



## Gradual reopening of the library

The library will gradually reopen from June 17<sup>th</sup>, 2020 according to the modified schedule:

**Wednesday 10 a.m. to 2 p.m.**

**Saturday: 10 a.m. to noon**

The restored services include the loan of documents, the reservation online, by email or telephone as well as the returns in the bins or the book collection box placed outside.

Our digital collections remain available at all times.

### Process to follow

1. Compulsory reservation of books in one of the following ways:
  - a) online, on the Réseau Biblio des Laurentides website (membership card number and password are required) : <https://www.mabiblioamoi.ca/fr/bibliotheques-horaires-et-localisation/b4/arundel>
  - b) by email to [biblio@arundel.ca](mailto:biblio@arundel.ca)
  - c) by phone at (819) 681-3390 ext. 5607.
2. Receive an email or phone notification that the books are ready.
3. Collection of your reservations outside the library, once the notice has been received.

*Please note that your selection of books may not be available. You will be advised when they become available. We are sorry for the inconvenience.*

## Frequently asked questions

### Health measures

#### 1. What are the criteria to be met to ensure that I have access to the site?

You should not use your library if you:

- Have symptoms related to COVID-19.
- Have tested positive for COVID-19 and have not completed your isolation period.
- Are in close contact with someone with COVID-19.

## **2. What are the health regulations to be observed on site?**

The health instructions are those in force and recommended by the Public Health Department, namely:

- At all times apply the physical distance of 2 meters as much between users as with the personnel on site.
- Wash your hands regularly with soap and water or use a disinfectant liquid provided.
- Promote the respiratory label (cough and sneeze into a tissue or elbow).

## **3. What are the preventive measures implemented by my library?**

In addition to the health instructions applied, other measures are taken to facilitate the experience and ensure the health of users and staff:

- Marking on the ground and signage to remind the physical distance to be respected.
- Installation of disinfectant station to allow hand washing.
- Daily disinfection of counters, desks, carts, chairs and tables used by staff with a bleach solution.
- 72 hours quarantine period imposed on returned documents.

## **4. Do I have to disinfect my books when I get home? Or before returning them to the library?**

As a preventive measure, the documents will be quarantined for a period of 72 hours upon return and will be returned to the shelves after this period which is that prescribed by the health authorities.

It is therefore neither necessary nor desirable to disinfect documents with products yourself in order to avoid breakage and costs. For your safety, we suggest that you place your books in quarantine for a period of 24 hours.

## **Services offered**

### **5. What services are restored?**

- Online booking, by email or by phone (required).
- Loan service (collection of documents outside the library).
- Return of documents through the bins placed outside or the book collection box.

All online services remain available.

You can get technical support and information about the eBook by contacting us.

## **6. When can I use the book collection box or the book trays?**

A box for collecting books is available for your returns 24/7. This box is located near the public telephone.

Book bins will be available during library opening hours according to the modified schedule, Wednesday from 10 a.m. to 2 p.m. and Saturday from 10 a.m. to noon.

## **7. When will other services (computers, activities, etc.) be restored?**

For the moment only the indicated services are restored. We follow the directives of the Direction de la Santé publique and will keep you informed of the return of other services usually offered in the library.

## **Loans and reservations**

### **8. My loan documents have expired.**

#### **What is the required return date for my current loans?**

All documents were automatically renewed until July 18<sup>th</sup>, 2020 and no late fees will be applied.

Your documents can also be renewed online or returned by dropping them in the box for retrieving books provided for this purpose.

### **9. Can I book documents online?**

Absolutely, online booking is suggested and integrated into the loan service process in order to be able to borrow documents.

## **Subscription and late fees**

### **10. How can I subscribe to the library?**

When reopening, only the online subscription is available, please contact us.

## **11. I had charges in my file before closing. Do I have to pay them?**

If you had any fees on file before closing, they cannot be paid at this time or upon reopening. We will keep you informed of the return of financial services when the time comes.

For any other questions, please contact the library by email at [biblio@arundel.ca](mailto:biblio@arundel.ca) or by phone at (819) 681-3390 ext. 5607.