



LINK+

Demystified

SHARI NICHELINI & KATELYN JOHNSON

The Feldman Method

 **LINK+**

TO 15

BRANCH: Central

PATRON: South, Brian

DATE DUE:

\$1 per day late fee Lost book charge \$115
DO NOT REMOVE THIS LABEL

403 UNLV

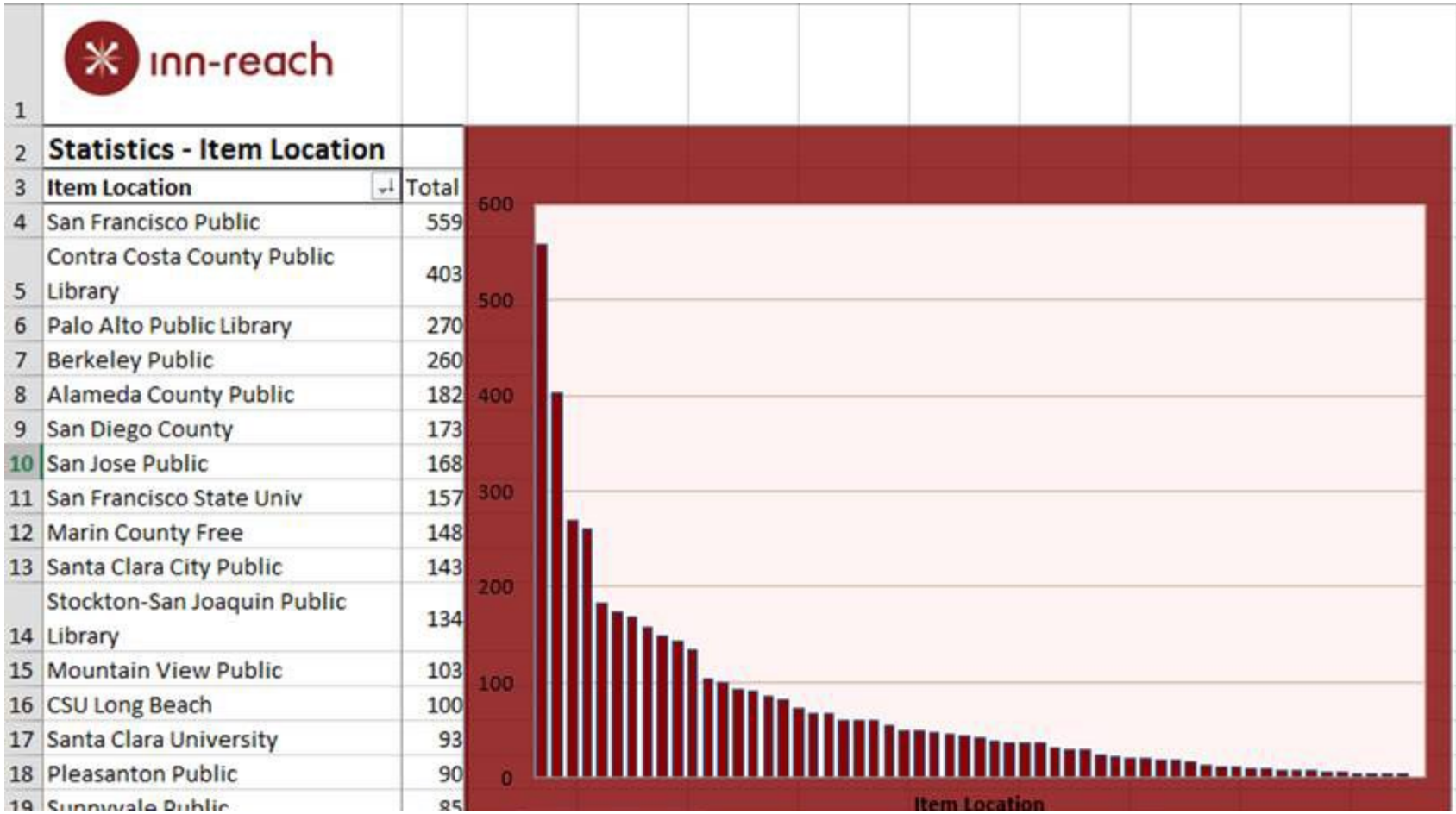
- Link+ Labels
- Common Problems
- Link+ Problem Form & SPL@ Documents
- Filling a Hold
- Link+ Fines & Fees
- Always Remember. . .
- Blue Bin Checklist
- What can CSD fix?



