Frequently Ask Question (FAQ's)

Circulation and OPAC

How do I borrow library materials?

Use your valid student ID card to check out library materials at any service i-desk. You may also use the self check-out machines available at the Library

How many items can I borrow and for how long?

Patron	Category	Loan Period	Quantity	Fees
Student	Undergraduate	3 Weeks	3 Books	
	Post-graduate	3 Weeks	5 Books	
Staff	Academic Staff	3 Months	5 Books	
	Non-academic staff	3 Weeks	3 Books	
External Member	Ordinary Member	3 Weeks	1 Book	RM500.00 /year
	Day Member	Library use only	Library use only	RM20.00 /day

Membership and privileges will be reviewed from time to time.

*External members may borrow if they pay a deposit of **RM 500** per book. Maximum of **2** books*

per membership, this deposit is refundable at the point of termination of membership.

For external members use of online databases is within the library only

Do I have to pay fines for overdue book?

Fine charges for late returns are RM0.30 per day Patron will have to resolve all pending payments before continuing to use the loan facilities.

What happens if I do not pay my fines and/or return books that are overdue?

For Graduating Students:

Students who are about to graduate and choose not to settle their library fines or return books that are overdue will face a delay in receiving their exam results, transcripts and their degree scrolls.

For Active Students:

The student borrowing privileges will be suspended until all library fines are settled. You can check if you have any library fines or unreturned books online. If you have any fines, please settle them as soon as possible to avoid the costs from accumulating. You can return the library books at the i-desk or use the bookdrop machine located outside the Library.

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Can I request for items that are not available in AeU Library?

You may submit an Interlibrary Borrowing request. Please see our Interlibrary loan FAQ/ policies for more information.

How do I search for books?

1. Go to library website URL: http://library.aeu.edu.my

2. Type the keyword e.g. Marketing Research in the search box and then click at the "search button".

3. Select your book by clicking at the title.

4. Note the details of the selected book. Write down the call number of the book and proceed to the book shelves area. Search for the book at the appropriate shelve.

How do I return library books?

All library books can be returned at the i-desk or book drop machine located outside the Library.

How do I renew book loans?

Renewing process can be done by phone, email, walk in to i-desk and online.

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How do I renew books online?

1. Go to library website URL: http://library.aeu.edu.my

2. Click " HOME " on the leftside of the website and navigate to Book Renewal.

3. Key in your USERNAME & PASWORD. By default your USERNAME & PASSWORD is your STUDENT NUMBER. Click Log in Select your book by clicking at the title.

4. The list of books on loan will be displayed on the right side of the screen. Just click on the box and renew button.Note the details of the selected book. Write down the call number of the book and proceed to the book shelves area. Search for the book at the appropriate shelve.

How many times can I renew a book loan?

You are allowed to renew online once only. However, you may renew it for a second time if no other reservation has been made. Reservation can be made via email or through the phone.

I have read the FAQs and I am still having problems with Circulation and OPAC Services.

Kindly send an email to library@aeu.edu.my or call us at 03 - 2785 0090