

St. Joseph County Public Library
Patron Computer Use of Pharos Sign Up System
Frequently Asked Questions

1. **Why is the Library using this new sign up system?**

To make better use of our computer resources and provide equitable access, we have installed the Pharos Sign Up System. Pharos will provide better control to the Library's leased databases, as required by vendor contracts.
2. **How do I sign up to use a computer?**

See Sign Up Procedures posted on the Library's website (<http://www.libraryforlife.org/aboutsjcpl/publiccomputers/publiccomputer.html>) or look at the printed instructions at the Sign Up Station. You will need a St. Joseph County Public Library card to use a computer.
3. **I forgot my library card. How do I log on to the computer?**
 - a. Show the librarian your picture ID.
 - b. The librarian will look up your card number.
4. **I forgot my password, how do I change it?**
 - a. Your password must be changed by a librarian.
 - b. They will enter a new password for you, so be sure it is something that you will remember.
 - c. Passwords are case-sensitive.
5. **I'm not eligible for an SJCPL card. How can I use the computer?**
 - a. Show the librarian your picture ID and ask for a guest pass.
 - b. This pass is good for 30 days.
 - c. If you are a resident of St. Joseph County, you need to apply for a library card.
6. **Do I always have to go to the Sign Up Station?**
 - a. Everyone must go to the Sign Up Station the first time they use the new Pharos Sign Up System and enter a password.
 - b. After that, you can sit down in front of any open computer and log on.
 - c. If there are no open computers, you must go to the Sign Up Station to join the Queue.
7. **Do I really have to wait 1 hour when my name is in the Queue?**
 - a. This 1 hour is an approximate wait time. We recommend you monitor the Queue because your session could begin sooner, and you will have only 10 minutes to go to your assigned computer and log on.
 - b. When the next patron logs off, the first patron in the Queue will be assigned to a computer.
8. **Can I cancel my reservation?**

- a. Yes, go to the Sign Up Station and enter your library card number and password.
- b. Your reservation will be displayed.
- c. Choose *Cancel Reservation*.
- d. Choose *Yes*.
- e. Click on *Log Out*.

9. How will I know when my computer is ready?

- a. Your alias will appear on the Queue Monitor, highlighted in red, with the location of your computer listed.
- b. The alias is the first 4 letters of your last name, and the last 4 digits of your library card number.

10. How much time do I have to log in to the computer once I have made a reservation?

- a. Once your computer is available, you have 10 minutes to log in to that computer.
- b. If you do not log in within 10 minutes, you will lose your reservation and need to sign up again.

11. What if I want to use a Windows machine? Or a scanner? Can I select that type of computer or equipment?

- a. Yes, there will be options on the Sign Up Station.
- b. These options will only be available in our Sights & Sounds Department at the Main Library and at Centre and Francis Branches.

12. How long can I be on the computer?

- a. **At Main Library*, Centre and Francis Branches:**
Monday - Saturday: Your time is limited to 1 hour, which can be extended if no one else is waiting, for a maximum time of 2 hours per person per day.
Sunday: Your time is limited to 30 minutes, which can be extended if no one else is waiting, for a maximum of 1 hour per person per day.

(*Please note: Children's Services has separate handout and policies.)

- b. **At LaSalle, River Park, Tutt and Western Branches:**
Monday – Saturday: Your time is limited to 30 minutes, which can be extended if no one else is waiting, for a maximum time of 2 hours per person per day.

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

You will be warned of the time you have left at 10 minutes and again at 2 minutes before the computer logs you off and the next person is assigned.

14. If I need more time, can you help me?

- a. If there are open computers, you will receive extra time in an Extended Session, up to your maximum of 2 hours per day. This will happen automatically.
- b. If you think you will need more than 2 hours, see the librarian ahead of time to request additional time.

15. What is Extended Session Time?

- a. Extended Session Time is when you are about to time out of your session. you will be put into Extended Session Time automatically if there are open computers and you have not yet used your maximum 2 hour limit.
- b. Once an additional person signs up and gets placed into the Queue, the first patron to enter Extended Session Time will receive a 2-minute warning.
- c. After the 2-minute warning, the patron will be logged off.

16. If I have to use the restroom, will I be timed out when I leave the computer?

- a. If you leave the computer and you are gone for 5 minutes or more, you will be logged off.
- b. See #18 for further information.

17. How do I log out?

If using a Macintosh computer:

- a. Click on the Apple in the upper left corner of the screen.
- b. Then scroll to select *Log Out Guest*.

If using a PC/IBM computer:

- a. Click on *Start* in the lower left corner of the screen.
- b. Scroll to select *Log Out Guest*.

18. If I forget to log out, will I lose all of my time?

Maybe. Here's what could happen:

- a. If the mouse or keyboard is not used for 5 minutes, you will be logged off after 30 more seconds.
- b. If you leave and someone else starts using the computer within 5 minutes, they could use your remaining time. Be sure to log out!

19. What if the Internet goes down?

- a. If you were using the Internet, you should log out to preserve your remaining time.
- b. If you are using Word or other applications, you will not be affected.

