

A large, thick, blue curved graphic that starts from the left edge of the page, curves downwards and to the right, and then curves back towards the left, forming a large, open 'C' shape. It has a black outline and a slight gradient, giving it a three-dimensional appearance.

# SAM 10 User Manual

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SUM10\_104

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## WELCOME

Thank you for purchasing SAM, the innovative new Smart Access Manager for library patron computers. We hope you find this product easy to use. It should start saving you time and money immediately.

If you have any questions about SAM, please call our customer support department toll free at (800) 531-0132 during normal business hours.

We welcome your feedback and suggestions for improving SAM or any other Comprise product. Suggestions for enhancements are coordinated by our Customer Service Manager, Christopher Hayes, who can be contacted by email at [chayes@comprisetechologies.com](mailto:chayes@comprisetechologies.com).

All materials originated pursuant to this product are the exclusive property of Comprise including trade secret, patent, title to copyright in all copyrightable material, title to all intellectual property and any other protectable rights or interests under state, federal, or international law.

Subject to the terms and conditions of the License Agreement, the Customer may use the Comprise Software solely in the conduct of the business of the Customer. The Software will be provided by Comprise only in machine-readable object code.

## IMPORTANT NOTICES

### PRODUCT DEVELOPMENT

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Comprise pursues a policy of ongoing product development. Release product version may vary from description herein. Comprise reserves the right to modify and or discontinue product features at any time without advance notice.

### OPERATING SYSTEMS

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Not all product features function with or are applicable to all Microsoft Windows Operating Systems. Please consult your Comprise Representative for further details regarding specific features and your operating system.

### HARDWARE MODELS

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Not all hardware features may be implemented or applicable to all installations. Please contact your Comprise Representative for more information.

### ILS PRODUCTS

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SAM documentation describes what our product(s) are capable of doing. However, different ILS products provide more or less support for these capabilities. Please consult your Comprise Representative for further details regarding specific features and your ILS Product.

### VERSION/ENHANCEMENT SUPPORT

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SAM versions are released to be backward compatible with earlier versions. With each new release Comprise provides support for that product version, plus the then current release in general distribution. Older versions will not be supported. Custom enhancement requests will not be distributed unless the newest version of the product is currently installed.

## RESERVED CHARACTERS



Reserved Characters: \$, &, +, ", ' /, :, ;, <, >, #, %, {, }, |, \, ^, ~, [, ]  
Transactions containing any Reserved Character in the URL, Library Card #,  
Print Job, Book Name and / or Fine Name will not get recorded correctly.

# TOP 5 THINGS THAT CAN IMPACT COMPRISE PRODUCTS!



## 1. ILS Upgrades/Migrations

Please give us at least 2 weeks' notice before you upgrade or migrate your ILS product and/or ACS Server. We use that time to prepare your Comprise Products and to ensure that your patron services are not impacted by the change.

## 2. Internet Provider/Network Configuration

When you change your Internet Service Provider your external IP address in most cases will also change. In most cases we use the IP Address to access your server for in-depth technical support issues and for upgrades. In some cases, for larger library systems, changing your ISP causes your IP Range to change which will impact patron services. Network changes can also have a dramatic impact on Comprise Products. IP Ranges, routing tables, etc. all must be configured with Comprise Products in mind. If you think your major network configuration change might have an effect, it probably will. Please call us to schedule an appointment to make sure everything runs smoothly.

## 3. Hardware

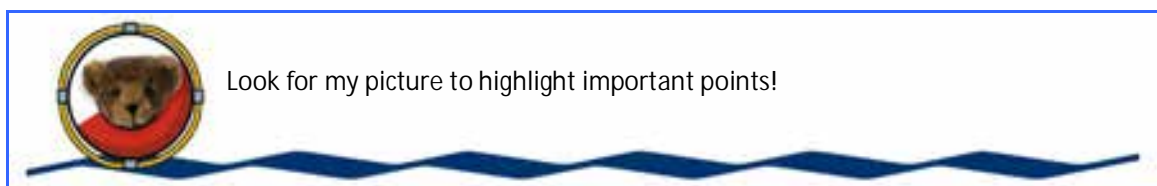
Hardware changes refer to many things, but specifically, let us know before you change your firewall, filter appliance, printers, or copy controllers to ensure your change goes smoothly.

## 4. Operating System/Application/Internet Browser

As with any software, changes to the operating system on your patron and staff computers will have an effect on your Comprise Products, and in particular Internet Browser will impact Smart Money Manager. Please give us a call to find out before attempting any major operating system or software changes or upgrades.

## 5. Staff Training

We find that many issues result from staff not being completely confident when the initial training is over or that there has been a significant staff turn-over since the product was installed. We offer remote training and in some cases will come on-site when training is necessary. In most cases training is offered at no cost! Please contact Customer Support to schedule an appointment.



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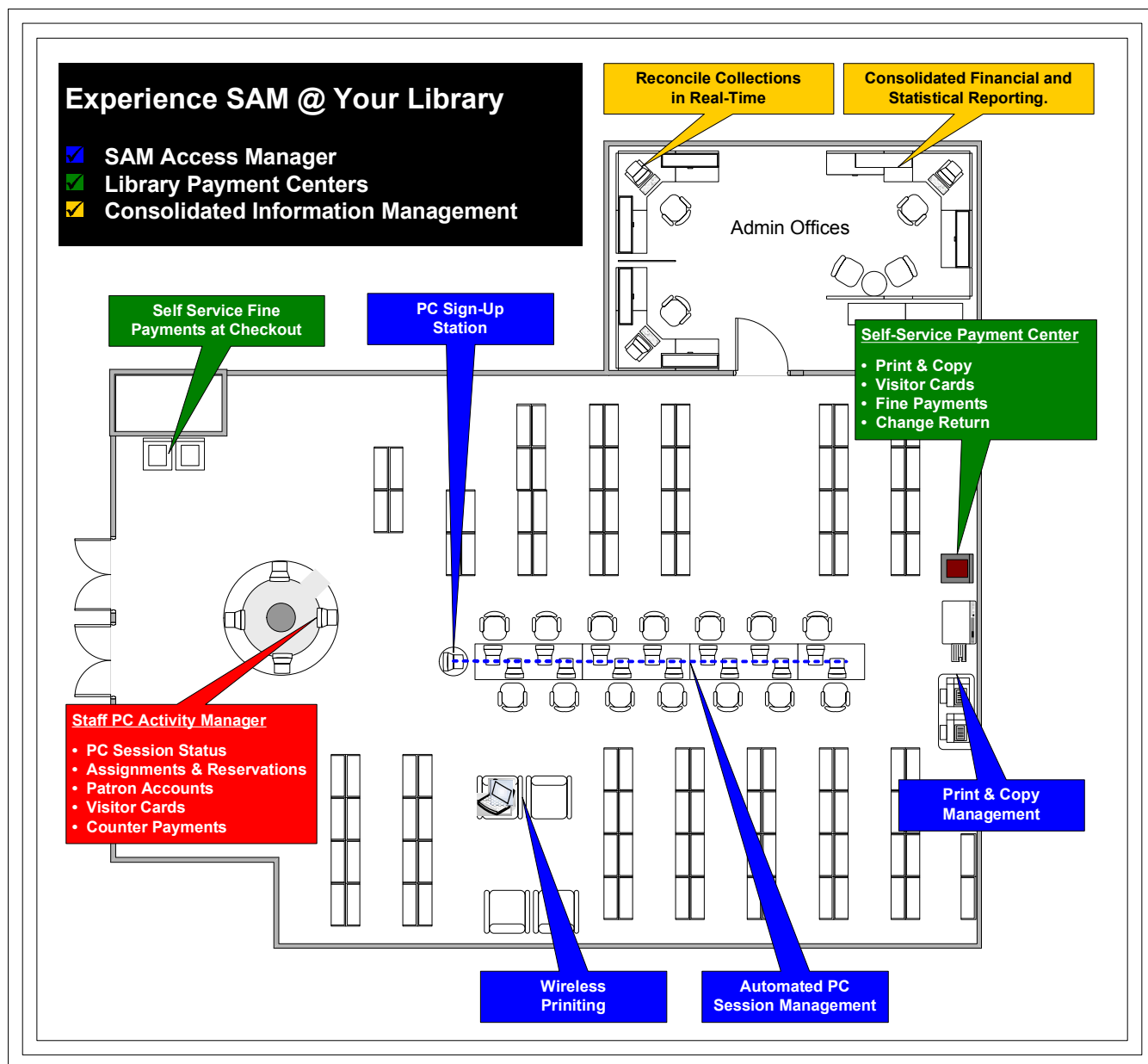
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## WELCOME TO THE SAM 10 EXPERIENCE

SAM 10 is the culmination of ten years' experience working closely with our library customers to shape an access management product that out performs any other product.

Three key aspects of SAM are:

1. An easy to use self-service environment for both patrons and visitors
2. A powerful interface through which Staff can monitor and control from a distance
3. An intelligent PC Status monitoring system that responds in real time so staff doesn't have to.



We'd like to take advantage of this opportunity to introduce you to some new or enhanced features of SAM 10.

## WHAT YOU SHOULD EXPECT FROM SAM 10

SAM 10 is made to integrate seamlessly with the Comprise suite of self-service payment products. Whether it's with a Smart Kiosk or Smart Pay, our Online Payment Gateway, SAM can securely process payments and post transactions to your ILS product without staff involvement.

Unified Payment System: Payments via Self Check, Over-the-counter, Smart Kiosk and Online.

Interactive Reports: Operational/Financial Reporting with enhanced drill-down and export functionality.

Revenue by Zone Report (Red – 1<sup>st</sup> pie chart). Click on one slice to drill down to Zone detail (Blue). Click on [View Zone Revenue] to drill down to Zone Revenue by Category (green).



MAC compatibility: SAM 10 client is MAC compatible.



PC Sign Up notification via Email/Text: Reduces traffic at sign up station and gives freedom to patrons.

A screenshot of the SAM 10 software interface showing a 'Sign Up Station' form. The form is titled 'Sign Up Station' and includes fields for 'Zone', 'Library Code', 'Title', and 'Email/Phone'. There are 'Submit' and 'Cancel' buttons at the bottom of the form. The form is designed for patrons to sign up for notifications via email or text, reducing traffic at the sign-up station.

Create and print multiple visitor cards at once: Enhance staff function.

Copy/paste library card number from PC Activity Manager: Reduce error margin by eliminating the need for manual entry.



We close this introduction by inviting you to consider Smart Alec, our optional resource for smart phones and tablets. As SAM 10 comes to release, Smart Alec extends wireless print from Windows and MAC laptops to Apple OS, Droid, and Windows mobile devices. This important breakthrough means that your patrons can receive state of the art customer service at your library. It also means that every time a patron is able to accomplish their objective from their own mobile device, they don't have to use one of your PCs. Near term plans for Smart Alec include giving patrons the ability to use their mobile device to sign up for a PC as well as text notification when a PC is assigned to them.

## SAM LICENSE MANAGER

As long as the Library is in good standing with regards to license condition(s), SAM will function normally (without reminders).

