

Temple College Libraries - FAQ

Q: Is the library open?

A: TCL Main and Hutto locations are closed effective 03/25/2020. Staff are working remotely. You can contact the library for assistance through phone, email, or chat:

Monday - Thursday 8:00AM to 9:00PM

Friday - 8:00AM to 4:00PM

Saturday and Sunday – 1:00PM to 5:00PM

Q: How do I access TCL databases from home?

A: You can find directions in our Libguides: TC Home Page- Library Tab- Library Guides - Database Troubleshooting. <http://libguides.templejc.edu/c.php?g=995955>

Q: I am trying to log in to digital library resources and the error message says my TC username or password is incorrect. What should I do?

A: First check and make sure that you are using:

Username:

EXAMPLE: smithj567

In lower case enter last name (no more than 15 characters), first letter of first name and last 3 digits of the student ID number

Password:

EXAMPLE: for Jan. 30, 1989, type Tc01301989

The letters "Tc" and 8-character birthdate (month/day/year). No slashes, dashes, or spaces.

A: You can also contact the IT Helpdesk and they can reset your password.

Call: 254-298-8450

Q: I have books checked out, what do I do?

A: The due date is extended to May 5th and late fees have been waived. Please do not return library materials at this time.

Q: Can I check out a physical book?

A: Checking out physical books is currently handled on a case-by-case basis by the library director. Use the "Library Search" to find out if the library has a copy of the book in ebook

format and if not email a request for the physical book to library@templejc.edu and the request will be considered.

Q: Are textbooks available as eBooks?

A: Generally, no. However, many textbook publishers and other education companies are providing assistance to students in light of the quarantine situation. Check out information here:

Vitalsource Helps - <https://get.vitalsource.com/vitalsource-helps>

Chegg - <https://www.chegg.com/play/>

Pearson - <https://www.pearson.com/us/campaigns/covid-19-student-support.html>

Cengage - <https://www.cengage.com/covid-19-support/student/>

McGraw Hill - <https://www.mheducation.com>

Q: Can reserve books be checked out?

A: This type of a request will be handled on a case-by-case basis by the library director. Use the “Library Search” to find out if the library has a copy of the book in ebook format and if not email a request for the physical book to library@templejc.edu and the request will be considered.