

# **FREQUENTLY ASKED QUESTIONS (FAQs)**

## **On Library Accounts** **For Full-Time (PFP/PET) Students**

**Registering for a  
Library Account**

**Accessing &  
Managing Your  
Account**

**Using Library  
Services**

**Troubleshooting  
& Account  
Issues**

# Registering for a Library Account

## Who can register for a library account?

Enrolled Full-time RP students are eligible to hold an RP library account.

## Is registration free?

Yes. Library account registration is **free** for eligible students.

## How do I register for a library account?

Library accounts are automatically created for eligible students **two weeks after the semester/term starts**. No action or documents are required from students.

## Will I be informed when my account is created?

Yes, once your account is created, you will **receive a welcome email with instructions** on how to set your password and activate your account.

## When will my library account expire?

Your account **expires upon graduation or withdrawal**, whichever is earlier.

# Accessing & Managing Your Account

## How do I log in to my library account?

You can log on via the [library's website](#) (see below) using your User ID and password that you've created.

[Log In](#) | [My Account](#) | [My Lists](#) |  | 

[Login Instructions](#) [Opening Hours](#) [Contact Us](#)

## What information is available on my account?

The following information is available under my account:

- Your current library loans and their due dates
- Your borrowing history
- The status of your on-hold (reserved) items
- Any outstanding fines

For more information, refer to the **guide 'Access & Manage Library Account'** on the [library website](#).

## I forgot my library account password. How do I reset my password?

Click the "**Forgot Password**" on the login page and [@RP Help-Library](#) will send you the instructions to reset it via email.

For detailed instructions, refer to the **guide 'Reset My Library Password'** on the [library website](#).

## Can I access my account on any device?

Yes, your account is accessible from any device with an internet connection through the [library's website](#).

# Using Library Services

## How many library items can I borrow under my account?

Your account allows you to:

- Borrow up to 6 items (books and other materials) for 21 days
- Reserve and renew borrowed items

For detailed loan information, visit our [Membership](#) page.

## How do I borrow physical library items?

You can borrow physical items by **scanning your student e-card on the SNAPP app** at any of the library's self-borrowing kiosks.



## Can I access e-resources like e-books and audiobooks?

Yes, the library subscribed to a wide range of e-resources. Click [here](#) to see the range of e-resources available.

To access our e-resources, you must be connected to RP's WiFi (**WiFi2@RP**) on campus. There's no need for you to log on to your library account.

If you need to access our e-resources off-campus, refer to the [guide](#) for detailed instructions.

# Troubleshooting & Account Issues

## **My account is blocked, and I am unable to borrow library items. What happened?**

Your account may be blocked for a few reasons. The most common reasons are outstanding overdue fines and/or loans.

Another possibility is that your library account has expired, in which case you won't be able to borrow library items until your library account is renewed. See more info on “Registering for a Library Account”.

You can resolve the issue by returning overdue materials, paying fines, or contacting [@RP Help-Library](#) for assistance.