

Library Fall 2020 Term FAQ

Last updated: October 21, 2020

Welcome to the fall 2020 term!

The Luke Lindoe Library team is 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.

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

Please follow these steps:

- Available library items requested by NOON Thursday will be made available for pick-up the upcoming Friday at 8am, through the following Thursday until 3:30pm, via curbside pick-up through the AUArts Bookstore.
- Please wait for email notification to determine when your item(s) will be available for pick-up. Most email notifications will be received by Thursday for pick-ups available that week, Friday.
- Requested items NOT picked up by 3:30pm on the following Thursday (6 days after email notification) will be charged a \$5/item processing fee.

- Please contact library@auarts.ca if you have any questions.

Visit our **How to Request Library Items for Curbside Pick-up HelpU** page to learn more!

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@auarts.ca.

How do I get in touch with the Library?

Email us: library@auarts.ca

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