



VendPrint Access Manager PC Scheduling Software

VendPrint Access Manager - VAM

Rapid advancements in technology have dramatically increased the amount of information available in electronic format. These changes have affected the growing popularity of the Internet as a research and recreational resource. Libraries now fill an important role as centers for Internet access in their communities. Along with the need to provide the public with assistance and training for use of PC applications, electronic databases and Internet searches, the library staff has been charged with the responsibility of ensuring fair and equitable access to these resources for members of the community.



Library policies have been established, and enforcement of these policies is, again, often left to the librarian. That is, until now! **VendPrint Access Manager (VAM)** is a workstation access management solution brought to you by **VendPrint, Inc.** VAM was designed with flexible and easy to use interfaces that will allow your staff to become librarians again, and leave the computers to us.

VendPrint Access Manager allows you to administer computer usage by your rules, not ours.

We offer such flexible configuration options as:

- ⌋ Maximum time allowed per session
- ⌋ Maximum time allowed per day
- ⌋ Future reservation limits
- ⌋ Flexible reservation options, including Web reservations, instant reservations, walk up reservations
- ⌋ Time out options to return inactive PC's to the queue
- ⌋ Notification of impending shutdown
- ⌋ Closing time schedule to gracefully log users off and power down pc's at end of day
- ⌋ Optional automatic session extension during slow periods of the day
- ⌋ Internet access automatically granted or denied based on patron profile.
- ⌋ Quick and easy staff override functionality

Version: 3.0.3
File: Reservations

Reservation Station
Use the Mouse to Press this Button

VENDPRI
80002245242
www.vendprint.com

Class	Computer	User	Status	Message	Remaining	ClassName	ClassID	SecurityID	szTermID	nStatus
Internet	Public1		Station is A	Station is A	0	Internet	1	0	PUBLIC02	
Reference	Public2		Station is A	Station is A	0	Reference	2	0	PUBLIC01	

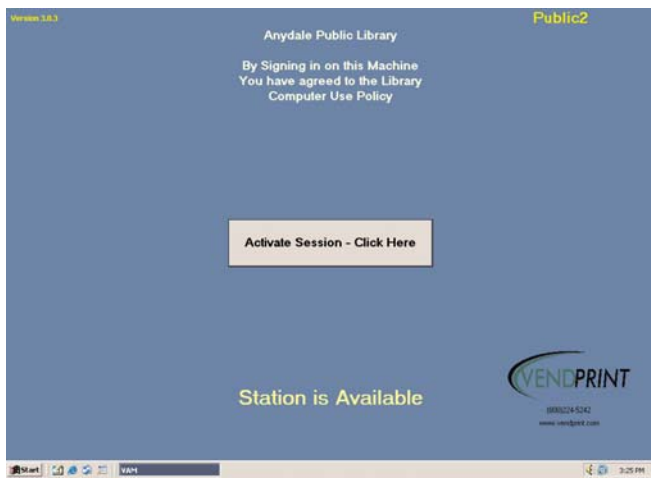
VAM Reservation Kiosk

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We have developed interfaces to many popular circulation systems, further enhancing your ability to enforce the rules of your library. Easy to use settings allow you to apply sets of rules for youth, teen and adult users. Furthermore, you can restrict or deny access to patrons with overdue fines or books, patrons who may have violated Internet usage policies, or virtually any other rule you wish to enforce.

VAM support for different classes of workstations means you may group your workstations according to library policy and enforce different rules based on criteria of your choosing. Your patrons can select from a group of computers that will match their current requirements.

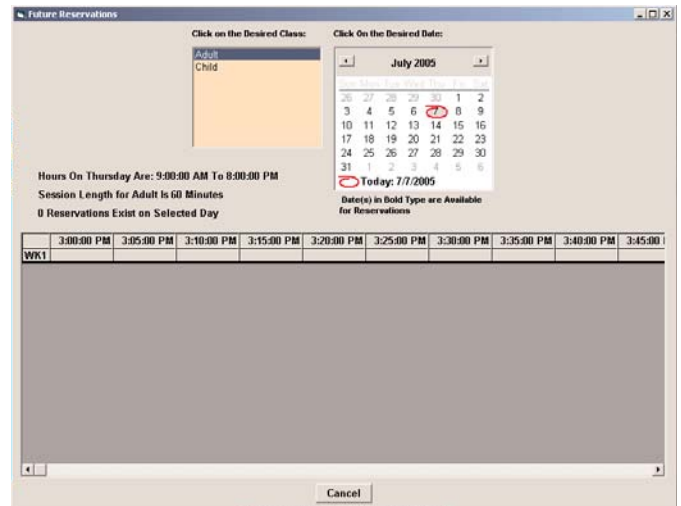
VAM offers patrons several ways to schedule workstation time. These options include: *Walk-in kiosk reservations, walk-in instant reservations and walk-in future reservations.*



