

How do I print from my computer? Your print job is sent to a print release computer station near the printer. When you are ready to print your document, you must log in to the print release station, select the information you would like to print and make payment into the coin/bill acceptor to have your document print out. You may elect to print all or part of your document. Documents in your print queue expire after 3 hours. Documents you have released for printing may be reprinted multiple times, but expire at the end of the business day.

If I am unsure of how to make a reservation at the reservation computer station, how can I get help? Please check with a staff member. They can either walk you through making a reservation or the log-in procedure, or make a reservation for you.

Will the library keep records of my computer use? No. When you close your computer session, all history, cache and cookies are deleted. We will not be able to retrieve any information, including Web sites you visited, passwords you entered or other information you input. All documents in your print queue expire after 3 hours. Documents you have released for printing may be reprinted multiple times, but expire at the end of the business day.

What if I am not a cardholder or am from out-of-town and want to use a library computer? Please ask for assistance from a staff member. They will either assist you in obtaining a library card or issue you a guest card.

BOULDER PUBLIC LIBRARY

11th & Arapahoe, Boulder, CO

303-441-3100

www.boulder.lib.co.us

Reserving Time and Using Computers at the

Boulder Public LIBRARY

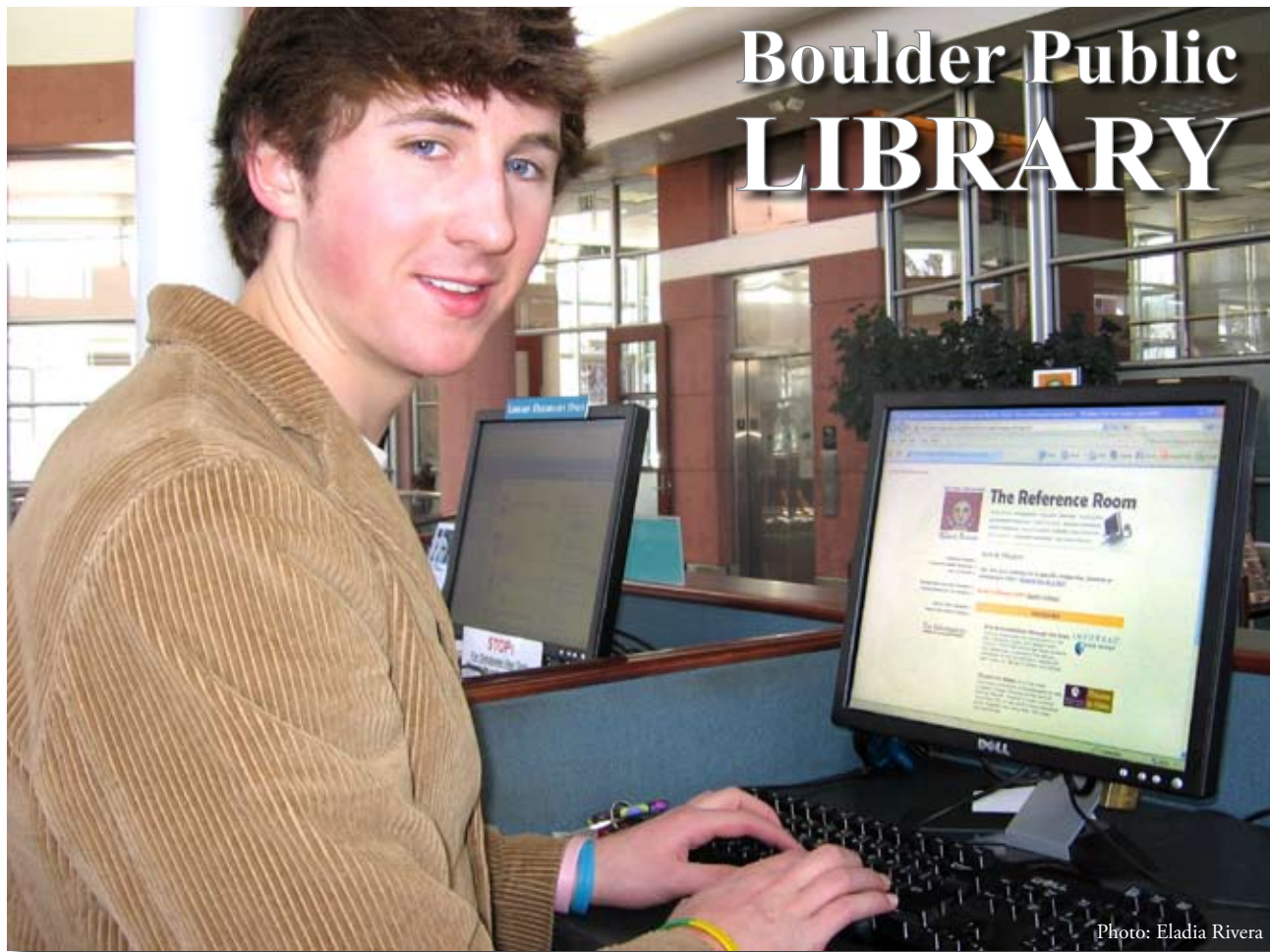


Photo: Eladia Rivera

Frequently Asked
Questions & Answers

These are frequently asked questions and answers to help familiarize you with the process for reserving time and using the public computers at the Boulder Public Library.

Why is the Boulder Public Library asking customers to make reservations for computer time?

Our computers are very popular and very heavily used. This system is a fair way to make the computers available to more people each day. By reserving a computer for a designated time period, you are assured of having a computer available at a requested time.

Will I need to make a reservation to use the “Library Catalog Only” computers?

No. Typically there is very little waiting to access one of the “Library Catalog Only” computers. These computer stations are limited to use of the library catalog and research databases.



How do I make a reservation?

Reservations are available for the current day only. You must come to the Boulder Public Library and place your reservation at the reservation computer station or ask a library staff member to place a reservation for you. For the first 5 minutes we are open, you may walk up to any available computer, make a reservation, and begin using it.

You will need to bring your Boulder Public Library card with you in order to place a reservation. To obtain a card, you will need your photo identification and proof of your current address.

May I make reservations on any library computer?

You may make a reservation on a reservation computer station or ask a staff member to do it for you. You may also go to a computer station that is not in use or reserved and log in with your library card.

What if I make a reservation and I do not show up or show up late?

You may cancel your reservation at the reservation computer station or ask a staff member to cancel it for you. If you don't log in within the first 5 minutes of your reserved time, your session will be canceled automatically.

What is an Express Computer?

An Express Computer is convenient for quick tasks like checking e-mail or Internet searches. These computers will only accept reservations for 20-minute sessions.

May I reserve a computer for longer than 20 minutes?

Yes. There are several 1-hour Computers available by reservation if you need a longer session.



How will I know if my session is over?

A timer is displayed on your workstation. You will also be given warnings at 10 minutes, 4 minutes, and 1 minute before your session ends to allow you time to save your work or conclude your computer transactions.

If no one is waiting, may I have additional time for my session?

If there are no reservations pending, you will automatically be allowed extra time in 10 minute increments, up to 20 minutes.

What happens if I need to leave my computer workstation briefly or do not enter information for a few minutes?

The system allows you to leave your computer for a 10-minute period when using the 1-hour computers. Be sure to lock the computer and remember to unlock it before your session expires.

If you have not pressed a key on the keyboard for a 10-minute period and you have not locked the computer, you will be asked to respond to warning message within 30 seconds. If you do not respond to the message within 30 seconds, your session will automatically expire.