However, SAM License Manager monitors three conditions:

1. License Expiration Date
2. Licensed Number of Locations
3. Licensed Number of Client PCs

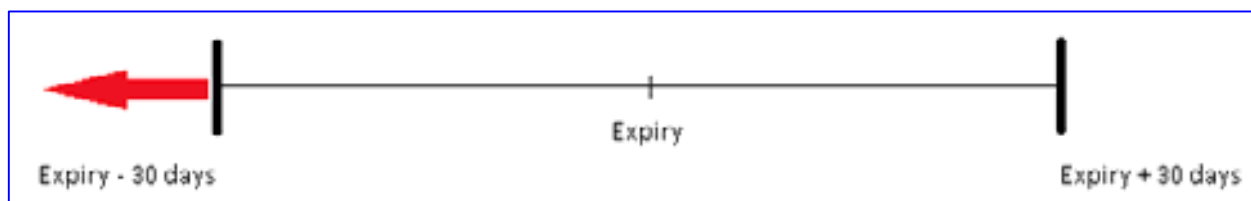
### License Expiration Date:

We understand the realities of establishing budgets and funding constraints. We balance that understanding against the reality that we cannot work against Comprise' best interest. We have gone to great lengths to prevent a library from inadvertently suffering a

### SAM license expiration:

1. Beginning 30 days prior to the expiration of your license SAM will send a reminder email to the individual listed as SAM coordinator in our records,
2. Beginning the date of your license expiration SAM will further display a reminder notice at start-up of any SAM PC.
3. Only after 30 days beyond your expiration date will SAM stop functioning. If for one reason or another you cannot get your license renewal paid within that timeframe, please contact our Customer Service group for a complimentary license extension.

In addition, if your system requires more than the allotted time to process a bill, you can request an earlier invoice by calling our business manager.



Similarly, your number of locations and/or clients using SAM must be less than or equal to the quantities you have licensed or we will automatically issue an updated invoice for the additional licenses.



If you need additional information or have questions regarding your SAM License, simply contact your Comprise Sales representative.



## PROTECTING PATRON PRIVACY

Comprise Technologies, Inc. wants to help you provide the highest level of customer service. Part of this is recognizing that patron privacy is very important. To that end:

1. Comprise recommends that Personally Identifiable Information (known as PII) be secured in a manner that represents current industry best practice.
2. In addition to Federal regulations, 46 states plus the District of Columbia, Puerto Rico and the Virgin Islands have enacted State Security Breach Laws. These laws typically require that PII be treated as Confidential Information (CI); and that any unauthorized access be reported and monitored for a period of time. Thus, there is a real cost associated with a security breach.
3. PCI (Payment Card Industry) standards mandate the secure handling of cardholder information.

## PRIVACY PROTECTION MANAGER

SAM's Privacy Protection Manager (PPM) lets you protect patron privacy while benefiting from real time reports on activity and transactional information. Access to SAM's PPM is password protected and would be available only to persons with appropriate authority (usually the Administrator). The PPM destroys the data links to the Patron ID so that you can still get the statistical information without the identity of the patron themselves.

## PATRON PC END SESSION PROCESS

To further optimize patron privacy, at the end of each SAM session, the SAM client purges the following:

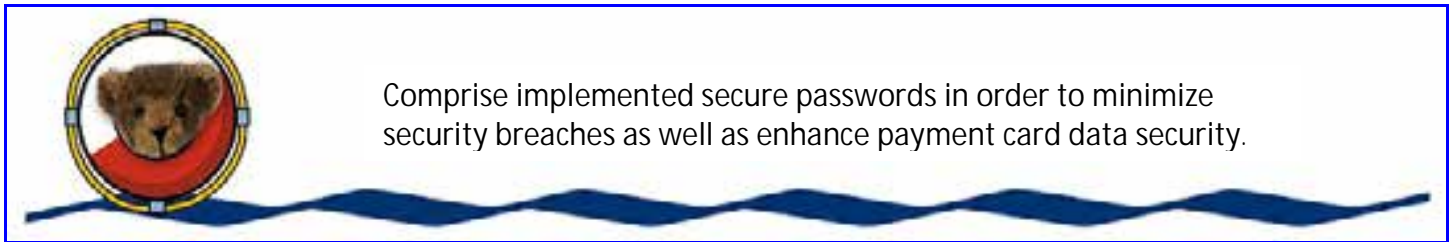
1. My Documents directory
2. Internet Explorer
  - a. History
  - b. Cookies
  - c. Favorites



SAM secures patron privacy by discarding patron files as well IE History, Cookies and Favorites when patron session is terminated.

## SECURE PASSWORDS

The login credentials will be set by library administration. Access rights to subsequent pages will be determined based on the username and password entered to login.



Password requirements:

1. Must have:
  - A capital letter and a lower case letter.
  - A number
  - A special character, above the number keys only, [!, @, #, \$, %, ^, &, \*, (, or)] and [-, +, or =].
  - Between 7 and 12 characters.
2. Password will expire every 90 days.
3. Cannot use the last 4 passwords.
4. Login will be disabled if incorrect / invalid password is entered 6 times.

A. Message **Invalid password, you have 5 more times to try.** will be displayed on the login screen when incorrect credentials are entered on the login screen.

- B. Message: **Your account has been locked, please contact administrator for help.** will be displayed on the login screen when an account has been disabled.



The image shows the Smart SERVER login interface. At the top is the 'Smart SERVER' logo. Below it, the text 'Authorized Personnel Only' and 'type your User Name & Password in the spaces provided, and click [Log In]' are displayed. A red message states: 'Your account has been locked, please contact administrator for help.' Below this is the 'Account Information' section with input fields for 'Username' (containing 'test x') and 'Password'. A 'Log In' button is at the bottom right. At the very bottom, a notice reads: 'Notice: Access to this website is limited to authorized staff only. © 2000, 2002, 2010, 2013 Comprise Technologies Inc., Navesink, New Jersey.'

- C. Once an account is disabled, the password will need to be reset.

D. Password Reset Procedure:

1. Contact Comprise Technologies, Inc. when the Administrator Account password needs to be reset.
2. Contact library administrator to reset all other account passwords.

E. To reset an expired or disabled password:

1. Enter the New Password
2. Confirm the New Password
3. Click [Change Password]



The image shows the Smart SERVER password reset interface. At the top is the 'Smart SERVER' logo. Below it, the text 'Hello test x Logout' is displayed. A notice states: 'Remember that passwords need to be at least 7 characters long. Include at least a letter and a number and a special character like !@#\$%^&\*()'. Below this is the 'Change Your Password' section with input fields for 'New Password' and 'Confirm New Password'. 'Change Password' and 'Cancel' buttons are at the bottom. At the very bottom, a notice reads: 'Notice: Access to this website is limited to authorized staff only. © 2000, 2002, 2010, 2013 Comprise Technologies Inc., Navesink, New Jersey.'

- F. Message: **The new password needs to be at least 7 characters long** will be displayed if the new password is not at least 6 characters.



Smart SERVER™

Hello libstaff [Logout](#)

Remember that passwords need to be at least 7 characters long, include at least a letter and a number and a special characters like !@#\$%^&\*()

**The new passwords need to be at least 7 characters long.**

Change Your Password

New Password:

Confirm New Password:

Notice: Access to this website is limited to authorized staff only.  
© 2000, 2002, 2010, 2013 Comprise Technologies Inc., Haverhill, New Jersey.

- G. Message: **Password already used** will be displayed if the new password is repeated.



Smart SERVER™

Hello test x [Logout](#)

Remember that passwords need to be at least 7 characters long, include at least a letter and a number and a special characters like !@#\$%^&\*()

**Password already used**

Change Your Password

New Password:

Confirm New Password:

Notice: Access to this website is limited to authorized staff only.  
© 2000, 2002, 2010, 2013 Comprise Technologies Inc., Haverhill, New Jersey.

- H. Message: **The Confirm New Passwords must match the New Password entry.** will be displayed if the New Password and Confirm New Password do not match.



Smart SERVER<sup>TM</sup>  
Hello libstaff [Logout](#)

Remember that passwords need to be at least 7 characters long, include at least a letter and a number and a special characters like !@#\$%^&\*()

Change Your Password

New Password

Confirm New Password

**The Confirm New Password must match the New Password entry.**

Notice: Access to this website is limited to authorized staff only  
© 2000, 2002, 2010, 2013 Comprise Technologies Inc., Newark, New Jersey.

- I. Message: **The new password needs to contain at least a special character (!, @, #, \$, %, ^, &, \*, (, ))** will be displayed if the new password does not have the appropriate combination of characters.



Smart SERVER<sup>TM</sup>  
Hello libstaff [Logout](#)

Remember that passwords need to be at least 7 characters long, include at least a letter and a number and a special characters like !@#\$%^&\*()

**The new password need to contains at least a special characters(!, @, #, \$, %, ^, &, \*, (, ))**

Change Your Password

New Password

Confirm New Password

Notice: Access to this website is limited to authorized staff only  
© 2000, 2002, 2010, 2013 Comprise Technologies Inc., Newark, New Jersey.

- J. Message: User password updated will be displayed on the login screen when the new password is successfully reset.



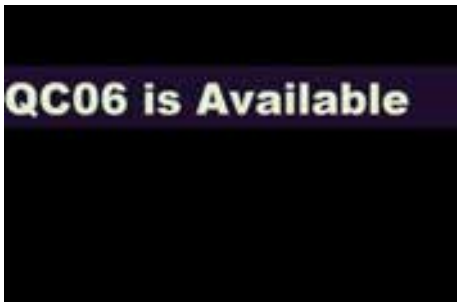
## SAM USER INTERFACE

SAM supports 2 "Running Modes" for client PCs, PC Manager and OPAC with and without Print.

1. PC Manager presents a login screen which users cannot bypass until they successfully authenticate into SAM. PC Manager controls access to the entire PC rather than a specific application.
2. OPAC offers some flexibility in selecting links displayed within your catalog with or without Print capability. For example, SAM could let a person click on a link and go to an author's website. This is referred to as "Clicks Beyond" the catalog, and SAM will recognize the click to the author's website as acceptable. SAM will not let the user go outside the number of "Clicks Beyond" that you specify. If a user goes beyond the allowed clicks, SAM will automatically return the user to your Catalog Start Page URL.

## SCREEN SAVER

Display the PC ID and status (available, reserved, locked, or disabled).



## MULTI LINGUAL SUPPORT

A library can configure multi-lingual Print Release Station, Sign Up Station as well as Client Session Info – Main, and Session Info - My Account display in up to three different languages. All SAM screens on the client PCs will display in the configured language on the public PCs within the library.

## THEMES

A library can configure the Print Release Station, Sign Up Station as well as Client Session Info –Main, and Session Info-My Account to display in up to three different themes. All SAM screens on the client PCs will display in the configured theme on the public PCs within the Zone.



Anytown Theme



Card Catalog Theme



Forest Theme



Handwritten Theme



SAM 10 Theme

## SORRY SCREEN (SAFE MODE)

Regardless of which theme is chosen, this Sorry Screen will display when a client PC loses network connection.



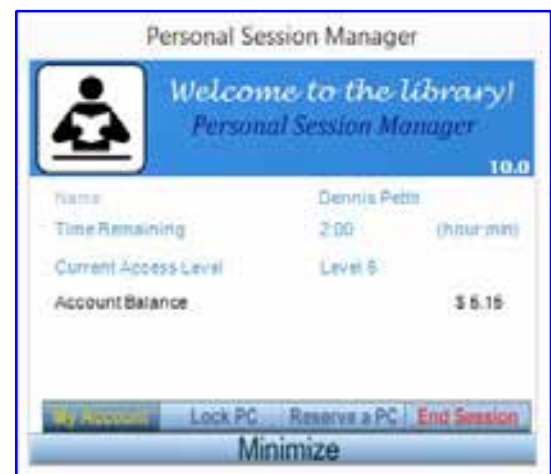
## PC MANAGER MODE

The user walks up to a PC, sees the user log in screen, and they simply enter their Library Card number and (optional) PIN. Once logged in, the desktop will appear and SAM will control the user's time for the entire PC.



