



MOUNTAIN VIEW PUBLIC LIBRARY

FAQ (Frequently Asked Questions)

What is LINK+?

LINK+ is a free service which allows Mountain View Public Library customers to borrow available items from public and academic libraries in California.

Why Use LINK+?

- It's FREE!
- Faster than an Interlibrary Loan.
- Requests made through Library Catalog, even from home.
- Ability to view status online by clicking onto My Library Record.

How do I use LINK+?

1. Search the Library's Catalog, <http://library.mountainview.gov> to determine that Mountain View Public Library does not own the item you wish to borrow.
2. Once you have determined the Library does not own the item you wish to borrow, click on the LINK+ button. It will connect you automatically to the [LINK+ Catalog](#). If there is more than a single match a results list will be displayed for you to make a selection. Click on title link to view more information.
3. When you locate the item you wish to borrow, click on the "**REQUEST**" link.
4. You will be asked, "With which institution are you affiliated?" Click on the down arrow, select Mountain View Public, and click on "SUBMIT ABOVE INFORMATION"
5. If the item is available in our collection, you will receive the message, "You cannot use LINK+ to request items that are available at your institution." Ask staff for help in finding the item.
6. If the item is not owned by the Mountain View Public Library, or if all copies are checked out, you will be asked to enter your name and Library card number. Click on "SUBMIT"

How long does a LINK+ request take?

The time between making a request for an available item and receiving it at the Mountain View Public Library is approximately 4 business days.

How long may I use a LINK+ item?

Items are **held** at the Customer Services Desk for 8 days before being returned to the lending library.

Items are **loaned** for a period of 21 days.

Can I renew a LINK+ item?

Renewal is not automatic. You may attempt to renew LINK+ items once no earlier than 2 days before the due date for an additional 14 more days. The system will check with the home library first before authorizing the renewal. If the owning library denies the renewal you have to return the item by the original due date.

What is the maximum number of items I can request at one time?

Borrowers are permitted to have 15 requests/reserves total (including LINK+ and MV items.) There is no limit on the number of LINK+ books checked out.

How can I check on the status of a LINK+ request?

You may monitor the status of a LINK+ request by going to the Library Catalog and clicking on "MY ACCOUNT." When the status is listed as "LINK+ RECV'D" the item is ready for you to pick up at the Customer Service Desk. You will also be notified when the item is ready for pick-up.

How can I cancel a LINK+ request?

Use a library catalog station or at home via the Library's Catalog <http://library.mountainview.gov> click on "**MY LIBRARY RECORD**."

OR

Call **650 903-6885** during Library business hours.

If an item has a "Requested" status it may be cancelled online. "In Transit" or "Recv'd" books can only be cancelled in person or by phone.

What if an item is not listed in LINK+?

If LINK+ cannot fill a request, ask a Librarian at the 2nd floor Information Desk for other options.

What happens if a LINK+ item is returned late, is lost, or damaged?

The overdue fine for LINK+ items returned after the due date is \$1.00 per day, per item.

Replacement cost of lost or damaged LINK+ items is \$115.00.

If you have any questions about LINK+ searching or policies, please ask staff at the Adult or Children's Desk for assistance or call **(650) 903-6337**.