



## Library FAQ Fall 2020

The Library is committed to providing academic support for the AU Community. Our fall plan emphasizes the following principles:

1. Some students will be online only and others will be on campus for some classes, so we must prioritize online services.
2. We must be prepared to rapidly pivot to fully online in the event of an outbreak.
3. For in-person services, we must prioritize the safety of students, student-employees, and library staff.

We consulted with the Health and Safety Task Force, Risk Management, and with PPM to determine the Bender Library Building density. Our plans offer all the services as usual, but in ways that we believe meet the requirements of these principles.

### **Will the Library be open as a study space?**

Students may reserve study space in the library using our online system. Students will be allowed to reserve a space in the library for 1-3 hours. Social distancing requirements mean that the library can accommodate only 103 students at a time and students must swipe their IDs to enter the library. Masks will be required for entry into the Library.

### **What are the Library hours?**

Curbside pickup services for books, media, and technology is now available. Please request items through the library catalog or email [circulation@american.edu](mailto:circulation@american.edu) for requests. Information on Media/Technology Requests can be found [here](#). The building will remain closed to users for the remainder of the summer and will only be open to library personnel.

Curbside Pickup hours are

- Monday –Thursday: 10:30am-7:30pm
- Friday: 10:30am-5:30pm
- Saturday: 1:30pm-5:30pm
- Sunday: 12:30pm-7:30pm

Fall Hours will begin August 24. The Library will be open for study space and curbside pick-up on the following schedule:

- Monday –Thursday: 9am-8pm
- Friday: 9am-6pm
- Saturday: 1pm-6pm
- Sunday: 12pm-8pm

For the Fall semester, the 1<sup>st</sup> floor and lower level of the library will be open to current students as a study space on a reservation-only basis. Access to library materials will continue to be available by request through Curbside pickup for students, faculty, and staff. Course reserves readings will be available electronically and all research support services will be online. Students, faculty, and staff needing access to University Archives and Special Collections will need to make an appointment. There will be limited staffing onsite, so please expect some delays in service delivery and fulfillment and plan ahead.

### **How can I get access to collections?**

The majority of collections are available online in an electronic format. As new materials become available, they will be purchased. For access to the physical collections—books, media and technology—students will request materials through the library catalog and staff will digitize selections (if it is within the limits established by copyright), or pull the items and make them available through “curbside pickup” in the front-door vestibule.

### **May I use the Archives and Special collections in my research?**

Research assistance with Archives material is available [online](#). Researchers needing to access the collection must make an appointment by contacting [archives@american.edu](mailto:archives@american.edu).

### **How can I get research assistance?**

The Research Assistance Desk will be available remotely through the [Ask a Librarian Chat](#) 24/7 from the library’s main page. Librarians are available for in-depth research consultations online by making appointments through the website.

### **Will students be allowed to print in the Library?**

We will offer mediated student printing in which they will send their print jobs in advance to [printing@american.edu](mailto:printing@american.edu) and then pick them up as “curbside pickup” during the hours the building will be open for study space.

### **I am a faculty member. How can I place a course reserve?**

We are strongly encouraging faculty to take into consideration whether texts are available electronically when requiring them and to let the library know as soon as possible the specific required readings, including the chapters assigned. For those items that are available electronically for purchase by an institution, we will purchase them. For materials that are not, if the selections make up no more than 10% of the item, we will digitize and use the reserves system. If, however, the book cannot be purchased electronically by the library and more than 10% of the item needs to be made available, we will purchase the print book digitize it, and provide access on a reservation basis, mimicking as closely as possible our print reserves process.

### **Will Librarians provide Information Literacy Instruction?**

The librarians will continue partnering with the Writing Studies program and will provide information literacy instruction in the disciplines with the faculty. As is currently the case, the library faculty work with the teaching faculty for scheduling.