

Library FAQ

Library Frequently Asked Questions

- [Your Library Account](#)
- [Library Hours](#)
- [Services](#)
 - [Research Help](#)
 - [Writing Help](#)
 - [Presentation Help](#)
 - [Tutoring](#)
 - [Tax or Legal Help](#)
 - [After Hours Help](#)
 - [Notary](#)
 - [Archives & Special Collections](#)
 - [Library Instruction](#)
 - [Journal Evaluation](#)
 - [Study Rooms](#)
 - [Purchase Request](#)
- [Interlibrary Loan and Delivery Services](#)
 - [New ILL User Account](#)
 - [Is There a Charge for ILL or Delivery Services?](#)
 - [What Can Be Requested From Other Libraries?](#)
 - [What Cannot Be Requested From Other Libraries?](#)
 - [How Long Will It Take to Receive My ILL?](#)
 - [Digital Delivery](#)
 - [Office Delivery](#)
 - [Renewing Items](#)
 - [Returning Items](#)
- [ARKLink Card](#)

- [Borrowing Materials](#)
 - [Undergraduate Students](#)
 - [Graduate Students](#)
 - [Faculty](#)
 - [Staff](#)
 - [Retired Staff and Faculty](#)
 - [Community Borrowers](#)
 - [How to Check Materials Out](#)
 - [How Do I See What I Have Checked Out?](#)
 - [Returning Materials](#)
 - [Renewing Items](#)
 - [Reserve Items](#)
 - [Holds/Recalls](#)
 - [Fines/Lost Items](#)
 - [Damaged Items](#)
 - [Missing Items](#)
 - [Does the Library Have Textbooks?](#)
- [Computers, Printing, and Other Technology](#)
 - [Printers](#)
 - [Print Allocations](#)
 - [Adding Print Money](#)
 - [Computers](#)
 - [Public Computer Access](#)
 - [Scanners](#)
 - [Copiers](#)
 - [Public Phones](#)
 - [Fax Machine](#)
- [Library Building](#)
 - [Food & Drink](#)
 - [Aspretto Coffee Cart](#)
 - [Food Delivery](#)
 - [Kiwibot Deliveries](#)

- [Study Rooms](#)
- [Quiet Study](#)
- [Reporting Problems](#)

Your Library Account

To see what items you have checked out or to renew them, you can log in to your Library Account through the Library Catalog online at <https://dbellis.library.astate.edu/vwebv/myAccount>.

Log in to your account with 7+your A-State ID number (e.g., 712345678) and your last name.

Library Hours

Hours may change. For daily hours more hours, please see the Library Hours on our website:

[Library Hours](#).

Regular Fall & Spring Hours

Mon - Thu: 7:00 a - 12:00 a

Friday: 7:00 a - 8:00 p

Saturday: 9:00 a - 8:00 p

Sunday: 12:00 p - 12:00 a

Extended Hours (Finals)

Mon - Thu: 7:00 a - 2:00 a

Friday: 7:00 a - 9:00 p

Saturday: 9:00 a - 9:00 p

Sunday: 12:00 p - 2:00 a

Summer Hours

Mon - Thu: 7:30 a - 10:00 p

Friday: 7:30 a - 5:00 p

Saturday: 12:00 p - 6:00 p

Sunday: 2:00 p - 9:00 p

Holiday & Break Hours

Mon - Fri: 7:30 a - 5:00 p

Saturday: closed

Sunday: closed

Services

Research Help

We can help you with your research needs at the Library Service Desk, through our [24/7 chat](#), by email library@astate.edu, or by phone 870-972-3077.

You can also request [personal research assistance](#). Our research librarians are experts at helping you find, evaluate, and select the right resources and sources for your research needs. [Schedule a meeting with a librarian](#) to get help with your research.

Services

Writing Help

The staff at the Library Service Desk can help with any research needs or technical help. For writing help, visit the Writing Center on the third floor or schedule an appointment through the [Penji app](#).

Presentation Help

The staff at the Library Service Desk can help with any research needs or technical help. For help with speeches or presentations, visit the Communication Center on the third floor or schedule an appointment through the [Penji app](#).

Services

Tutoring

Tutoring is located on third floor of the Library. Schedule an appointment through the [Penji app](#).

Services

Tax or Legal Help

Library staff will assist in legal research and locating tax forms, however we are prohibited from providing any legal or tax advice.

Services

After Hours Help

Help is available 24/7 through our [online chat](#)!

