
What is changing with PubMed LinkOut?

- **Product:** 360 Link
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The LinkOut for Libraries program was composed of three services: LinkOut via Submission Utility, LinkOut Local, and Outside Tool. In 2019 NLM consolidated the three services into a single service, LinkOut using Outside Tool, renamed to Library LinkOut.

More details are available from NLM in this [announcement](#).

What service does my library have?

As part of your 360 Link subscription, most likely we manage LinkOut Local holdings on your behalf. Please contact Ex Libris support if you are not sure and we can let you know. If you think you have Outside Tool, you can check [here](#) or contact NLM customer support.

What is the difference between LinkOut and Library LinkOut (formerly Outside Tool)?

With LinkOut, your library's icon appears only when the full text is available. With the new Library LinkOut, your library's icon appears on every citation in PubMed. If there is full text, you can access it via the link resolver. If full text is not available, you will be given the opportunity to request the item via ILL or search for it in your library's catalog.

What do I need to do to ensure continuity of service?

You will need to set up an Outside Tool account for Library LinkOut. We have instructions here on how to do so here ([part 1](#), [part 2](#)).

Before you can apply for an Outside Tool account, please ensure these tasks are completed:

- (optional) Link to a 360 Link Help page: Click here to see an example of another library's help page. Your 360 Link Help page is hosted by Serials Solutions and is generally displayed as a Custom Link at the bottom of the 360 Link Results page. Use the Support Portal option menu near the top of this page to request that the link be added.
- Link to your OPAC via title and ISSN: These links must support OpenURL, meaning the title/ISSN must be automatically passed directly to the OPAC without the patron having to manually type anything. If you're not sure, we're happy to investigate this for you; contact us using the Support Portal option menu near the top of this page.
- Link to an OpenURL-supported Interlibrary Loan form: If you have ILL at your library but are not sure if it supports OpenURL, we can check for you.

The following information is required to set up an Outside Tool account:

1. Base URL of your local service (this is composed of your link resolver URL and the tail ?sid=Entrez:PubMed&id=pmid:)
2. Test URLs to demonstrate your link resolver directs to the full text and a pre-filled ILL form.

3. Temporary Username and Password for password-protected access (if necessary)
4. Institution name, postal address and phone number
5. Contact person name and email address. (Group email address is optional)
6. URL of the Outside Tool icon to be displayed in PubMed
7. URL of your institution help page (optional)
8. Short label that identifies your library (optional)
9. If your institution has a LinkOut account, please provide the NameAbbr (username)

Our library doesn't have a document delivery/ILL service. Can we still use Outside Tool?

Per PubMed customer service, an email template is also acceptable. If you have an existing template, there is no need to change it. If you do not have one, you can [turn on the ILL request form](#) in 360 Link with IEDL.

I have questions that are not in this article!

Please submit a case via the support portal and we will answer it as quickly as we can.

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