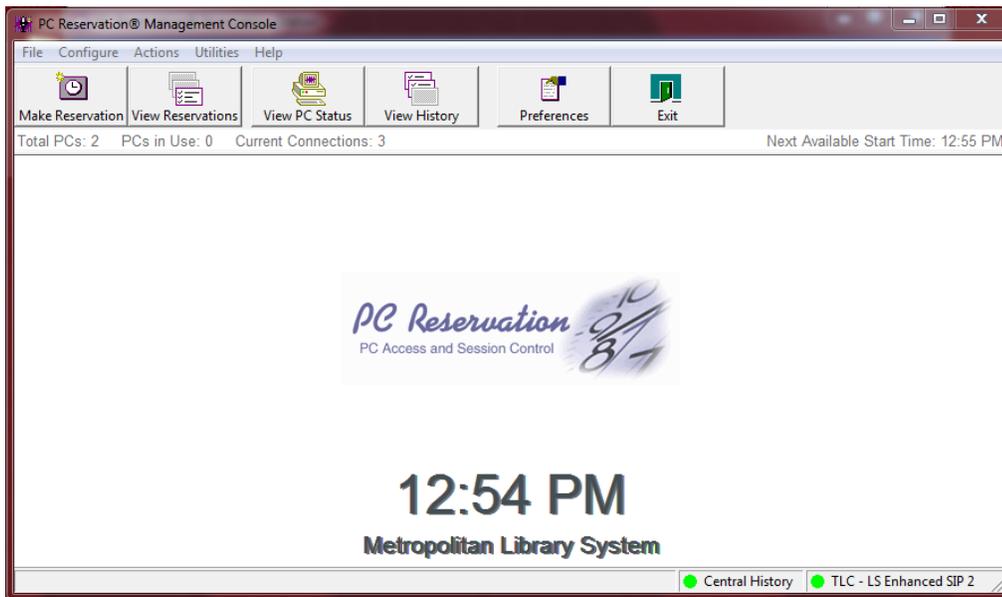


## ENVISIONWARE PC RESERVATION TRAINING

The Self-Service Station (Signup Computer) will have two new programs running: The **Pc Reservation Management Console** & the **PC Reservation-Reservation Station**.

The **PC Reservation Management Console** needs to be running first, otherwise nothing else will work, and customers won't be able to sign into the computers (see image below). This program is running in the background, which means staff or customers won't be able to see it.



This is the screen that customers will see when they approach the **PC Reservation-Reservation Station** (Sign up computer):



## PC Reservation at Client Stations (*Public Computers*)

With this new system, customers will be able to walk up to an available computer and sign in without having to use the sign up computer. They simply have to type their **library card number** (all 8 digits) and their (whole) **last name**.

Note for libraries with Teen areas only: If a customer doesn't meet the teen criteria and tries to sign up on a Teen computer, they will get the following message:

*Error! The system does not permit access to the requested area for this account.*

Next, they will be shown the library policy, with the buttons to *Accept* or *Decline*. If customers want to use our computers they must accept our policy, otherwise they'll be shown the following message:

*"Policy Declined. Are you sure you wish to decline? Doing so will end this session and count against your available use for today"*

After a customer signs up, and agrees to the library policy, they will see the following window:

**Confirm Your Use**

@Client Reservation Information

Please write down the following information.  
You may need it if your session is interrupted.

Library Card Number: 0123456

PIN: \*\*\*

**Usage Details for Today**

Library policy permits: 720 minute(s) per day  
 Earlier today you used: 7 minute(s)  
 You have reservations booked for today for: 0 minute(s)  
 This session will last: 60 minute(s)  
 Session charge: \$0.00  
 After this session you Will have remaining: 653 minute(s)

Cancel
Confirm

Customers are granted **60 minutes** initially, with increments of **30 minutes** if there is not a waiting list.

If all of the computers are in use, customers can make a reservation at the **Self-Service Station** (Signup Computer) - see the *PC Self-Service Station* section-.

When a customer signs in to use a computer, the first thing that they will notice is the timer:



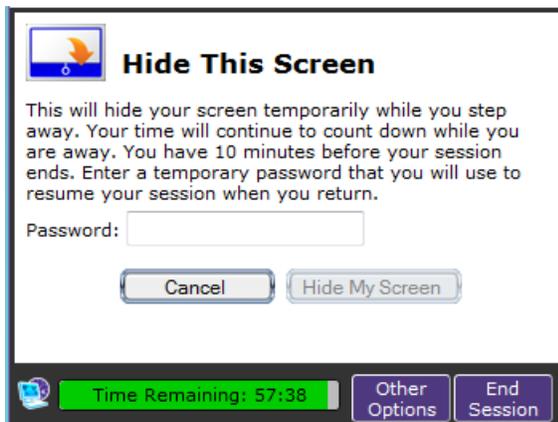
This box can be dragged anywhere on the screen. The left side indicates the time remaining on a customer's session. The right side includes the two buttons "Other Options" and "End Session"

### THE "OTHER OPTIONS" BUTTON:

Using this button, a customer can *End his session*, *Change the Language* (only for instructions related to the software) and *Hide his Screen*.



