

Frequently Asked Questions about LINK+

What is LINK+?

LINK+ is a consortium of more than 50 public and academic libraries in California and Nevada that enables you to search its unified catalog of holdings and borrow books.

How does LINK+ work?

If the Palo Alto City Library does not own an item, or it is unavailable, you can request it from another LINK+ member library for delivery to the Palo Alto Main Library, 1213 Newell Rd. Media and reference materials cannot be requested through LINK+.

What do I need to use LINK+?

To request LINK+ books and have them delivered to the Main Library, you must have a valid borrower's card from the Palo Alto City Library.

Note: New library cards cannot be activated to use LINK+ until the day following their issue. This will be done automatically for you.

What does it cost to request a book?

This service is free to you. There is no charge to request or borrow LINK+ materials.

How long can I borrow LINK+ items?

LINK+ items are checked out for 21 days with the possibility of one 14-day renewal.

How long does it take for a LINK+ request to arrive?

Most books are received four to seven days after the request is placed. You then have seven days to pick up the item.

Note: There is no penalty or charge for not picking up a LINK+ item.

How do I request an item from LINK+?

- Once you determine that an item is not available at the Palo Alto City Library, click the "LINK+" tab on our web catalog. You can also access the LINK+ catalog at <http://csul.iii.com>.
- Enter your search. When you locate the item in the LINK+ catalog, click the "Request" button.
- You will be asked, "With which institution are you affiliated?" Click the down arrow, select "Palo Alto Public", and click the "Submit above information" button.
- Enter your name (first and last), your Palo Alto library card number (all 14 digits) and click the "Submit" button.
Note: Main Library is the only pickup location for LINK+ items.
- You will see a confirmation message that your request was placed.

What is the maximum number of items I can request through LINK+?

You may have a total of 10 items checked out and requested from LINK+ at one time. This is in addition to items you have checked out or requested from the Palo Alto City Library.

How do I cancel a LINK+ request?

- Go to your LINK+ account at <http://Lnkpa.iii.com>.
- Check the "Cancel" box next to the title of the request you want to cancel.
- Click on the "Update List" button to activate the cancellation.

Note: You cannot cancel a request that has been received or is in transit.

How can I check the status of my LINK+ request?

- Log in to your LINK+ account at <http://Lnkpa.iii.com>. If you have a valid Palo Alto City Library card, you will automatically have a LINK+ account.
- Type in your first and last name and the 14-digit number of your Palo Alto library card.

Note: If you update your mailing or email addresses using the "Modify Personal Info" button, that information will apply only to your LINK+ account; it will not be updated in your Palo Alto City Library account.

Why can't my LINK+ books be delivered to any branch of the Palo Alto City Library?

The Library currently has funding to offer the LINK+ service for two years. While there is no charge to the individual user, there is a significant cost to provide this service. Specialized software is needed on staff computers to check out LINK+ items. Limiting the delivery to the Main Library will keep costs within the available budget for LINK+.

Will I be notified when my LINK+ item is ready for pickup or almost due?

You will be notified when your item is ready for pickup, but you will not receive a pre-overdue reminder notice for LINK+ items.

How do I check out my LINK+ items?

All LINK+ items will be held at the Accounts Desk of the Main Library. Library staff will pull your item and check it out for you. LINK+ items cannot be checked out on the self-checkout machines.

Can LINK+ items be renewed?

Yes. They can be renewed one time for 14 days, if they are not in demand. Renewal requests must be made online, through your personal LINK+ account. Staff cannot renew items for you.

How do I renew a LINK+ item?

- Log in to your LINK+ account either by clicking the LINK+ tab on our catalog or by going to: <http://Lnkpa.iii.com>.
- Select the item(s) you wish to renew by checking the box beside the title.
Note: You cannot renew items any sooner than three days before and no later than two days after the original due date.
- Click the "Renew" button.
- This does not automatically renew your item(s) but rather forwards a renewal request to the loaning library on your behalf. You must check your LINK+ account at a later date to see if the renewal request has been approved.

- The item you've requested to be renewed will have one of these statuses:
 - ♦ **A New Due Date** – Your renewal has been approved.
 - ♦ **Renewal Pending** - Your request is still in process. Please check again at a later date.
 - ♦ **Renewal Denied** - Your renewal request was not approved. Please return the item(s) by the original due date to avoid the \$1 per day overdue fee.

Note: It may take several minutes for the LINK+ software to confirm your renewal. LINK+ items may not be renewed more than once, nor may they be renewed if someone else has requested them.

Where do I return my LINK+ items?

All LINK+ items must be returned to the Accounts Desk at the Main Library. Please hand them directly to a library staff person at the Accounts Desk for immediate processing. Returning them to any other library or in the overnight drop may result in late charges.

What are the charges if a LINK+ item is lost, damaged or returned late?

The overdue charge for a LINK+ item is \$1 per day up to a maximum of \$10 per item. The charge is \$115 per item if you lose or damage a LINK+ book. Customers who lose a LINK+ item should contact Accounts at the Main Library by phoning at 650-329-2436.

Why are the overdue fines and lost charges for LINK+ items so high?

The LINK+ policies are established by the consortium, and all member libraries must follow the same regulations.

If there is no charge to me to use LINK+, how can the Library afford this new service?

The LINK+ service is now being offered through a two-year pilot project jointly funded by the Friends of the Palo Alto Library and the City of Palo Alto. After the pilot ends in early 2011, the cost and benefit of continuing the service will be evaluated.