



This screen gives you some information about the book, including a small summary. It also tells you how many holds are on the book and how many copies are in the system. If you decide that you want to put it on hold, simply click the “Request” button at the top of the screen. Here’s what it looks like up close:



Minerva will then ask you for your name and library card number. You can enter either your first or your last name—you don’t need to do both. Then click “Submit.”

Request Verification

Requesting *The goldfinch / Donna Tartt.*
Please enter the following information:

For example, type "Jane Smith" and then press the TAB key.
Your Name

Ex: 29876000123456. For barcodes less than 14 digits, contact your library.
Your Patron Barcode

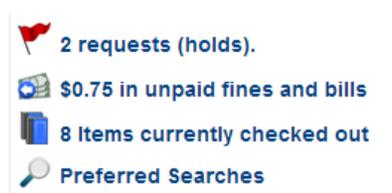
You know it worked when you get this message:

Your Request

Your request for *The goldfinch / Donna Tartt.* was successful.
You will be able to pick up this material at Kennebunk Free Library when it is ready.
If you are finished making requests click **Log Out** to end your session..

Q: Can I renew books online?

A: Yes. From our website, go to the library catalog, just as if you were requesting a book. On the top right-hand corner of the screen, select “My Library Account.” When prompted, enter your name and library card number. On the right hand side of the screen, you’ll see a box with your account activity.



You can click on any of the words to manage that part of your account.

Q: Can my family members pick up books that I put on hold?

A: Yes, there are two ways to ensure that another person is able to pick up items for you. The simplest is to give that person your library card, which we accept as permission. When you got your new Minerva card, you received two copies. You can swap spare cards with your spouse so you’ll each have a copy of both cards. The same applies to parents—Mom or Dad can keep one copy of the kids’ cards.

The other option is to “link” accounts—one card provides access to all of the linked accounts. To do that we have to have permission from all parties (except children under 12). You’ll both need to come in at the same time with your cards.

Our default position is to protect your private information (including books ordered) from everyone, including your spouse, until you tell us otherwise.



Minerva at KFL: Frequently Asked Questions



Kennebunk Free Library
112 Main St.
Kennebunk, ME 04043
www.kennebunklibrary.org
(207)985-2173

Q: What is Minerva and what are the benefits of joining?

A: Minerva is a consortium of over 60 Maine libraries who share resources. Because KFL is now a Minerva library, our patrons are able to request a variety of items — including books, DVDs, audio books, magazines, music CDs, and even some videogames — from all around the state. Essentially, our catalog has expanded from about 50,000 items available to you to more than 6 million.

Q: Why do I need a new library card?

In order to offer you access to so many new items, we needed to upgrade our old circulation software to a new system. New library cards are part of the upgrade.

Q: Do I really need to have my library card with me to borrow items?

A: Because we’re dealing with a statewide system, we need to be sure that we access the correct person’s record every time. There are many duplicate names in the state, and many of you have cards from Wells or from towns where you used to live. The best way to ensure that we are using the correct account is to scan your library card. Though we would prefer that you have your card, we will accept your Driver’s License or other photo identification.

Q: Can I still put books on hold?

A: Absolutely. In fact, it’s easier than ever. You can access the catalog from the library; at home through our website; or from your phone or tablet through the Library Anywhere app. Look for this symbol on the app:

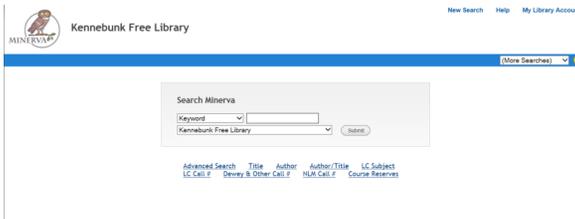


Q: How do I request items?

A: On the top, left-hand side of our website, click on “Library Catalog.”



The catalog will look like this:



You can search for items by keyword, title or author. Just use the drop-down menu to select the one you want. (The red arrow in the photo.)



If you want to know if we have a book in stock, you can search just the Kennebunk Free Library Collection. (See the purple arrow in the photo above.)

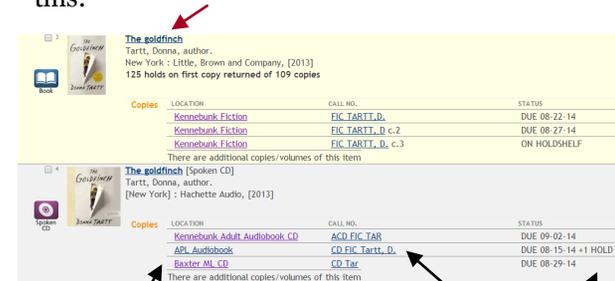


If you want to be on the hold list for a book, select “All Minerva Locations” from the drop down menu. (The purple arrow.) You’ll get the next copy available in any Minerva library.

Say you’re searching for *The Goldfinch*. When you type in the title & hit “submit,” you’ll get a screen that looks like this. Usually, you’ll want to click on the first title in the list (highlighted below in purple).



That will bring you to a screen that looks like this:



You can see a list of which libraries have the book, where it is located on the shelf, and whether it’s in the library or checked out.

The icons on the left-hand side of the screen tell you what types of items are available.



In the screenshot above, you can see from the icon that the first *Goldfinch* in the list is a book. If that’s the item that you want, click on the title (the red arrow). That will bring you to a new screen.