

Library Services Continue During December 12, 2020 – January 10, 2021 Mandatory Library Closure

Per the Premier's December 8 announcement, the building will be closed to the public.
Details of all Government of Alberta COVID announcements are available on: alberta.ca/covid
As long as no changes are announced, the library plans to re-open on January 11, 2021.

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 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 the library and schedule a pickup time instead.
 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.
 - We will waive all late fees accumulated between December 11, 2020 and January 17, 2021.
- Enjoy e-resources.
 - E-resource limits have been raised again! 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 best way to stay updated.
 - 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.
 - The quickest way to stay updated about all things related to your library is to follow the library facebook page: <https://www.facebook.com/whitecourtlibrary/>
- Free wi-fi: Connect to “library wireless,” then check “accept” in the terms and reference window that automatically opens on your device’s browser.

Library Contactless Pickup Hours			
Date	10 AM – 6 PM	10 AM – 7 PM	10 AM – 4 PM
Wednesday December 16		X	
Thursday December 17		X	
Friday December 18	X		
Saturday December 19			X
Sunday December 20			X
Monday December 21	X		
Tuesday December 22		X	
Wednesday December 23		X	
Thursday December 24 – Sunday December 27	Closed		
Monday December 28	X		
Tuesday December 29		X	
Wednesday December 30		X	
Thursday December 31 – Sunday January 3	Closed		
Monday January 4	X		
Tuesday January 5		X	
Wednesday January 6		X	
Thursday January 7		X	
Friday January 8	X		
Saturday January 9			X
Sunday January 10			X
Monday January 11	<p>Building Reopens & Back to Regular Hours: 10 AM – 6 PM Mondays & Fridays 12 Noon – 8 PM Tuesdays to Thursdays Weekends and Holidays: Closed</p>		

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