Services

Notary

Our Institutional Repository Librarian, Meredith McFadden, is a notary. You can email her at mmcfadden@astate.edu to schedule a time. Don't forget to bring your photo ID to the appointment!

Services

Archives & Special Collections

Archives & Special Collections is normally open Monday - Friday, 9:00am-12:00pm and 1:00pm-4:00pm (closed Friday afternoons in the summers). Additional hours are available by appointment.

Please email archives@astate.edu to schedule a visit.

Library Instruction

Librarians can visit your class, either online or in person, to instruct your students on a wide variety of research skills and library resources. Once you've completed the [online request form](#), a librarian will contact you to make arrangements for your class.

Journal Evaluation

Predatory publishing is a growing concern in academia. Fortunately, the librarians at A-State can help you determine if a journal is legit or predatory. Fill out the [Journal Evaluation Request Form](#) and we'll review any journal you're unsure about!

Please allow us up to 5 business days to investigate the journal and submit our findings. If you have any questions, please contact Robert Robinette at rrobinette@astate.edu.

Services

Study Rooms

Most of our study rooms are first-come, first-serve; but we do have three study rooms that can be reserved for 2 hours at a time. [Book your room online now!](#)

Purchase Request

All A-State faculty, staff, and current students [may request materials](#) to support the curriculum. Students can request up to three items per semester. For further information, please see the [Collection Management page](#) or contact [Star Holloway](#) at (870) 972-2549.

Interlibrary Loan and Delivery Services

Request items from other libraries or have items delivered to your office!

Interlibrary Loan (ILL) is a service that will request items from other libraries for short-term use. So, if you cannot find what you are looking for in your library, please submit a request for the item and our office will do our best to find it for you!

Delivery Services can bring items to your office, pick up items that need to be returned to the Library, or pull things to be picked up at the Library Service Desk.

New ILL User Account

Current A-State students, faculty, and staff: Please use your A-STATE credentials to log in when prompted and submit your request. If you have any questions or concerns, email us at interlib@AState.edu.

Emeritus Faculty who have requested Interlibrary Loan services will select the alternate login option for Emeritus Faculty. We have already created an account for you. If you have not already set a password for the Interlibrary Loan system use this link to reset your Interlibrary Loan password by [clicking here](#).

Is There a Charge for ILL or Delivery Services?

No. Interlibrary Loan and Digital Delivery are offered free of charge to all current A-State students, staff, faculty, and emeritus faculty. One must have an A-State campus office to be eligible for Office Delivery, which is also free.

What Can Be Requested From Other Libraries?

Current A-State students, staff, faculty and emeritus faculty can request a variety of materials, including

- Books
- Abstracts
- Theses
- Dissertations
- DVDs
- CDs
- Microfilms
- Articles

All loans are subject to availability and the terms set by the lending institution.

What Cannot Be Requested From Other Libraries?

- Physical copies of books that we currently have available as e-Books.
- Partial or complete copies of currently utilized textbooks.
- Physical items from other institutions for our online students due to time constraints. In these instances, please consider requesting a chapter of the book you are interested in.

How Long Will It Take to Receive My ILL?

- Digital Delivery of articles and book chapters usually takes 1-3 days.
- The average request for a book takes about 7-12 days. **You must have your ID to check out items once they arrive.**
- If you have an A-State office and request an Office Delivery, please allow an additional 1-3 business days.

Digital Delivery

The majority of articles and book chapters are sent digital delivery to your A-State email. Just look for the 'Get a Chapter' link in the online catalog or click on 'Get a Book Chapter' above. Digital Delivery of articles and book chapters usually takes 1-3 days.

Interlibrary Loan and Delivery Services

Office Delivery

If you have an A-State campus office, we will deliver and pick up any item you can check out within 3 business days of the [request](#).

Renewing Items

- If you borrowed the item from another library, please fill out the [Interlibrary Loan Renewal Request form](#) and we will request it from the lender.
- If you borrowed an A-State owned item, please log in to your [A-State Library Account](#) to request renewals prior to the due date.

Returning Items

- ILL materials should be returned to the service desk. Please do not put in the drop boxes.
- Have an A-State campus office? Let us help you! Fill out the form for [Office Delivery or Pick-Up](#).

ARKLink Card

The [ARKLink card](#) allows you to visit and borrow from other university and college libraries throughout Arkansas.

