



PC Reservation System and Print Management Solution for Public Computers at the Library

Arcadia Public Library has installed the PC and printer management solution from CMS Dignet, call PC Cop, on all public access computers. This system offers "self-service scheduling" using a Library Card Number and PIN (or password). It streamlines the waiting list for any public workstation and allows requests for the next available station or for a specific station. The Public Print Server improves security and privacy for public printing. Combined, these solutions enable more equitable access to computers by the public and more efficient service to our patrons by the Library staff. The Computer Aides and Volunteers and other Library staff are available to assist patrons with questions about our PC Reservation System and Print Management Solution.

How PC Cop works...

- Each user, when they begin their PC Cop session, will receive **one hour of free computer use** for either filtered or unfiltered Internet access, word processing, games, email or other available applications depending on the location of the station.
- **There is a computer use limit of two hours per day per customer.**
- If there are public computers that are not in use, patrons may login at any open station using their **Library Card Number and PIN**. Enter the Library Card Bar Code Number without spaces and watch out for similar characters, for example the number 0 and the letter O and the number 1 and the letter I. The last 4 digits of the patron's phone number is usually the PIN number.
- If the patron does not remember their Library Card Number or PIN, they may request to have it looked up at the Circulation Counter. This service will be free the first time and will cost \$1.00 each additional time, so it is recommended that the patron record this information and keep it handy. If the patron's Library Card was lost or stolen a replacement card may be obtained for a charge of \$4.00.
- A Guest who doesn't have a Library Card may request a **Guest Pass** from the Computer Center Aide or an Information Desk Librarian. This Guest Pass will indicate the GUEST login name and a 4 digit PIN number and may be used in the place of a Library Card to login to any open station or to make a single reservation. A Guest Pass is only valid for a single 60-minute session.
- If all public computers are in use, the patrons may login at the **Reservation Kiosks** to schedule a session using their Library Card Number or their Guest Pass as their session identification. The Reservation Kiosk for the Children's computers is located at Children's Services Desk. The Reservation Kiosk for all other computers is located at the PC in the Entry area next to the display cases. Users may select a computer area and a specific station or the next available station. A receipt will be printed to indicate the station name and the scheduled time it will become available.
- Each scheduled session will have a **5-minute grace period** in the event the patron is late for the reservation. After 5 minutes the station will be made available for a new reservation.
- The last four digits of the user's Library Card Number will appear on the login screen for a reserved station. The patron owning that Library Card will enter their PIN to begin the one-hour reserved session.

- Another user cannot over-ride or delete a reservation and PC Cop will not double-book a PC. Users may not sit at a station if they are not logged in to an active session or if another user has reserved that station.
- It is important to note that there is a **3-minute "no activity" timeout**, with a 1-minute warning before ending the session. This means that if the PC detects no keystrokes or mouse movement for 3 minutes then PC Cop will terminate the session and make it available for a new user or reservation.
- If the patron needs to step away from the PC for any reason, they may click on the "Lock" button to start a **10-minute "walk away" period**. This will hold an active session in a locked state for up to 10 minutes without timing out. The user will need to re-enter their PIN to unlock the station.
- A digital time clock will appear on the screen. Each patron will receive a **10-minute warning and a 1-minute warning** when their time limit is due to expire so they have ample time to complete their activities, send their messages or save their work.
- At the end of each session PC Cop will close all open applications, empty the web browser cache, and logout the user so that each new session may begin with a clean environment. This will eliminate waiting for computers to be rebooted and logged in by staff in most cases. It will also help to ensure that the patron's personal information is not still available to be accessed or viewed by the next user.
- If the patron completes their business before the time limit expires they may click on the **"Done"** button and this will also prompt these cleanup procedures and allow the station to become available for a new user or reservation.
- If a patron completed a session early and clicked "Done", there may be a random station available for less than one hour for a "walk-up" login that will allow for quick PC access. The screen clock will indicate the time remaining.
- If the patron needs to use a public access computer for more than one hour they may make a reservation for a new session once their current session expires. A **5-minute login delay** is required between consecutive sessions using the same Library Card Number.
- If at least two of the public computers are not occupied or reserved, the user may request a single **30-minute extension** by clicking the "Extend" button when it appears after the first time limit warning or by requesting an extension from the Computer Center Aide or the Information Desk Librarian.
- The Internet Use Policy will appear on the screen after the patron logs in. The **"Accept"** button must be clicked before PC Cop will proceed to the next screen. It is recommended that all patrons read the policy at least once.

PC Cop manages most of the 50 public computers in the Library. This includes the Tech Center's 13 Filtered and 4 Unfiltered stations, the 6 Word Processing stations, the 4 Children's CD-Rom (Gates) stations, the 5 Remote stations scattered around the Library, the 4 stations in the Catalog area and the 7 stations in the Children's Room. PC Cop does not manage the 7 **OPAC stations**, located in the Catalog area and Children's Room, that are dedicated to the Library Catalog and the On-line Databases only.

There are two **Print Stations**, one in the Copier Room and the other next to the Catalog stations. The patron may click on the screen to open the General Print Queue Screen. They will insert their print card into the reader, select the document(s) and then select "Print". The price for printing is \$.15 per page. Users may attach a description to each print job to help make identification of a specific job easier. This also will help to reduce the frustration of accidentally printing the wrong job and wasting money on the print card.