Internet Sign-Up and Patron Phone Calls Survey
July 2005

Linda Shaw, Director of the Elbert County Library District, completed an Internet Use survey on how patron phone calls are handled. Most of the libraries surveyed were small and medium sized including Douglas County and PPLD.

1. **How do you handle Internet sign-ups?**
   a. **How many public computers do you have?**
      - Alamosa/Southern Peaks: 19
      - Bemis Littleton: 22 adult, 6 children's
      - Canon City: 10, plus 1 laptop
      - Delta County: 4 at branch
      - Douglas County: 8 adult, 2 children's (Parker)
      - East Morgan County: 3
      - Fort Morgan: 7
      - Lafayette: 25
      - Louisville: 7 adult, 4 YA (physically separated upstairs/downstairs)
      - Montrose: 9
      - Northern Chaffee County (Buena Vista): 6
      - Penrose Library District: 5
      - Pikes Peak: 26
      - Rampart Library District: 20 in District (17 Woodland Park, 3 Florissant)
      - Security: 9
      - Southern Chaffee County (Salida): 9-10

   b. **Advance sign-ups/reservations or first-come, first-served?**
      - Alamosa/Southern Peaks: First-come, first-served
      - Bemis Littleton: First-come, first-served. Computer will be saved for 5 minutes before it's given to the next person in line.
      - Canon City: First-come, first-served. "Check out" computer on a 3x5 card w/ barcode. Have a "guest" card and a "waiting" card.
      - Delta County: First-come, first-served
      - Douglas County: First-come, first-served, must have a library card
      - Fort Morgan: First-come, first-served
      - Lafayette: First-come, first-served
      - Louisville: First-come, first-served
      - Montrose: First-come, first-served
      - NE Library Directors: (East Morgan County, Akron, Yuma, Wray, Burlington): Will take advance reservations, no more than 24 hours prior
      - Northern Chaffee County (Buena Vista): 2 can be reserved in advance, 4 are first-come, first-served
      - Penrose Library District: First-come, first-served
      - Pikes Peak: Reservation software accepts advance reservations up to 1 week in Advance
      - Rampart Library District: First-come, first-served; must have library card.
      - Security: First-come, first-served
      - Southern Chaffee County (Salida): First-come, first-served

c. **Length of session?**
   - Alamosa/Southern Peaks: ½ hour
   - Bemis Littleton: ½ hour
   - Canon City: ½ hour
   - Delta County: Different at each branch, from ½ hour to 1 hour
   - Douglas County: ½ hour
   - Fort Morgan: Five computers have a 1 hour limit, 2 computers have a ½ hour limit
   - Lafayette: 1 hour
   - Louisville: "Loose." No sign-ups, patrons come in and sit down next to computers.
   - Librarian makes announcement, "if you've been in for 30 minutes please let someone else have a turn."
   - Montrose: ½ hour
   - NE Library Directors: (East Morgan County, Akron, Yuma, Wray, Burlington): ½ hour
   - Northern Chaffee County (Buena Vista): Reservation computers: 1 hour; Walk-in computers: ½ hour
   - Penrose Library District: ½ hour
   - Pikes Peak: 55 minutes
   - Rampart Library District: ½ hour sessions; one computer is designated 15 minutes for checking email
   - Security: ½ hour
   - Southern Chaffee County (Salida): ½ hour

d. **Maximum number of sessions per day? Is there a maximum time limit per day? What if no one else is waiting to use a computer?**
   - Alamosa/Southern Peaks: No max if no one else is waiting
   - Bemis Littleton: No maximum number of sessions or time limit per day. Would like to limit to 2 hours/day, that may be coming
   - Canon City: No max. number of sessions, no max. time limit
   - Delta County: 2 hours maximum per day even if no one else is waiting
   - Douglas County: Two ½-hour sessions per day; if no one is waiting can have more time, this requires staff intervention on Envisionware
   - Fort Morgan: Patrons are limited to one Internet session daily, can have 2 sessions if they are doing word processing
   - Lafayette: 2 hours total per day, unless the patron is "desperate," this is left up to the librarian's judgment; they would have to sign in with a guest card.)
   - Louisville: "Flexible." Policy says 1 hour/day.
   - Montrose: 1 ½ hour session/day unless no one else is waiting
   - NE Library Directors: (East Morgan County, Akron, Yuma, Wray, Burlington): No max. number of sessions or time limit "yet."
   - Northern Chaffee County (Buena Vista): No max. if no one is waiting
   - Penrose Library District: 1 hr/day unless no one is waiting
   - Pikes Peak: One session per day. When no one is waiting, can sign up for additional session.

