

## **Signing a patron up for a computer:**

When a patron comes up asking for a computer, first ask whether they would like a 15 minute session or an hour. If the computers are available you may sign them up, taking down their name (last name, first name) and last 6 digits of their library card # (after all the 0s). Also, check the other pages on the list to see if they've already had their allotted time.

**Hour computer time blocks are on the hour and the half hour. If the patron signs up 10 minutes after the hour or half hour, then their time block is bumped to the next time block.**

**Example #1: If Patron signs in at 9:10, then they are recorded at 9:30-10:30.**

**If Patron signs in at 9:06, then they are recorded at 9:00-10:00.**

**Example #2: If Patron signs in at 9:40, then they are recorded at 10:00-11:00.**

**If Patron signs in at 9:36, then they are recorded at 9:30-10:30.**

If there is a wait, write the patron's information down, mark which computer they would like, and give them a pager. If they would like an hour, mark "1 hour". If they would like 15 minutes, mark "first available". This means that when they're turn in line comes, they can have either a 15 minute computer or an hour - whichever is available first.

To clarify: first available does not mean they get any computer that comes up first - even if there are others waiting. If there is a person waiting ahead of them, who is signed up for an hour, and an hour computer comes available, the person signed up for the hour gets it, not the person signed up for first available. Likewise, if the first available is next on the list, with a person waiting for the hour after them, and an hour comes up first, the person signed up for first available gets the computer.

At the end of a patron's session, if there are no other patrons on the waiting list and it is their first session, you may give the patron the option to renew. If they decide to renew, mark a "Y" in the renew column, and write their new time under the "Off column.

A patron may decide to have one session in the morning, and another again in the afternoon. If a patron re-signs up for a computer, and there has been a period of time between sessions, when you take down their information, mark an "N" under the renew column. This will remind you that they have already had one session, and will let anyone else know, in case they have to take over for you. Do not mark a time off under the "Off column. It isn't necessary, and just makes things confusing for those doing statistics.

If a patron comes up to the desk, and they do not have their library card, send them to the front desk. There they can present some ID (or if a kid they can give their name), and the people at the front desk will give them a slip of paper with their number to bring back to you. Do not put their names down on the list before they get the number. They were not prepared, and therefore forfeit any privileges of being farther up on the list.

## **Marking the number of hour or express sessions:**

For a single session, mark a "1" in the allotted box. (So, if they had an hour, mark a 1 under hour, if a 15, then a 1 under 15.

For two sessions in a row (meaning they were not made to get up off the computer and re-sign up, but rather had both sessions in one sitting), mark a "2" in the allotted box.

For two separate sessions (meaning they had a session, had to get up, and came back later - whether it's 1/2 hr or 5 hrs later- for another session) only mark "1" in the allotted box for each session.

If this is still confusing, just leave those columns blank, and the statistics person will fill that in.