

EnvisionWare FAQ

Q. Why did the library purchase EnvisionWare software?

A. EnvisionWare provides equitable access to the public computers by enforcing a daily allotment of time for each user and by encouraging patrons to be more conservative when printing. It also helps the library recover printing costs and track user statistics.

Q. What is EnvisionWare software?

A. Envisionware is a 3rd party software package designed to manage computers in a public library. It is available to the Town of Pelham Public Library through a license to Westchester Library System (WLS). Other member libraries may use EnvisionWare with different settings such as fees or time allotments. Some may use a different management system altogether.

PC Reservation

Q. Are there age restrictions for logging on to Envisionware?

A. Yes. The Library's policy requires that Internet users be 12 years old or older. If you are under 12 and need to use the Internet, you must have an adult present who will sit with you, and you will need to use the adult's library card to sign in to a computer. By having your birth year entered into your library account, the system will acknowledge your age.

Q. How do I sign in to a computer?

A. There are two ways to sign in to a computer:

- 1) From the Self-Service Station (located next to the printer). Click on "Reserve a computer." You can scan or type your 14-digit library card number and last name as prompted. There is no paper print-out. Be sure to note the time and computer # of your reservation. Be sure to accept your reservation.
- 2) From any 1 of the 5 free public computers—the word "Available" in green will be displayed on the screen. Click on available, then type in your 14-digit bar code # and your last name.

If you do not have a WLS member library card, you may request a guest pass at the circulation desk. You will need to present a current photo ID. This guest pass can be used up to two weeks.

Q. Can I make a reservation for a later date?

A. No. You may make a reservation for any time slot that the library is open on that day. You may call the library and have the librarian reserve a spot for you for that day.

Q. How much computer time am I entitled to each day?

A. You are allowed 60 minutes per day, signing in and off as often as you wish. Initially the session is for 45 minutes. Five (5) minutes before your session ends your computer will prompt you for if you would like an additional 15 minutes time—if no one is waiting to use the computer. Other additional time may be requested from the librarian before the session ends and if there is no one waiting. Granting additional time is at the discretion of the librarian. If your session begins within an hour of closing time, you may not get your full initial 45 minute session. Take note of the countdown timer and the library's closing time so that you can print before the computers shut down.

Q. How does EnvisionWare manage time?

A. Envisionware is a time-based system (not a queue-based system) that assigns patrons a beginning and ending time for the session when they make a reservation or sign in. Should another user finish early, an abbreviated session can be assigned for the remaining time until the next scheduled reservation begins.

Q. If I have a reservation and am waiting and a different computer becomes available, can I use the one that has become available?

A. If no one has reserved the newly available computer, you may ask the librarian to cancel your reservation and you may sign in on the open computer. If, however, someone else sits down at the available computer, you will need to wait for your reserved session.

Q. Will I receive a warning message before the end of my session?

A. EnvisionWare has a small countdown timer that remains in view. There will be a pop-up 5-minute warning before your session ends. You will need to send all your documents to the print queue before the computer session closes.

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

A. Not necessarily. EnvisionWare will automatically end your session if the computer is idle for more than 5 minutes. You can 'lock' your session for up to 10 minutes only with a password that you create. Keep in mind that a locked session still counts against your daily

usage limits. If you do not lock the computer, it will be possible for someone else to sit down and use your computer.

Q. Can I lock a computer and come back?

A. Yes. EnvisionWare allows you to lock a computer, but your time continues to count down. If your time runs out while the computer is locked, you will be logged off. If you leave a computer locked for more than 15 minutes, a librarian may end your session so that someone else may use the computer.

Q. Do I need to be concerned about my privacy with EnvisionWare?

A. EnvisionWare keeps track of the time you have spent using the computer during the day. At the end of the day, all patron data is deleted. EnvisionWare provides general reports on computer usage, but the report data is not tied to individual patrons. If you sign in to any personal accounts in your name, you must sign out of the site before your session closes. If you are unsure about how to sign out, ask the librarian to assist you.

Print Management

Q. Do I need my library card to print?

A. EnvisionWare uses a Print Release Station (aka Self-Service Station, located next to the printer) to allow users to access and pay for print jobs. You will be asked to enter your library card number at the Print Release Station. If you used a guest pass to sign in to the computer, you will enter the guest pass number at the Print Release Station. Once you have entered your number, the Print Release Station screen will display your print jobs. Select the job(s) you wish to print and pay using the coin bill acceptor (CBA).

Q. How does EnvisionWare manage printing?

A. When you send a print job, you will receive a confirmation message telling you to go to the Self-Service Station in order to release and pay for your printouts. At the Self-Service Station, you will scan in your library card to display a list of all your print jobs. Using the mouse, left click the jobs you want to print. The total cost of your print jobs will be displayed. You will be directed to put money into the CBA next to the Self-Service Station. You will have a 60 second window to complete your transaction. If you need more time, wiggle the mouse and the computer will reset, so that you'll get an additional 60 seconds.

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

A. You can, if you prefer, but the system will store all your print jobs together until you are ready to release them. It is more efficient to wait until the end of your computer session to pay for and release your print jobs. You should highlight and release no more than \$10 worth of print jobs at a time to avoid problems.

Q. Can I print in color?

A. Yes. The printing default is for black and white. To print in color, go to file > print, and two icons will appear: one for b/w and one for color. Select the icon for color.

Q. How much do printouts cost?

A. \$.15 per page for a black and white printout and \$.30 per page for a color printout. The Print Release Station coin box accepts coins as well as \$1, \$5 and \$10 bills, and provides change. If your print job will cost more than \$10.00, you must print it in sections; each total cost must be under \$10.

Q. Can I print two-sided (duplex) or print on letterhead?

A. Currently, the library only has one-sided printing available. You can use only the paper provided in the printer.

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

A. No. The system is not currently equipped to accept any payment other than cash.

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 Station. 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 print jobs to confirm that the printouts will turn out as expected and that there will be no blank pages. A librarian can show you how to use the Print Preview function should you need assistance.

For additional information on the Library's computer use policy please see *Policy on Use of Computers and Wireless Internet Access* @ pelhamlibrary.org/Policies

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