! It is very important to inform customers about the "Hide My Screen" option (similar to the "Park" button we all know). When a customer clicks on "Hide My Screen", the system will prompt for a password. They can type whatever they want, but we suggest using their library card number:



After clicking "Hide My Screen", the customer can walk away from the computer and no one else will be able to use this computer for 10 minutes. If the customer doesn't return in time, the system will end the session and the computer will become available for the next customer.

**NOTE:** If a customer forgets his/her password, staff members can provide that information (see the **Staff Manage Reservation Station** section)

## Messages for Customers

*Grace Periods:* There is a grace period of 10 minutes to sign up on a computer when a customer has made a reservation. After 10 minutes, the computer will become available for the next customer.

*Warning Messages:* A customer will receive 3 messages reminding him that his session is about to end: 10 minutes, 4 minutes and 1 minute before.

*Inactivity time session:* When customers don't move the mouse or keyboard for 5 minutes, the computer will ask "**are you still there?**" If customers do not click **OK** to acknowledge this message, they would be logged off within 60 seconds because it is assumed the customer walked away.

## On-Hold Status

If a session is interrupted (a computer reboots, a customer pushes the off button on the computer, etc.), customers have a 10 minute window to give time for the computer to come back up and for the customer to sign back in. However, if a customer turns the computer off instead of clicking the "end session" button and he walks away, customers will still have to wait 10 minutes before that computer becomes available. Staff can't override this.

## THE "END SESSION" BUTTON

For the previously stated situation, we highly encourage staff to inform customers about properly ending their session. If a customer is concerned about his privacy, let him know that after a session ends, it creates a new profile, which means that whatever was done or saved on that computer will be erased.

## SHORT SESSIONS

Short sessions are 15 minutes or longer. Let's say that a customer signed up at Computer 1 from 9:00 to 10:00, and there is a reservation on that same computer from 10:00 to 11:00. If the customer ends his session at 9:40 am, another customer can use that computer for a short session (20 minutes). When another customer tries to sign up, the system will inform him that there is a reservation for that computer at 10:00, but he can use it for 20 minutes. Then it is up to the customer to agree to the short session, or wait for a full 60 minute session on another computer.

**NOTE:** Customers can log on to use a computer any time between opening time and 5 minutes before closing. For example, if a customer logs on at 8:47 pm on a Monday night, he can use the computer for 8 minutes (or at 8:52, he can use the computer for 3 minutes, etc). However, every customer will be logged off 5 minutes before closing time.

## IN CONCLUSION

The three main things we need to inform customers about:

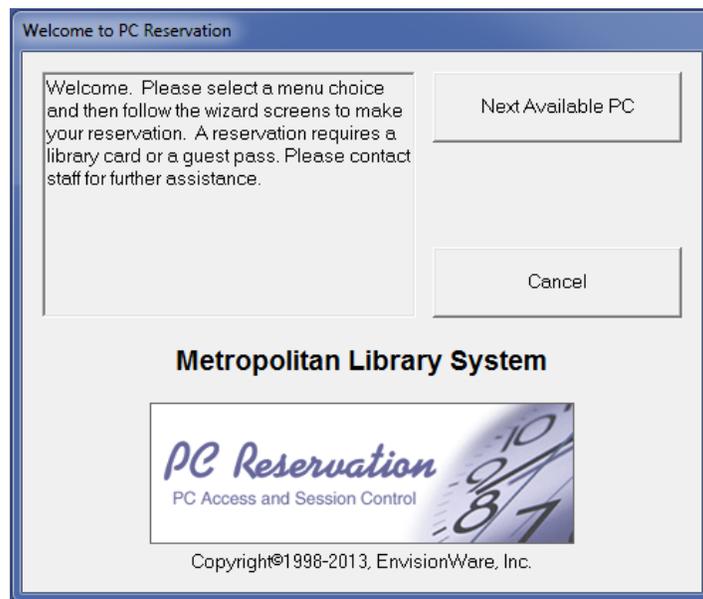
- 1) How to sign up by walking to an available computer (or using the signup system if none is available)
- 2) How to hide their screen (similar to the "Park" button)
- 3) How to End their session

