

## **Frequently Asked Questions about Library Services at Allegany College of Maryland**

### **1. Am I eligible to borrow materials and use ACM's Library services?**

If you are enrolled in any ACM course, (including Distance Learning, Online and Early College), you are eligible to use any of our Library services. You may:

- Borrow books, periodicals, videos, compact discs, DVDs, government documents, and more
- Receive personal assistance finding materials in-house and online from Library staff
- Use Library computers for research
- Use online resources via your own computer through the Library's web site

To borrow physical materials you will need an **ACM Library card** with a unique barcode number assigned to you. See below.

To access online resources from off-campus you will need to use your ACM student username and password.

### **2. How do I get an ACM Library card?**

If you are a registered ACM student, you may stop by any campus Library and ask a staff person to issue you a Library card. It takes just a few minutes and there is no charge. You will need your college ID number so be sure you have it with you. Online only students can contact a local campus to request a card. Community members may also get Library cards; please ask for assistance.

### **3. I attend the Bedford PA campus; may I use the Cumberland Campus Library?**

Yes, any ACM student may use and/or borrow materials from either of the campus Libraries: Cumberland (main collection) or Bedford County Campus (Everett), PA. You may visit any Library in person and you may also request materials from one Library to be sent to your local campus Library via our free inter-campus courier. See Question 10 below for further information on Inter-campus Borrowing.

### **4. How do I find what library materials are available on a specific subject?**

The ACM Online Library Catalog lists all books, ebooks, periodicals, videos, compact discs, DVDs and other materials that are available for use. To access the catalog. Click here for the [Library's welcome page.](#)

Use the **Help tab** at the top of the page for instructions on how to use the search and other functions.

In addition to the online catalog, the library offers several online databases that include journal, magazine and newspaper articles as well as some reference books in ebook format.

For further information on databases, see question 14 below.

**5. How do I locate the item once I find it in the online catalog?**

Once you identify an item in the catalog, click on the **Availability link** to the right of the title. A window will open with information on which campus owns the item, its call number and the status of the item. Books are shelved using the Library of Congress call numbers. Follow the shelving signs in the Library to locate the book on the shelf. For electronic items such as ebooks, just click on the link in the catalog record to go to the source. You might be required to enter your ACM login to authenticate yourself as a current student.

Of course, you may ask a Library staff member for assistance at any time.

**6. How long may I borrow a book or a video? Are there overdue fines?**

[Click here for Library Circulation policies for print and audiovisual materials.](#)

Ebooks vary in lengths of borrowing times depending on the publisher.

**7. What is an Online Library Patron Account and how do I set one up?**

A patron account will allow you to:

- \*Get a list of all of your borrowed materials and due dates online
- \*Get a list of outstanding fines and charges
- \*Renew materials online
- \*Request materials from other campuses

To set up a Patron Account, you must first contact a Library staff member at your local campus Library to obtain a password.

**8. How to Access the Library Patron Account?**

- a. Go to the [Library's welcome page](#).
- b. Click-on My Account and select an option from the drop-down menu.
- c. Enter your ACM library barcode number for the login.
- d. Enter your library password. If you have never created or if you forget your library password you will need to create a new one by contacting the ACM library staff.

**9. How to Place a Request When an Item is Checked Out?**

- a. Go to the [Library's welcome page](#).
- b. After you enter a search and select an item from the result list click-on the **Availability** command (located on the right side of the screen in a blue box.)
- c. Another screen will appear and it will give you the campus location, call number and the status (Example: "In Library," Out Due: 5/10/13)."
- d. If the item status is "Out (Due: 00/00/00)" you may place a request for the item.
- e. Click- on the X in the upper right corner.
- f. Click-on the **Place Request** command (located on the right side of the screen in a blue box.)
- g. Enter your Barcode Number of your ACM library card.
- h. Enter your password. If you forget your password, you will need to create a new one by contacting a member of the ACM library staff.
- i. Once you are on the Place Request screen, you must select the correct pickup library from the drop down list.
- j. Click-on **Submit Request**. You will be notified by email or telephone when your item is ready to be picked up.

#### 10. How to Place a Request When an Item is Only Available at Another Campus?

- a. Go to the [Library's welcome page](#).
- b. After you select an item from the search, click on the **Availability** command (located on the right side of the screen in a blue box.)
- c. Another screen will appear and it will give you the call number, campus location, status, and the type of material. If the item is available at another campus than where you plan on picking it up you may place a request.
- d. Click- on the X in the upper right corner to close the current window.
- e. Click- on the **Place Request** command (located on the right side of the screen in a blue box.)
- f. Enter your Barcode Number of your ACM library card.
- g. Enter your password. If you forget your password, you will need to create a new one by contacting a member of the ACM library staff. Once you are on the Place Request screen, you must select the correct pickup library from the drop down list.
- h. Click-on **Submit Request**. You will be notified by email or telephone when your item is ready to be picked up.

#### 11. What do I do if I cannot find a particular book in the online catalog?

Please contact a library staff member who can assist you to locate the book from another library. You can also complete and submit the form [here](#) and a staff member will contact you.

#### 12. How do I find non-print materials, such as videos, etc.?

Non-print materials are accessible in two ways:

Materials such as DVDs are cataloged the same way as books and can be located in the online catalog. If you wish to search ONLY for DVDs, for example, you may limit your search by clicking on the drop-down menu on the "Limit by" box or narrow your search using the links on the left. Click the Help link at the top for search instructions or ask for assistance.

The Library has also recently begun subscribing to **Films On Demand**, an online database of streaming videos that are accessible from off-campus as well. To search or browse the collection click [here](#).

### 13. How do I find out what printed magazines and journals the Library subscribes to?

A list of all printed periodicals each campus library subscribes to can be found by clicking here: [Periodicals List](#). Please also note that many more full-text articles are available via the Online Databases. See the question below on finding articles.

### 14. How do I find articles in magazines or journals on specific subjects?

The best way to locate articles on a subject you are researching is to use the Online Databases. These are online indexes to articles from thousands of magazines, scholarly/peer-viewed journals, newspapers, research reports and government documents. In many cases, the entire article is also available online. Click on the link to access the Online Databases list at the top or on the left on the Library main page, then select the appropriate database you would like to search. [A listing of databases by subject](#) is also available.

If you are accessing the databases from off-campus you might be required to use your ACM username and password (the same login that you use for Blackboard or Webadvisor) to authenticate yourself as an ACM student

For instructions, tips and advice see our [Quickie Guide to Using Databases](#) or ask a librarian for help.

### 15. I found a reference to an article in an online database, but the entire article (full-text) is not there. How do I get a copy?

Please contact a library staff member who can assist you to locate the full-text article from another resource. You can also complete the form available [here](#) and submit it. A member of the library staff will contact you.

### 16. How do I contact the Library staff to ask for help?

You are encouraged to ask for assistance from any Library staff person, in-person or by email or phone. You may email a question to [libraryhelp@allegany.edu](mailto:libraryhelp@allegany.edu)

You should receive an answer within 48 hours. If you wish to contact a specific staff member, [click here for Library Staff Contact Information](#)

Hours of operation, phone numbers, and other general information are available on the [Library's Welcome page](#).

Submitted by:

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