VAM Instant Reservation Screen

Walk-in reservation requests will be handled on a first-come first-served basis. Reserving a computer can be as easy as sitting down at any available computer and making an *Instant Reservation* or a more structured approach may be taken which requires patrons to sign up at the **VAM Reservation Kiosks**. *Future Reservations* can be made at the **VAM Reservation Kiosks** or through a web interface on the Library's website. **VAM Reservation Kiosks** can be strategically located throughout your facility for patrons to reserve computer time without staff intervention or staff can register the user initially. The easy to use interfaces insure that minimal staff intervention is required.

As long as computers are available **VAM** will assign them to users on a random basis according to a user profile. Optionally, if computers are available, patrons may select a specific computer by double clicking on that computer in the reservation queue. Once all computers are in use patrons making additional requests will be told an approximate wait time for their assigned computer. Patrons will also be instructed to monitor the queue as wait times may change. Once the available computer has been assigned to the next patron in the queue this patron will have a grace period, defined by you, in which to login to the computer. If the patron does not login to this computer in the specified period of time the computer will be returned to the queue or assigned to the next patron in the queue. This is also true for *future reservations* made at the library or reservations made over the web.



VAM Future Reservation Screen

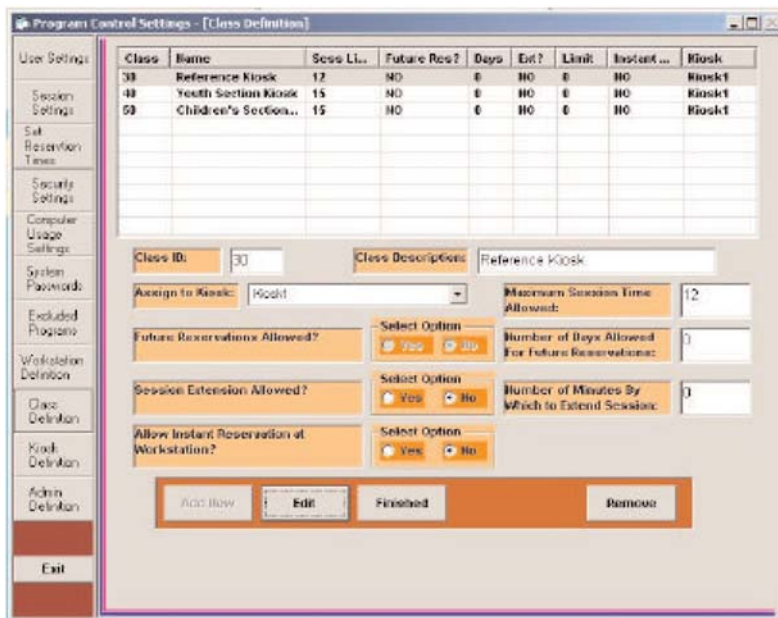
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VAM will allow you to determine whether or not you will allow patrons to make future reservations. If you allow future reservations you may choose to restrict reservations for a given date and time and/or a given workstation or class of workstation.

The VAM Session Timer ensures that the patron is always aware of the time remaining for this session. Even when the Session Timer is minimized to the task bar the time remaining in the session is still displayed. When the session is nearing the end warning messages will appear at preset intervals notifying the user that the session is about to expire.



VAM Session Timer



Example of Program Control Setting

The frequency and verbiage of these notices may be modified to meet your needs. An optional feature called *Session Autoextend* will allow the system to automatically extend the patron session when there are no reservations pending. Sessions may be extended until the patron has reached the daily maximum.

At the end of the day our feature *Closing Time* will begin sending a series of messages notifying patrons that the library is about to close. The verbiage and frequency of these messages will be defined by library staff in advance. At the pre-determined time users open applications will be closed and the computers will be automatically powered off. An exception list will allow applications such as desktop security software to remain active.