Link+ is growing!

- In March 2015 our patrons requested 3,533 items
- In March 2016 our patrons requested 4,622 items

Top Libraries we request from



Link+ Labels

To library
#



LIBRARY: _____

PICKUP AT: _____

PATRON: _____

DUE DATE: _____

\$1 per day late fee / \$115 lost/damaged item charge

DO NOT REMOVE THIS LABEL

Item owned by Sacramento Public Library



**SACRAMENTO PUBLIC LIBRARY
LINK+ Condition Report**


This item was received in the following condition:

Chewed Cover torn Loose pages
 Missing pages Water damage Worn spine
 Writing in book Other (specify below)

LINK+ Condition: item received in the following condition:

| | |
|--------------------------|-------------------------|
| ___ Torn pages/cover | ___ Loose/missing pages |
| ___ Water damage/stained | ___ Damaged spine |
| ___ Writing in book | ___ Other: |

Old Link+ Labels

 **LINK+**

LIB. CODE # 19 PICKUP AT: S.F. Public (Census Point)


PATRON: Danny Jackson

DATE DATE: _____

95 per day late fee / \$115 Lost Book Charge

DO NOT REMOVE THIS LABEL.

Item owned by:

15 - SACRAMENTO PUBLIC LIBRARY 

Common Link+ Issues



Barcode will not Scan

Not checked out and IN TRANSIT

i1148333@9livm Last Updated: 05-12-2016 Created: 05-12-2016 Revisions: 0

| | | | | | |
|----------|----------------|------------|-------------------------------------|----------|---------------------|
| ICODE1 | 0 | INVDA | -- | LOANRULE | 0 |
| ICODE2 | - NONE | # RENEWALS | 0 | STATUS | t IN TRANSIT |
| I TYPE | 200 LINK+ Book | # OVERDUE | 0 | INTL USE | 0 |
| PRICE | \$0.00 | ODUE DATE | -- | COPY USE | 0 |
| OUT DATE | -- : | IUSE3 | 0 | IMESSAGE | |
| OUT LOC | 0 | RECAL DATE | -- | OPACMSG | - |
| DUE DATE | -- | TOT CHKOUT | 0 | YTDCIRC | 0 |
| PATRON# | 0 | TOT RENEW | 0 | LYCIRC | 0 |
| LPATRON | 0 | LOUTDATE | -- : | AGENCY | 3 Sacramento County |
| LCHKIN | -- | LOCATION | 9livm 21 - Livermore Public Library | | |

BARCODE ILIV001347683Y9livm

CALL # S DANVERS, D.

NOTE Civic Center Science Fiction

Item on the account does not have a barcode

INN-Reach

| Last Update | Title | Location | Barcode | Status |
|--------------------|---|----------|---------|---------------|
| 04-19-2016 12:00PM | Burn notice. Season four [DVD videorecording] / Twentieth Century Fox Film Corporation. | 8sdcl | | LINK+ REQUEST |

- Copy
- View Virtual Item
- Delete Virtual Item
- Insert Barcode
- Print Table (Receipt Printer)

Insert Barcode [Close]

Key or scan item barcode

Print holdslip to place in book?

OK **Cancel**

Patron Cannot place a Link+ Hold

Select

| | | | |
|----|-----------------------------|----|-------------------------------|
| 40 | SUT Adult In-District | 41 | SUT Adult Out-District |
| 42 | SUT Juvenile In-District | 43 | SUT Juvenile Out-District |
| 44 | SUT CARE | 45 | SUT 2 Item Adult |
| 46 | SUT 2 Item Juv | 47 | SUT 2 Item Adult Out-District |
| 48 | SUT 2 Item Juv Out-District | 55 | SUT ECARD |
| 60 | WDP Adult In-District | 61 | WDP Adult Out-District |
| 62 | WDP Juvenile In-District | 63 | WDP Juvenile Out-District |
| 64 | WDP Employee | 65 | WDP Retired Staff |
| 66 | WDP ILL | 67 | WDP Programming |
| 68 | WDP ECard | 69 | WDP Temporary |
| 70 | WDP School Visit | 71 | WDP Institutional |

