



Read All About It!

A getting started guide to the
American University Library

Welcome to the AU Library!

We're more than just a really good study spot. From our place at the heart of AU's campus, we strive to be the heart of your AU experience.

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*Hi, it's me, Clawed the Eagle!
Follow me through this book
for WING TIPS: insider
information to make the
most of your AU Library
experience!*



LIBRARY 101

Find us on campus:

Click the link below to open the AU map, then match the images to find our various library locations around campus. Feeling lost? Find your way to Bender Library for in-depth directions and assistance from our desks.

www.american.edu/about/upload/campus-map.pdf

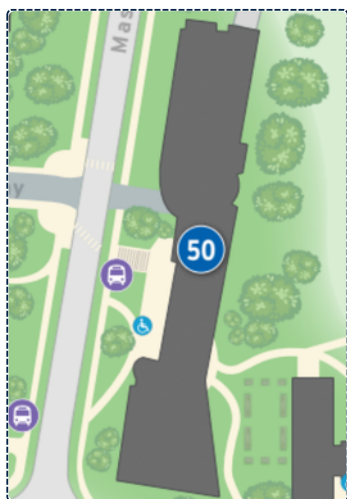
BENDER LIBRARY



Circulation & Course Reserves
Digital Research & Inquiry Lab
Information & Operations
Interlibrary Services
Makerspace
Research Assistance

KATZEN ARTS CENTER

Music Library



SPRING VALLEY BUILDING

Archives & Special Collections



WING TIPS:

You can find operating hours for all locations on the library website!
See page 3 for link.



LIBRARY 101

Pop quiz: Find your library floor!

1. Instead of studying right now, you're...

- a. Staring out the window, thinking deep thoughts
- b. Glaring at the loud talkers on the next table over
- c. Catching up with friends to discuss study plans
- d. Already done and waiting to print out your paper

2. The best study accessory is...

- a. Plenty of elbow room
- b. Absolute silence
- c. Your study group
- d. A satisfying snack



3. If you were a book, you'd be...

- a. A classic novel or a tasty cookbook
- b. A peer-reviewed, award-winning academic text
- c. A graphic novel or the latest popular biography
- d. An art book or an atlas – something with pictures!

4. You're probably going to major in...

- a. Education, literature, bio, chem, or SPA
- b. Philosophy, history, social sciences, or SIS
- c. Undecided, multidisciplinary, not otherwise listed
- d. Fine arts, performing arts, visual arts, audio tech

ANSWER KEY:

Mostly a:
**Third Floor
Thinker**

Mostly b:
**Second Floor
Scholar**

Mostly c:
**First Floor
Friend**

Mostly d:
**Lower Level
Legend**

3

2

1

LL

Level up: Bender Library floor-by-floor

3

Noise: Whisper-quiet, but not totally silent
Vibes: Killer views, elbow room, comfy chairs
Pro tip: Take a brain break in the Curriculum Materials Center with our YA novel collection.

2

Noise: Full silence – you can hear a pen drop!
Vibes: Solo study sesh x paper due tomorrow
Pro tip: The study cubbies have partitions to reduce visual distraction so you can focus.

1

Noise: Conversational as people come and go
Vibes: Meeting point, hangout spot, crossroad
Pro tip: The first floor is open for 24/7 study with your AU ID – check out our new seating!

LL

Noise: Conversational; less busy than upstairs
Vibes: Creative spaces + communal seating
Pro tip: The Lower Level lobby has vending machines with snacks, drinks, and fresh food.

BUILDING-WIDE AMENITIES INCLUDE:



Reservable lockers for day or semester-long use



Women's, mens, and gender-neutral restrooms



Water fountains and water bottle refill stations

*WING TIPS:
Click the booklet
to open a map of
Bender Library!*



LIBRARY 101: FAQ

WHAT HOURS ARE YOU OPEN?

Our hours of operation vary and regularly change. For a full list of operating hours across all Library services and locations, visit our website at this link:

www.american.edu/library/about/hours

WING TIPS: Planning a late-night study session? Our first floor study space is open 24/7 – swipe in with a valid AU ID.

CAN I EAT IN THE LIBRARY?

In Bender Library, you are welcome to bring snacks and drinks, provided they are not too messy. Drinks must be in a container with a lid. Policies for other departments may vary – please check to confirm.

CAN I MAKE PHONE CALLS OR JOIN A VIDEO CALL?

Phone and video calls are only allowed in specific areas of Bender Library. Please follow the signage in place, or check with the Info Desk for more details.