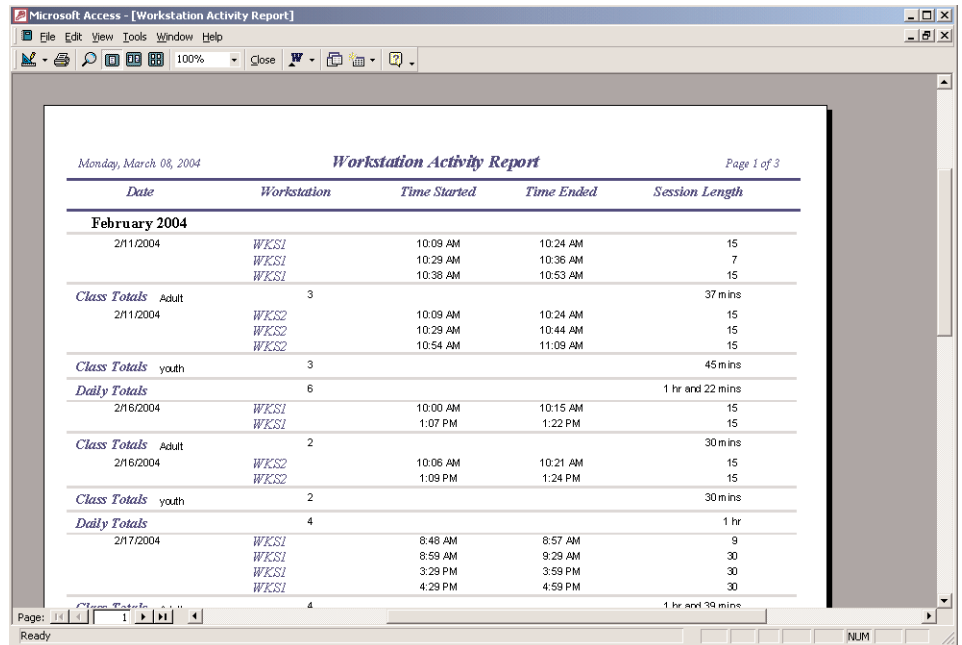
The first time each patron logs on to a VAM workstation the library's Internet usage policy will be displayed. Only after the patron agrees to the Internet usage policy will they be granted access to the Internet. In order to protect the privacy of the patrons and the integrity of the library, the date and time the patron agreed to the Internet usage policy is the only information tracked by VAM. At the end of each patron session VAM will automatically clear the browser history, clear the cache memory and delete all temporary files.

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REPORTING

VAM was designed to assist the library administration with the task of managing their available resources efficiently. With that in mind **VAM** allows you to track statistical information regarding computer usage throughout the library. With this information you can be assured that resources available to the patrons are being utilized at peak efficiency. Statistics and reports include such information as:

- Average reservation wait time with wait count
- Workstation activity report with start/stop times and session lengths
- Workstation session count
- Usage history by day/month
- Usage history by user (optional)



Date	Workstation	Time Started	Time Ended	Session Length
February 2004				
2/11/2004	WKSL	10:09 AM	10:24 AM	15
	WKSL	10:29 AM	10:36 AM	7
	WKSL	10:38 AM	10:53 AM	15
Class Totals	Adult	3		37 mins
2/11/2004	WKSS	10:09 AM	10:24 AM	15
	WKSS	10:29 AM	10:44 AM	15
	WKSS	10:54 AM	11:09 AM	15
Class Totals	youth	3		45 mins
Daily Totals		6		1 hr and 22 mins
2/16/2004	WKSL	10:00 AM	10:15 AM	15
	WKSL	1:07 PM	1:22 PM	15
Class Totals	Adult	2		30 mins
2/16/2004	WKSS	10:06 AM	10:21 AM	15
	WKSS	1:09 PM	1:24 PM	15
Class Totals	youth	2		30 mins
Daily Totals		4		1 hr
2/17/2004	WKSL	8:48 AM	8:57 AM	9
	WKSL	8:59 AM	9:29 AM	30
	WKSL	3:29 PM	3:59 PM	30
	WKSL	4:29 PM	4:59 PM	30
Class Totals	Adult	4		1 hr and 39 mins



Throughout the year that Laramie County Library System has been using **VendPrint**, we have had few problems, great customer service, and excellent technical support. **VendPrint** is the third computer and printing management software we have tried and by far the best!

*Sue Hollingshead
Network Administrator
Laramie County Library System
Cheyenne, Wyoming*

VendPrint Access Manager has set our librarians free to once again focus their attention on assisting library users locate the information or materials that meet their needs. **NO LONGER** do the librarians feel like computer/floor monitors, but now again fill the role as assistants in the electronic and print information search. **GONE** are the 3x5 cards and time sheets for computer assignments. **SAVED** is the time spent assigning and tracking computer use times. **ELIMINATED** is the abuse of extended or repeated use by the same individuals throughout the day.

*Lois Morse
Assistant Director
Lincoln Library
Springfield, Illinois*



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