



## Participating Libraries:

Contra Costa County Library  
 Alameda County Library System  
 Alliant International University  
 Azusa Pacific University  
 Berkeley Public Library  
 Biola University  
 Cal Poly, Pomona  
 Cal Poly, San Luis Obispo  
 The Claremont Colleges  
 CSU East Bay  
 CSU Fresno  
 CSU Long Beach  
 CSU Stanislaus  
 Hayward Public Library  
 La Sierra University  
 Livermore Public Library  
 Loma Linda University  
 Loyola Marymount University  
 Mission Community College  
 Mount St. Mary's College  
 Mountain View Public Library  
 Occidental College  
 Pacific Union College  
 Palo Alto City Library  
 Pleasanton Public Library  
 Point Loma Nazarene University  
 Richmond Public Library  
 Sacramento Public Library  
 Saint Mary's College  
 San Diego County Library  
 San Diego State University  
 San Francisco Public Library  
 San Francisco State University  
 San Jose Public Library  
 San Jose State University  
 Santa Clara City Public Library  
 Santa Clara University  
 Sonoma State University  
 Stockton-San Joaquin County  
 Sunnyvale Public Library  
 University of La Verne  
 University of Nevada, Las Vegas  
 University of Nevada, Reno  
 University of San Francisco  
 West Valley Community College  
 Whittier College

A new way to get the books you want  
 ...fast!

## What is LINK+?

LINK+ is a:

- Cooperative project among public and academic libraries, which provides a single, searchable catalog from which “Available” materials may be requested.
- User initiated request and delivery service that allows Contra Costa County Library cardholders to borrow items not available at a Contra Costa County Library, from a participating LINK+ library.

## Why should I use LINK+?

LINK+ generally provides faster delivery than traditional Interlibrary Loan Service, because you place the requests online and there are no paper forms to fill out. Automated processes manage the requests and route them to the appropriate lending library. This service is free!

Other advantages of LINK+ include:

- Placing requests remotely from your home or office
- The ability to monitor the progress of your request any time on your personal LINK+ account.



# How do I use LINK+?

## How do I request an item from LINK+?

1. If the title you wish to borrow is not available at a Contra Costa County Library, login to the LINK+ Catalog by selecting the LINK+ icon on the Library's catalog page or go directly to the LINK+ catalog at: **<http://csul.iii.com>**.
2. Select the tab for the type of search you wish to do and enter the appropriate search terms in the search box.
3. Select the catalog record for the desired item and click on the title to display the full record. The catalog record will display the number of LINK+ libraries that own this title. If a record displays any "available" items, users may place a request for that title.
4. Click the REQUEST THIS ITEM button.
5. You will be asked with which institution you are affiliated. Click the down arrow, highlight "Contra Costa County Library" and hit enter. Click the SUBMIT ABOVE INFORMATION button.
6. Enter your last name and Contra Costa County library card account number. Select the desired community library for pickup, using the drop down menu. Click the SUBMIT button.
7. You will receive a confirmation message indicating that your request was placed.

If you have any questions about searching LINK+, please contact **1-800-984-4636**, or contact your local Contra Costa County Library.

## How long does a LINK+ request take?

Items generally arrive at the requested library within one week. You have 7 days to pickup and check out the item(s).

## How long may I borrow a LINK+ item?

Books and some audio-visual materials are loaned for a period of 21 days, with a 21-day renewal (subject to approval of lending library). Some audio/visual is loaned for 7 days, and may not be renewed.

## What happens if an item is returned late or is lost?

- The overdue fine for items returned after the due date is \$1.00 per day, per item.
- Replacement cost for lost or damaged LINK+ books is \$115.00

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

Every user will have their own LINK+ account where they can monitor the status of LINK+ requests. Your LINK+ account number is the same as your Contra Costa County Library Card number.

To check the status of your LINK+ requests, follow the links on the Library's website or go to **<https://lnkd1.iii.com>**. Enter your last name and library card number to access your account.

## How do I renew a LINK+ item?

To request a renewal:

Please note: You cannot renew items any sooner than 3 days before and no later than 2 days after the original due date.

1. Login to your LINK+ account from the Library's website or directly at <http://lnkd1.iii.com> (LNKD1.iii.com)
2. Select the item(s) you wish to renew by checking the box on the left of the title.
3. Click the RENEW SELECTED button
4. Select YES to complete the request

The system may not instantly indicate that the books have been renewed, but will instead request a renewal from the lending library on your behalf. You may need to check back later to see if the renewal request has been approved and a new due date has been assigned.

The status for each item will indicate one of the following:

- **RENEW PENDING** indicates that the request is still being processed. Please check back later.
- A **NEW DUE DATE** indicates that your renewal has been approved. Please return the book(s) by the date listed or you will be fined \$1.00 per book, per day in late fees.
- **RENEWAL DENIED** indicates that the renewal has NOT been approved. You must return the book(s) by the original due date or you will be fined \$1.00 per book, per day. You may not renew LINK+ books a second time,