I HAVE MORE QUESTIONS!

Our website has two great resources for answers: the Library policies page, and our Library FAQ. Click the links below, or ask any staff member for more details!

Library Policies

Library FAQ

RESOURCE DIRECTORY

AU Library offers all kinds of services for our students: some traditional, some totally unexpected in a library.

On the following pages, you'll hear from many of our teams about their work and what they can do for you.

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Spotlight: Services Scavenger Hunt

You'll spot these five images in the following pages, each representing an unusual AU Library resource.

Note down the page number of each item shown, then turn in the code to the Circ Desk for a prize!



A

B

C

D

E

10

10

10

ARCHIVES & SPECIAL COLLECTIONS

Archives and Special Collections acquires, preserves and makes available to researchers unique materials of enduring value to support research and teaching.

What we do:

Archiving AU's story:

From back copies of *The Eagle* to records from AU presidents past, our archives tell AU's story since 1893.

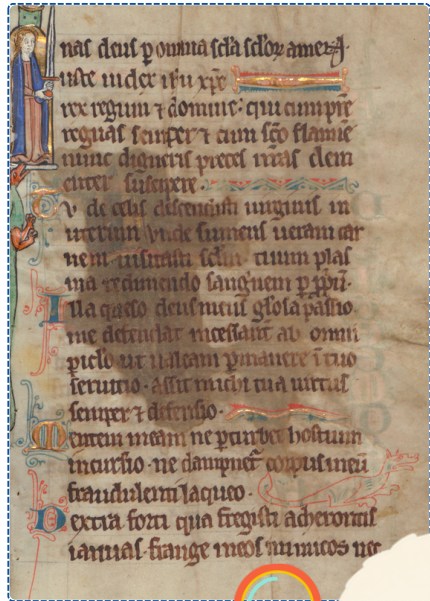
Showcasing special collections:

From Japanese prints to theatre programs, we curate, preserve, and provide access to our physical & digital special collections.

Supporting research:

Use our collections for your assignments and projects! View digitized items online, or make an appointment at our workspace in the Spring Valley Building for help.

This manuscript leaf dates from c. 1260 AD!



WING TIPS: You must make an advance appointment online to visit the archives – we cannot accept walk-ins.

CIRCULATION DESK

The Circulation (Circ) Desk is your starting point for account help and access to most Library collections and services. Start with us: we'll get you where you need to go.

What to know:

Check us out!

We're here to help you access our collections. Finding items on shelf, checkouts, returns, requesting, picking up holds... the Circ team can do it all.

Keeper of the (locker) keys:

We'll connect you to services and 'closed' collections, from locker keys to DVDs; Course Reserves to board games. Not sure where to go to find something? Ask us!

Refer back to this:

As your first line of contact, we'll give you advice about & get you connected to services around the library and all across campus.



WING TIPS:
Ask us about our board games: over 300 titles to borrow for free!

Our team can help you with...

Borrowing, renewing, and returning items • Account info
Requesting and picking up holds • Checking due dates
Catalog searching • Locker rentals • Library info
Access to DVDs, board games, Reserves, and tech items
Basic e-resource help • Basic reference assistance

SPOTLIGHT: Checking out items

Your AU ID is your library card!

We also accept government-issued photo IDs.

Bring items to the Circ Desk to check out.

Or click “Request item” on the item’s catalog page. We’ll pull it, put it on hold for you, and have it waiting for you to pick up within about 24 hours.

Manage your items with My Library Account:

Just log in via the website to see your due dates and to renew items from AU & the Consortium!

COURSE RESERVES

Course Reserves provides students with shared access to required readings for classes – at no cost to you. Check out physical items at the Circ Desk, or access e-resources through the “Reserves” page in Canvas.

What to know:

Open to all:

Anyone can submit a Reserves request, including students, via email. Items for some courses are automatically added.



Shared resources, shared responsibility:

Physical books have a 24-hour loan period, ensuring high-demand items remain available for shared use.

WING TIPS: Course Reserves is separate from the Eagle Access program, which is run by Auxiliary Services, not AU Library.

DIGITAL RESEARCH & INQUIRY (DRI) LAB

The DRI Lab is where tech meets research, connecting students with the technologies, guidance, and support to bring digital projects to life. Our technology, spaces and staff expertise are available to all AU students.

What you'll find:

Space to collaborate:

Flexible meeting space: screens, whiteboards, and room for groups of all sizes to meet & plan.