## SAM PERSONAL SESSION MANAGER

From the Personal Session Manager, users can view their current information such as Name, Time remaining in the current session, Access Level (if offered by the individual library), and Account Balance.





## MY ACCOUNT INFORMATION

Upon clicking [My Account] on the Personal Session Manager screen, a new screen is opened which displays the user's "My Account Information". This feature supports three elements of a user's involvement with the library: 1) Screen Name 2) Internet Filter Access Level and 3) Account Balance Information.



My Account Information

Welcome to the library!  
Personal Session Manager 10.0

Library Card: 12345123681829  
Name: Dennis Pettit  
Screen Name: Pettit

Internet Filtering Information  
Access Level Selection: Level 6

Account Balance Information  
Your Current Balance: \$ 5.15  
The Library's records show that you owe \$ 0.00 in outstanding charges.

View My History Save Cancel Make a Payment

## SCREEN NAME

If the Library policy allows, users can create a screen name for themselves upon logging into SAM. A Screen Name box will be displayed on the My Account Information screen. Users simply enter their desired Screen Name and click [Save]. Once created, this screen name will appear on the Sign Up Station, the PC Activity Manager and on the PC to which the patron has been assigned.



My Account Information

Welcome to the library!  
Personal Session Manager 10.0

Library Card: 12345123681829  
Name: Dennis Pettit  
Screen Name: Pettit

Internet Filtering Information  
Access Level Selection: Level 6

Account Balance Information  
Your Current Balance: \$ 5.15  
The Library's records show that you owe \$ 0.00 in outstanding charges.

View My History Save Cancel Make a Payment

## INTERNET FILTERING INFORMATION

Libraries can elect to offer adult users the ability to change their own internet filter level. Once logged into SAM, users can select their desired internet filter level from the drop down options available on the My Account Information screen.



My Account Information

Welcome to the library!  
Personal Session Manager 10.0

Library Card: 12345123681829  
Name: Dennis Pettit  
Screen Name: Pett D

Internet Filtering Information

Access Level Selection: Level 6

Account Balance Information

Your Current Balance

The Library's records show outstanding charges.

View My History Save Cancel Make a Payment

## ACCOUNT BALANCE INFORMATION

Users can view their current balance as well as any fines and fees owed in the Account Balance Information section.



My Account Information

Welcome to the library!  
Personal Session Manager 10.0

Library Card: 12346123681829  
Name: Dennis Pettit  
Screen Name: Pett D

Internet Filtering Information

Access Level Selection: Level 6

Account Balance Information

Your Current Balance \$ 5.15

The Library's records show that you owe \$ 0.00 in outstanding charges.

View My History Save Cancel Make a Payment

## VIEW MY HISTORY

Users can view Recent Print Activity, Recent Transactions, as well as Upcoming Reservations by clicking the View My History button.

## SUMMARY TAB

The Summary tab displays spending history by month.



## DETAIL TAB


The Detail tab displays print jobs and reservations information.

## Patron Detail Report

All Category Spending: 1/1/2014 - 9/24/2014 [Report by job](#)

Email address:  [Email the report](#)

### Categories Year to Date

 [Print](#)

Date/Time	Payment Method	Amount	Paid Off Payment
10/1/2014 9:34:27 PM	USD-AOL	0.00	0.00
10/1/2014 11:08:10 AM	USD-AOL	0.10	0.00
10/1/2014 12:10:10 PM	USD-AOL	0.00	0.00
10/1/2014 12:45:50 PM	USD-AOL	0.40	0.00
10/1/2014 1:27:36 PM	USD-AOL	0.40	0.00
10/1/2014 1:32:49 PM	USD-AOL	0.40	0.00
10/1/2014 2:00:05 PM	USD-AOL	0.10	0.00
10/1/2014 2:02:14 PM	USD-AOL	0.40	0.00
10/1/2014 11:00:11 AM	USD-AOL	0.00	0.00
10/1/2014 11:00:07 AM	USD-AOL	0.10	0.00

### Reservations

Location	PC	Date	Start	Length
AOL	10/1/2014	10/1/2014	10:00 PM	1.0 hour
AOL	10/1/2014	10/1/2014	0:00 AM	1.0 hour
AOL	10/1/2014	10/1/2014	10:00 AM	1.0 hour

## MAKE A PAYMENT

Users can pay fines/fees from their User account. If the library has a real time link setup then this payment will also be reported to the ILS provider database. Once a user makes a payment, it will be deducted from their balance owed in SAM, as well as subtracted from the money they have on their User account. Below is an example of the screen detail that the user sees upon clicking the Make a Payment button. Here users can choose to pay the Entire Amount, a Line Item, or an Unspecified amount. Upon entering the amount or choosing the item/s they wish to pay, the user simply clicks the [Pay Fees] button and the fine/fee is cleared from that user's account.

CODE	AMOUNT	TYPE	INFORMATION	Pay Now
TOTAL FEES:				\$0.00
SAM AVAILABLE AMOUNT:		\$5.15	<input type="button" value="Pay Fees"/>	

## LOCK PC

Users can lock a PC and step away from the PC with peace of mind. However, their session time clock continues running while the PC is locked. User sessions will also continue to get extended per Flex Time settings while the PC is locked.

"Locked by: and the Time Left" will display on the SAM welcome screen to indicate the PC has been locked.



## RESERVE A PC

Users have the ability to reserve PCs. Make reservations from the PC by simply clicking on the Reserve a PC button. "This PC is reserved at (and the time)" will display on the SAM welcome screen to indicate the PC has a reservation at the time shown. The user on that PC will know they will have to log off at that time and make the PC available for the user who reserved the PC.

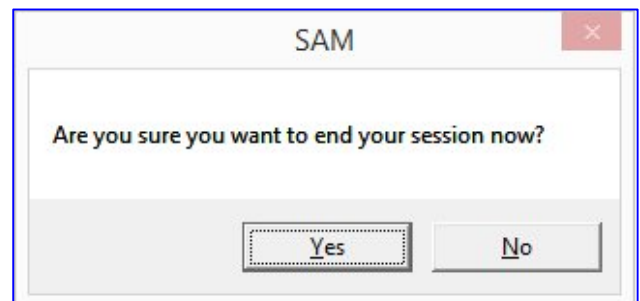


## END SESSION

SAM alerts users prior to terminating their session for any reason. Users are prompted to confirm end of session at the pop up window.

At the end of each session, the SAM client will clear out the following:

1. My Documents directory
2. IE – History, Cookies and Favorites.



## USER SESSION TIMERS

SAM automatically runs a series of background timers to monitor usage of library PCs. All of these timers are under complete control of the library through the Administrative interface.

### INACTIVITY TIMER

The library administrator can set an inactivity timer from 1-60 minutes. This timer monitors movements on the keyboard or mouse. If there is no keyboard or mouse input for a pre-defined length of "Inactivity Time", a notification will be displayed on the monitor "X" minutes prior to the browser closing. If the user is at the workstation they just need to click [OK] or hit [Enter] to reset the inactivity timer. If the user walked away from the PC and the inactivity time expires, the Browser and applications will close and end the session for the user. A dialog box is displayed that states "Sorry, browser closed due to inactivity".



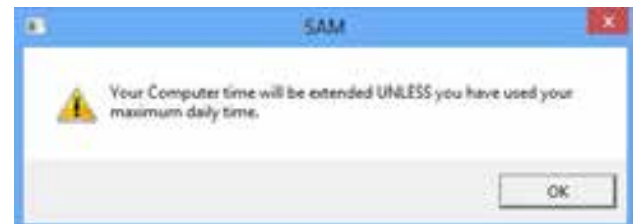
### END OF SESSION WARNING TIMERS

The library administrator can set up to 3 End of Session Warning Timers from 1-60 minutes. This timer is intended to notify the user "X" minutes prior to the user's session time expiring. If the user is still on the workstation when their time expires, the session will close if the library doesn't have Flex Time setup.



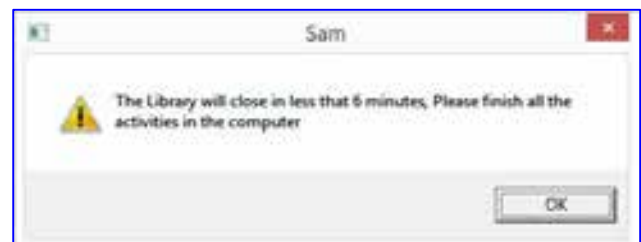
### FLEX TIME

Libraries can choose to offer Flex Time. SAM will automatically extend a user's session time based on the percentage of PCs available at the end of their current session. Users will not get the end of session message letting them know their session is ending. Instead, they get a message indicating their computer time will be extended unless they have used their maximum daily time. Users have to click [OK] for another full session due to availability of PCs.



### LIBRARY CLOSE TIMER

When the library sets their schedule from Zones / Schedule Options, the "End of Day Timer" will be enabled. This timer will first warn a user, at a preset number of minutes prior to the library closing, to save all their work. The second warning will be at another preset number of minutes prior to closing. In the final message, again at a preset number of minutes, the user will see that the library is closing and then the session will end.



Note: The "End of Day Timer" is triggered based on the minutes in the **"Before Library Closing" setting**. If "Close Time" is set to 5:00 PM and the "Before Library Closing" set to 5 Minutes, the "End of Day Timer" will be triggered based on 4:55.

## PASSWORD AUTHENTICATION

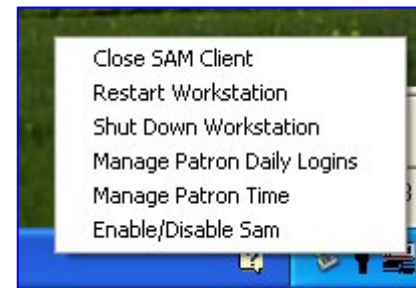
In either PC Manager Mode or Internet Manager Mode, users must enter their library card number and optional password, which is then authenticated. The PIN or password can be enabled or disabled through the Administrative interface within the System Options link. There is a notification for first time users that they should enter a password they will remember. The password is then recorded and entered into the database.

## VISITOR EXPRESS WORKSTATION MODE

To set up a Visitor Express PC:

1. First install SAM on the PC.
2. Click the SCClient Icon in the system tray to access the SAM System Menu.
3. Select the Enable/Disable SAM feature.
4. Refer to the Workstation Mode section.
5. Check the box for Visitor express workstation mode to convert the PC to the Visitor express workstation.

The Group Options settings for the Express group will apply to this Visitor Express PC.



## VISITOR EXPRESS WORKSTATION MODE WITH PRINT

To set up an Express PC with:

- No Welcome screen that requires patrons to login with Card # and PIN
- Charge for printing
- With time management so SAM will shutdown PCs.

Configure as follows:

Systems Options:

- Check Enable SAM with PC Manager mode
- Check Enable Print with Print Express mode

PC Enable/Disable Sam:

- Sam Enabled - Visitor login screen
- Sam Disabled - No Login with time management.
- Print Enabled - charge for print.





