



# Guiding Ohio Online

## Getting to Know Your Library: Computers

Complete the following questions about your library's computers:

### General Questions

Does computer use require a library card?                      Yes                      No

Does wireless use require a library card?                      Yes                      No

Do fines on the library card limit computer use?                      Yes                      No

Are there other issues with a person's library account that would make him or her unable to use the library's computers? (*Example: old address, incorrect phone number*)

### Time Limits

Is there a time limit on computer use?                      Yes                      No

How long?

Can the time limit be overridden and if so, how?

Does the time limit impact computer classes and if so, how?

If the time limit cannot be overridden, is there a way to still help the patron?

## Wireless Internet Connectivity

Is there a public wireless network?                      Yes                      No

Does it have a password or another type of log in?    Yes                      No

Is there a limit to the number of users that can connect to the wireless at one time?

Yes                      No

If the wireless does have a password, how often does it change and who changes it?

How do patrons access the wireless network from a laptop or other device?

Are there any areas of the library where the wireless signal is not as strong?

How does wireless connectivity impact computer classes?

If the wireless goes down or is otherwise inaccessible, is there a way to still help the patron?

## **Data Storage**

How should people save things when using a library computer?

How do patrons save to portable storage devices, such as a USB drive, on a library computer?

What happens if someone saves a file to a library computer?

What if someone does not have a portable storage device, such as a USB drive?

Do data storage options impact computer classes?

## **Internet Filters**

Is an Internet filter being used on library computers?

What does the screen look like when a site is blocked?

Do commonly used sites get blocked?

Can the Internet filter be turned off? Under what circumstances?

How do I turn off the Internet filter?

How should I explain filtering to patrons?

Does the Internet filter impact computer classes?

If I cannot override the filter, is there a way to still help the patron?

## **Network Security**

What antivirus security software or firewalls does the library use?

Does it block people from downloading files or programs?

Does it block certain types of web pages from loading?

How does this impact computer classes?

If I'm being blocked, is there a way to still help the patron?



### **Laptop, tablet and/or eReader Checkouts**

Does the library offer checkouts of laptops, tablets or eReaders to patrons?    Yes                      No

If, so which ones:

How does a person checkout a laptop, tablet or eReader?

Are people allowed to take the laptops, tablets or eReaders outside of the library?

Yes                      No

Are there any issues with Internet connectivity?