## PC Self-Service Station (*Signup Computer*)

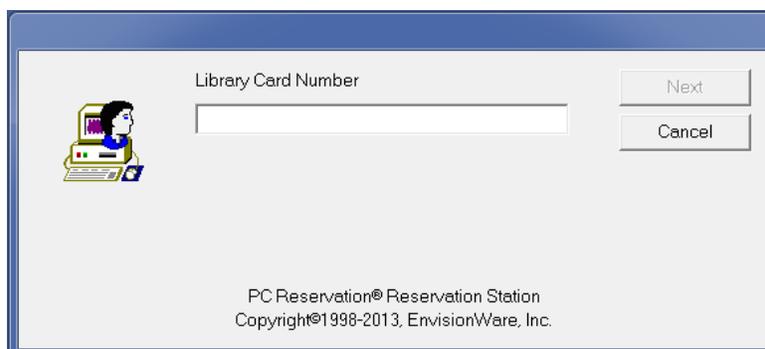
At the Self-Service Station, this is the screen that customers will see:



To begin, click where it says "**Click Here to Begin**" to show the following window:



Customers then click the "**Next Available PC**" button to make a reservation (or "Cancel" if they change their minds). Next, the system prompts them for their library card number (**8 digits**):



And their complete last name:

Next, click the OK button. The following window will provide information regarding their reservation.

The final step is to either **“Accept Reservation”** or **“Cancel Reservation”**. If they accepted the reservation, a receipt will be printed.



**IMPORTANT:** Please advise customers to keep this receipt, as the monitors on the wall will not provide them with any information. If customers lose it, they will have to go to a staff member to let them know which computer they were assigned to if they cannot remember (see the **“View PC Status” Button** section).

## TRADING A SESSION

Let’s say a customer makes a reservation at Computer 5, and then he notices that Computer 8 is available. He can walk up to Computer 8 and sign up. At that moment, the system will inform him that he had made a reservation for Computer 5 and that in order to be signed up at Computer 8 his previous reservation will have to be canceled. If he agrees to be at Computer 8 instead of 5, he can click the **“Trade”** button. If the customer refuses the trade, he will keep his original reservation.



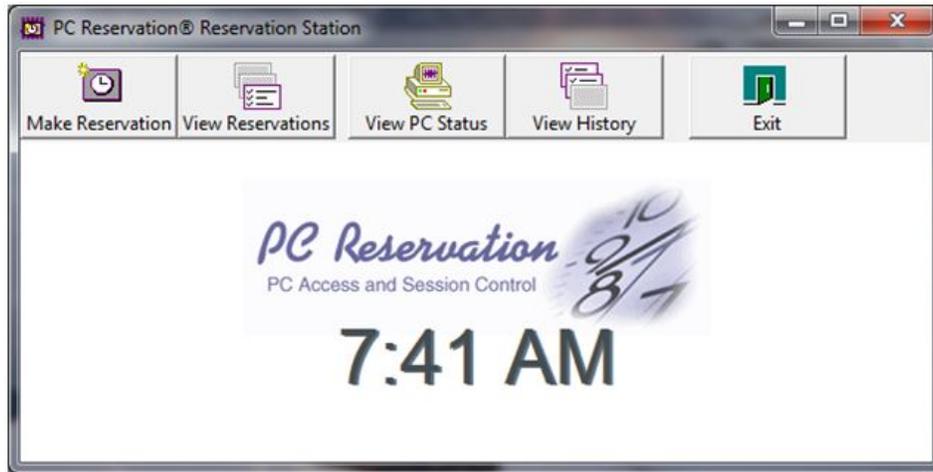
**Note:** Trading might result in a shorter session (if there’s a reservation for that computer), so please advise your customers to read the information on the window before they accept the trade.

## Staff Manage Reservation Station (at circulation and/or reference)

On your desktop, you will notice a new icon:



When you double click on it, you will see the following window:



### THE “MAKE RESERVATION” BUTTON

Staff can make a reservation for a customer if needed. However, we encourage you to show your customers how to do it themselves. If you need to make a reservation, clicking that button will bring up the next window:

By checking this box, you can add extra time to a customer's session if there is a *legitimate reason*. For example, a customer needs to take a long test. Be careful with this feature, as we don't want it advertised.

 A dialog box titled 'Reserve a Computer' with the following fields and options:
 