## PRINTING

Libraries can offer users 2 choices of print modes, Print Express and Print Release Station.

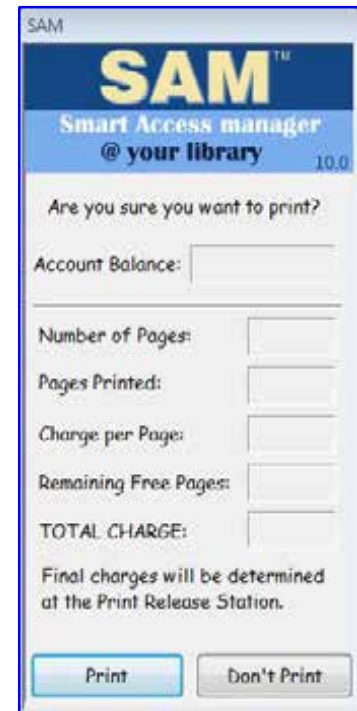
### PRINT EXPRESS

Printed documents are sent directly to the printer(s) that is setup for PCs in the library. The SAM "Print Manager" window appears each time the user submits a print a job. To print:

- Click [Print].

Since users have to release print jobs and print from the Print Release Station, Total Cost for print job will be determined at the Print Release Station based on the:

- # of pages in print job
- # of free pages remaining
- Cost per page



SAM  
**SAM**<sup>TM</sup>  
Smart Access manager  
@ your library 10.0

Are you sure you want to print?

Account Balance:

Number of Pages:

Pages Printed:

Charge per Page:

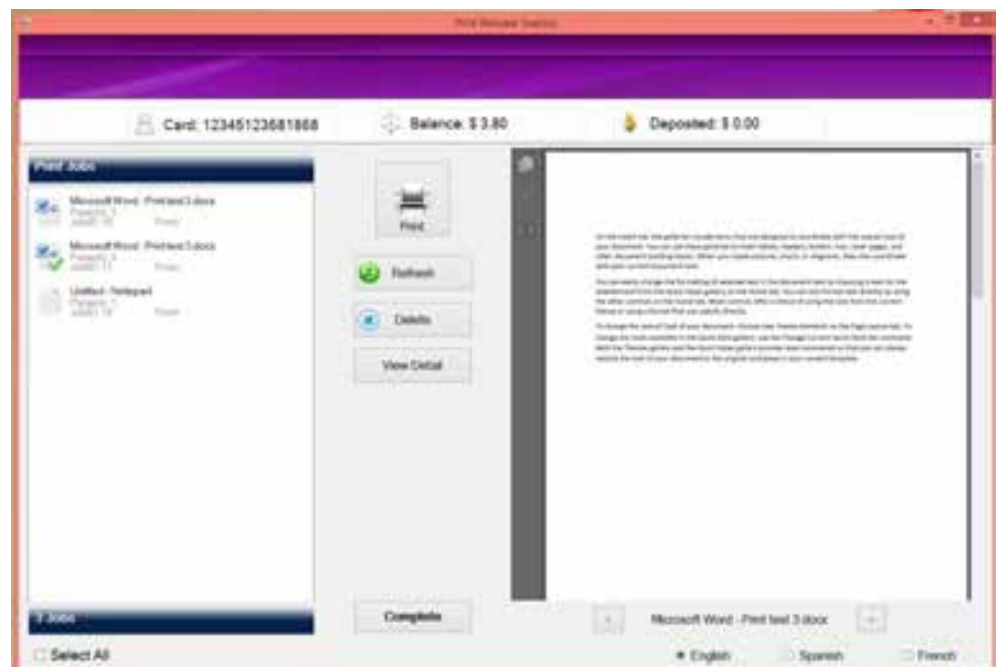
Remaining Free Pages:

TOTAL CHARGE:

Final charges will be determined at the Print Release Station.

### PRINT RELEASE STATION

The Print Release Station operates on a dedicated computer. Users enter a card number and PIN to review and print their documents. They will only see their own documents and can choose to print or delete them.



Print Release Station

Card: 12345123681888 Balance: \$ 3.80 Deposited: \$ 0.00

Print Jobs

- Microsoft Word - Print test 3.docx
- Microsoft Word - Print test 3.docx
- Unlabeled - Notepad

Print

Refresh

Details

View Detail

Complete

Select All

Microsoft Word - Print test 3.docx

English Spanish French



## PAYMENT METHODS

In addition to a choice of print modes, SAM allows the library a choice of various print payment methods:

Print on Credit against a library established credit limit. This method (which is not practical in the absence of SAM) allows users to pay after they print but holds the library's exposure for unpaid print to a finite amount (maybe \$5.00) per user. Once a user prints to the credit threshold, SAM automatically terminates his/her print privileges until previous print charges are paid. Print on Credit reduces staff involvement with print charges by allowing users the convenience of fewer but larger print pay transactions. (Only available for Print Express.)

Pre-Pay Deposit is a deposit that is managed in the SAM database. This method requires that users pre-pay money into their SAM print account. Payment for print is automatically charged against the user account balance within SAM. Should the library specify Pre-Pay Deposit for the payment of print charges, SAM features a staff payment module within the SAM web-interface through which staff can add cash value to user accounts. (Available for Print Express and Print Release Station.)

Cash on Demand (COD) utilizes pay-station hardware that requires users to deposit cash or coins sufficient to pay for their print charges and then returns change at the end of use. (Only available for Print Release Station.)

	Print Express	Print Release
Print on Credit	YES	NO
Pre-Pay Deposit	YES	YES
Cash on Demand	NO	YES

## PRINT RELEASE STATION WITH JAMEX COIN BOX

To configure the Print Release Station with a Jamex Coin Box, modify the CBType= setting in the clntinfo.ini file of the Print Release Station as follows:

```
[Settings]
;FOR JAMEX COIN BOX
CBType=0
CleanJobsPopup=1
```

## PRINT RELEASE STATION WITH ITC COIN BOX

To configure the Print Release Station with an ITC Coin Box, modify the CBType= setting in the clntinfo.ini file of the Print Release Station as follows:

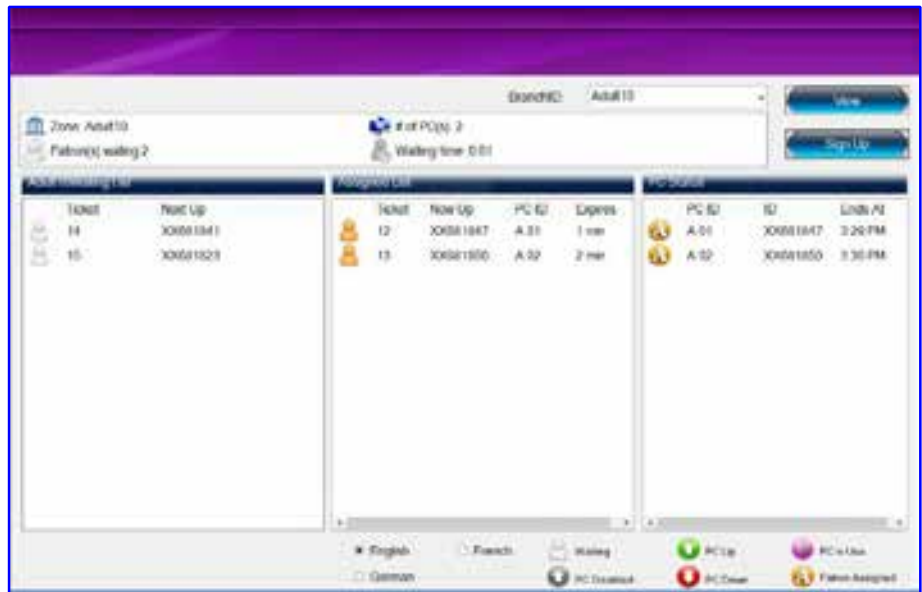
```
[Settings]
;FOR ITC COIN BOX
CBType=1
CleanJobsPopup=1
```

## COMPUTER SIGN-UP AND RESERVATIONS

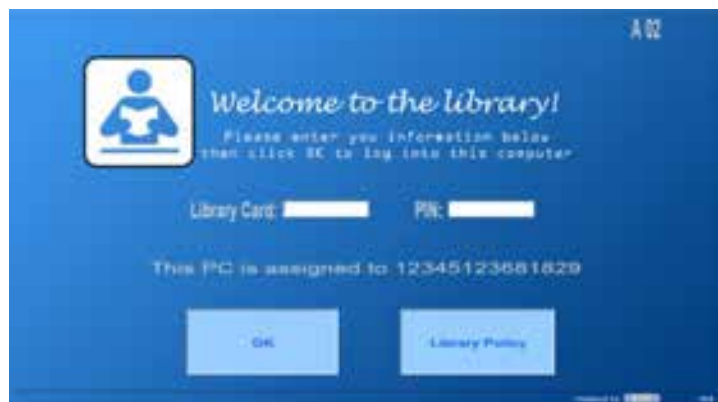
SAM enables a library to automate the process of assigning computers to users utilizing either a Sign Up Station or PC Reservations. This process can involve staff or be fully user self-serve.

### SIGN UP STATION

The Sign Up Station offers a fair and efficient method of PC assignment. Users are immediately assigned to computers in the order in which they sign up. If a user leaves prior to their full session entitlement, SAM immediately assigns that computer to the next waiting user.



When a user is assigned a computer, their assignment is displayed at the Sign Up Station as well as on the computer to which they are assigned.



## RESERVATIONS

Users have three options to reserve computers. They can use the Make a Reservation button on the Client PC, utilize a link on the Library home page, or utilize a Reservation Kiosk. All three options will bring users to either one of these two Reservations screens, available at the Library's discretion. Users have the option to select Zone, PC ID, and Time to reserve computers.

Please Note: Users do not have to make reservations to use PCs.

Home Users Region Locations Filters Zones Control Zones Reservations Metering Reports Help

Select Zone and Click Submit button

Zone:  Submit

Date:  Delete All

Reservations are for One Half hour

	12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM
T 02	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00

OR

**SAM™** ONLINE COMPUTER RESERVATION

Please enter your AccountID Number, then select a Zone and date. After, click Submit button

AccountID Number:  Submit

Zone:  Submit

Date:  Submit

**Reservations**

Double click on the scheduler white cell to make the new reservation. To change PC and time you can drag and drop at top of reservation. Do not forget to log off when you done

Zone: Adult Date: 09/23/2014

Library Card Number: 12345123456789 Name: Dennis Patti

Reservations are for One Half hour

	12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM
B01	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00
A 01	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00	00:30:00



By default, ONLY Zones that have reservable PCs will display in the drop down option and ONLY PCs designated as reservable will appear in the grid.

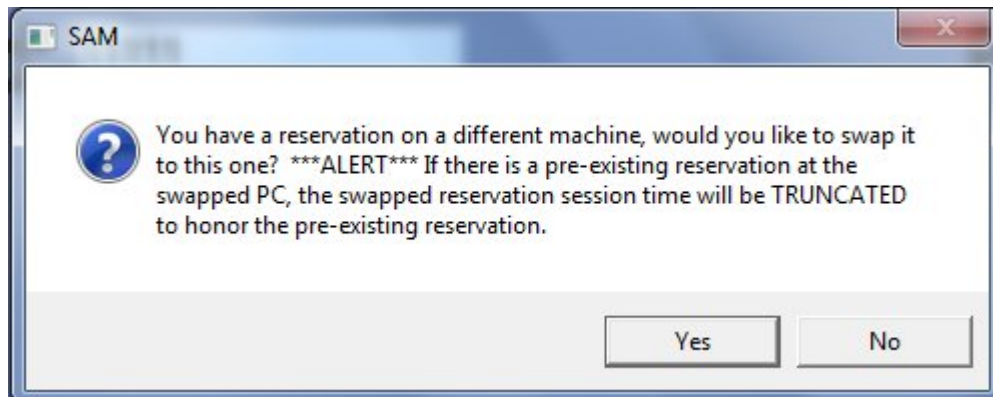


IDLE PCs check the server for new reservations 4 times in 1 hour (15 minutes intervals). When a LOG IN occurs at a PC, the PC automatically checks for reservations upon log in.