OK **Cancel**

| | |
|-------------------|--------|
| Check Out | 0 |
| Checked-Out Items | 2 |
| Holds | 23 |
| Fines | \$0.00 |
| Check In | 0 |
| INN-Reach | 21 |

Patron no longer wants the item

The screenshot shows a web browser window with the title "Sierra - Public Library - Katelyn Johnson". The browser's address bar is empty. The website header features the "sierra" logo on the left and a "FUNCTION" dropdown menu on the right, which is currently set to "INN-Reach - Return Unwanted Item". Below the header is a search bar with the placeholder text "Key or Scan Item Barcode" and a "Search" button. The main content area is mostly blank, with a table header visible at the bottom. The table has two columns: "Barcode" and "Status".

| Barcode | Status |
|---------|--------|
|---------|--------|

SPL item still has Off Campus status

sierra FUNCTION Search / Holds

Browse Insert Save View Edit W/B

b24088821
AUTHOR Fisher, M. F. K. (Mary Frances Kennedy), 1908-1992.
TITLE The theoretical foot : a novel / M.F.K. Fisher.
CALL # FICTION Fisher, M.
LOCATIONS cen , chs , cou , gal , mcc , nhi

Summary

Record i73498166

Item-Level Holds 0

Bib-Level Holds 0

Record

Checked out on 05-05-2016 10:00 to SHURE GROSS, BETSY at 51 Yolo County Library due on 07-05-2016

i73498166 Last Updated: 06-01-2016 Created: 03-02-2016 Revisions: 16

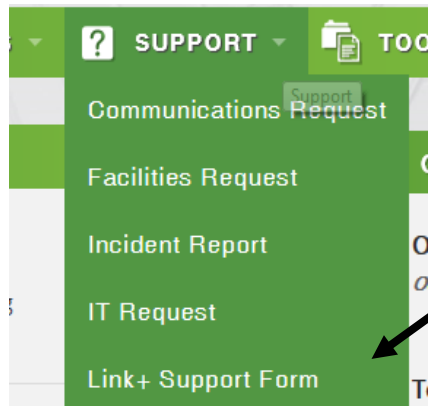
| | | | | | |
|----------|-----------------|------------|---------------------------------------|----------|---------------------|
| ICODE1 | 0 | INVDA | - - | LOANRULE | 0 |
| ICODE2 | - NONE | # RENEWALS | 0 | STATUS | - ON SHELF |
| ITYPE | 0 Adult Fiction | # OVERDUE | 0 | INTL USE | 0 |
| PRICE | \$25.00 | ODUE DATE | - - | COPY USE | 0 |
| OUT DATE | - - : | IUSE3 | 0 | MESSAGE | |
| OUT LOC | 19 | RECAL DATE | - - | OPACMSG | - |
| DUE DATE | - - | TOT CHKOUT | 3 | YTDCIRC | 3 |
| PATRON# | 0 | TOT RENEW | 0 | LYCIRC | 0 |
| LPATRON | 0 | LOUTDATE | 03-27-2016 01:55PM | AGENCY | 3 Sacramento County |
| LCHKIN | 06-06-2016 | LOCATION | nhia North Highlands-Antelope Library | | |

BARCODE

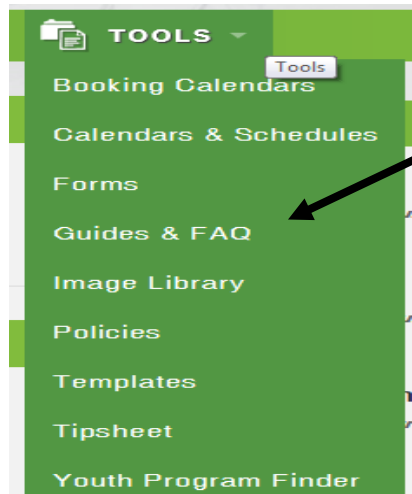
Item is not listed or has the wrong barcode

- If an item arrives in your delivery but is not listed on the patrons account or the barcode of the item does not match the account it can be fixed. What should you do?

