

FAQs:

Frequently Asked Questions

Q: How long can I check this out?

A: Books check out for 14 days, DVDs check out for 3 days, Magazines and Journals check out for 7 days, while Anatomical models and Reference materials do not normally check out.

Q: How can I renew items that I already have checked out?

A: You may call any Keiser University Campus Library and renew items over the phone so long as the items are not more than 7 days overdue. Items that are overdue by more than 7 days cannot be renewed and **MUST** be returned to the library.

Q: How can I request that the library add specific materials to its collection?

A: Simply click the Material Request Applet on the library's main page, then complete and submit the Material request form.

Q: What happens if I have something checked out and it becomes overdue?

A: There is a 7 day GRACE PERIOD. If the items you have checked out are overdue by less than 7 days you must either return them to the library or renew them for an additional period of 2 weeks if there are no other requests for the item(s). Normally, checked out items may only be renewed 2 times however if you call and speak with a librarian it may be possible to receive an exception for an additional renewal so long as there are no other requests for the item(s.) Patrons with items that are 8 days overdue will not be permitted to check-out any additional library materials until the overdue items situation is resolved. Patrons with items overdue by more than 20 days will be blocked from the library check-out of additional materials and from accessing the library's catalog and from use of the library's online research databases until the overdue items situation is resolved

Q. What happens if I lose or damage library materials I have checked out?

A: You must pay to replace it. See the librarian and explain the situation. Sometimes there are methods that can be used to mitigate or lower replacement cost.

Q: Can I change my library login password?

A: Library log-in passwords are software generated and cannot be changed.

Q: How can I reach a Spanish-speaking librarian?

A: You may call the Ft. Lauderdale Campus Library at: (954)351-4035 1:00PM to 6:00PM Tuesday through Saturday Eastern time, except on holidays; or the Miami Campus at: (305)596-2226 Monday through Saturday from 9:00AM to 5:00PM Eastern time, except on holidays.

Q: Can the public use the library?

A: Yes, the public are welcome to visit and use the library so long as it does not interfere with or in any way preempt the use of our library by our students, instructors and other employees. Certain limitations on public use will apply and the limitations will vary by campus according to our needs.

Q: Where can I obtain handicapped assistance or disability accommodation?

A: To obtain handicapped assistance or disability accommodation you must first speak with the Campus President or Vice President, or Dean of the Graduate School where you are enrolled.

Q: Is there a charge to Print?

A: Printing from library computers is a PRIVILEGE not a right! There is not a charge to print from library computers; however you should keep printing to a minimum to help ensure that this benefit is not lost. PLEASE NOTE: The library staff reserves the right to cancel WITHOUT WARNING any large or oversized, or multiple-copy print request; particularly when such a print request interferes with other's ability to print their work.

Q: What are the minimum computer hardware and software requirements to successfully run the library website?

A: The library website is designed to operate on a Web-capable PC using a standard Internet account and a Java-enabled Web browser. No stringent hardware requirements are necessary. Some functionalities of the library website are not available on the Apple Operating System.

Q: What is the library's phone number?

A: The library's phone numbers are provided in alphabetical order by city and then by school below.

Boca Raton Everglades University	(561)912-1211
Charleston Southeastern Institute	(843)747-1279
Charlotte Southeastern Institute	(704)527-4979
Clearwater Keiser University	(727)373-1380
Columbia Southeastern Institute	(803)798-8800
Daytona Beach Keiser University	(386)274-5060
E-Campus Keiser University	(954)351-4035
Flagship Campus Keiser University	(561)478-5500
Ft. Lauderdale Keiser University	(954)351-4035
Ft. Myers Keiser University	(239)277-1336
Graduate School Keiser University	(954)351-4035
Green Acres Southeastern College	(561)433-2330
Jacksonville Keiser University	(904)296-3440
Jacksonville Southeastern College	(904)448-9499
Lakeland Keiser University	(863)682-6020
Melbourne Keiser University	(321)409-4800
Miami Keiser University	(305)596-2226
Miami Lakes Southeastern College	(305)820-5003
New Port Richey Keiser University	(727)847-6855
Orlando Everglades University	(407)277-0311
Orlando Keiser University	(407)273-5800
Pembroke Pines Keiser University	(954)431-4300
Port St. Lucie Keiser University	(772)398-9990
San Marcos Keiser University	011(505)2535-2314
Sarasota Everglades University	(941)907-2262
Sarasota Keiser University	(941)907-3900
Tallahassee Keiser University	(850)906-9494
Tampa Everglades University	(813)868-8160
Tampa Keiser University	(813)885-4900
West Palm Beach Keiser University	(561)471-6000