## RESERVATION SWAP

Users have the ability to swap their first reservation. For example, a user has a reservation at (PC 1) for 10:00 AM. They arrive at the library before their reservation time (at 9:45 AM) and notice that (PC 2) is available and log in at (PC 2). Upon login at (PC 2), a message box alerts the user that they have a reservation at another PC and are asked if they would like to swap the original reservation from (PC 1) to (PC 2).

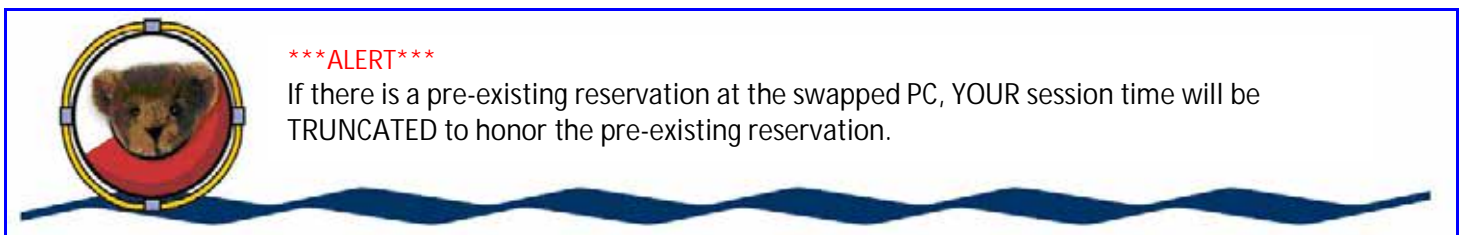
\*\* Message text can be customized from Web Interface / Language Options / Reservation Swap



1. At this point, the user will have an opportunity to either select Yes or No.
  - A. If (Y), reservation is swapped from (PC 1) to (PC 2). The user is moved to (PC 2).
  - B. If (N), reservation is not swapped.

### Swap Reservation Conditions:

1. Only Single Reservation will be swapped.
2. Only Current Reservation will be swapped.
3. Reservations will be swapped to non-reservable PCs.
4. If there is a pre-existing Reservation at the new PC, the pre-existing reservation will always take precedence. Therefore, swapped Reservation session time will be TRUNCATED to honor the pre-existing reservation.



## SAM MAINTENANCE

SAM comes with default values set for all parameters that are necessary for it to function properly. It also comes with a sample database of user records. Creating, modifying or deleting entries and records is accomplished through SAM's web-based interface. Both Administrator and staff members can access SAM by entering a User Name and Password at the SAM SmartServer Login page. Subsequent views, forms and read/write rights are driven by log in authorities.

## SAM SMARTSERVER LOGIN

### SAM SmartServer Login Page



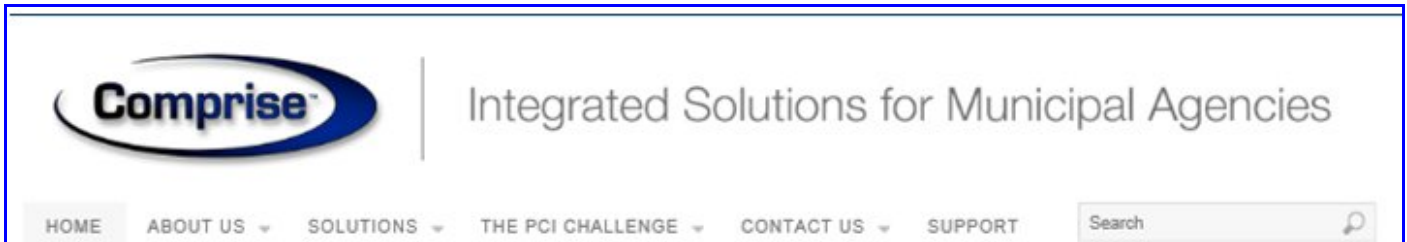
The screenshot displays the SAM SmartServer login interface. At the top, the 'Smart SERVER' logo is shown, with 'Smart' in black and 'SERVER' in white on a blue background. Below the logo, the text 'Authorized Personnel Only' is centered, followed by the instruction 'Type your User name & Password in the spaces provided and click [Log In]'. A 'Forgot Password' link is visible below the instruction. The main section is titled 'Account Information' and contains two input fields: 'Username:' and 'Password:'. A 'Log In' button is located at the bottom right of the form. At the bottom of the page, a notice states: 'Notice: Access to this website is limited to authorized staff only' and '© 2014 Comprise Technologies Inc., Navesink, New Jersey.'

## ADMINISTRATOR ACCESS

[illegible]

## HOME

Link to go to the Comprise Technologies.com Home page.



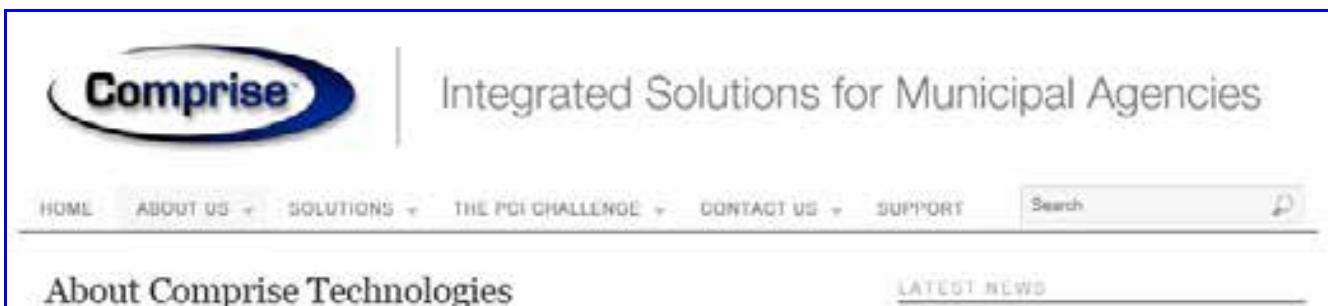
## SUPPORT

Link to go to the Comprise Customer Portal.



## ABOUT US

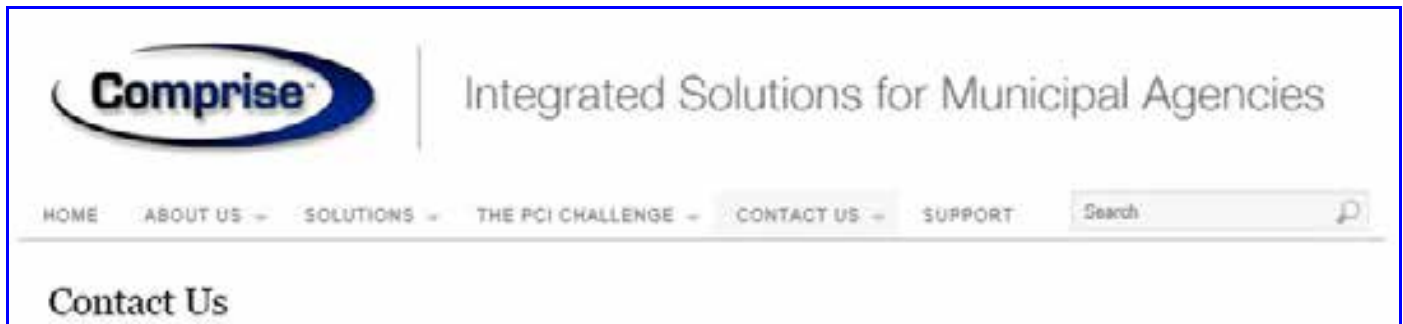
Link to go to the Comprise Technologies.com About Us page.





## CONTACT US

Link to go to the [Comprise Technologies.com](http://CompriseTechnologies.com) Contact Us page.





## MAINTENANCE

From the Maintenance page, the Administrator can perform various tasks related to Staff, Region, Location and Menu Options.



## STAFF

Staff is used to setup Access Levels as determined by library administration. Each Access Level can be set up with specific, customized rights and access as follows:



## ADMINISTRATOR ACCESS (ADMIN MAINTENANCE)

Administrator: Access to all SAM configurations



## STAFF ACCESS (ADMIN MAINTENANCE)

Staff (Web Interface): Access to User Maintenance, Reservations and Limited Reports



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## IT MANAGER ACCESS (ADMIN MAINTENANCE)

IT Manager (Web Interface): Access limited to only Zones.



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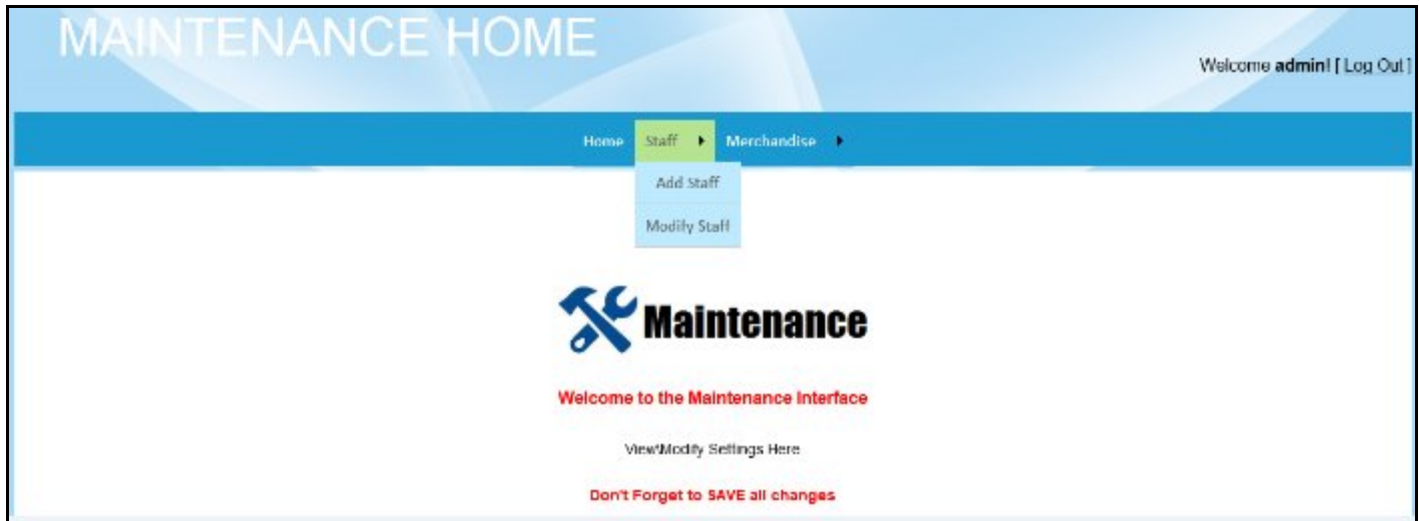
## REPORT MANAGER ACCESS (ADMIN MAINTENANCE)

Report Manager (Web Interface): Access limited to only Reports, this includes ALL of the SAM reports.



