

# Library Closure Extended Till Further Notice

## Contactless Library Services Continue

All libraries in Alberta remain closed by provincial order. At the January 21, 2021 press conference Dr. Deena Hinshaw, Alberta's Chief Medical Officer of Health, specifically stated that a re-opening date has not been set for facilities such as libraries. The province continues to evaluate the status of the COVID pandemic and Government of Alberta COVID announcements are available on: [alberta.ca/covid](https://alberta.ca/covid). Until the Library receives word about being allowed to re-open for in-person services we will continue offering and developing our suite of free contactless services. For updates follow our Facebook page, or check out hard copy updates posted at the doors.

### Services that will continue during the closure:

- Continue to place holds on library items.
  - To place a hold, download the TRACpac app on Apple or Android, visit [tracpac.ab.ca](https://tracpac.ab.ca) on your web browser, call the library at 780-778-2900, or e-mail [info@whitecourtlibrary.ab.ca](mailto: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.
  5. If you have questions or comments contact the library, please do not try to interact with staff!
- Return items 24/7 using the drop box beside the main doors.
  - Please try to renew your items and return them by their final due date, but we will continue to waive late fees until we reopen.
- Enjoy e-resources.
  - E-resource limits have been raised again! Use the TRACpac app, [tracpac.ab.ca](https://tracpac.ab.ca) website, or go to the library website at [www.whitecourtlibrary.ab.ca](https://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 make available to you!**

## Library Contactless Pickup Hours

| Day                       | 10 AM – 6 PM   | 10 AM – 7 PM | 10 AM – 4 PM |
|---------------------------|--|--------------|--------------|
| Mondays                   | X  |              |              |
| Tuesdays                  |  | X            |              |
| Wednesdays                |  | X            |              |
| Thursdays                 |  | X            |              |
| Fridays                   | X  |              |              |
| Saturdays                 |  |              | X            |
| Sundays                   |  |              | X            |
| Upcoming Holiday Closures | Saturday February 13 to Monday February 15 Inclusive   |              |              |
| Reopening                 | Once Reopening is Announced, Our Regular Hours:<br>10 AM – 6 PM Mondays & Fridays<br>12 Noon – 8 PM Tuesdays to Thursdays<br>Weekends and Holidays: Closed |              |              |

To pick up your holds using contactless pickup:

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5. If you have questions or comments contact the library, please do not try to interact with staff!

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.