



3 Ways to Pick Up from Your Lethbridge Public Library

There are now 3 ways to pick up your items up from Lethbridge Public Library:

Curbside Pick Up

Grab & Go

NEW Browse & Go

Curbside Pick Up:

After you have received your confirmation email or phone call you will be able to come to the Library to pick up your items. You have 10 days to pick up your items once you have been notified.

When you arrive please park in one of the reserved parking spots and stay in your vehicle:

- Main Branch: at the south end of the parking lot, near the Children's Services entrance and call 403-308-4106
- Crossings Branch: in the north parking lot and call 403-320-4037
- Bookmobile: by the sign near the Bookmobile and call 403-330-4775

Curbside services are available at the Main and Crossings branches:

- Monday – Saturday, 10 a.m. – 4 p.m.
- Sunday, 1 – 4 p.m.

Curbside and Grab & Go services are available from the Bookmobile. Visit www.letlib.ca for hours of operation.

Please give staff your last name and library card number.

Staff will then check out your items on to your card.

Staff will then place your items in a bag and bring them to your vehicle.

Grab & Go:

After you have received your confirmation email or phone call you will be able to come to the Library to pick up your items. You have 10 days to pick up your items once you have been notified.

When you arrive proceed to "Holds" shelving to locate your hold(s) or Surprise Me items. Use the self check-out stations or proceed to the customer service desk to check out your items, and exit the building. Staff will be available to offer assistance.

Hand sanitizer and masks will be available. Please follow physical distancing requirements.

NEW Browse & Go:

Upon entry to the Library you will be given a slip of paper with a date and time stamp. We ask that you limit your visit to the recommended 45 minutes or less, as we are limited to the number of customers we can allow into the Library at one time, and we want to provide as many customers as possible the opportunity to visit and select their own materials.

Browsing will be available for books, DVDs, CDs, and some toys. There is no access to newspapers, magazines, board games, physical literacy kits, listening stations (Main Branch), or video gaming stations (Crossings Branch) at this time.

After you've selected your items use the self-checkout stations or proceed to the customer service desk to check your items out, and exit the building.

Staff will be available to offer assistance in locating items and checking items out.

Hand sanitizer and masks will be available. Please follow physical distancing requirements.

FAQ

How do I request an item for Curbside Pick Up or Grab & Go?

- Visit Lethbridge Public Library's website at www.lethlib.ca or go to the [BiblioCommons search page](#).
- Type your search query into the search bar and hit "enter".
- Once you have located an item in the catalogue, place the item on hold.
- Enter in your account information.
- Wait for a confirmation email or phone call to come to the Library to pick up your items. Please check your "junk mail" to ensure our email hasn't been filtered out of your inbox.

You can also place a hold on an item by calling 403-380-7330 (Main Branch) or 403-320-4037 (Crossings Branch).

If you do not wish to put individual items on hold, we are also offering a "Surprise Me" selection of items, the form for this service can be found on our main page at www.lethlib.ca.

How do I get a Library card?

If you need a Library card, please visit one of our branches or complete our online [Library Membership Registration Form](#).

How do I return my items?

Materials can be returned to the:

- Main Branch: book return located at the Children's Services entrance and inside the Stafford Dr. entrance
- Crossings Branch: book return located at the South entrance (Britannia Blvd. W.)
- Bookmobile: drop in the book drop located on the exterior of the Bookmobile

**ALL ITEMS WILL BE PLACED IN QUARANTINE FOR 4 DAYS PRIOR TO BEING CHECKED IN.
LATE FEES WILL NOT BE CHARGED.**

Please note: as the COVID-19 crisis continues to evolve, we may need to cancel these services without notice.

COVID-19 Disclaimer

The COVID-19 virus can survive up to 4 days on Library materials. As books cannot be effectively cleaned and disinfected, it may be wise to store books for a minimum of 24 hours before handling them. Patrons who are immune compromised or otherwise susceptible to COVID-19 infection should not take out items from the library. Patrons should wash hands before and after handling books and other items, avoid touching their faces while reading and avoid sneezing or coughing onto the page while reading.

The Library's complete re-opening plan is available [here](#).