Top 10 Questions Students ask about ACC Library Services

1. Where can I get help with finding information for my paper? Come by the Reference Desk at any ACC library or call, email, or use our Chat service from our website – even after we close! Remember, we’re here to help you! Need phone numbers and hours? Call 512-223-3084.

2. How do I know what textbooks to buy and where can I buy them? Every campus has a bookstore with lists of textbooks or you can check online at austin.bncollege.com. You must know the title and section number of your class; different sections may use different books! ACC’s Student Life also compiles a list of online textbook vendors. The ACC Student Support Center administers a textbook lending library. You must start with a Support Center office to see if you qualify for early access to these books, or you can get details at www.austincc.edu/support-and-services/services-for-students/student-support-programs/support-center. Email them at suprtctr@austincc.edu. Student Support Center textbooks check out for one semester.

3. What kind of books can I get at the library? All kinds! For class, for fun, for research or information, in print as well as electronic books. Your current ACC ID card is your library card.

4. How long can I keep something I borrowed from the library? All books and media in the regular circulating collection check out to students for two weeks. Items may be renewed for another two weeks, and then renewed again for two more weeks if no one else has requested them.

5. Where can I use a computer on campus? Bring your current ACC ID card to the Open Access Computer Centers (inside or near libraries) for access to workstations with Office software and the Internet. Libraries have computers with the online catalog, databases, e-books, Internet access, Office software, and many other resources for your research and information needs. Students can also check out iPads for two weeks at a time.

6. Is there wireless Internet on campus that I can access? Yes, there are two different wireless networks. All campuses have a wireless network to use with your own laptop. Current students can check out laptops from each library’s Circulation Desk for use inside the library on a different wireless network. You must know your current ACCEiD and password to access either network. You will be able to print from our library laptops, but not from your personal laptops.

7. Can I do library research online at home? Yes! Almost every one of the 100+ databases and thousands of e-books are accessible off campus by using your ACCEiD to log in when prompted. The library’s online catalog is available without a login.

8. Can I use the Northridge library even though I take classes at Cypress Creek? Yes! We are really one library with many locations. If you see a book or a regular circulating DVD that you want to check out, but it is located at another library, you can have it sent from one campus to another. Ask at the library Reference Desk.

9. How can I learn about the library and do research by working on my own? You can start by completing our award-winning Research Success Tutorials, linked from the library home page. Explore other options under the “Get Help / Chat” link at library.austincc.edu.

10. Where are the libraries and what are their hours? Call 512-223-3084 for a list of library Reference Desk phone numbers and hours, or go online to our home page at library.austincc.edu and click on “Locations & Hours” at the top of the page. A printable version with maps is also available.

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