Policies:

- You must visit the Library Services Desk to receive an ARKLink card before borrowing from other libraries.
- The ARKLink card is limited to current A-State students, faculty, and staff.
- You must be in good standing to receive an ARKLink card (no overdue items).
- You will need to show both your ARKLink card and photo ID to borrow items at participating libraries.
- Each library has their own lending policies which may vary; but generally, the loan period is 30 days with no renewal.
- Only books from the circulating collections may be borrowed (no videos, CDs, or journals).
- ARKLink cards will expire at the end of each semester

[See the full list of participating institutions.](#)

Borrowing Materials

Undergraduate Students

A physical or digital ID is required to check out materials.

- Undergraduate students may borrow a maximum of 20 items at any given time.
- 30 day loan period for most books.
- Reserve items have shorter loan periods. For example, markers have a four hour loan period.
- There are no late fines for General Collection books. However, a hold will be placed on all accounts with late materials, which may cause a borrower to be blocked from checking out items, registering for classes, or getting transcripts. After items are 90 days past due, there will be a replacement cost including a \$10 processing fee assessed for each item that is not returned.

Graduate Students

A physical or digital ID is required to check out materials.

- Graduate students may borrow a maximum of 40 items at any given time.
- 45 day loan period for most books.
- Reserve items have shorter loan periods. For example, markers have a four hour loan period.
- There are no late fines for General Collection books. However, a hold will be placed on all accounts with late materials, which may cause a borrower to be blocked from checking out items, registering for classes, or getting transcripts. After items are 90 days past due, there will be a replacement cost including a \$10 processing fee assessed for each item that is not returned.

Faculty

A physical or digital ID is required to check out materials.

- A faculty member may send a GA to the Library to borrow materials, but they must have the faculty member's A-State ID card with them each time they borrow materials on behalf of the faculty member.
- End of current semester due date for most books.
- May have a maximum of 50 items checked out at any given time.
- Periodicals are loaned to A-State faculty on an overnight basis only.
- There are no late fines for General Collection books. After items are 90 days past due, there will be a replacement cost including a \$10 processing fee assessed for each item that is not returned. When leaving or retiring for the university, staff must return all materials borrowed from the Library and must pay any accumulated Library fees.
- Faculty may request items be delivered to them, picked up from them, retrieval from storage, or held at the Service Desk through our [Delivery, Pickup or Retrieve and Hold Form](#).

Why only two renewals?

All library materials, including books, are considered to be state property by the State Auditor. Therefore for inventory purposes, library personnel must physically see each item at least once per year. But don't worry! You don't have to cart huge collections of books to the Library. [Request a pickup](#) and we can come to you and retrieve any items that need to be returned. We can even check the item(s) back to you and return them to you!.

Staff

A physical or digital ID is required to check out materials.

- End of current semester due date for most books.
- May borrow a maximum of 25 items at any given time.
- There are no late fines for General Collection books. After items are 90 days past due, there will be a replacement cost including a \$10 processing fee assessed for each item that is not returned. When leaving or retiring for the university, staff must return all materials borrowed from the Library and must pay any accumulated Library fees.
- Staff may request items be delivered to them, picked up from them, retrieval from storage, or held at the Service Desk through our [Delivery, Pickup or Retrieve and Hold Form](#).

Retired Staff and Faculty

Retired Staff

- Must present a valid state issued photo ID.
- Must complete a [Community Borrowers Application Form](#) online or at the Service Desk before borrowing privileges can be enabled.
- May have a maximum of two items checked out at any given time.
- 30 day loan period for most books.
- 3 day grace period beyond the due date before fines are assessed.
- There are no late fines for General Collection books. After items are 90 days past due, there will be a replacement cost including a \$10 processing fee assessed for each item that is not returned.

Retired A-State Faculty

- Must present a valid state issued photo ID.
- Must complete a [Community Borrowers Application Form](#) online or at the Service Desk before borrowing privileges can be enabled.
- May have a maximum of two items checked out at any given time.
- 30 day loan period for most books.
- 3 day grace period beyond the due date before fines are assessed.
- There are no late fines for General Collection books. After items are 90 days past due, there will be a replacement cost including a \$10 processing fee assessed for each item that is not returned.

Emeritus A-State Faculty

- Must present a valid state issued photo ID and Emeritus card.
- Must complete a [Community Borrowers Application Form](#) online or at the Service Desk before borrowing privileges can be enabled.
- May have a maximum of 10 items checked out at any given time.
- 30 day loan period for most books.
- 3 day grace period beyond the due date before fines are assessed.
- There are no late fines for General Collection books. After items are 90 days past due, there will be a replacement cost including a \$10 processing fee assessed for each item that is not returned.

