

FAQS about our move into the NEW LIBRARY!

We are counting down the days! Before you know it, we will start the move into the new library. Staff are all pretty excited, and we hope you are too!

Just what is involved in moving? Here's the latest information.

What is the timeline for moving into the new library? Packing, moving and setting up the new library will take about three weeks. Our last day at 292 N. Holly Street will be Saturday, September 17th. The Library will have a soft opening on Saturday, October 8th and the Grand Opening/Ribbon cutting will be on Saturday, October 15th at 10:00 a.m.

What are the dates for the library closure? We will close at 6:00 p.m. Saturday, September 17th and reopen at 10:00 a.m. on Saturday October 8th. (Note: The library will be closed on Monday, October 10th for a county wide library training).

What will happen to my Holds during or because of the closure? **September 17th**, will be the last day you can pick up holds remaining on the shelf here at Canby. Any new holds placed after **September 10th** and scheduled to be picked up in Canby will be 'suspended', which means they will continue to move up in the holds queue even though the library is closed. Even if you are at the top of the list your hold will not be made available until the suspension period is over. You will not miss your hold because of the library's closure. You will remain on the list until the hold is unsuspending. If you want to change your pick-up location to another library, you can either change it prior to September 17th or 'un-suspend' the hold and change the pick-up location any time during the closure online or by calling another LINCC library. Staff will be happy to help with this.

See other side of this sheet for instructions on how to **suspend, unsuspend and change location for holds.**

What about Returns? If Canby is your home library, we ask that you keep your items during our closure (even those from other libraries) until after we reopen. Their due dates will automatically be extended AND we will check items in **FINE FREE** for a full week after we reopen. You may return items to another library if you wish, but you will NOT be penalized for holding onto them until after we reopen.

When you check the item out, the return slip date will look normal. But, once we start our move, the return dates for those items will be changed in the computer so that these items will not become due until after we open.

We will be removing our book drop during the move so staff can focus on the move. Please do not leave books outside the library; rather, if you need to return them, please return them to the Wilsonville Public Library or another nearby Clackamas County library.

If you reach your 50 item maximum limit, you will still need to return items at another Clackamas County library in order to check out more.

What about Programs?

There will be no programs during our closure.

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Suspend, unsuspend and change location for holds

All holds placed after September 10th with a Canby as a pick up location will be “suspended” on September 17th. If you wish to have your items sent to another Clackamas County library while we are closed, you will need to “unsuspend” your item and change the pick-up location.

To “unsuspend” your hold:

- Go to www.lincc.org
- On the top right hand corner of the page, click on Log In
- Enter your library card number and PIN, click Log In
- On the top right corner of the page, click on My Account
- Click on the Holds tab
- Put a ✓ next to the items that you wish to “unsuspend”
- Click on Cancel Hold Suspension at either the top or bottom of your list of holds
- Answer Yes to “OK to Cancel Suspension of the selected holds”
- At the top of your list of holds, it should say “Suspension(s) successfully cancelled”

To change your pick up location:

- Put a ✓ next to the items that you wish to change the location for
- Click on Edit Pickup Location(s) at either the top or the bottom of your list of holds
- An Edit Holds screen pops up with the titles that you chose
- Under Pick Up Library, use the drop down menu to choose your new location and click Change
- In the same pop up window, it will list the titles you chose and under Action, it will say Success
- Click OK and the screen will refresh reflecting the new location