- Rampart Library District: No daily maximum
- Security: No daily maximum
- Southern Chaffee County (Salida): One ½-hour session/day is "guaranteed." If no one is waiting, patron can have more time. Sign back up on sheet w/star next to their name indicating they've already had one session; they're then "low man on totem pole." First-time users have priority over repeat users.

e. Paper sign-ups or reservation software? (if software – which product?)
- Alamosa/Southern Peaks: Paper signup sheet, patron-controlled
- Bemis Littleton: Envisionware (PC Reservation.) Sign-in with name only (not authenticated against database.) PC Res assigns the next computer it "thinks" will be available; bumps person with least amount of time left, not necessarily the one who's had the most time that day.
- Canon City: Both. Patron-controlled paper sign-ups for "visual," also using Cybrarian (12 "seats" for $3000). No names on paper signup sheet due to privacy issues
- Delta County: Paper sign-up sheet that is controlled by patrons
- Douglas County: Envisionwaire (PC Reservation)
- East Morgan County: Has investigated timeout software but running into difficulties being a Dynix ASP customer without a server to run the software on; also difficulties with Gates computer security. Latest word is they need a standalone computer to "act like" a server. (Has had print management software for months and still isn't installed due to these issues.
- Fort Morgan: Each computer is cataloged, they do use timeout software
- Lafayette: Cybrarian, library card is authenticated against patron database
- Louisville: No sign-up system currently, Envisionware (PC Reservation) is coming.
- Montrose: Envisionware (PC Reservation) – is not patron authenticated, runs off computer functioning as a server ("management console") at reference desk, people put in their first names. Patrons sign up via a separate Reservation Station that "talks to" the management console computer.
- Northern Chaffee County (Buena Vista): Paper signup
- Penrose Library District: Paper signup, monitored by staff during busy times
- Pikes Peak: Envisionware (PC Reservation)
- Rampart Library District: Paper signup, intercom announcement when computer is ready
- Security: No sign-ups, patrons come in and sit down next to computers. Librarian makes announcement, "if you've been in for 30 minutes please let someone else have a turn."
- Southern Chaffee County (Salida): Paper signup sheet, monitored by staff

f. Do you allow games and/or chat?
- Alamosa/Southern Peaks: Allows both
- Bemis Littleton: 12 computers with no games or chat due to bandwidth issues.
- Canon City: Doesn't allow games or chat
- Delta County: Doesn't allow games or chat

- Douglas County: Allows both. Also, 10-15 min "Express" computers for email, no printers attached
- Fort Morgan: Chat is not allowed
- Lafayette: Allow both within limits – all downloading is disabled so if the game requires special software it can't be played
- Louisville: Both are allowed, but YAs and adults are physically separated.
- Montrose: Allow both, but policy states that games don't have priority when other people are waiting.
- NE Library Directors: (East Morgan County, Akron, Yuma, Wray, Burlington): No chat; safety issue for young patrons. Allow games, but they are the lowest priority after a patron has had their first ½ hour session. Any academic/research usage takes priority after patron has had one session todo whatever they want, such as play games.
- Northern Chaffee County (Buena Vista): Doesn't allow games or chat
- Penrose Library District: No chat; games with chat are blocked
- Pikes Peak: Allows both.
- Rampart Library District: 2 computers can play games in the YA area
- Security: Doesn't allow games or chat
- Southern Chaffee County (Salida): Both are allowed, but sign is posted: "Games have no priority."

