

USING THE LINC/2-1-1 COMMUNITY INFORMATION DATABASE

- Go to the Memphis Public Library and Information Center website: <http://www.memphislibrary.org>.
- In the red band at the top of the homepage, choose the **LINC/2-1-1** link and then the dropdown **Community Database**.
- This directs you to our **2-1-1 TN** homepage. Our database is now part of a larger statewide database with other 2-1-1s in TN. Click on the large button which says **FIND HELP**. This will give you several options to search.

Option 1: Common Search Click on one of the common searches on the left side of the page (these searches include basic needs and other commonly requested resources); this will pull up all the results for that category for the whole state. Click on the **Refine By Distance** link, enter a zip code and pick the appropriate drop down to limit your search geographically; then click on **Update Results**.

Option 2: Simple Search Enter a search term or agency name of your own (for example, "Crisis Lines"). Make sure you put your terms in quotes to limit the search. Once again, you may need to limit your search geographically using the **Refine By Distance** filter.

Option 3: Advanced Search Click on the **Advanced Search** link on the right side of the page; this allows you to search by service area (zipcode, city or county) or location of resources, while also searching by keywords and other filters. For example, you may also search here for specific volunteer opportunities or wishlists for requested agency donations.

Option 4: Service Topic Search Click on this search to scroll through the available services in the database as arranged by the AIRS taxonomy. Each term is defined and the number of resources under that code will pull up; click on **View Resources** to see the results. Once again, you will need to limit your search geographically.

- **Managing Your Search:** Once the search results pull up, you can click on the **Agency Name – Service Name** link for more details, an overview, google map of the agency location and other information.

You can manage the results by printing, sending a link to your email or phone, or by creating a mini-directory online. Any directory(ies) you create online can be accessed each time you come to the site and will be automatically updated as LINC/2-1-1 updates their resources; and you can add or delete resources in each directory as you please.