Link+ Documentation on SPL@



- The Link+ Support Form can be found under the Support Tab on SPL@.



- Most Link+ documents including the manual can be found under Tools-Guides & FAQ-Collection Services & Circulation-ILL & Link+ Guides.



Простые советы для здоровья

SACRAMENTO PUBLIC LIBRARY



3 3029 05681 7208

ЧУДО-МАСКИ

для лица

И ВОЛОС

100

лучших
рецептов



РИПОЛ КЛАССИК

Tue Jun 14

2016

The item below is now available for pickup.

19 - San Francisco Public Library

15 - Sacramento Public Library

CALL NO: RUSSIAN 646.72 R991 2005

AUTHOR: 880-01 Rychkova, ?I?U1?1

TITLE: Chudo-maski d1?i?a li?t?s

BARCODE: 33029056817208

REC NO: i48918635

PICKUP AT: Ortega:19 - MAIN LIBRARY

KATS, BELA

When bookdrop items have a Link+ hold

- When a cart of items is checked in and an item pops up with a Link+ hold this should be treated just like any other Link+ hold.

Link+ Problem Form

LINK+ SUPPORT FORM
[Support](#) > [Link+ Support Form](#)

| | |
|-------------------------------|----------------------------------|
| Patron Barcode: | <input type="text"/> |
| Patron Name: | <input type="text"/> |
| Item Barcode: | <input type="text"/> |
| Owning Library/Institution: | <input type="text"/> |
| Item Title: | <input type="text"/> |
| Short Description of Problem: | <input type="text"/> |
| Staff Email: | <input type="text"/> |
| Branch: | <input type="text" value="ARC"/> |

- Make sure all fields are filled out.
- Only use your @saclibrary.org e-mail address.
- Be clear in your description of the problem & the solution you want.
- Don't send in a blank or incomplete form!

des into the gut, most junkies are thin,
 are both bags of bones—
 of some boys, that with a little flesh
 isa, and mickela woman—And Old
 a hawk's body nobody, his gray hair
 is cheek is youthful and sometimes
 erty, and in fact Tristessa had finally
 make it and he was there and they
 ned some of that too, seen's how
 : issue except once every twenty

 h, hear no more, Min a Mady a
 idder McGov, ov, I'll leave them
 —"find me a Mimi in Paris, a
 a Pure Pretty Pip"—Like poems
 outh American pain must, flat,
 bladders, reggs, and small the
 i-walking boulevard and drink
 uggers of the card street—O
 showing us him—him,—and
 ch is us—fir how can there
 me that, Bishop San Jose
 he Madonna, I'll paint the
 , berry and bread—"Dope
 nobody said—I'll go to the
 t, and paint memories of
 about me that—I'll write
 the legend of my life—
 me, let's hear yours

Guidelines for filling a Link+ Hold

- When items are paged for Link+ holds, always examine the items **before** filling the hold. Check to see if:
 - The case is broken or disks are scratched
 - Book has obvious liquid damage, mold or other ickyness
 - Book has a loose binding, loose pages, is missing pages
 - Damaged binding or other structural damage
- If a book is icky check to see if it is the last copy in our catalog or the Link+ system.
- If it is not the last copy transfer the hold to another SPL item or cancel with Re-request so another Link+ library can fill the hold.
- We all know what it feels like to receive a damaged book for a hold so let's send out good looking items to other libraries!

Link+ Payment

- If a patron has damaged or lost a Link+ item, contact the Link+ Coordinator who will determine the cost of the replacement with the owning library.
- There are no refunds once a Link+ fine has been paid
- Patrons can pay their fines via My Account, self checkout machine, check, credit card machine, or cash
- There is no partial payment accepted for Link+ items. The full replacement cost must be paid at one time
- Each branch collects and keeps the overdue fines for Link+ items. The replacement cost is sent to the owning library
- The Link+ Replacement Fee Form is to be filled out only after a patron pays their fine, not before
- Send the form in with the weekly deposit. Ring the amount into the register using the Link+ key

