

# Frequently Ask Question (FAQ's)



## General Inquires

### Can I bring any water and food into library?

No food and drink are allowed to be consumed in the Library as these pose a potential risk to our collection, facilities and furnishings. You may have hot/cold drinks at the Café area only. Please throw your empty paper cups in the bins provided and report spills to counter staff immediately.

### What are the types of resources available in this Library?

The Library offers a variety of both physical and digital resources, many of which are beyond the scope of what is easily accessible at home or on the Internet. Besides printed materials, there are several e-books and online databases that can be accessed outside the Library 24/7. Databases, in particular, are useful for students because they allow you to search for information by topic, category, author, date or other useful traits. However, many of the good databases are subscription based, and as such access is only granted to registered users. The in-depth and historical information available in these database makes them one of the most valuable resources in the Library.

### What are the Library Opening hours?

We open daily except for public holidays. The details of the operating hours are as below :

Standard Operating Hours (During Semester)

<b>Monday – Friday</b>	<b>8.30AM – 6.00PM</b>
<b>Saturday &amp; Sunday</b>	<b>8.30AM – 5.00PM</b>
<b>Public Holiday</b>	<b>CLOSED</b>

### Where is the location of this library?

Click on <http://library.aeu.edu.my/map.html>

### How do I submit reference enquires?

You may submit your queries via e-mail [library@aeu.edu.my](mailto:library@aeu.edu.my) or may contact the Circulation Librarian at 03-2785 0090

### How do I reserve discussion room?

Discussion room can be reserved via phone, email or walk-in to the i-desk. Users are allowed to use the discussion room for 3 hours and if there are no other reservation made, users are allowed to use the room the whole day.

### I lost my belongings in the Library. How can I find it?

Personal items found in the Library are held at the Circulation Desk / i-desk.

### Can I check out headphones?

Headphones may be checked out from the i-desk. Requestor are required to hand-over their student ID card to the staff in charge at the counter.

### Does Library provide printing services?

Print, photocopy and scanning services are available for a fee. All requests should be made to the officer-in-charge at the i-desk. The charge is RM0.20 per page for black and white.

### Does the library accept gift books and magazines?

The Library welcomes gifts of books, manuscripts, and other materials that are deemed to be within the scope of its collection. Gifts are accepted which meet the collection development guidelines established to support the University's teaching, learning and research functions.

### How can I get a copy of an AeU dissertation or thesis?

Thesis and dissertation can only be used as reference inside the library. No loans are allowed. Students may download electronic version through the e-library website. Please note that only the first 24 pages of a thesis are downloadable due to copyright restrictions.

### How do I recommend certain titles to be purchased by the Library?

You can go to the Library website and click at the ?book request? link and fill in the form. You will receive a response via e-mail or phone call.

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### Is an AeU Alumni allowed to use the Library?

Alumni are welcome to browse and consult the library collection. They are able to gain access to the Library by presenting their ID at the entrance. No borrowing privileges are available for such access, nor are Alumni allowed to book discussion rooms or other facilities. However, AeU Alumni can join the library as an external member to continue using its facilities with borrowing privileges. Membership subscription fee is RM100/year.

To access e-collection, Alumni may borrow if pay a deposit of RM200 per book. Maximum of 2 books per Alumni. This deposit is refundable at the point of termination of membership.

Alumni may also try searching for free open access articles from the following

- Directory of Open Access Journals
- JURN
- OAlster
- CORE (Connecting Repositories)
- The Directory of Open Access Repositories
- Digital Commons Network
- Registry of Open Access Repositories
- BASE
- OpenAire
- Google Scholar

### Can a student from other local universities use the Library for research purposes?

Students from other local universities can be granted access to AeU Library, however they are required to bring along their matriculation card and a letter of referral from their librarian. The letter of referral should indicate the reasons for wanting to use AeU Library and the visiting dates. These students may use only certain collections. is only granted to registered users. The in-depth and historical information available in these database makes them on of the most

### I have read the FAQs and I still face problems with EZProxy

Kindly send an email to [library@aeu.edu.my](mailto:library@aeu.edu.my) or call us at 03 - 2785 0090