



Media Release

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FOR IMMEDIATE RELEASE

## **St. Albert Public Library resumes in-person services at Jensen Lakes Library July 16**

ST. ALBERT, AB – St. Albert Public Library is pleased to announce that Jensen Lakes Library will open to the public on July 16 with hours and services that complement the services offered at the Downtown Library, which has been open since July 2. Of note, the first two hours of each open day at Jensen Lakes Library will be reserved for vulnerable populations, including senior citizens and community members who are immunocompromised or otherwise at risk.

Jensen Lakes Library will open Thursday, July 16 and hours of operation will be Tuesday to Friday, 9 a.m. to 3 p.m. (9 a.m. to 11 a.m. for at-risk patrons), and Saturday 10 a.m. to 5 p.m. (10 a.m. to 12 p.m. for at-risk patrons). Downtown Library hours are Monday to Friday, 12 p.m. to 6 p.m., and Saturday 10 a.m. to 5 p.m.

As of Thursday, Library patrons will again be able to choose whether to pick up their holds at the Downtown or Jensen Lakes library locations. Staff will accommodate eight patrons inside Jensen Lakes Library at one time, and services at Jensen Lakes will include in-person holds pickup, browsing access to books and other physical collections, computer use (limited to one person at a time due to space restrictions) and in-person staff assistance. Limited hours, limited entry, physical distancing, sanitization and other precautions are in place at both Library locations to ensure the safety of library patrons and staff.

“The reopening of the Downtown Library has gone smoothly, and we’ve heard many appreciative comments from the community about how safe and comfortable they feel coming back to the Library,” says Kathleen Troppmann, Customer Services Manager at St. Albert Public Library. “We’re excited to build on that success by opening Jensen Lakes Library with a focus on vulnerable populations. Because JLL is an open space, it’s easy to see everyone in the building and maintain physical distance – we think those who are feeling nervous about visiting public spaces will appreciate that.”

Troppmann reminds Library patrons that due dates are coming up soon for materials that were signed out before the library closed in March – those items are due on July 30, and fines on those items will resume on August 4. Library materials can be returned at either location, and patrons are reminded that items will remain on their accounts for a minimum of 72 hours while they quarantine. Items will not accrue fines while in quarantine.

“It’s important that customers check their accounts to see when items are due, and that they search their homes to collect and return those Library items that have been with them since March,” Troppmann says. “Patrons can check their accounts online using guidance provided on the library website, or they can call us at 780-459-1530 during open hours.”

Library staff continue to offer email or phone support during the Downtown Library's opening hours regarding reference and readers’ advisory questions, memberships, and tech help. The Library also continues to offer 24/7 access to the eLibrary and an array of online programming, including Summer Reading Games for kids, teens and adults.

The following public safety precautions are in effect at both St. Albert Public Library locations:

- Limits on number of patrons allowed in the Library at one time;
- Library staff will welcome patrons and provide hand sanitizer, screening, and guidance regarding time limits for their stay and other requirements for entering;
- Computer use is limited to one hour per day per person at both locations;
- Hand sanitizer stations and signage are posted throughout both locations;
- Patrons use self-checkout machines to sign out materials;
- Library staff provide support while maintaining the required physical distance;
- The wearing of masks by patrons is encouraged but not required;
- High touchpoints are identified and have hand sanitizer at them; patrons browse high touchpoint areas at their discretion;
- Library staff follow the physical distancing and safety requirements and guidelines outlined in the Government of Alberta Relaunch Strategy: <https://www.alberta.ca/alberta-relaunch-strategy.aspx>

“We are approaching the opening of Jensen Lakes Library with care and a continuing commitment to service and safety,” Troppmann says. “We’ve been excited to welcome back Library patrons, and are so appreciative of their enthusiasm in following safe practices while they are with us.”

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For more information, contact:

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