Adjusting a Link+ Fine

Check Out 0

Checked-Out Items 1

Holds 0

Fines \$115.00

Check In 0

Linked Patrons 0

INN-Reach 1

Fines

Collect Money Waive Charges Add Charge Fines Paid Patron Notes

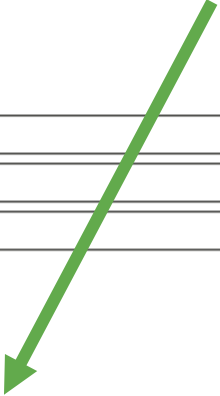
Total: \$115.00 Amount selected: \$115.00

| All | Status | Title | Location | Amount |
|-------------------------------------|-------------|--|----------|----------|
| <input checked="" type="checkbox"/> | Replacement | Cast away [videorecording] / Twentieth Century Fox and Dreamworks Pictures present | 8sdcl | \$115.00 |

- Copy
- View This Item
- View This Fine
- Print Table (Receipt Printer)

Adjusting a Link+ Fine

| | |
|-------------------|---|
| Invoice: | 966648 |
| Type: | Replacement |
| Call Number: | DVD CAST AWAY 49 - San Diego County Library |
| Author: | |
| Title: | Cast away [videorecording] / Twentieth Century Fox and Dreamworks Pictures present an Imagemovers/Playtone production ; a Robert Zemeckis Film ; directed by Robert Zemeckis ; written by William Broyles, Jr. ; produced by Steve Starkey, Tom Hanks, Robert Z |
| Item Barcode: | 315350594086808sdcl |
| Date Assessed: | 06-15-16 05:18AM |
| Date Checked Out: | 05-24-16 02:43PM |
| Date Due: | 05-31-16 |
| Item Charge: | <input type="text"/> \$75.00 |
| Processing Fee: | <input type="text"/> \$25.00 |
| Billing Fee: | <input type="text"/> \$15.00 |
| Total: | \$115.00 |
| Payment Note | |



Adjusting a Link+ Fine

| | |
|-------------------|---|
| Invoice: | 966648 |
| Type: | Replacement |
| Call Number: | DVD CAST AWAY 49 - San Diego County Library |
| Author: | |
| Title: | Cast away [videorecording] / Twentieth Century Fox and Dreamworks Pictures present an Imagemovers/Playtone production ; a Robert Zemeckis Film ; directed by Robert Zemeckis ; written by William Broyles, Jr. ; produced by Steve Starkey, Tom Hanks, Robert Z |
| Item Barcode: | 315350594086808sdcl |
| Date Assessed: | 07-27-16 11:13AM |
| Date Checked Out: | 05-24-16 02:43PM |
| Date Due: | 05-31-16 |
| Item Charge: | <input type="text"/> \$9.98 |
| Processing Fee: | <input type="text"/> \$5.00 |
| Billing Fee: | <input type="text"/> \$0.00 |
| Total: | \$14.98 |
| Payment Note | |

