

CUE LIBRARY'S 2021

WINTER SERVICE PLAN

CUE Library's building will reopen on Wednesday March 10, 2021.

Maintaining the safety of CUE students, instructors and staff while providing excellent library services, collections and spaces is our highest priority at CUE Library.

CUE Library's 2021 winter services have been developed in compliance with:

- Alberta Public Health Orders, Amendments and Exemptions
- Post-Secondary Institutions Sector Guidelines and Guidance for Libraries
- CUE's Institutional Re-Opening Plans
- CUE's Protocols for On-Campus Attendance

Community service expectations and comfort levels are changing.

This plan will change in response to feedback from CUE community members.

Contact Dan Mirau, CUE Library Director, at dan.mirau@concordia.ab.ca or call 780-491-5009 to provide feedback.



This information is subject to change as we receive direction from provincial public health orders and CUE's Administration.

WINTER SEMESTER HOURS

March 10 - April 30, 2021



Virtual Library Services

Monday - Friday 8:30 am - 8:30 pm

Saturday: 10:00 am - 4:00 pm

Sunday: 1:00 pm - 6:00 pm

<https://concordia.ab.ca/library/help/ask-a-librarian/> 



Library Building Access

Monday - Friday 8:30 am - 4:30 pm

Saturday: Building Closed

Sunday: Building Closed

What to Expect When Visiting

Library staff are here to help with research or citations. We can also answer any questions you may have about our services, collections, and spaces.

- Plexiglass barriers are installed at all service points
- Co-browsing monitors are set up at all service points
- Floor markers are added to ensure distancing at service waiting areas
- Books and other library items are isolated before they are returned to our shelves
- Directional signage and barriers are set up to establish proper distancing
- Disinfectant spray and paper towel are available at the Library Service Desk
- Study spots are physically distanced - our basement, 3rd floor, and bookable study rooms remain closed

Keep yourself and others safe, please try our virtual services first.
Only visit the library when necessary.



Help Keep Everyone Safe in the Library

Help keep everyone safe by following CUE's Protocols for On-Campus Attendance.

- Keep 2 metres apart from others
- Wear a mask - this is required at all times
- Wash/sanitize your hands regularly
- Follow all directional signage
- Do not come to campus if you are feeling ill



Library Study Space

To protect the health and safety of students, study space in the CUE Library building is limited.

- Our basement, 3rd floor, and bookable study rooms remain closed
- Please study alone in the library - no groupwork is permitted
- All library study spots have been physically distanced
- Securing a study spot is not guaranteed
- Please wipe down your study spot before using it - paper towel and disinfectant spray are provided

IT Helpdesk & Drop-In Computers

IT Helpdesk services will be provided during CUE Library building hours.

- Computers stations will be available on a first-come, first-served basis
- All computer stations have been physically distanced
- Securing a computer station is not guaranteed
- Please wipe down your computer station before using it - paper towel and disinfectant spray are provided

Only visit the library when necessary.




Physical Collection Access

We encourage all users to:

- Browse online through [the library catalogue](#) ✨
- Request and pick up library items by [placing holds](#) ✨

Requesting & Picking Up Library Books (Placing Holds)

- Holds will only be filled for CUE instructors, students, and staff
- Holds will be picked up at the Library Service Desk
 - Holds pick ups will **no longer** take place at HAC's security desk 
- Holds can be placed holds on CUE & other NEOS library items
- CUE borrowers can only pick up and return items at CUE Library
- Contactless borrowing options are available:
 - Try our [MeeScan self-check kiosk](#)
 - Download our [MeeScan app](#) ✨

Returning Library Items

- Please return items using our book return box, which is located just outside the library's main doors
- To protect the health and safety of borrowers and staff, returned items are isolated for 72+ hours before they are checked in and reshelfed.
 - It may take 72+ for your library account to be updated.

Library Chargers & Equipment

- Chargers and cables will not be available for the winter term

HAVE QUESTIONS ABOUT OUR REOPENING?

library@concordia.ab.ca

www.concordia.ab.ca/library (Online chat)

780 800 7330 (Text Message)

780 479 9338 (Voicemail)