

Library Fall 2020 Term FAQ

Last updated: September 1st, 2020

Welcome to the fall 2020 term!

The Luke Lindoe Library team are excited to support you in your research, writing and art practice needs. We are here for you!

Below are updates and changes to our offered services and resources for the fall term.

Is the Library open for the fall term?

The physical library is NOT open for the fall term and **will remain closed for the entirety of the fall 2020 semester**. Our team is offering remote research assistance and is here to help with answering any library and learning services related questions.

Are the Library hours the same?

No, our fall term hours are slightly reduced due to working remotely and current staffing limitations. See our hours below which begin on Tuesday, **September 8, 2020**:

| DAY | OPEN HOURS |
|--------------------|-------------|
| Monday to Thursday | 9am to 6pm |
| Friday | 9am to 5pm |
| Saturday | 11am to 4pm |
| Sunday | CLOSED |

Where can I return library books?

To the Bookstore! Return borrowed items curbside through the Bookstore or through our regular library book return in the Main Mall next to Security if you have been authorized to be on campus. If you have questions about returning library materials from other institutions (e.g. University of Calgary, Calgary Public Library) email us at: library@auarts.ca.

Are you offering curbside pick-up?

Yes, we will be. In this first stage, and as we assess needs, we are working on offering weekly curbside pick-up. We will have staff on campus for limited amounts of time during the week to process requests.

- Email the Library at library@auarts.ca **BEFORE 12pm each Thursday** to pick up your books on Friday at the Bookstore.
- Materials can only be picked-up on Fridays at the Bookstore each week due to current staffing levels.
- Student/Employee ID or some form of ID will be needed to pick-up the items from the Bookstore.

- Requests received **AFTER 12pm on a Thursday** will be processed for the following Friday pick-up.

Faculty and Sessional Instructors: curbside pick-up will begin on **Friday, September 11th, 2020**

Students: curbside pick-up will begin on **Friday, September 25th, 2020**

We realise this service is far from our ideal circulation practice and we will try to accommodate urgent requests on a case by case basis as they arise. We hope you also appreciate we are extremely limited in the services we have the capacity to provide at this time, given the recommended quarantine times for borrowed items can be up to 5 days depending on materials handled.

What is Primo?

Primo is the NEW library resource management system where ALL print and electronic materials are now discoverable in a single search.

Where can I learn more about Primo?

Check out the HelpU pages: [Introduction to Primo](#) and [How to Search in Primo](#)

What if I cannot find an item?

First, try searching to see if the item is available in an electronic format in Primo (library resource management system). If it is not available, email the Library and we will investigate finding an alternative for you: library@uarts.ca.

How do I get in touch with the Library?

Email us: library@uarts.ca

Teams chat or video with the Library: look us up Teams under our email: library@uarts.ca

Schedule a one-on-one meeting with one of us. We are here to support you!