g. Do you allow patrons to reserve a computer for a longer time period than normal for special purposes – online test, writing or researching a report, loan application, etc.?
- Alamosa/Southern Peaks: Yes, on an informal basis
- Bemis Littleton: No advance reservations, but librarian can extend time – up to staff discretion.
- Canon City: Laptop is "checked out" for that purpose.
- Delta County: Yes, informally. No written procedure
- Douglas County: "Quiet room" for word processing, Internet accessible
- Fort Morgan: Yes, must be requested ahead of time in order to deactivate timeout software
- Lafayette: Not officially, can be done on a case-by-case basis, but Cybrarian does log the patron out so work would be lost, could log in again with guest card
- Louisville: No, but will tell the patron a good time to come in when it's quiet
- Montrose: Yes, upon request (maybe 1/month)
- NE Library Directors: (East Morgan County, Akron, Yuma, Wray, Burlington): Yes: 1) assess situation – how busy; 2) "Most we can give you is one hour" if patron can't finish within an hour, they're advised of times to come in that are slower
- Northern Chaffee County (Buena Vista): Would have to work out w/ the Director
- Penrose Library District: Yes, make arrangements in advance
- Pikes Peak: No
- Rampart Library District: Yes, on certain computers – make arrangements in advance
- Security: Yes

- Southern Chaffee County (Salida): Yes – not actively offered, but if patron requests, a notation will be made on signup sheet not to kick off until done.

2. **How do you handle incoming phone calls for library patrons? (i.e. parents phoning to see if a child is in the library and asking to speak to him/her) Do you have a patron phone for incoming and/or outgoing calls?**
   - Alamosa/Southern Peaks: No paging at all. Will let patron use library phone for an outgoing call for a short period of time. Pay phone 2 blocks away.
   - Bemis Littleton: Due to legal/patron privacy issues, they will announce that there's a phone call for --- but it's up to the person if they want to get the phone call. There is a courtesy phone for patron use.
   - Canon City: "Not sure if that person is here…" if important we will take a message, "we don't have an intercom." Privacy concerns. Occasionally will let patrons use library phone for a quick call to parents, etc.
   - Delta County: Patrons can use phone for a brief amount of time. No patron phone.
   - Douglas County: Do not have a paging system; cannot dedicate staff time to find patrons; privacy issues. They do have a pay phone, and may allow children fast phone calls on library phones.
   - Fort Morgan: Take a message, tell caller "we have no paging system." Will not tell whether the patron is present or not. Will look for someone if an emergency. They do have a courtesy phone, calls are limited to three minutes.
   - Lafayette: No paging. There is a courtesy patron phone, limited to 3 minutes.
   - Louisville: No paging. Will take a message if urgent and have patron call. Free patron phone that has been very helpful, limited to 3 minutes
   - Montrose: If a parent calls, they will go and look for the child based on description. "Cannot guarantee that we will find XYZ." Take a message and give to the person to call back on public phone.
   - NE Library Directors: (East Morgan County, Akron, Yuma, Wray, Burlington): No paging due to safety and privacy reasons. These are smaller libraries, people do get upset, but staff members are trained to explain safety and privacy issues. Outgoing calls: patron must fill out a request w/ name, person calling, phone number, and why calling. Staff member places the call, does all the talking or leaves a message.
   - Northern Chaffee County (Buena Vista): Happens infrequently. They will page the person and let them use the phone. Short outgoing calls are allowed on library phones.
   - Penrose Library District: Will find patron and allow to talk on phone briefly. Patron phone for outgoing calls.
   - Pikes Peak: Security guard may try to find patron if urgent. Patrons can use library phone very briefly. Pay phones are available.
   - Rampart Library District: In an emergency only, patron will be paged. There is a courtesy phone available with a 3-minute limit.
   - Security: Patrons can use hospitality phone only, has a 2-minute limit. "Very helpful!"
   - Southern Chaffee County (Salida): Yes, will see if the patron is there and let them use the phone for a limited time. They have 2 lines but no patron phone.