

### How will I know when my items are available?

It typically takes one to two weeks to obtain an item. Some requests can take longer; for example, if the item requested is from a remote library.

You will be notified by e-mail or phone when your item is available for pick up at the branch library you selected.

**Hint:** The fastest way to get an item is to travel to a nearby library that has a copy on the shelf. (It's a good idea to call ahead to check and see if the item is really "IN.") Take your library card with you to check it out.

### What is the loan period?

The loan period is three weeks. Items borrowed through Washington County Library using MnLINK are **NOT** renewable.

### Where do I return the material?

Items borrowed through Washington County using MnLINK must be returned to a public library in Washington County.

**Important:** Keep the purple sticker intact.

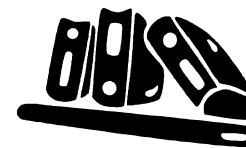
Expedite your items by:

1. Requesting only items you need and will use; **do not place multiple requests on same item.**
2. Providing accurate and complete information about the item you want.
3. Allowing two weeks for your item to arrive. Be aware that it can take longer if your item is only available from a remote library.
4. Picking up your item within 7 days at the library.
5. Returning your item on time, in good condition, with purple sticker, to a public library in Washington County.
6. Tracking the status of your requests on MnLINK.
7. **Checking your WCL account for messages about the status of ILL requests.**

For library hours and locations, visit [www.co.washington.mn.us/library](http://www.co.washington.mn.us/library), or call 651-275-8525.

**WASHINGTON COUNTY LIBRARY**

## Finding books not available in Washington County



If a book, or other item, is not in the Washington County Library collection, you may request it from another Minnesota library using a process called "Interlibrary Loan." Some books may also be obtained out-of-state.

### How Do I Start?

1. Search the Washington County Library (WCL) catalog to determine whether or not the item you are looking for is owned by a library in Washington County.
2. If the item is listed in the WCL catalog, place a request by clicking on "**Request 1st available copy**" in the catalog.
3. If WCL does not own the item you are looking for, you may be able to request it from another Minnesota library using MnLINK, available at [www.mnlinkgateway.org](http://www.mnlinkgateway.org).
4. **Items newer than one year may not be available** to request through MnLINK. Ask a librarian for assistance in obtaining new items. **Not all requests will be filled.** Some libraries do not lend certain materials, such as popular DVDs, or there may be other factors.
5. If you cannot find an item through MnLINK ask a librarian for assistance with other resources.



## The process of requesting via MnLINK:

### Access MnLINK

- From Washington County Library's home page, click on "Library Catalog."
- Click on the "Other MN Libraries" tab.
- Click on "MnLINK."

### "SIGN IN"

- Click on the red "SIGN IN" button.
- Type your library barcode number (PIN is not required).
- From the Pick Up Location drop-down menu, choose **Washington County Library**.
- Click on "SIGN IN."

**Note:** If you are a library card holder from another library system, your card must be current at your "home" library system.

### Locate your item

Type one or more keywords for your item (e.g. author, title) and press "SEARCH."

### Results

- Results may appear slowly. The more matches found, the longer it will take to display the search results.
- Click on "Details" to verify that an item is the one you want and to check on the item's "availability."

**Important:** check to see that there are copies currently "available" for checkout before you make your request from an item record.

### "GET IT"

- If you find an item you want to request, click on "GET IT."
- A "My Requests" screen will pop up. Click on "Request via ILL."
- Details are transferred automatically to a request form. The form allows you to specify at which WCL branch you will pick up your item. **Be sure to choose a pickup location.**
- Once you've reviewed the form, click "SUBMIT."

### Additional tips

1. If you wish to return to your results, click on "Search Results" in the left-hand menu. (Don't use the browser's "Back" button.)
2. You can begin a new search by clicking "Basic Search" or "Advanced Search" in the left-hand menu.
3. Request only one item or part per form. With multiple volumes or parts, specify the needed volume or part in the "Special Instructions" box.
4. When requesting a specific format, version, or edition, make sure the appropriate information is in the Edition line (e.g. DVD ed., VHS ed., Unabridged, etc.)
5. **Make only ONE request per title; multiple requests will be deleted.**
6. Just because the item record you select has available copies, it does not necessarily mean that the copy you receive will be from that library location.
7. When you are finished, click "Sign Out" in the left-hand menu.

### Tracking your requests

- Sign in at MnLINK as before. Under "My Account" on the left-hand menu, click on "My Requests."
- Choose how to display your requests; then, click "SEARCH."
- The status of each request is listed.
- Also, check your WCL account; sometimes WCL librarians enter messages on your record about the status of your ILL requests.

### Does it cost anything?

There is no charge for most interlibrary loan items.

Items not available through MnLINK may be available outside of Minnesota. Requests for these items may involve a fee. If there is a fee, you will be contacted before a request is made. If you choose to get the item, you will need to write a check made out for the exact amount of the fee. If we are unable to get the item for you, this fee will be refunded.