



Computer Reservation System FAQ

What is a Computer Reservation System?

It is an automated computer system that allows patrons to independently log on and off the Library's public computers.

Why is the Library using a reservation system?

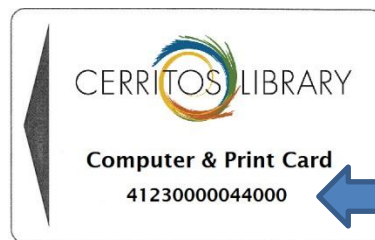
The reservation system will provide equitable computer access to all Library patrons and will enable us to better manage our public computers.

How do I use the Library computers with the reservation system?

To use the computers at the Library, you must log on with your valid Cerritos Library Card number and your PIN code. Patrons who do not have a Cerritos Library Card can apply for a free Computer & Print Card.

How do I apply for a Computer & Print Card?

Registration for a free Computer & Print Card is available at the Circulation Desk on the first floor and at the Computer Help Desk (InfoStation 3) on the second floor. To apply for a card, patrons are required to present photo identification such as a driver's license; state ID card; school or university ID card; employer's ID card; or passport. There is a \$5 fee to replace a lost Computer & Print Card, so please keep the card in a secure place.



Suggestion: Take a photo of your Computer & Print Card with your phone to keep a record of the number.

How do I get started?

If there is a vacant computer, just sit down and log on with your Cerritos Library Card and PIN or Computer & Print Card number and PIN. If the computers are all in use, go to the Computer Sign-Up Station located at the Print Center or Internet Express to reserve the next available computer. Once you've reserved the next available computer, refer to the Queue Monitor to see when a computer will be ready. The Queue Monitor will list the people in the queue and assign a computer station to you when one is available. You will be identified by your first name, the first letter in your last name and the last 4 digits of your library card number, for example "John D 1001".

How will I know when my computer is ready?

Your name will appear on the Queue Monitor located in the Print Center or Internet Express area. Once your computer is available, you will have 10 minutes to log on to that computer. If you do not log on within the 10 minutes, you will lose your reservation and you will have to sign up again at the Computer Sign-Up Station and start at the beginning of the line.

How long can I use the computer?

Cerritos Library cardholders can use a computer for up to 4 hours each day Monday through Friday and up to 2 hours on Saturday and Sunday. Computer & Print cardholders can use a computer for up to 2 hours each day Monday through Friday and for up to 1 hour on Saturday and Sunday.

Express use only computer stations located on the second floor near the escalator are for 15-minute use only and do not require a card to log in. Simply enter your name to log in. The express use computers will log off after 15 minutes.

What happens if I use up all of my time?

If you are near the end of your allotted time, the screen will display a 10-minute warning. At this point you should finish and save your work before time runs out. The screen will also display a 5-minute critical warning. Then the computer will automatically log you off. You will lose any unsaved work when your session closes out. Your computer will then be made available for the next patron in line.

The system will not permit you to log on to a computer or reserve a computer until the next day when your allotted time resets.

What happens if I only use some of my time?

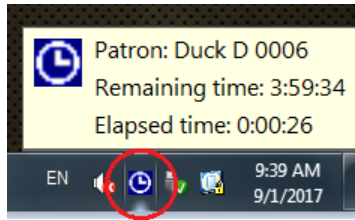
The system keeps track of how much time you have used, and will allot your remaining time to you if you log in again later in the day. Be sure to log off when you have finished using the computer.

What happens if I am logged on to a computer and I walk away?


If you forget to log off, the computer will automatically log you off within 15 minutes if there's no keyboard or mouse activity. Be sure to log off the computer when you are finished using it to ensure any remaining time you have for that day remains available to you. You are responsible for logging off the computer.

How do I check my session time?

Click on the small blue clock icon in the system tray. This is located at the bottom right corner of the screen.



How do I log off a computer when I'm done?

For Windows 7 computers located in 21st Century, click the Start Menu button (or Windows key ) and select "logoff".

For Windows 8 computers located in Internet Express and Access Plus Room, right click the Start Menu button, select "Shut down or sign out" and select "Sign out".

Please ask for assistance if you are still unsure how to log off.

What happens to files that I have downloaded? Can I save files to the computer?

Saving files to the Library's computers is not allowed. If your session ends or when you are logged off, you will not have access to the same computer to get your files back.

Please use a flash drive to save your files or email files to yourself to save a copy as soon as you are done.

Please be sure to pick up your print jobs before logging off the computer. Otherwise you may not be able to print again on the same computer.

How do I safeguard my computer account?

Please change your default PIN. To change your PIN, go to cerritoslibrary.us. Under Services on the left side of the page, click Print Center Account link. Log in with your card number and default PIN. Click Change Password. Enter your new PIN.

1. Go to <http://cerritoslibrary.us/>
2. Click on Print Center Account



3. Enter your card number and the default PIN.

A screenshot of the Cerritos Library Print Center login page. The page header includes the Cerritos Library logo and the address: Cerritos Library, 18025 Bloomfield Avenue, Cerritos, CA 90703-8525. The main heading is 'Print Center'. Below the heading, it says 'Please enter your City of Cerritos Print Center Account information:'. There are two input fields: 'Account #' and 'PIN:'. Below these fields is a 'LOGIN' button. At the bottom, there are three asterisked notes: '* The initial PIN for a library card holders is "111111"', '* Print center debit card holders have a blank PIN', and '* No refunds will be given.' A final note at the bottom says '* If you have trouble using this page, please contact the Library at (562) 916-1370.'

4. Click Change Password.

A screenshot of the Cerritos Library Print Center account management page. The page header is the same as the previous screenshot. Below the header, there are two columns of links. The left column contains: Add credit, View my transactions, Update account (highlighted with a red arrow), Change password, and Logout. The right column is titled 'Account Holder Information' and contains: Name: Computer Test, Address:, Phone:, and Balance on account 0042517 is \$0.05.