## ADD STAFF MEMBER (ADMIN MAINTENANCE)

Administrators can Add Staff Member access for: Administrator, POS Manager, Staff, IT Manager, and Report Manager by creating the Username and Password for each particular staff member's Access Level.



To Add Staff Member, please follow these steps:

1. Select appropriate Location from drop down
2. Select appropriate Zone from drop down
3. Enter User Name for new Staff Member
4. Enter Password for new Staff Member. Create new user name with the default password, for example "password". When users log on for the first time with this default password, they will be prompted to change the password. At this point, they can create a new password using the secure password rules.
5. Select desired Application from the drop down. For example, SAM, Smart Money Manager, Smart Kiosk.
6. Select desired Access Level from the drop down. For example, Administrator, Staff, IT Manager, Report Manager.
7. Select Interface Level from the drop down. For example, All Locations or All Zones.
8. Click [Save]. A confirmation message: Staff Member Created will display at bottom of window.

The screenshot shows the 'ADD STAFF MEMBER' form. At the top right, it says 'Welcome admin! [Log Out]'. Below this is a navigation bar with 'Home', 'Staff', and 'Merchandise' links. The 'Staff' link is highlighted. The form contains the following fields: 'Location' (dropdown menu with 'Atlantic Public Library' selected), 'Zone' (dropdown menu with 'Adult' selected), 'User Name' (text input field), 'Password' (text input field), 'Application' (dropdown menu with 'SAM' selected), 'Access Level' (dropdown menu with 'Administrator' selected), and 'Interface Level' (dropdown menu with 'All Locations' selected). A 'Save' button is located at the top right of the form. A message at the top of the form says 'Please enter the requested information and click save button.'

Field Description – Admin Staff			
Add Staff Member			
Field Label	Field Specifications	Description	Notes
Save		Enter/Select information and click Save to Add Staff Member	Confirmation Message: Staff Member Created will display at bottom of window
Location		Select the Location	
Zone		Select Zone	
User Name		Enter User Name	
Password		Enter Password	Create new user name with the default password of "a". When user logs on for the first time with the password "a", user will be prompted to change password. At this point, a new password can be set using the secure password rules.
Application		Select Application	SAM, Smart Money Manager, Smart Kiosk, etc.
Access Level		Select Access Level	Administrator, Staff, IT Manager, Report Manager
Interface Level		Select Interface Level	All Locations, All Zones.

## MODIFY STAFF MEMBER (ADMIN MAINTENANCE)

Staff Member can be modified by following these steps:

1. Select appropriate Location from drop down
2. Select appropriate Zone from drop down
3. Select desired Application from the drop down. For example, SAM, Smart Money Manager, Smart Kiosk.
4. Click [Select].

Please select the zone and click select button.

Location: Atlantic Public Library ▼

Zone: Adult ▼

Application: SAM ▼

Select

Please select a Staff Member from the list below to modify

Location: Atlantic Public Library Zone: Adult

	Staff ID	User Name	Screen Name	Access Level	Interface Level
Modify	14641	admin	Administrator	Administrator	All Locations
Modify	41857642	admin1est	Administrator	Administrator	All Locations
Modify	41849278	adultstaff	Staff	Staff	All Locations
Modify	41855551	estaff	Staff	Staff	All Locations
Modify	20933005	chayes	Administrator	Administrator	All Locations
Modify	41859733	staff1est	Staff	Staff	All Locations
Modify	41870188	Test	Administrator	Administrator	All Zones
Modify	2095	ucadultadmin	Administrator	Administrator	All Locations
Modify	4186	ucadultstaff	Staff	Staff	All Locations

5. Click [Modify] for the appropriate Staff ID
6. Upon clicking the Modify button, the staff member's current information will be displayed.
7. Make the appropriate changes and click [Save User].

Please select the zone and click select button.

Location: Atlantic Public Library ▼

Zone: Adult ▼

Application: SAM ▼

Select

Click button to save or delete user

Save User Delete User

Zone: Adult ▼ Access Level: Administrator ▼

User name: Test Interface Level: All Zones ▼

Screen name: Administrator

☒ User Enable ☒ Change Password Next Time ☐ Clear Password Hint

## DELETE STAFF MEMBER (ADMIN MAINTENANCE)

You can delete a staff member's access level. This removes that staff member and their access level. The User Name & Password is the link to that particular access level that was created, so you can add several staff members with exclusive ID and Passwords assigned to them.

To delete a Staff Member from the list, follow steps 1 to 4 above. Then, select the Staff Member you wish to delete and click [Delete User]. Click [OK] when prompted to confirm deletion.

Field Description - Admin Staff			
Modify / Delete Staff Member			
Field Label	Field Specifications	Description	Notes
Location			
Zone		Select Zone	
Application		Select the Application	SAM, Smart Money Manager, Smart Kiosk, etc
Select		Click Select to open Modify Staff Member screen	Open Modify Staff screen
Location			
Zone		Select Zone	
Modify		Select Staff and Click Modify	Open current Staff Member information
Staff ID			
User Name		Zone Name	
Screen Name			
Access Level			
Interface Level			
Zone		Select Zone from drop down	
Access Level		Select Access Level from drop down	

Field Description - Admin Staff			
Modify / Delete Staff Member			
Field Label	Field Specifications	Description	Notes
User name		Modify as needed	
Interface Level		Select Interface Level	All Zones, All Locations
Screen name		Modify as needed	
User Enable		Select to Enable User	
Change Password Next Time		User will be required to change password at next login	
Clear Password Hint		Select to clear the password hint	
Save User			
Delete User		Click Delete User to delete user from database	Confirm deletion at pop up window to delete User



## REGION

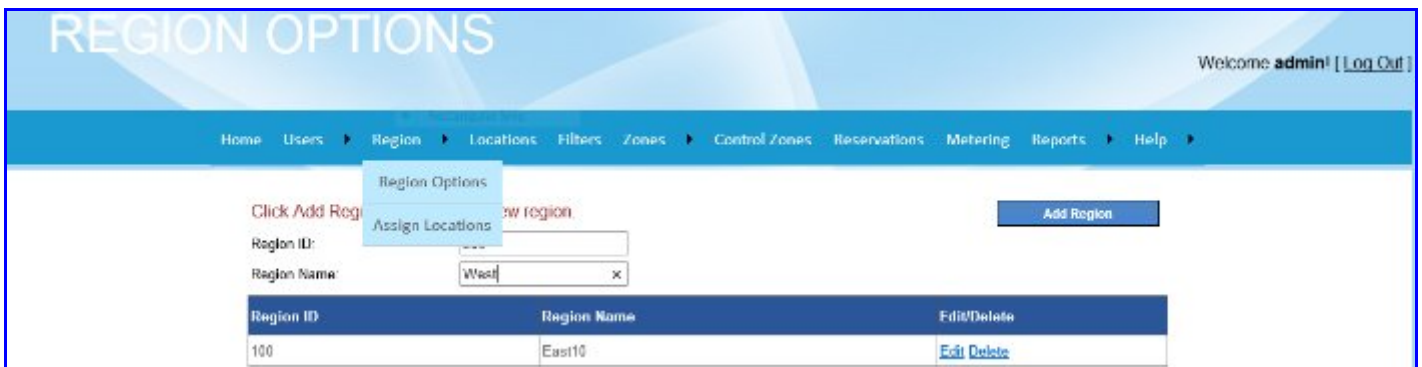
This section allows the Administrator to add, modify, or delete a region. It also allows for assigning a Zone to a Region.



### ADD REGION (ADMIN MAINTENANCE)

To Add Region, please follow these steps:

1. Enter Region ID (must be numeric)
2. Enter Region Name
3. Click [Add Region] to add the new Region.
4. Region will be added to database and display in list below



A confirmation message: Region has been Added will display on the screen.

The screenshot shows the 'REGION OPTIONS' page with a green banner at the top stating 'Add Region successfully'. Below the banner, there are two tabs: 'Region Options' and 'Assign Locations'. The 'Region Options' tab is active. Below the tabs, there is a message: 'Click Add Region button to add new region.' followed by an 'Add Region' button. Below this, there are two input fields: 'Region ID:' and 'Region Name:'. Below the input fields, there is a table with the following data:

Region ID	Region Name	Edit/Delete
100	East10	<a href="#">Edit</a> <a href="#">Delete</a>
200	West	<a href="#">Edit</a> <a href="#">Delete</a>

Field Description – Admin Regions			
Add Region			
Field Label	Field Specifications	Description	Notes
Add Region		Click after entering information to Save	Region will be added to database and display in list below
Region ID	Must be numeric	Enter Region ID	
Region Name	100 character limit	Enter Region Name	
Edit		Select to Modify Region information	
Delete		Select to Delete Region	

## MODIFY REGION (ADMIN MAINTENANCE)

Region information can be modified by following these steps:

1. Select appropriate Region Name from drop down
2. Click Submit to open Modify Region screen
3. Make the appropriate changes to modify Region information and click [Save].

The screenshot shows the 'REGION OPTIONS' page with a green banner at the top stating 'Add Region successfully'. Below the banner, there are two tabs: 'Region Options' and 'Assign Locations'. The 'Region Options' tab is active. Below the tabs, there is a message: 'Click Add Region button to add new region.' followed by an 'Add Region' button. Below this, there are two input fields: 'Region ID:' and 'Region Name:'. Below the input fields, there is a table with the following data:

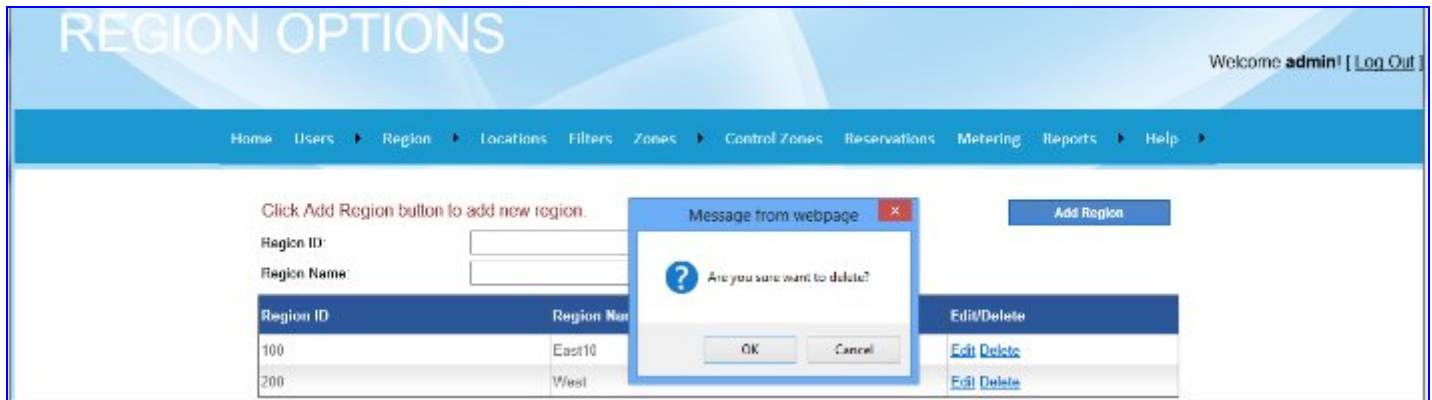
Region ID	Region Name	Edit/Delete
100	East10	<a href="#">Edit</a> <a href="#">Delete</a>
200	West10 <input type="text"/>	<a href="#">Update</a> <a href="#">Cancel</a>

A confirmation message: Region Has Been Updated will display on screen.