Community Borrowers

Members of the community, aged 18 and up, may apply for a Community Borrower Card. You can complete the Community Borrower application in person or [online](#). Please note that we require a copy of your photo ID.

- Must present a valid state issued photo ID.
- Must complete a [Community Borrower's Application Form](#) either online or fill out the paper form and sign it at the Circulation Desk.
- If the application is approved, a Community Borrower Card will be mailed to the applicant. The applicant may not borrow any materials until they receive their Community Borrower's Card.
- If the application is not approved, the applicant will be contacted and given the reason for the denial of borrowing privileges.
- Community borrowers may check out 2 items for a maximum 30 day loan period.
- 3 day grace period beyond the due date before fines are assessed.
- The borrower must be 18 years of age or older.
- There are no late fines for General Collection books. After items are 90 days past due, there will be a replacement cost including a \$10 processing fee assessed for each item that is not returned.

How to Check Materials Out

Your A-State ID is your library card! All current students, faculty, and staff can use their physical or digital ID to check materials out from the round Service Desk on the main floor of the library. Please note that we cannot check material out without an ID.

Most items books, DVDs, and CDs in the Library can be checked out except for journals, reference materials, and items from the 7th floor Archives & Special Collections. You can also check out whiteboard markers from the Service Desk.

Members of the community, aged 18 and up, can check out materials by completing the the [Community Borrower application](#). Please note that we require a copy of your photo ID.

How Do I See What I Have Checked Out?

You may check your library record by going to the library homepage and clicking on the "[View Account](#)" link.

In the ID field, make sure to add a 7 in front of your ID number.

Returning Materials

Items that were checked out at the Service Desk may be returned at several locations. There is a book drop located at the Service Desk, one book drop located adjacent to the south entrance of the library, a book drop located to the east of the north entrance of the library, and a book drop in the south parking lot next to the bus stop. The outdoor book drops are available 24 hours a day, seven days a week.

Renewing Items

Most items may be renewed twice, unless another patron has requested the item(s). Items must be renewed before the due date. **We recommend that you renew the day before the due date.**

You may renew items by visiting the Library Service Desk or through the online catalog by logging in and choosing "[My Library Account](#)."

Once an item is past the due date, you will need to bring it to the Service Desk. Library staff can then remove the item from your account and check it back out to you. If you have already renewed an item twice, then you will need to bring it to the Service Desk to be removed from your account and checked back to you. This process will also reset the renewal limit for you.

Reserve Items

When an instructor places physical items on reserve, they are kept behind the Library Service Desk on the main floor of the Library. Reserved items are shelved by professors' names, so make sure you know who your professor is!

Holds/Recalls

Patrons who need a book that is checked out to someone else may stop by the Service Desk with a valid A-State ID to place a recall or hold request on that book. When the item has been returned, a notice will be sent out to the person who requested the hold or recall. The book(s) will be held at the Service Desk for 10 days. If they are not picked up by the 10th day, then they will be re-shelved.

All circulating books are subject to recall by another user. When a recall is issued, the original due date is cancelled and a new due date is established. Books that are overdue and that have been recalled are subject to immediate recall fines. Recall fines are \$1.00 per day.

Failure to receive a recall notice (due to travel, sabbatical, illness, or problems with mail delivery, for example) does not excuse faculty/staff, students, or other borrowers from paying recall fines. Fines will accrue \$1.00 per day until the books have been returned.

Fines/Lost Items

There are no late fines for General Collection books. However, a hold will be placed on all accounts with late materials, which may cause a borrower to be blocked from checking out items, registering for classes, or getting transcripts. After items are 90 days past due, there will be a replacement cost including a \$10 processing fee assessed for each item that is not returned. If late items are returned between 90 and 180 days past due, any holds and replacement costs will be removed from the borrower's account. Refunds are not available for items returned more than 180 days past the due date. If you return items late, please make sure to let the Service Desk know so we can verify that holds and charges are removed as this is not an automated process.

In order to graduate or withdraw from the University, students must return all materials borrowed from the Library and must pay any accumulated Library fees. Your circulation records at the A-State Library are confidential.

