



Curbside Pick Up and Grab & Go Pick Up

There are now 2 ways to pick up your items up from Lethbridge Public Library: Curbside Pick Up or Grab & Go Pick Up.

Both services will be available:

Main and Crossings Branches: 10 a.m. – 7 p.m., Monday – Thursday; 10 a.m. – 4 p.m., Friday & Saturday; Closed Sunday.

Bookmobile: 12:45 – 4 p.m., Tuesday (Nicholas Sheran Pool), Wednesday (Lakeview Park), Thursday (Park Meadows Mall).

How to request an item?

- 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. At this time, only 10 requests per card holder can be made.
- 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).

****Please note: we will respond to all pick-up requests in the order that they are received. An item that appears as being "In" in the catalogue may not be available if another patron earlier in the queue has already requested it.*

If you need a library card, please complete our online [Library Membership Registration Form](#).

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.

Toys and Physical Literacy Kits will be made available at a later date.

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

Curbside Pick Up Instructions

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

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 place them on the table/cart you are parked at (outside the rear doors of the Bookmobile).

We ask that you retrieve the items and return to your vehicle.

Grab & Go Pick Up Instructions

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 enter the Library through the designated entrance:

- Main Branch: the Children's Services entrance
- Crossings Branch: the North Entrance

Access will be limited to 1 adult per family.

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

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.

Access to browsing will not be available at this time.

Item Returns

Materials can be returned to the:

- Main Branch: book return located at the Children's Services 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

Items returned will be subjected to a 4-day quarantine period. Toys can be returned to the Main and Crossings Branches.

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

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](#).