## DELETE REGION (ADMIN MAINTENANCE)

Region information can be deleted by following these steps:

1. Select appropriate Region Name from drop down
2. Click Submit to open Modify Region screen
3. Click [Delete Region]. Then, click [OK] when prompted to confirm deletion.

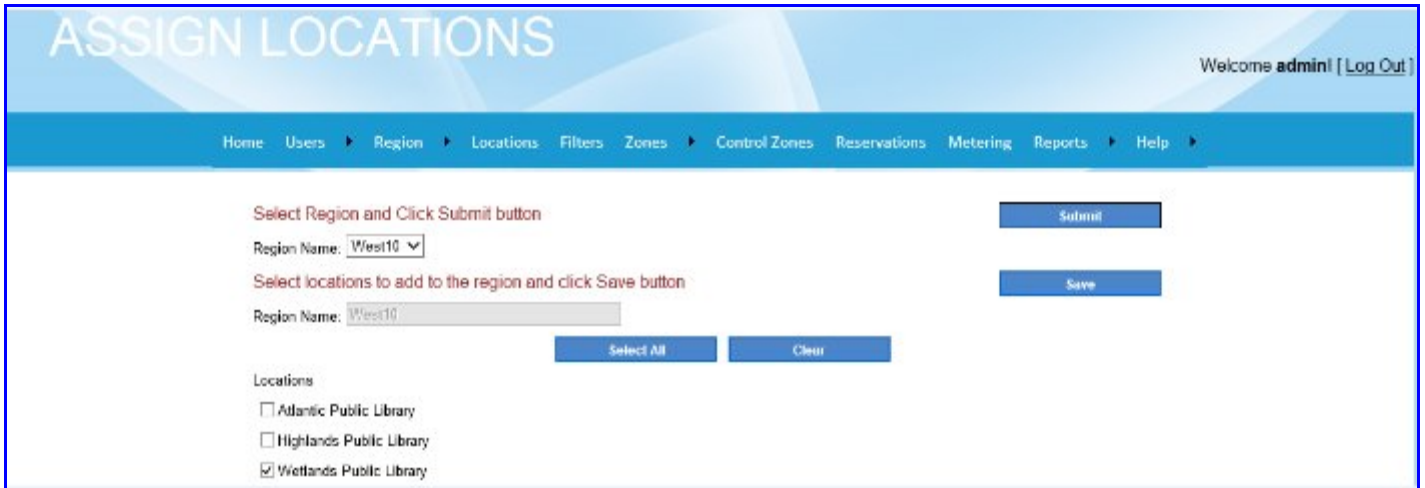


Field Description - Admin Regions			
Modify / Delete Region			
Field Label	Field Specifications	Description	Notes
Region ID			
Region Name		Select Region to Modify	
Edit		Click to open Modify Region screen	
Add Region		Click after changing information to Save	Region information will be updated on server
Delete		Select to Delete Region	

## ASSIGN LOCATIONS (ADMIN MAINTENANCE)

To Assign a Location to a Region, follow these steps:

1. Select the appropriate Region and click [Submit].
2. Select desired Location(s) from the list. You can select more than one Location at a time.
3. Click [Save] to assign the Zone(s) to Region.



A confirmation message: Region Information has been updated will display on screen.

Field Description - Admin Regions			
Assign Locations			
Field Label	Field Specifications	Description	Notes
Region Name		Select Region	
Submit		Click to open	
Save		Click after selecting information to save	Information will be saved to database
Region Name		Region Name where Zone will be assigned	Hold CTRL key to Select more than one Zone
Select All			
Clear			
Locations	Select multiple buttons to select more than 1 Zone	Select Zone(s) to assign to Region	Zone(s) will be assigned to Region

## LOCATIONS

This section allows the Administrator to add a location. A Location is a physical description. It is the primary licensing unit for SAM software. Therefore, Location Name Box will not display after the maximum # of location licenses has been used up. Once the maximum number of location licenses is reached, only the Existing Locations list will display with a message indicating: You have reached the maximum number of locations.

### ADD LOCATION (ADMIN MAINTENANCE)

To Add Location, please follow these steps:

1. Enter Location Name
2. Click [Add Location] to add the new location.

Input the location name and click Add Location button.

Location Name:

Add Location

	Location ID	Location Name
Modify	1	Hightons Public Library
Modify	2	Atlantic Public Library
Modify	3	Wetlands Public Library

3. The new Location will be added to database and display in the Existing Locations list.

### MODIFY LOCATION (ADMIN MAINTENANCE)

Input the location name and click Add Location button.

Location Name:

Add Location

	Location ID	Location Name
Modify	1	Hightons Public Library
Modify	2	Atlantic Public Library
Modify	3	Wetlands Public Library
Modify	4	Hightons Public Library

4. To Modify the Location Name:
  - a. Click [Modify] for the appropriate Location
  - b. Enter the correct Location Name and click [Save Location]

The screenshot shows the 'ADD LOCATION' page with a navigation bar at the top. The main content area has a form with the following elements:

- Header: **ADD LOCATION**
- Navigation: Home, Users, Region, Locations, Filters, Zones, Control Zones, Reservations, Metering, Reports, Help
- Form Instructions: "Input the location name and click Add Location button"
- Form Fields: "Location Name" (text input), "Add Location" (button), "Click button to save location", "Save Location" (button)
- Table: A table with 2 columns: "Location ID" and "Location Name". It contains 4 rows of data, each with a "Modify" button in the first column.

	Location ID	Location Name
Modify	1	Highlands Public Library
Modify	2	Atlantic Public Library
Modify	3	Wetlands Public Library
Modify	4	Navesink Public Library

5. A "Location name modified" confirmation will display on the screen.

The screenshot shows the 'ADD LOCATION' page with a green confirmation message at the top. The main content area has the following elements:

- Header: **ADD LOCATION**
- Navigation: Home, Users, Region, Locations, Filters, Zones, Control Zones, Reservations, Metering, Reports, Help
- Confirmation Message: "Location name modified." (green banner)
- Form Instructions: "Input the location name and click Add Location button"
- Form Fields: "Location Name" (text input), "Add Location" (button)
- Table: A table with 2 columns: "Location ID" and "Location Name". It contains 4 rows of data, each with a "Modify" button in the first column.

	Location ID	Location Name
Modify	1	Highlands Public Library
Modify	2	Atlantic Public Library
Modify	3	Wetlands Public Library
Modify	4	Navesink Public Library

6. Once the library has reached the maximum number of Licensed Locations, the Location Name box will not display when attempting to add a location. Instead, there will be a message displayed advising: You have reached the maximum number of locations.

Field Description - Locations			
Add Location			
Field Label	Field Specifications	Description	Notes
Location Name	300 character limit	Enter Location Name	Location Name Box will not show after the maximum # of location licenses has been used up. Once the maximum number of location licenses is reached, only the Existing Locations list will display.
Add Location		Click to save new location information to database	The new Location will be added to database and Existing Locations list.
Modify			
Location ID		Location ID	
Location Name		Location Name	

## IDENTIFY AND DEFINE GROUPS OF COMPUTERS

The following section will cover how to identify and define the various groups of computers in your building(s).

### REGION

A region consists of one or more locations that are configured under the same Administrative authority but organized together so that their data and reports can be viewed by a specific authentication level.

### LOCATION

A Location is a physical description; it is the primary licensing unit for SAM software.

### ZONE

A Zone is a way to configure SAM differently for certain PCs without acquiring additional Location licensing. A Zone is typically a section of a Location in which SAM is configured differently than elsewhere in that Location, for example, *The Kids Section*. Another use of a Zone differentiates PCs by purpose. For example, *Express Computers* can be configured under common Zone settings regardless of their physical location. All SAM configuration options resolve to the Zone level.

### CONTROL ZONE

A Control Zone is another way to configure SAM differently for certain PCs without acquiring additional Location licensing. Control Zones offer a limited subset of configuration options.

For Example:

REGION	LOCATION	Zone	control zone
EAST			
	HIGHLANDS PUBLIC LIBRARY	HPL	
	NAVESINK PUBLIC LIBRARY	Cyber Center	
WEST			
	ATLANTIC PUBLIC LIBRARY	Adult	adultcontrol
		Teen	
	WETLANDS PUBLIC LIBRARY	Wetlands Adult	



## MENU OPTIONS

### MENU OPTIONS (MAINTENANCE)

Select the Location, Zone (All Zones or single Zone) and Access Level and click [Select]. Select The SAM tab. Select the desired options for giving access to each of the Access Levels and click [Save]. Only the selected items will be available to each of the Access Levels.

# MENU OPTIONS

Welcome admin! | [Log Out](#)

[Home](#) | [Staff](#) | [Merchandise](#) | [Region](#) | [Locations](#) | [Menu Options](#)

Please select the location zone and role and click Select button

Location: [Atlantic Public Library](#)

Zone: [All Zones](#)

Access Level: [Administrator](#)

Select

Location: Atlantic Public Library

Zones: All Zones

Access Level: Administrator

After making changes, click Save button.

Save

[SAMS](#) | [Smart Add](#) | [Select SIDS](#) | [Smart Menu](#) | [Select Day](#) | [Maintenance](#)

## Users

☒ Admin Add User

☐ Staff Add User

☒ Admin Modify User

☐ Staff Modify User

☒ Payments, etc

☒ Import User

☒ User Reconciliation

☒ User Exceptions

## Filters

☒ Filters

## Zones

☒ Add Zone

☒ Application Configuration

☒ Associate Device

☒ Browser Options

☒ Day Pass Options

☒ Free Page Options

☒ Group Options

☒ Language Options

☒ Invoice Options

☒ OPAC Options

☒ Print Options

☒ Resources

☒ System Options

☒ Time Options

☒ Schedule Options

☒ Themes

## Control Zone

☒ Control Zone Options

## Reservations

☒ Reservation

## Marketing

☒ App/WebSite Options

## Reports

☒ Director's

☒ User

☒ Duplicate Names

☒ User Usage

☒ Account Report

☒ Print Control

☒ Group

☒ Computer

☒ Reservation Report

☒ Agency

☒ Statistic Reports

☒ Unused Reservation

☒ App/Web Site

☒ Visitor

☒ PC Usage

☒ Sign Up Station

☒ E-Survey Report

## Help

☒ User Manual

☒ Contact Complete

Field Description - Maintenance			
Menu Options			
Field Label	Field Specifications	Description	Notes
Select		Open Menu Options screen	
Location		Select Location	
Zone		Select Zone	
Access Level		Options selected will vary according to designated Access Level	Administrator, Staff, IT Manager, Report Manger, POS Manager, POS User
Save		Click after making changes to save	Save information to database
SAM			
Users			
Admin Add User		Select to grant rights/access to selected Access Level	
Staff Add User		Select to grant rights/access to selected Access Level	
Admin Modify User		Select to grant rights/access to selected Access Level	
Staff Modify User		Select to grant rights/access to selected Access Level	
Payments, etc.		Select to grant rights/access to selected Access Level	
Import User		Select to grant rights/access to selected Access Level	
User Reconciliation		Select to grant rights/access to selected Access Level	
User Exceptions		Select to grant rights/access to selected Access Level	
Filters			
Filters		Select to grant rights/access to selected Access Level	
Zones			
Add Zone		Select to grant rights/access to selected Access Level	
Application Configuration		Select to grant rights/access to selected Access Level	
Associate Device		Select to grant rights/access to selected Access Level	
Browser Options		Select to grant rights/access to selected Access Level	
Card / Sign Up Ticket Options		Select to grant rights/access to selected Access Level	
Free Page Options		Select to grant rights/access to selected Access Level	
Field Description - Maintenance			

