

FIND CATALOG FAQ

ACCESS FIND (SHAREHOLDERS)

ACCESS FIND (NON-SHAREHOLDERS)

I'm new to Find or need to reset my password for an existing Find account. How can I do this?

[Click here to request a password reset.](#) Include your name, email address, and an optional note with any special instructions.

You will receive a password reset link from *Penn Libraries*, so be sure to check your spam filter! The link will only be active for 24 hours after it is sent.

When logging in to Find, your username is your *full* email address on file with the Athenaeum. This is *case-sensitive*.

Do I login as a Courtesy Borrower or with a PennKey?

Athenaeum users are classified as “**Courtesy Borrowers**” in Penn’s system. Athenaeum members should **not** attempt to login with a PennKey, unless you are also a Penn student, faculty, or staff member with your own PennKey (see below).

What if I am a Penn affiliate (student/faculty/staff) and already have a PennKey?

If you are an Athenaeum member who also has an active PennKey, you may choose to request and checkout Athenaeum materials using your Penn account so they can be managed through a single login. A PennKey provides different levels of access to materials online. Let Athenaeum library staff know your preference at check-out, or contact library@philaathenaeum.org if you have any questions about the difference between using your PennKey or your Athenaeum Courtesy Borrower account.

What items am I allowed to request through Find?

Only Athenaeum members at the **Shareholder** level may borrow materials owned by the University of Pennsylvania. For all **non-Shareholders**, use this link to search and request Athenaeum-owned items only:
https://find.library.upenn.edu/?f%5Blibrary_facet%5D%5B%5D=Athenaeum+of+Philadelphia

Shareholders can request from any of the Penn Libraries except the Biddle Law Library and Kislak Special Collections Library. Shareholders cannot request from the Historical Society of Pennsylvania. Items from LIBRA can be requested as long as they are not listed as special collections. There are certain things in various libraries that also can't be requested, such as course reserves and locked cases at Fisher Fine Arts Library.

When in doubt, look for items that say they are “Available” in green letters.

If it says “Available in person” it means that the member must make an appointment to view the item at Penn (or at the Athenaeum for Athenaeum non-circulating items). These items cannot leave the library.

An item online says it is available “By Request,” but I can’t submit a request in Find. Why?

If an item in Find says it is only available “By Request,” the Athenaeum **will not** show up as a pickup option. “By Request” means Penn will attempt to source the item via Interlibrary Loan, which Athenaeum

members do not have access to. Athenaeum members cannot request items in Find unless they are listed as "Available" in green letters.

If it says "Available in person" it means that the member must make an appointment to view the item at Penn (or at the Athenaeum for Athenaeum non-circulating items). These items cannot leave the library.

If an *Athenaeum-owned* item is listed as "By Request" in Find, email library@philaathenaeum.org to be placed on the hold list for that item.

How can I place holds on items that are checked out?

All Athenaeum members can place holds on **Athenaeum-owned** materials which are currently checked out. To do so, email library@philaathenaeum.org with your request. Such requests cannot be made through Find. Shareholders cannot place holds on Penn-owned materials which are checked out. They must be listed as "Available" in Find to be ordered.

Can I pick up my requests at Penn?

If you are a Shareholder, you may choose any of the Penn pickup points that are convenient for you. Be sure to consult the Penn Libraries website for hours of operation and any special access notices. Access to affiliate users like Athenaeum Shareholders is sometimes restricted during holidays, finals period, or special events.

When visiting Penn, make sure that you have your Athenaeum library card with you, and that it has the current year's sticker on it (i.e. Shareholder 2025). If you do not have the current sticker on your card consult the Athenaeum library staff after you have paid this year's dues to have your card updated.

Can I have my requests mailed to me?

Members at the Shareholder or subscriber plus level may have items mailed to them, but they should first place any requests for pickup at the Athenaeum. Then, when the item is ready for pickup, notify library staff of your mail request at library@philaathenaeum.org.

Athenaeum members do not have access to Penn's "Books by Mail" program.

What about Penn's digital resources? Does the Athenaeum have access to any online databases?

Athenaeum members—including Shareholders—do not have access to Penn's subscription digital resources or Interlibrary Loan network. When browsing Find, use the "Limit Your Search" menu to restrict "Access" to "At the Library." This will limit your search results to physical materials only.

The Athenaeum's digital resources are available here:

<https://philaathenaeum.org/research/>

Members are also encouraged to utilize free resources like HathiTrust Digital Library (<https://www.hathitrust.org/>), the Internet Archive (<https://archive.org/>), the Digital Public Library of America (<https://dp.la/>), and JSTOR's open access content (<https://about.jstor.org/oa-and-free/>).

JSTOR users can also access a limited number of free articles on the platform every 30 days

(<https://support.jstor.org/hc/en-us/articles/360000585347-How-to-Use-Your-Free-Reads-with-a-Personal-Account>).

Need further assistance?

For any other issues or questions, contact [**library@philaathenaeum.org**](mailto:library@philaathenaeum.org).

Consult Penn's Find help page here:

<https://guides.library.upenn.edu/find-account>