nt-public-libraries-2017-2023.pdf>
- 2 Public libraries return on investment study, ALIA, 2013, <https://www.alia.org.au/public-libraries-return-investment-study>
- 3 Opportunities and Challenges for Public Libraries to Enhance Community Resilience, ResearchGate, 2013. https://www.researchgate.net/publication/258114644_Opportunities_and_Challenges_for_Public_Libraries_to_Enhance_Community_Resilience
- 4 <https://www.alia.org.au/which-sector-are-you-interested/how-you-can-help-bushfire-recovery>
- 5 <https://www.theage.com.au/politics/victoria/city-council-to-shut-libraries-gyms-to-protect-staff-and-stop-virus-spread-20200316-p54aee.html>
- 6 Future Libraries Workshops Summary and Emerging Insights, ARUP, 2015
- # The option to have a parcel left in a safe place will only be available if the sender has agreed to allow it. This applies to parcels in transit and addressed to a street address. Additionally, the shipping information provided by the sender must include the customer's registered email address, mobile number, or other details that allow us to match the parcel to their MyPost account.

