



Envisionware FAQ



PC Reservation

Q: *Why are we implementing the automated PC reservation and pay-for-printing software?*

A: The software will help us maximize the availability of the library's resources for all patrons. It will ensure that everyone has an equal chance to use the computers and that everyone pays for their printouts. This has not always been the case in the past. Some patrons have ignored the fair use rules for the PCs and have not been paying for all their printouts.

Q: *What do I need to make a reservation?*

A: Patrons will need a current, valid Longmont library card to make reservations. Non-library card holders are welcome to make use of a guest pass that is valid for that day only. Guest passes are available at the lab monitor desk in the Adult Computer Lab.

Q: *Where can I make reservations? Can I place reservations online?*

A: The self-service reservation station will be available in the Adult Computer Lab. We are not currently set up to allow for online reservations – although it remains an option for the future.

Q: *Can I still make reservations by talking with or calling the staff lab monitor?*

A: Yes, the staff lab monitor will still make reservations for you if you have a valid Longmont library card. However, many patrons may find that it is more convenient to place the reservations themselves.

Q: *How much computer time am I entitled to per day?*

A: Each patron is allowed up to one hour of computer time per day. Patrons under the age of 18 may use the CATS Computer Lab for up to two hours if there are no other patrons waiting. Patrons 18 and older may also use the Word-Processing Station in the Adult Computer Lab for an additional hour beyond the one-hour time limit.

Q: *Can I place reservations in advance for later in the week?*

A: Yes, patrons can place reservations up to 7 business days in advance.

Q: *Do I need to make a reservation if I'm going to be "real quick?"*

A: Not necessarily. If there is an open station (meaning a computer that is not in use and does not have a reservation), you may simply walk up to that PC and sign in with your library card number. If all computer terminals are in use or reserved, then making a reservation is probably your best bet.

Q: *Will I now need a library card to access the library's wireless connection?*

A: No. The PC Reservation system is exclusively for the library's terminals in the computer labs. Patrons may continue to access the library's wireless network with their own laptops just as they have before.

Q: *I need to step away from my computer. Will I lose my session if I do?*

A: Not necessarily. The system will automatically end the session if the computer is idle for more than 5 minutes. However, patrons can 'lock' their sessions with a password for up to 10 minutes if they need to step away for short while. Keep in mind that a locked session still counts against your daily usage limits.



Print Management

Q: *How does the new printing system work?*

A: When you send a print job, you will receive a confirmation message telling you which self-service station to go to in order to release and pay for your printouts. At the self-service station, you will scan in your library card to receive a list of all your print jobs. Choose which jobs you wish to print and pay for them using the coin/bill acceptor next to the self-service station.

Q: *I have a lot of printouts to send. Do I need to pay for each printout as I send it?*

A: You can if you would prefer, but the system will store all your print jobs together until you are ready to pick them up. Most patrons will find it convenient to pay for and release all their jobs at once, especially if they have a lot of printouts.

Q: *Can I pay for my printouts with a check or credit/debit card?*

A: No. The system is not currently able to accept any payment except cash. We hope to add a credit/debit card payment option in the future, but for now all printouts must be paid for with cash.

Q: *How much are the printouts?*

A: Printouts cost 10 cents per page.

Q: *Can I print out in color? How about two-sided (duplex) printing?*

A: Currently, the library only has black-and-white, one-sided printing available. There is no color or duplex printing available.

Q: *What if I print something by accident? Do I still have to pay for it?*

A: Print jobs are not released until you pay for them at the self-service stations. If you do not want a print job, simply choose not to print it (or delete the job from your job list). The library cannot offer refunds for printouts that do not come out as expected. We encourage patrons to use the Print Preview function before sending their print jobs to confirm that the printouts will turn out as expected.