

Contactless Library Services Continue

Library Building Closed Till Further Notice

On April 6, 2021 Alberta returned to “Phase 1” of the “path forward.” Part of those restrictions include all libraries in Alberta being closed to the public at least until the launch of “Phase 2.” Once we receive a reopening date we will post it here, to the library’s Facebook page, and on the library website. For more information about Government of Alberta COVID measures visit: alberta.ca/covid.

Services Available:

- Continue to place holds on library items.
 - To place a hold, download the TRACpac app on Apple or Android, visit tracpac.ab.ca on your web browser, call the library at 780-778-2900, or e-mail info@whitecourtlibrary.ab.ca
 - Items available include those at the library and those in the TRAC system.
- Pickup your holds using contactless pickup.
 1. Receive your “item is on hold” notification as usual. If you are receiving a combined notice that specifies an item may be on hold, or some other type of account notification applies, log into your library account online or contact the library to confirm items are on hold for you.
 2. Come to the library during “pickup hours” and call the main line at 780-778-2900 to provide your first and last name. If you do not have a cell phone contact us to schedule a pickup time.
 3. Wait for staff to place your items on the table in front of the main doors and return inside.
 4. Proceed to pick up your items. Double check the name tags on items to ensure you are picking up the correct items! If other patrons are picking up items observe social distancing.
- Return items 24/7 using the drop box beside the main doors.
 - Try to renew items and return them by their final due date. Late fees continue to apply. Contact the library to request fee exemptions.
- Enjoy e-resources.
 - Use the TRACpac app, tracpac.ab.ca website, or go to the library website at www.whitecourtlibrary.ab.ca and click on “e-resources.”
- Sign up for a free library account and get support accessing library services.
 - If you reside in Whitecourt or Woodlands County fill out our online form to sign up for a new library account: <https://whitecourtlibrary.ab.ca/form> You can also call the library.
 - Staff will answer calls and e-mails during “pickup hours.”
- Fastest way to access service and how to get help.
 - The quickest way to access services is online using the self-serve options described above. If you do not have internet access or require a tutorial to use self-serve options, contact the library during pickup hours and staff will be happy to assist you.

Free wi-fi around the Library Building! Connect to “library wireless,” then check “accept” in the terms and reference window that automatically opens on your device’s browser.

**Follow the Library’s Facebook page: <https://www.facebook.com/whitecourtlibrary/>
(or call us) to stay in the know about free program kits.**

The longer we remain closed, the more we will make available to you!

Library Contactless Pickup Hours

Wednesday April 7: 12 Noon to 7 PM

Thursday April 8: 12 Noon to 7 PM

Friday April 9: 10 AM to 6 PM

Saturday April 10 and Sunday April 11: Closed

Thereafter:

Monday to Thursday: 10 AM to 7 PM

Friday and Saturday: 10 AM to 4 PM

Sundays and Holidays: Closed (next holiday closure is May 22, 23, and 24)

To pick up your holds using contactless pickup:

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Visit our Facebook page (<https://www.facebook.com/whitecourtlibrary/>) or give us a call to find out about other contactless programs and services or with special requests.