

Contactless Curbside Pickup

First stage to our library reopening

COVID-19 | Curbside Holds Pickup Service

By following the reopening steps recommended by the Government of Alberta, the Centre d'appui familial plans to gradually reopen its library to offer its members the curbside pickup service for their holds. This service will be offered Wednesday to Friday, from 12 p.m. to 4 p.m. as of July 2nd, by appointment only.

Here are the steps for the contactless pickup process:

1. **Reservation** of your items on our online catalog
<https://centredappuifamilial.ca/bibliotheque/catalogue-en-ligne/> (procedure for online booking if required)
Note: Since you cannot yet return your loans during this 1st reopening stage, all of our members are exceptionally authorized to continue borrowing resources even if they already have more than 20 loans at home. (up to a maximum of 40 items)
2. **Preparation of your order:** When the reserved items are ready, our librarian will collect them in a bag (*note that she will wear a mask and will disinfect her hands each time before handling the items*).
3. **Booking an appointment:** Our librarian will then contact you to set up an appointment for curbside pick-up.
4. **Curbside Pick-up:** At the agreed time, park in the reserved spot in the identified parking lot, located at the rear of the building (4800 Richard Rd SW: Take Richard Road SW towards NE, turn right at the lane located between the bus stop and the main entrance to the Cité des Rocheuses. We will install a sign at the entrance to the lane and in the parking lot). Your reserved items will be put in bags and placed on a table at the library window (see photo below) so you can pick them up quickly without entering the building and without having physical contact with staff.



5. **Enjoy the reading your books at home!**

Please do not use this service if you :

- Have any symptoms consistent with Covid-19
- Have tested positive for COVID-19 and have not completed your isolation period
- Have been in close contact with a confirmed case of Covid-19

Please notify the library in advance if you cannot come to the appointment at the agreed time.