Expert help when you need it:

Workshops, consultations, and support for every step along the way – no reservation required!

Tech that works as hard as you do:

Our high-powered computers offer easy access to software like Adobe Creative Suite & data-analysis tools.



WING TIPS: At the Simple Studio, make your own podcast or video!



Our team can help you with...

Digital exhibits & narratives • Multimedia projects
Graphics, posters, and maps • Data cleaning & analysis
Design prototypes • Project planning and brainstorming
Data visualization • Computational text analysis & more!

INTERLIBRARY SERVICES

AU students aren't limited to just the resources our library has on hand. With Interlibrary Services, take your research potential above & beyond, thanks to support from our consortium and lending partners.

You make the request; we do the rest!

Not sure where to start?

1. Request an item through our catalog online, or talk to Circ Desk staff for assistance.
2. We route your request to the best possible route for fast and easy fulfillment.
3. You get an email with either the link to your digital scan or a hold shelf notification to pick up your physical item.



What we can do:

Consortium collaboration:

Your AU ID grants you membership to resources from all consortium partners. Request items from anywhere to pick up and return from right here at AU Library.

Peer-to-peer (P2P) partnership:

Networks of preferred lending partners means faster service and simplified borrowing rules for P2P items.

Interlibrary lending:

Access items from across the country and even around the world through Interlibrary Lending (ILL), either through physical shipping or digital scanning.

INFORMATION DESK & BUILDING OPERATIONS

Building Operations (Ops) keeps our library running. From the Information Desk to the Print Center, our services ensure you are safe, comfortable, and well-equipped to get your best work done with us.

What to know:

Your one-stop shop:

Visit the Info Desk at the library entrance for help with directions, services, Lost & Found, and more. We're here to help!



Make the library work for you:

From the Print Center downstairs to the workrooms on our third floor, Ops is your point of contact for Library services. Check out the list below for more!

Have a safe and comfortable visit:

Missing a whiteboard marker? Issues with noise or conditions in the building? Speak to an Operations team member at the Info Desk for speedy assistance.

Our team can help you with...

Collaborative workrooms reservations • Earplugs
Lost & found • Library building information • Scanning
Printing and scanning assistance • Maps & directions
Building safety & security • Quiet floor enforcement

SPOTLIGHT: Intro to LibKey Nomad

No bones about it: research can be ruff! Luckily, you've got LibKey Nomad to help you sniff out the best sources for your paper.

LibKey Nomad is a free extension for most browsers that helps you quickly and easily connect to AU Library resources from around the web, all with a simple click of the mouse!

No need to share personal info: just add the extension, set it to AU, and you're ready to start researching!

- Quickly find high-quality, vetted research sources
- Save time with one-click access to PDFs & articles
- Start your research anywhere on the web
- Save money; avoid access fees & paywall charges!

Click here
to download
LibKey Nomad

Click here
for LibKey
Nomad FAQ



MAKERSPACE

The Makerspace aims to introduce everyone to the world of material and digital creation by offering an intimate, accessible, and comfortable space for individuals to explore their creativity.

What you'll find:

Space to create:

Make use of our crafting tools and supplies to bring your artistic visions to life. Check out the list below for more!

Come as you are:

Find us tabling at events, join us at a workshop, or just show up during our open hours. Previous workshops include crochet, acorn friends, and lavender eye mask making!



Expert guidance:

Looking for in-depth assistance? Want to learn a new skill? Speak to our Makerspace staff, or email to make an appointment for your class or student group.

Our tools and supplies include...

Sewing machine • 3D printing • Button/pin making
Poster printing • Photo printing • Cricut machine
Embroidery materials • Knitting and crochet tools
Paint, markers, pens, pencils, paper, and more!

MEDIA & TECHNOLOGY

Our team connects the AU community to visual media and creative technologies through collection access, expert assistance, and hands-on learning opportunities.

What to know:

Tired of juggling streaming apps?

Us too. So why not check out the thousands of DVDs we have ready to borrow for free with your AU ID? We've got the tech you need to watch them, too.

Smile, you're on camera!

Tackle multimedia projects with a loan from our AV equipment collection, from mics to cameras and more!

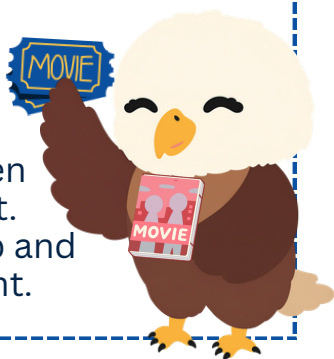
Hands-on learning:

From DSLR photography to podcasting, learn a new skill with our free weekly-ish workshops.

