



Media Release

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FOR IMMEDIATE RELEASE

St. Albert Public Library prepares to roll out curbside pickup service

ST. ALBERT, AB – St. Albert Public Library is preparing to roll out curbside pickup service at Jensen Lakes Library in a phased approach over the next two weeks. Curbside pickup enables customers to request books and other materials from the Library’s shelves for safe in-person pickup. The rollout begins today with the Library’s request that patrons begin to slowly return library materials they currently have signed out, followed by staff arranging for customers to pick up holds that have been waiting for them since the library closed its physical doors in March. On June 5, the Library will introduce curbside pickup service for library materials through an online request form.

The phased approach will allow library staff to clear shelves of current holds while ensuring that all returned materials are quarantined for at least 72 hours, in accordance with safety guidelines for handling library materials. The Downtown Library has been designated as the place where all returns must be made, and Jensen Lakes Library will be the location for all curbside pickup service. Returns cannot be accepted at Jensen Lakes Library at this time because it does not have the space needed to safely quarantine large numbers of items.

“The community has been asking for curbside pickup, and we are pleased to offer it, now that we can do so in a way that is safe for the community and for library staff,” says Peter Bailey, CEO of St. Albert Public Library. “Jensen Lakes Library is ideal for curbside pickup, with parking in front of the library doors, space for signage, and good visibility for staff and patrons.”

Beginning May 25, Library staff will contact customers who have existing holds waiting for them. Customers will arrange a pickup time and will be given instructions on how to practice physical distancing while picking up hold items. Library staff will follow all health and safety requirements while handling returned and outgoing library materials and will maintain physical distancing from the public during materials pickups.

“A lot of planning, materials, and staff resources are required in order to make curbside pickup safe for the community and for staff,” says Bailey. “The Library has continued to increase programs and online resources every week since the library’s physical doors closed in March, and we are very happy to take this next step to curbside service. St. Albert loves reading, so we’re pleased to be able to offer this new service that gets people books and other materials during this continued time of isolation.”

How library customers can help staff to roll out curbside service:

- Customers are asked not to call the library about their holds; staff are working through current holds as quickly as possible, and you will be contacted.
- Patrons who no longer want items that are on hold for them should log in to their accounts and remove those holds.
- Don't rush to return your library items – all due dates have been extended to July 30 and library staff are hoping for a steady pace of returns for ease of quarantining the returned materials.
- Please watch for Curbside Pickup FAQs coming this week to www.sapl.ca. If you still have questions after that, email sapl@sapl.ca and staff will respond as soon as possible.
- Check www.sapl.ca on or after June 5 to use the curbside pickup online request form.

More details on the rollout and timeline for curbside pickup can be found at www.sapl.ca. The Library will issue an update to this release when the curbside pickup online form is available to the public.

St. Albert residents who do not have a library card can get one remotely through the "Contact Us" form at the bottom of the sapl.ca homepage by choosing "I have a question regarding Membership/My Account" and including their contact information.

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For more information, contact:

Peter Bailey

CEO, St. Albert Public Library

780-459-1681

pbailey@sapl.ca