

## Library Winter 2021 Term FAQ

Last updated: December 21, 2020

### Welcome to the winter 2021 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 winter term.

### Is the Library open for the winter term?

The physical library is NOT open for the winter term and **will remain closed for the entirety of the winter 2021 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 winter 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](mailto:library@auarts.ca).

### Are you still offering curbside pick-up in the winter term?

Yes, we are. Due to overwhelming demand and COVID-19 forced restrictions on library services, we are currently limiting requests to **5 active requests per AUArts library patron**.

Key winter 2021 dates:

- **Monday January 11 / 10am:** First day to request items for pick-up and first day to return books to Bookstore loading dock following the break.
- **Friday January 15 / 8am:** First opportunity to pick-up requested Library items at the Bookstore loading dock following the break.

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](mailto:library@auarts.ca) if you have any questions.

## How do I request library items for curbside pick-up?

- Visit our [How to Request Library Items for Curbside Pick-up](#) HelpU page to learn more!

## What is Primo?

Primo is the 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](#), [How to Search in Primo](#) and watch this video on [How Library Primo works for you](#).

## 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, get in touch with us (see the question below).

## How do I get in touch with the Library?

Email us: [library@auarts.ca](mailto:library@auarts.ca)

[Book a one-on-one MS Teams Video or Chat](#) appointment with a library staff to help answer any library related question(s), such as:

- I am having trouble accessing an article, can you help me find it?
- How do I find only online resources?
- How do I request books for curbside pick-up?
- I need help finding books, articles and videos for my art history assignment
- I can't find any articles on my topic, can you help?
- How do I renew items?