Adjusting a Link+ Fine

Check Out 0

Checked-Out Items 1

Holds 0

Fines \$14.98

Check In 0

Linked Patrons 0


INN Reach 1

Fines

Collect Money Waive Charges Add Charge Fines Paid Patron Notes

Total: \$14.98 Amount selected: \$14.98

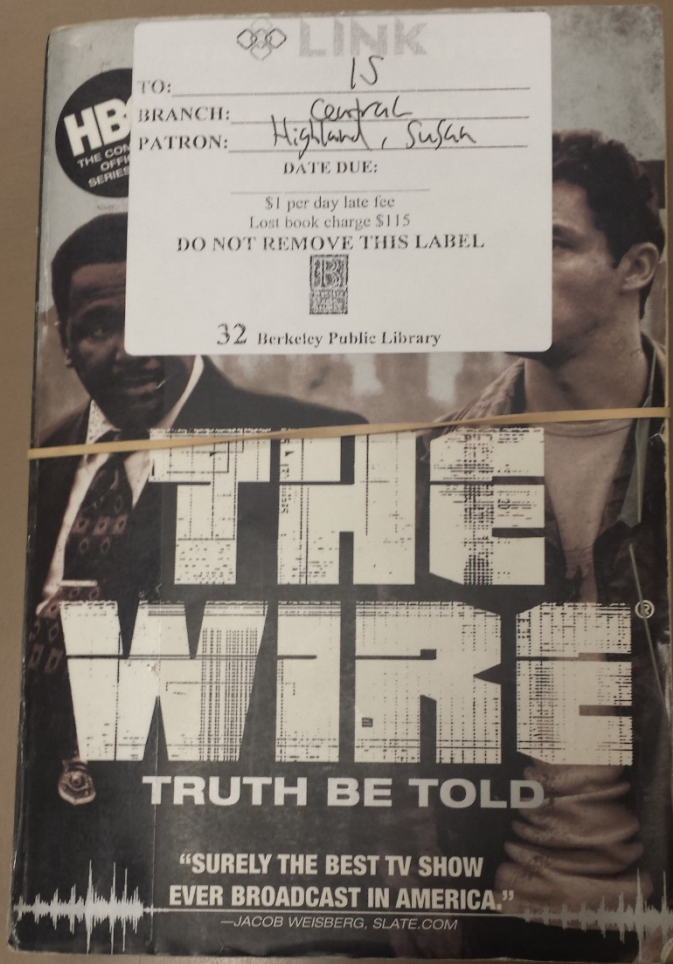
| All | Status | Title | Location | Amount |
|-------------------------------------|-------------|--|----------|---------|
| <input checked="" type="checkbox"/> | Replacement | Cast away [videorecording] / Twentieth Century Fox and Dreamworks Pictures present | 8sdcl | \$14.98 |



Blue Bin Checklist

- Does the item have the paging slip inside the front cover/case?
- Is the correct Link+ label affixed to the front cover with the #, branch, and library properly filled out?
- Is there a rubber band around the item?
- If the item is a return is the label crossed out, rubber banded, and the item checked in?

What can CSD do?

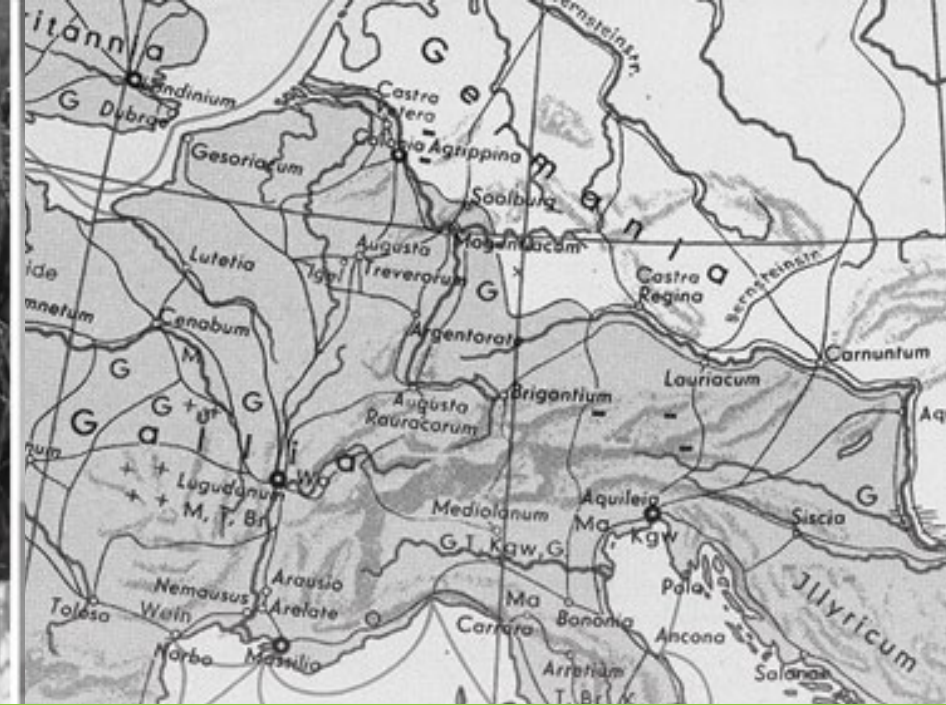




Link+ Incoming Delivery



Link+ Sorting Room



SACRAMENTO PUBLIC LIBRARY

saclibrary.org

Please send Shari Nichelini or Katelyn Johnson an e-mail if you have any questions or would like more training.