BOOK DELIVERY GUIDELINES
SANTA CLARA COUNTY JAILS

The following guidelines and procedures issued by the County of Santa Clara, Office of the Sheriff, Custody Bureau, are completely adhered to by Catholic Charities Inmate Support Services Program and therefore individuals sending books to inmates MUST FOLLOW THESE INSTRUCTIONS EXACTLY. Contracted security 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 book seller (such as Amazon or Barnes and Noble) or any bookseller that will ship. We do not accept or deliver books mailed through the USPS by a private party or brought to our offices. We are prohibited to 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 Department of Correction.

- Books brought to our office will not be delivered.

- You may only purchase and ship paperback books to Catholic Charities for delivery. If the book is hard-backed, the cover will be removed. Books with any markings on/in them cannot be delivered. Maximum book size is 9x11x1 and not over 2 lbs. We will retain all oversized books for purchaser pick up. Jail policy prohibits us to deliver any books which are too large and heavy.

- A maximum of 5 books are allowed per inmate per delivery. Excess books will be held for the next delivery cycle. Excessive books in individual cell property may be placed by Unit Officers onto Inmate’s property or recycled.

- Booksellers, bookstores and publishers should be advised that the SHIPPING ADDRESS must be as follows:

  Inmate’s Name, Booking Number and PN
  Catholic Charities Inmate Support Services Program
  2625 Zanker Road, San Jose, CA 95134

- Newspapers or magazines cannot be delivered by the Catholic Charities Inmate Support Services Program Staff or Volunteers. Magazines received at our location may be refused or retained. Inmates may receive newspapers, magazines, periodicals and books through the US Postal Service if they are mailed directly from the publisher. If you wish to send periodicals you may purchase a subscription with the inmate information and it must be mailed by the publisher directly to the County Facility address. Please be aware that this may not guarantee delivery by the Jail Staff due to restrictions.

- We do not deliver or forward packages to State Prisons. We only serve Santa Clara County Correctional Facilities. Contact the State Prison directly to obtain their specific mailing criteria for CDCR inmates.

- 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 for delivery to the Inmate. Incomplete information, security issues or facility access restrictions may delay the delivery time. The average delivery time is usually a few days.

- Non-deliverable books and magazines will be held at the Catholic Charities Inmate Support Services Program office. We are unable to return ship. Undeliverable books and magazines will be held for 90 days for purchaser pickup. After 90 days, the books 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 Catholic Charities Inmate Support Services Program the following numbers: Main Jail Specialist (408) 325-5144, Elmwood Specialist (408) 325-5232, or Jail Specialist (408) 325-5147. Our office hours are Monday through Friday 10am to 4 PM. Thank you for your support!