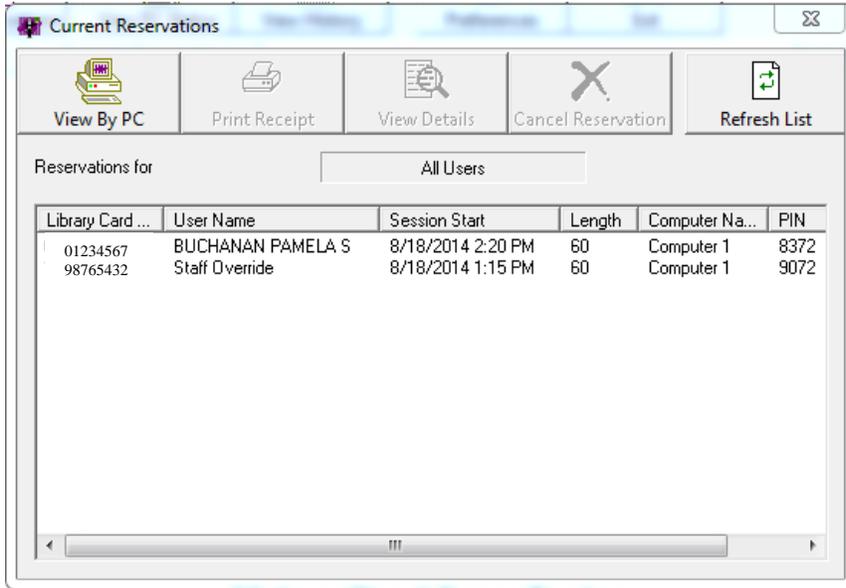
- Library Card Number: 01234567
- Find a PC in the following Area: Public Access
- Override Session Length:  (minutes)
- Select one of the following:
  - Assign the next available computer
  - Make a reservation for a future time
- Select the Language for this Session: English
- Reserve a Specific PC:  Computer 1
- Enable Internet Filtering:
- Buttons: Make Reservation, View History, Cancel
- Footer: PC Reservation® Management Console, Copyright © 1998-2013, EnvisionWare, Inc.

Simply type the customer's **library card number** and click the “**Make Reservation**” button. A sheet will be printed at your reference or circulation printer with information about this particular reservation.



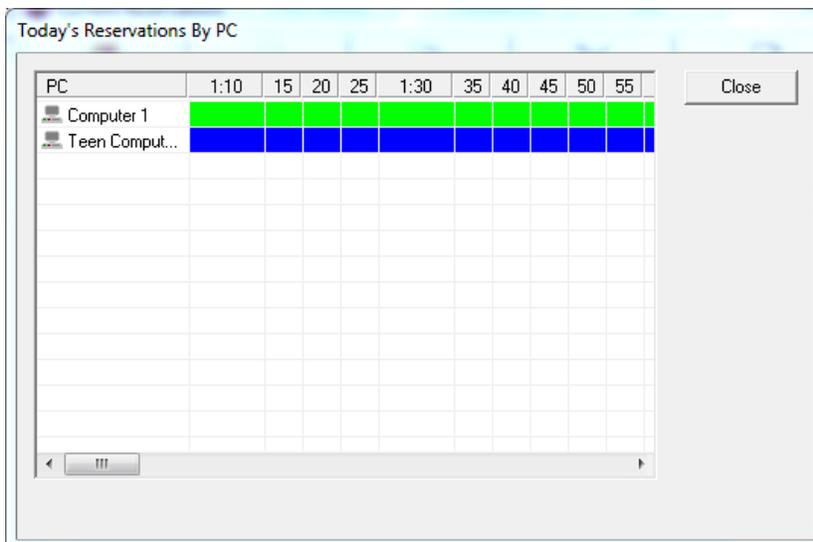
**IMPORTANT NOTE:** Staff shall not make reservations for customers over the phone. As a matter of fact, staff cannot make future reservations for the day. The customer has to be present at the library in order to have a reservation done by staff.

### THE “VIEW RESERVATIONS” BUTTON



Using this window, staff can see all the reservations made during the day. Also, you can print a receipt for a customer, view extra details and cancel a reservation.

It is also possible to see the reservations made by computer by clicking the “View By PC” button (see previous image).



The solid green bars indicate time available. The blue bars indicate a time already in use. Red bars indicate a reservation

## THE “VIEW PC STATUS” BUTTON

This option will show you the status of the computers in the system: if a computer is available, in use, locked, who is using a particular computer, etc:

By clicking on a computer name, the *Session Information* section will provide the customer's name and library card number, as well as the starting and ending times

Using this window, staff can click on a particular computer to:

- a) *Send a message* –  Do not use until a policy has been developed
- b) *Unlock a computer* – Use when a customer “hides his screen” and cannot remember his password. Make sure you get the library card number and full name before you unlock a computer. We don’t want to unlock a computer for the wrong customer!
- c) *End session* –  Also, pending policy. However, this can be used in very special situations. For example, there is a tornado warning and customers need to go to a designated place, you can use this feature to end a session for a customer who refuses to leave the computer.
- d) *Extend time* –  If a customer is taking a test, or filling out a job application, or any other **legitimate reason**, staff can extend the time for that particular customer, unless there is a reservation already made.
- e) *Mark as Out of Service* –  When a computer needs to be worked on by IT, staff needs to put that particular computer out-of-service. IT won’t be able to do that for staff anymore.

