



Re-opening Your Lethbridge Public Library, One Chapter at a Time

Chapter 1

Here's what to expect...

Hours of Operation & Access:

- Main and Crossings branches: Monday – Thursday, 10 a.m. – 7 p.m.; Friday & Saturday 10 a.m. – 4 p.m.; CLOSED SUNDAY
- Bookmobile: variable hours, please check [here](#) for Bookmobile hours

For the health & safety of our staff & customers, building access will be limited to:

- Main Branch: Children's Services Desk & Computer Services area
- Crossings Branch: Customer Services Desk & some Computer Stations
- Bookmobile will be available for Curbside Pick Up ONLY

At this time there will be no access to browse collections.

Building access will be limited to 1 adult per family. Customers are encouraged to use the Curbside Pick Up service when visiting in groups.

Exam invigilation will be available by appointment 403-320-4954 (Main Branch) or 403-320-4037 (Crossings Branch).

Streaming and online programming will continue.

Donations of used books/materials will not be accepted.

Library memberships that expire on or before July 2 will be extended to July 16. You can renew your membership for one year by calling 403-380-7330 (Main Branch), 403-320-4037 (Crossings Branch), or visiting a branch.

Borrowing & Returns:

Library materials checked out prior to our closure will be due back July 16. Library materials checked out via Curbside Pick Up are due back on the due date assigned at the time of pick up. Items returned will be subjected to a 4-day quarantine period.

There will be 2 ways to access materials:

1. Curbside Pick Up will remain operational at all branches. Please check here for up-to-date Curbside Pick Up instructions.

2. Grab & Go Pick Up will be available:

- Main Branch: enter through the Children's Services entrance
- Crossing Branch: enter through the North entrance
Proceed to "Holds" shelving to locate your hold(s) or Surprise Me items.

We encourage you to use our self check-out station to check out your items; staff assistance will be available.

Full Grab & Go Pick Up instructions are available [here](#).

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.).

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

Computer Access

Limited computer use access will be available:

- Main Branch: line up at the 5th Ave. entrance; limit of 10 customers per appointment time
- Crossings Branch: enter through the North entrance and proceed to lineup; limit of 5 customers per appointment time

Each appointment will be 45 minutes, and run on the hour starting at 10 a.m. with the last appointment starting at 3 p.m.

Computer access will be closed from noon – 1 p.m.

Appointment times will be assigned by Library staff at the Computer Use Access lineup.

Only 1 appointment per person per day.

Next-day reservations will be evaluated on a case-by-case basis.

Complete Computer Access information is available [here](#).

As you will appreciate, the planning around re-opening is complex, and we will be carefully evaluating our service levels and offering limited services to start with. Our top priority will always be to protect the health and safety of our employees and customers.

Our provision of services have been, and will remain, consistent with the direction and guidance of public health authorities, the Government of Alberta, and the City of Lethbridge.

Our ultimate goal is to continue to meet community needs and provide as much service as we can, provided we are doing so safely; however, an inherent risk of exposure to COVID-19 exists in any public place where people are present. Restrictions put in place, and services provided, may change based on the evolving situation, and will be reviewed on a regular basis.

Each phase (or Chapter) will be implemented after a period of evaluation of the prior phase, and will be dependent upon the local situation and the ability of the Library to operate within current public health guidelines.

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