

The following guidelines and procedures, recommended by the County of Santa Clara Office of the Sheriff's Custody Bureau, are completely adhered to by the Catholic Charities Inmate Support Services Program. Any individuals sending books MUST FOLLOW THESE INSTRUCTIONS EXACTLY. Contracted security/safety procedures and protocols prohibit any deviation from these instructions.

- All books for inmates must be purchased, packaged, and shipped to Catholic Charities Inmate Support Services Program from a qualified online bookseller (such as Amazon or Barnes & Noble) or any bookseller that will ship. We do not accept or deliver books mailed through the USPS by a private party. We cannot deliver books that are incorrectly shipped. Our contract prohibits any deviation from this chain of custody security policy with the Santa Clara County Sheriff's Office.
- Books brought to our office will not be accepted or delivered.
- You may only purchase and ship traditional paperback books to Catholic Charities. If the book is hard-covered, the cover will be removed. Books with any type of markings, stains or applications on/in them cannot be delivered. Jail policy dictates that overly large books in excess of (e.g., 9x12x2 and/or weight 2 1/2 lbs.) may be disallowed for delivery.
- A maximum of 5 books are allowed per Inmate per weekly delivery cycle. Excess books will be held for the following week's delivery.
- Purchasers, booksellers, bookstores, and publishers should be advised that the SHIPPING ADDRESS must include the following information. An example is as follows:

Inmate Name, PFN, and CEN Booking Number  
Catholic Charities Inmate Support Services Program  
2625 Zanker Road, San Jose CA 95134

- Catholic Charities staff or volunteers cannot deliver newspapers and/or magazines. Any periodicals received at our location may be refused or retained. If an individual wants to send this type of reading material, they may purchase a subscription with the inmate identifiers and it must be mailed directly to the specific County Jail Facility address. Purchaser must be aware that this may not guarantee delivery by the Jails Staff due to internal restrictions and security/safety concerns. This option is not recommended by Catholic Charities.
- We do not deliver or forward packages to any State Prison or other Correctional Jurisdictions. Our Program only serves Santa Clara County Correctional Facilities. Contact the specific State Prison/Correctional facility directly to obtain their mailing criteria.
- Books received by Catholic Charities Inmate Support Services Program will be entered into our book log database and may take up to 10 judicial days to be delivered to the inmate. Incomplete address information, internal security issues, or facility access restrictions may delay the delivery time. The average delivery time is within the week.
- Non-deliverable items (books, magazines, glasses, misc. packages) will be held at the Catholic Charities Inmate Support Services Program office. We are unable to return ship. Undeliverable items will be held for 90 days for Purchaser pickup (proof of purchase will be required). After 90 days, the items will then be purged from our system and recycled thereafter.

If you have any further questions, please contact our book volunteers at (408) 325-5205 or speak with a staff member from our Program at the following numbers: Main Jail Complex Coordinator (408) 325-5144, Elmwood Correctional Complex Coordinator (408) 325-5232, Program Manager (408) 325-5147. Our office hours are Monday through Friday: 10 AM to 4 PM. Thank you for your support.