

Computer Reservation/Print Management FAQs for Customers

1. Why is the Library using this new software?

This software has been installed to make better use of our computer resources and to provide equitable access.

2. Do I need a library card to use the computer?

Customers must enter the 14-digit barcode number from a valid library card (with no spaces between numbers) in order to use the scheduled computers. Unscheduled computers with unlimited 15-minute sessions are available at all locations.

3. How do I reserve a computer?

See the signup procedures posted on the Library's website or ask Library staff for help.

4. Do I have to reserve a computer any time I want to use one?

You may, with your library card:

- log onto any available computer without making a reservation;
- use the Reservation Station to schedule the next available computer when all computers are in use;
- make a reservation up to seven days in advance.

5. How long can I use the computer?

You may log on to reserved computers for one session per card per day. Session length is up to 60 minutes.

6. What if I'm late for my reserved session?

After 10 minutes, the reservation will be cancelled and the computer will become available for other customers. If you do not show up for your

scheduled session, you will be unable to reserve another session that day.

7. What if I need more time?

If no one has reserved the computer, sessions can be extended by 15 minutes. Follow the prompts on the computer screen to extend a session. If you are taking an online test, see Library staff to schedule a special session.]

8. How will I know when my time is up?

A clock bar appears when you log on. It gives the time remaining in the session. Warnings that the session is ending begin to appear 10 minutes before time is up.

9. If I log out early, will I lose the rest of my session?

Yes—logging out before the end of a session cancels the remaining minutes.

10. If I leave the computer to look for a book, will my session be timed out?

You can lock the computer by clicking on the Lock button on the clock bar and entering a password of your choosing. The clock will continue to count down. You will be timed out after 10 minutes of idle time. If you don't lock the computer, someone else could use your remaining time.

11. What do I do when I'm finished with my session?

Log out by clicking on the **Done** button and acknowledging that you are ending your session early.

12. How do I print?

All print jobs are sent to a print release station. Follow the directions posted on the Library's website or ask a staff member for assistance.

13. How much does printing cost?

Black/white printing is \$.20 per page; colour printing is \$1.00 per page. Colour printing is available at the Chinguacousy location only. There is no charge for printing from the library catalogue.