

The Hawaii State Public Library System Welcomes

Sam™

What is SAM?

SAM (Smart Access Manager) is a web-based Internet scheduling and print management software product that:

- Maximizes the use of public Internet computers
- Maximizes the number of different Internet users
- Empowers users to reserve and register for Internet sessions in a user-friendly way

These benefits from SAM will allow library staff time to better assist customers with information and reference needs.

What does SAM do?

SAM will allow a user with a valid Hawaii State Public Library System (HSPLS) library card and a Personal Identification Number (PIN) to reserve time on an Internet computer at libraries that have SAM installed. We will be installing SAM at all 51 HSPLS' libraries in the upcoming months.

Where can I reserve time for an Internet computer?

Computer time can be reserved in the library at any Public Access Catalog (PAC) computer or through the Internet by accessing the HSPLS website, www.librarieshawaii.org.

What do I need to reserve an Internet computer?

You need a valid HSPLS library card and PIN (last four digits of your telephone number unless you have changed it) to reserve and log on to the computer. A valid library card means an active library card below established thresholds for claims returned and fines, fees, and charges.

What if I don't have an HSPLS library card?

Library card application forms are available at the circulation desk at any public library in Hawaii. The first card is free for Hawaii residents and members of the military stationed in Hawaii and their dependents. A replacement card is \$10.00 for adults and 5.00 for minors (less than 18 years of age).

What if I am a visitor and I would like to use the Internet computer?

If you are a non-resident, you will still need a valid HSPLS library card to make a reservation or use an Internet computer. A 3 month non-resident library card is available for \$10.00 and a 5 year non-resident library card is available for \$25.00.

What if I don't know my PIN?

Please ask the library staff.

How long can I use the library's Internet computers?

Internet sessions are for 60 minutes (one hour) or less. Some sessions of the day may be shorter than the normal session because of library procedures.

What if I only want to use the Internet computer for a few minutes?

Some libraries may offer 15 minute express computers. No reservations will be taken for these express computers. Users must have a valid HSPLS library card.

Do I need a reservation to use an Internet computer?

Reservations are strongly recommended. However, you can walk-in and use an available Internet computer which has not been reserved for another customer. You will need your HSPLS library card and PIN to log on. A walk-in will be limited to the amount of time remaining in the current session.

I want to make a reservation. How often can I make a reservation on an Internet computer?

You may reserve one 60 minute Internet session per week system-wide, up to one week in advance.

Can I reserve a specific Internet computer?

Yes, each computer is assigned an identification number. When placing your reservation, select the library location and Internet computer identification number of your choice and bring that number with you.

How can I tell if an Internet computer has been reserved for someone else?

If you are in the library, the Internet computer will indicate in red on the log on screen when the computer is reserved. Otherwise, you can log on to the "Reservations" screen to see the reservation status of the Internet computers in the library.

What if I am late for my Internet reservation?

You must log on within ten (10) minutes of your start time or your reservation will expire. This will count as your reservation for the week.

How do I use SAM?

All you need is your HSPLS library card and PIN for an Internet session. Once you accept the "Library Policy" statement, a Personal Session Timer appears and informs you of the time remaining in your session.

What kinds of alerts will I receive?

- A "SAM: Inactivity Warning" box appears if your PC is idle for seven (7) minutes. You must click the "OK" button if you wish to continue your session. If there is no activity for 10 minutes, the session will automatically end.
- A series of two (2) reserve warnings will appear if someone has a reservation for the machine.
- A series of three (3) end of session warnings will appear before the computer shuts down.
- A series of three (3) "Library is closing" warnings will appear in the last session of the day.

What if the Internet computer freezes or stops working and has to be rebooted during my session?

Please see a staff member for assistance.

What should I do when I want to end my session early?

Click on the "End Session" button to allow other customers to use that computer. Be sure to remember to remove any personal storage devices you may have used during your session.

What if I need to leave the computer for a few minutes during my session?

There is a "Lock PC" option on the "Personal Session Manager" that allows you to save your current Internet session if you need to step away from the Internet computer. Click the "Lock PC" button to get the "This Workstation is Locked" screen. To unlock the PC, enter your library card number and click "Unlock Workstation." **Note: Your session time will continue to count down while your PC is locked.**

Can I save my files?

Downloading to a personal storage device is allowed. Remember to bring a personal storage device with you. You must save your files before the end of your session. **Warning:** files downloaded from the Internet may contain viruses. HSPLS will not be responsible for any damage to users' personal portable storage devices, computers and/or files resulting from their use of the Internet computers. Most of HSPLS' subscription databases also allow users to email search results to themselves.

Can I print?

Printing must be completed before the end of your session. Internet users will receive up to three (3) end of session alerts. HSPLS is not responsible for incomplete downloads or printing.

Is there a cost for printing?

A 15¢ per page donation is appreciated to cover the cost of toner and paper.

How do I print?

The "Printer Management" box will show a list of all your print jobs prior to printing. Use "Print Preview" button to see how many pages you are about to print. When you are ready to print, click the "Print Job" button. **Note: Printing must be completed before the end of your session.**

Does SAM protect my privacy?

SAM ensures your privacy while using the library's computer. When you log off the Internet, SAM deletes all the sites you have visited. Your printing information will also be deleted.