

PC Res | LPT:One FAQ

Badin / Locust / Norwood / Oakboro

► Base FAQ

Why does the library limit computer use? Computer workstations and network bandwidth are limited resources. PC Res has been installed to provide maximum flexibility while yet facilitating equal access for all patrons.

Do I need a library card to use the computer? A qualified Yes (see below). Residents of Stanly County must have a library card in order to use the computers. PC Res uses the 14-digit barcode number from a valid library card in good standing as the logon ID.

I have a library card but I don't have it with me. Can you look up my number? No. As with other library services, you must have your library card in hand.

I don't have a library card. Can I still use a computer? Again, a qualified Yes:

- Stanly County residents must have an SCPL card in good standing to use the computers; if you live in Stanly County but do not have a library card, one can be issued to you within minutes at the Circulation Desk.
- Guest Passes are provided for out-of-county visitors – and their children – who can present valid identification that includes a photo and current address (e.g., driver's license or state ID card). Other Guest Passes may be issued at the discretion of the librarian on duty.
- A Guest Pass will also be issued to children under the age of five who wish to play games on one of the computers. Other Guest Passes may be issued at the discretion of the librarian on duty.

► Scheduling FAQ

How do I get on a computer? You may log onto any unused computer without making a reservation. If all computers are busy, you may visit the library desk to schedule the next available computer... or to make a reservation for later that day – a receipt will print indicating next available time and computer station name.

How often can I use the computer? Cardholders may log on a computer twice a day, depending on availability and library hours; guests may log on once a day.

What is the time limit? Each session lasts for sixty minutes

What if I need more time? If no one has reserved the computer, you will be offered extensions in twenty-minute increments.

How will I know when my time is up? A clock 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.

Can I leave the computer for a minute without someone taking it? Yes. You will be able to “lock” the computer if you need to excuse yourself for a few moments. After ten minutes of inactivity, however, PC Res will end the session and make the computer available for someone else to use.

If I am running late, will I lose my time slot? A 10 minute grace period is allowed but is counted against your sixty minute session. After 10 minutes, the reservation will be cancelled and the computer will become available for other customers. A cancelled reservation will not count as a computer session.

Can I reserve time over the phone or remotely? No; PC Res is intended to be a self-serve, in-house, system only.

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.

How far in advance can I make a reservation? You may make reservations up to one day in advance.

Does PC Res track where I go on the Internet, or control which web sites I can go to? No, it is used as a scheduling tool only.

► **Printing FAQ**

How do I print? Choose “Print” and go to the library desk. A staff member will release your print job once it is paid for. Unclaimed print jobs will remain in the queue for two hours before being deleted automatically.

Is there a charge for printing? Yes, printing is \$0.10 per page.

Do I pay for every page I print? Yes. In the “File” menu, use “Print Preview” to choose the pages that will print.

Where do I pay? You may pay your printing costs at the library desk. Pages will not print until money is paid. Printing costs can not be added to your library account.

Can I download instead of printing? Yes, you can download to a USB flash drive. Results can also be e-mailed if you have an e-mail account with an online provider.