

LIBRARY COVID-19 FAQ

Updated March 23 (afternoon), 2020

Do you miss us? YES we do! The Library Team is thinking of you and hoping you are all well. Please reach out to library@auarts.ca with any concerns. ❤️ We thank you for your patience and understanding during this challenging time.

Is the Library Open? The Library is NOT open. Library staff are working remotely and responding to emails promptly during regular Library hours:

Monday to Thursday: 8am to 8pm
Friday: 8am to 4:30pm
Saturday: 11am to 5pm

Can I borrow items from the Library? We are NOT providing access to the Library's physical collections at this time, however E-Resources (art encyclopedias, multi-media, image and article databases, and streaming film) remain available to the AUArts community. Please email the library@auarts.ca if you would like assistance accessing these resources.

Can I return my books? NO. As of Monday, March 23rd, 12:01pm, there is a campus-wide lock down, meaning that there is NO ACCESS to the building for ALL faculty, staff, visitors and students (both undergraduate and graduate students). No one will be able to enter the building except for a few authorized staff who are essential to keep critical services running.

There is absolutely **no need to return books** at the moment. We strongly encourage you to stay home if possible and have adjusted due dates on ALL borrowed items to April 27th. We are NOT charging overdue fines at this time. Students continuing with coursework who find themselves unable to complete outstanding work due to the building closure are advised to complete the [Excused Absence Form](#) and send it to covid19@auarts.ca.

How do I access Library resources from home? When accessing [E-Resources](#) off campus, you will be prompted to enter a Library ID and PIN, if you do NOT have that already or have any other questions, please email the library@auarts.ca. E-Resources offers online access to art encyclopedias (Oxford Art Online), primary source databases, full-text newspaper, magazine and academic journal articles, streaming video and other general multi-media databases for browsing and research purposes. Please contact the Library if you need help navigating E-Resources.

For more help with research:

Search Tips ([simple](#))

Search Tips ([research guide](#))

[How to search a database for articles](#)

I have overdue fines, how do I pay them? The Library stopped charging overdue fines on Monday March 16th when classes were suspended. Please do NOT worry about Library fines. If you are having difficulty accessing Library resources or grades please email library@auarts.ca.

INSTRUCTOR FAQ

I need to upload a reading to Mosaic, but no longer have access to the print item. What can I do to make them available to students? Please contact the library@auarts.ca and we will try to locate a digital copy for you to upload where possible. For questions about Mosaic, mosaic.help@auarts.ca

What streaming film options are available for instruction? We all have access to [Films on Demand](#) (ex. Art21 and other educational films as well as the World Cinema Collection) and [NFB Campus](#) (award-winning documentaries, animations, experimental films, fiction and interactive works).

Can I still request an Interlibrary Loan? Interlibrary loan requests for physical items are currently suspended. Please email the library@auarts.ca as we may have access to digital copies.

What other resources would you recommend?

Some resources librarians are currently sharing include:

[Online Art and Design Resources](#)

[Z.O.M.B.I.E Survival Guide](#)

[Vendor Love in the Time of COVID-19](#)