

# EnvisionWare FAQ

**Q. Why did the library purchase EnvisionWare software?**

A. EnvisionWare provides equitable access to the public computers by enforcing a time limit for each user when the computers are in high demand and encourages patrons to be more conservative when printing at the library. It also helps the library recover printing costs.

**Q. How do I log on a computer?**

A. Type in your 14-digit library card number and password at the login screen. If you do not have a library card, you may login with any combination of letters, numbers, and punctuation. There is no minimum limit. The maximum is 8 characters. Easy to remember logins and passwords are encouraged as they will be needed when printing.

**Q. What if all of the computers are in use?**

A. At the Computer Sign-In Station (near the Information Desk):

- Click Next Available PC
- Enter library card number or self-created login
- Enter password
- Choose recessed screen or upright screen
- Accept reservation
- Take receipt

**Q. How does EnvisionWare manage time?**

A. All users are guaranteed their first hour of use uninterrupted. When computers are available the system will extend time in half-hour increments after the first hour is up. Users may also request manual extensions of a half-hour. An unlimited number of extensions will be granted unless a reservation exists for their computer. As reservations are made at the Computer Sign-In Station, there is a chance that the computer a patron is using will become reserved by another patron. When computers are full, the system determines which computer(s) are eligible to be reserved based on whose time is "up" first. The person using the computer will be allowed to use the remaining time on their timer, and then the computer must be relinquished to the patron who has the reservation.

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

A. EnvisionWare has a small countdown timer that remains in view.

**Q. How does EnvisionWare manage printing?**

A. Library card users receive a free print quota of 30 cents per day. Once you have reached the free quota, each additional page will cost 10 cents--or 30 cents for color--just like photocopying.

Patrons without library cards receive no free printing. ***One thing to watch out for:*** EnvisionWare will reflect the *entire* cost of the print job before subtracting the amount of the free printing.

**Q. Do I need my library card to print?**

A. EnvisionWare uses a print release station to allow users to access and pay for print jobs. You will be asked to enter your library card number and password at the print release station. If you created your own login/password, you will need this to retrieve your printing. Once you have entered your number and password, the print release station screen will display your print jobs. Select the job you wish to print and pay using the coin box. The print release station coin box accepts coins as well as \$1 bills and will accept a maximum of \$10. If you are printing more than that, you will need to break your job(s) up into smaller amounts (less than \$10).

**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, the time management software will end your session so that someone else can use the computer.

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

A. No, EnvisionWare only keeps track of the time you have spent using the computer during one 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.

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