



## FAQs

### **How do I get a Library card?**

If you need a Library card, please complete our online Library Membership Registration Form at: <http://www.lethlib.ca/get-ecard>.

### **What if I've forgotten my PIN?**

Click on the "Forgot Your PIN" link on the "My Account" login page to reset your PIN ([https://lethlib.bibliocommons.com/user/login?destination=%2Fuser\\_dashboard](https://lethlib.bibliocommons.com/user/login?destination=%2Fuser_dashboard)).

### **What do I do if my membership is about to expire?**

Please contact one of our Branches: 403-380-7330 (Main Branch), 403-320-4037 (Crossings Branch) and our staff can assist you.

### **How do I return my items?**

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

ALL ITEMS WILL BE PLACED IN QUARANTINE FOR 3 DAYS PRIOR TO BEING CHECKED IN.

### **What do I do if the items I currently have on loan can't be returned through the drop boxes?**

If you have items that cannot be returned through our drop boxes (i.e. toys or physical literacy kits) please hold onto them until we re-open. You will not be assessed late fees.

### **Can I still request interlibrary loans?**

The provincial interlibrary loan system will resume service as of Thursday, February 11. However, as many libraries across the province remain closed due to the pandemic, we may not be able to fulfill all interlibrary loan requests. Library staff will notify patrons if they encounter difficulties fulfilling a request.

### **What if I am having trouble logging into PressReader, hoopla, or Libby?**

If you're having trouble logging into these electronic services, visit <http://www.lethlib.ca/digital-content> to check out our tutorials. You can also email [LPL.InfoServices@lethlib.ca](mailto:LPL.InfoServices@lethlib.ca) or call 403-320-4102 and our staff will be happy to help you.

### **Can I talk to someone from the Library?**

Customer support and information services will continue to be available:

- 10 a.m. – 4 p.m., Monday – Saturday
- 12 – 4 p.m. on Sundays

You can reach our staff by emailing [questions@lethlib.ca](mailto:questions@lethlib.ca) or calling 403-380-7330 (Main Branch) or 403-320-4037 (Crossings Branch).

If you'd like to book some time with a Librarian please email [LPL.InfoServices@lethlib.ca](mailto:LPL.InfoServices@lethlib.ca) or call 403-320-4102.

### **When will the Library reopen?**

We will continue to monitor the ongoing situation and follow the advice of our local, provincial, and federal officials.

Please watch our website and social media for updates.

Our number one priority will always be to protect the health and safety of our employees and customers. We are in all instances committed to supporting a continuity of Library services for our community, and continuing to work towards alternative service delivery.

### **COVID-19 Disclaimer**

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.