Damaged Items

The borrower is responsible for all material checked out on their record and should point out any noticeable damage to items before checking them out. Borrowers who return library items that are damaged will be assessed a service charge based on the cost of repairing the item. If the book cannot be repaired, the "Lost Item" replacement charge will apply. Charges will vary and payment is the responsibility of the patron that borrowed the item on their ID Card.

Missing Items

If OneSearch or the online catalog shows that an item has not been checked out but the item cannot be located, you may request staff to search for the item. Please visit the Service Desk for a Missing Book Form.

After the item has been located, the user will be notified. Material will be held at the Service Desk for 2 days. If the user has not contacted the Service Desk within the time allowed, then the item will be re-shelved.

Does the Library Have Textbooks?

While the library may occasionally have a textbook that is being used in an A-State course, the Library is unable to purchase or request adopted textbooks.

Computers, Printing, and Other Technology

Printers

The Library has two printers on the main floor by the Library Service Desk. You can use either one to release your print jobs regardless of where your print.

Unfortunately, color printing and wireless printing is not available in the Library.

Print Allocations

All students receive a print allocation (or free print credits) based on their classification. Any printing you do will pull from this free allocation first before any other account.

Fall and Spring semesters:

Undergraduate: \$18.75 each Fall & Spring (about 375 pages)

Graduate (non-doctoral): \$25 each Fall & Spring (about 500 pages)

Doctoral: \$50.00 each Fall & Spring (about 1,000 pages)

Summer semesters:

All students: \$5.00

When possible, print double-sided! Each page you print costs \$.05, unless you print double-sided, which only costs \$.04 per page.

Unused print allocations will roll over from fall to spring and spring to summer. All allocations reset in the fall.

Adding Print Money

Most students do not use up their free print allocation each semester. But if you do, you can add money to your Express Dollars account and printing will pull from there.

Express Dollars do not expire. Learn more at <https://kb.astate.edu/books/faqs/page/what-are-express-dollars>.

Computers

The Library has Dell computers available for student, faculty, and student use on floors 2-5. All computers have LockDown Browser and the current version of Microsoft Office installed on them. All computers are connected to the campus-wide printing system. You may release your prints from the two printers on the main floor regardless of which library computer you send the prints from.

Most computers have web cameras; however, you will need to provide your own headphones.

The Library does not have any Macs.

Public Computer Access

Members of the community aged 18 and up may use computers within the Library after they have applied and been approved for a [Community Borrower's Card](#).

There are three computers dedicated to community access: two near the Library Service Desk and the Microforms scanning computer. These computers have full access to all Library databases and online resources. Public Printing is not available. Please visit the Service Desk if you need government forms or publications printed.

Scanners

The photocopiers on the main floor (second floor) also serve as scanners and copiers.

Copiers

Students, faculty, and staff can also use the scan and copy functions on the printers on the main floor.

The library also has two free scanners on the main floor. The scanners can scan books, journals and individual items. User can scan their items and save the scan to their jump drive or send it to their email.

Computers, Printing, and Other Technology

Public Phones

The Library does not have any public phones.

Computers, Printing, and Other Technology

Fax Machine

The Library does not have a fax machine.

Library Building

Library Building

Food & Drink

Food and drink is allowed in the library. We just ask that you throw your trash away and let staff at the Service Desk know of any spills.

Library Building

Aspretto Coffee Cart

The Aspretto Coffee Cart is open during the Fall and Spring semesters. It is located on the main floor in the flag lobby.

Library Building

Food Delivery

You may have food delivered to the Library, but please meet delivery drivers at the back entrance facing the parking lot. Staff at the Service Desk cannot be responsible for food deliveries and it's easy for delivery drivers to get lost looking for individual study rooms.

A lot of delivery options will allow you to pick the Dean B. Ellis Library as a building location. But if not, our physical address for deliveries is 322 University Loop.

Library Building

Kiwibot Deliveries

The front of the Library (facing the Student Union and Administration buildings) is a Kiwibot bot drop location.

Library Building

Study Rooms

Most of our study rooms are first-come, first-serve; but we do have three study rooms that can be reserved for 2 hours at a time. [Book your room online now!](#)

Library Building

Quiet Study

The 4th and 5th floors are designated quiet floors. If someone is being too loud, please let the staff at the Library Service Desk know or send us [a quick chat](#).

Library Building

Reporting Problems

Please let staff at the Service Desk on the main floor know of any problems, such as spills, bathroom issues, or broken furniture. You can visit the desk in person, call 870-972-3077, or use our [online chat](#).