WING TIPS: Join the Blockbender Club!

Have you ever regretted being born too late to experience an authentic 20th-century video rental store? Thanks to the library's latest addition, now you can! Come down to Bender Library lower level to check out AU's newest hidden gem, **Blockbender!**

Browse our curated display of highlights from our huge DVD collection, then take your fave picks home with you. We'll even provide the viewing equipment. Kick streaming fees to the curb and enjoy a free movie on us tonight.



MUSIC LIBRARY

The Music Library, located in the Katzen Arts Center, houses library collections supporting the coursework of AU academic programs in music & performing arts. Our resources & services are open to all AU students.

What you'll find:

Music to our ears:

Browse the library's sheet music & CD collections, borrow reserves items for DPA classes, or make an appointment with the Performing Arts librarian for research help. We also staff our own chat on the website during our open hours.

WING TIPS:

Rent our ukulele for a week!



Strike a chord:

From our student printing station to our community puzzle, we offer a warm and welcoming space for all.

Pro tip: we play music in our study space: perfect if you're looking for library time that's a little less quiet.

SPOTLIGHT: Stop by Soundbites!

Soundbites is a **free** lunchtime mini-concert series run by the AU Music Library that highlights the work of our Performing Arts faculty and classes. Dates for each semester are shared online & on our instagram at @aumusiclibrary. Grab a friend and come by the Katzen Rotunda for a fun lunch break!

RESEARCH ASSISTANCE

Our subject specialists and reference librarians are here to save you time on all your research needs, from developing good research habits to navigating specific databases to building AI literacy – and so much more!

What to know:

Research never sleeps:

Chat with us 24/7: Get help day or night through our live chat, staffed by real librarians (never bots or AI).

Personalized support:

Looking for in-depth help? Schedule an appointment (in-person or virtual) with one of our research librarians, or get specific with a subject specialist who studied in your field.



Bringing the library to you:

Research librarians visit classrooms and host events throughout the year, providing information about our services and resources to support your learning at AU.

Our team can help you with...

Planning research • Drafting and revising papers
Finding and analyzing sources • Brainstorming ideas
Citation management and formatting • Data management
Primary source identification • Literature reviews

QUICK REFERENCE

Archives & Special Collections

archives@american.edu

202-885-3256

Spring Valley Building, Suite 204/205

www.american.edu/library/archives

[Click here to schedule an Archives appointment](#)

Circulation Desk

circulation@american.edu

202-885-3221

Bender Library, Floor 1

www.american.edu/library/services/borrowing

Course Reserves

reserves@american.edu

202-885-3223

Access via the Circulation Desk

www.american.edu/library/services/reserves

Digital Research & Inquiry (DRI) Lab

digitalresearch@american.edu

Bender Library, Floor 1

www.american.edu/library/services/digital-research/

[Click here to request a DRI consultation](#)

Information Desk & Operations

liboperations@american.edu

202-885-3232

Bender Library, Floor 1

Print Center: Bender Library, Lower Level

[Click here to reserve a collaborative workroom](#)

QUICK REFERENCE

Interlibrary Services

auill@american.edu

202-885-3260

www.american.edu/library/services/ill

Access via the Circulation Desk

Makerspace

libmakerspace@american.edu

202-885-7160

www.american.edu/library/services/makerspace/

Bender Library, Lower Level

Media & Technology

mediaservices@american.edu

202-885-3250

www.american.edu/library/visual-media/

Bender Library, Lower Level

[Click here to check out the Media blog](#)

Music Library

Music_Library@american.edu

202-885-3264

www.american.edu/library/music/

Katzen Arts Center, Room 150

[Click here to follow the Music Library on IG: @aumusiclibrary](#)

Research Assistance:

research@american.edu

202-885-32

Bender Library, Lower Level

www.american.edu/library/ask/

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*Thanks for reading!
Don't forget to follow
us on social media and
Engage for the latest
news and events from
the AU Library!*



[instagram.com/aulibrary](https://www.instagram.com/aulibrary)



[facebook.com/BenderLibrary](https://www.facebook.com/BenderLibrary)



[youtube.com/@americanulibrary](https://www.youtube.com/@americanulibrary)



[Click here to visit our LinkedIn profile!](#)



[Click here to visit our AU Engage page!](#)



www.american.edu/library/