Menu Options			
Field Label	Field Specifications	Description	Notes
Group Options		Select to grant rights/access to selected Access Level	
Language Options		Select to grant rights/access to selected Access Level	
Invoice Options		Select to grant rights/access to selected Access Level	
OPAC Options		Select to grant rights/access to selected Access Level	
Print Options		Select to grant rights/access to selected Access Level	
Resources		Select to grant rights/access to selected Access Level	
System Options		Select to grant rights/access to selected Access Level	
Time Options		Select to grant rights/access to selected Access Level	
Schedule Options		Select to grant rights/access to selected Access Level	
Themes		Select to grant rights/access to selected Access Level	
Control Zones			
Control Zone Options		Select to grant rights/access to selected Access Level	
Reservations			
Reservation		Select to grant rights/access to selected Access Level	
Metering		Select to grant rights/access to selected Access Level	
Add App / Web Site Options		Select to grant rights/access to selected Access Level	
Reports			
Director's		Select to grant rights/access to selected Access Level	
User		Select to grant rights/access to selected Access Level	
Duplicate Names		Select to grant rights/access to selected Access Level	
User Usage		Select to grant rights/access to selected Access Level	
Account Report		Select to grant rights/access to selected Access Level	
Print Control		Select to grant rights/access to selected Access Level	
Group		Select to grant rights/access to selected Access Level	

Field Description - Maintenance			
Menu Options			
Field Label	Field Specifications	Description	Notes
Computer		Select to grant rights/access to selected Access Level	
Reservation Report		Select to grant rights/access to selected Access Level	
Agency		Select to grant rights/access to selected Access Level	
Statistic Reports		Select to grant rights/access to selected Access Level	
Missed Reservation		Select to grant rights/access to selected Access Level	
App / Web Site		Select to grant rights/access to selected Access Level	
Visitor		Select to grant rights/access to selected Access Level	
PC Usage		Select to grant rights/access to selected Access Level	
Sign Up Station		Select to grant rights/access to selected Access Level	
Escheat Report		Select to grant rights/access to selected Access Level	
Help			
User Manual		Select to grant rights/access to selected Access	
Contact Comprise		Select to grant rights/access to selected Access	

## USERS

This section allows for the addition of new users, along with modification or deletion of current users. Administrators can also override the Standard or Group settings with personalized User settings for session time and print control settings.



## ADD USER (ADMIN USERS)

Enter the information for the new user. This step includes entering Account/ID Number, Last Name, First Name, Date of Birth, Pin/Password, User Status, Internet Access Level, Group, Issue Date, Expiration Date and Guardian's Name. Important: Password is user created, so it does not have to be entered here. The required fields in the first step are Account/ID Number and Last Name. Libraries can offer patrons the ability to create a screen name for themselves upon logging into SAM if their policy allows. Once created, this screen name will appear on the sign up station, the staff PC Activity Manager and on the PC to which the user has been assigned. Once all information is entered, click [Add User]. **Note: Fields in red are required.**

# ADD USER

Welcome admin! [Log Out]

Home Users Region Locations Filters Zones Control Zones Reservations Metering Reports Help

Please input information and click Add User button to add a new user.

Add UserClear

General Information

Fields in this color are required.

Account ID

Last Name

First Name

Middle Name

Date of Birth

Pin/Password

User Status

Internet Access

Group

Issue Date

Expiration Date

Guardian's Name

Screen Name

Address Information

Zip Code

Address

Address 2

City

State

Contact Information

Department

Home Phone

Office Phone

Other Information

SSN

DOB

Accepted Use Policy

Note

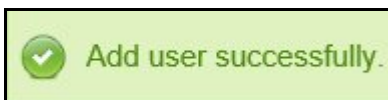
Session Settings		Print Information		Age Advancement	
<input type="checkbox"/> Activate Screen Settings		<input type="checkbox"/> Activate Print Information		Enter Age User Advances to Next Level:	
Consecutive Sessions	0	Price Per Page	1 cents	Level 1	0
Session Time	15 min	Page Limits	1	adult	0
Sessions / Day	1	Proc Pages	None	Level 3	0
Reservations / Day	1	Applications	All	Level 4	0
Daily Hours	20 min			Level 5	0
				Level 6	0

Field Description - Admin Users			
Add User			
Field Label	Field Specifications	Description	Notes
Add User		Click after adding information to save	
Clear		Click to clear information entered	
General Information			
Account/ID Number	Required field 19 character limit	User Account Number	
Last Name	Required field 8,000 character limit	Last Name	
First Name	8,000 character limit	First Name	
Middle Name	8,000 character limit	Middle Name	
Date Of Birth	(MM/DD/YYYY) 10	Date of Birth	
Pin / Password	19 character limit	User Pin / Password	
User Status		Status	Active/Inactive
Internet Access	Filter Level Names set by Library will be displayed.	Select appropriate Internet Access Level	For example: Most Restrictive, Child, Juvenile, Youth, Adult, Unrestricted, and Block. Or, Level 1 to Level 6 and Block.
Group			Standard and Group 1 – Group 4.
Issue Date	(MM/DD/YYYY) 10 character limit	Account Number issue date	
Expiration Date	(MM/DD/YYYY) 10 character limit	Account Number expiration date	
Guardian's Name	50 character limit	Guardian's Name	
Screen Name	50 character limit	Screen Name will appear on SUS, PCAM, and on PC to which user is assigned	User can change screen name
Address Information			
Zip Code	10 character limit	User Zip Code	
Address	35 character limit	User Address	
Address 2	35 character limit	User Address	
City	35 character limit	User City	
State	2 character limit	User State	
Contact Information			
Department		Library Dept.	Library, Parks, etc.
Home Phone	21 character limit	Home Phone	
Office Phone	21 character limit	Office Phone	
Other Information			
SSN	11 character limit	User SSN	
DBCN	50 character limit	Unique Identifier. Database Control #	
Accepted Use Policy	20,000 character limit	Indicates whether use policy was accepted or not	Will be checked after user accepts use policy
Notes	255 character limit		Enter any notes regarding user.



Field Description - Admin Users			
Add User			
Field Label	Field Specifications	Description	Notes
Session Settings			
Activate Session Settings		Override Group settings with settings selected below for user. Effective until box is unchecked.	
Consecutive Sessions		Select Consecutive Sessions	Override Group Consecutive settings
Session Time		Select Session Time	Override Group Session Time
Sessions / Day		Select Sessions per Day	Override Group Sessions / Day
Reservations / Day		Select Reservations per Day	Override Group Reservations / Day
Daily Hours		Select Daily Hours	Override Group Daily Hours
Print Information			
Activate Print Information		Override Group Print Information with settings selected below for user. Effective until box is unchecked.	
Price Per Page		Select Price Per Page	Override Group Price Per Page
Page Limit		Select Page Limit	Override Group Page Limit
Free Pages		Select Free Pages	Override Group Free Pages
Group		Select Group	Standard, Groups 1 to 4
Applications		Select Applications	Override Group Applications
Age Advancement			
Enter Age User Advances to Next Level		Select age when user will advance to each of the levels below	
Level 1		Select Age when user advances to level	Override Age when user advances to level
Level 2		Select Age when user advances to level	Override Age when user advances to level
Level 3		Select Age when user advances to level	Override Age when user advances to level
Level 4		Select Age when user advances to level	Override Age when user advances to level
Level 5		Select Age when user advances to level	Override Age when user advances to level
Level 6		Select Age when user advances to level	Override Age when user advances to level
Add User		Click after adding information to save	
Clear		Click to clear information entered	

Confirmation displays that new user account has been added.



## MODIFY USER (ADMIN USERS)

Select the radio button for the field to search by: Account Number, Name, or DBCN.

Enter the user's Account Number, Name, or DBCN and click on [Search].

MODIFY USER

Welcome admin! [Log Out]

Home Users Region Locations Filters Zones Control Zones Reservations Metering Reports Help

Please select/enter the requested information and click Search.

Search ☒ By Account/ID Number ☐ By Name ☐ By DBCN

Account/ID Number: 12345123651830

Search

From the search window, click [Modify User] for the appropriate user.

MODIFY USER

Welcome admin! [Log Out]

Home Users Region Locations Filters Zones Control Zones Reservations Metering Reports Help

Please select/enter the requested information and click Search.

Search ☒ By Account/ID Number ☐ By Name ☐ By DBCN

Account/ID Number:

	Name	Account/ID Number	DBCN
Modify User	John Smith	12345123651830	

This will open a screen containing the user's current information. After making changes, click [Save] to save the changes.

Note: Fields in red are required.

General Information

Fields in this section are required

Account ID

1234567890

Last Name

Smith

First Name

John

Middle Name

Date of Birth

08/02/2010

Pin/Password

\*\*\*\*

Change Pin / Password Now

User Status

Active

Internet Access

Level 1

Group

Standard User

Issue Date

08/02/2014

Expiration Date

08/02/2017

Guardian's Name

Screen Name

Usage Information

Time Used Today

00:00:00

Total Pages Printed

0

Circulation Date

0

Last Time User Logged In

User is on PC

User is on Payment Center

User is on Print Release Station

User is on Copier Control

Reset User's Time

Reset User's Logs

Print Pages Allowed

0

Address Information

Zip Code

Address

Address 2

City

State

Select a state

Contact Information

Department

Library

Home Phone

Office Phone

Other Information

SSN

DOB

Accepted User Policy

Acceptance Date

Way Accepted

Notes

Session Settings

Print Information

Age Advancement

☐ Activate Session Settings

☐ Activate Print Information

Enter Age User Advances to Next Level

Consecutive Sessions	0	Print Per Page	1	costs	Level 1	0
Session Time	15 Min	Page Limits	1		Level 2	0
Sessions / Day	1	Print Pages	None		Level 3	0
Reservations / Day	1	Applications	All		Level 4	0
Daily Hours	30 Min				Level 5	0
					Level 6	0

Reservations

## DELETE USER (ADMIN USERS)



Delete User procedure:

From the Modify User screen that displays the user's current information.

A screenshot of the "MODIFY USER" web application interface. The header shows "MODIFY USER" and a user login "Welcome admin! [Log Out]". A navigation bar contains links: Home, Users, Region, Locations, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The main content area has a search section with the text "Please select/enter the requested information and click Search". It includes radio buttons for "By AccountID Number" (selected), "By Name", and "By DDCN". Below this is a text input field containing "12345678901234567890". To the right are buttons for "Search", "Save", and "Delete User". A red text prompt says "Click Save button to save the item information." At the bottom, a blue bar labeled "General information" is partially visible.

1. If User account is zero, click [Delete User]

A screenshot of the "MODIFY USER" web application interface after a successful deletion. The header and navigation bar are the same as the previous screenshot. A green banner at the bottom of the main content area displays a green checkmark icon and the text "User information deleted successfully."

2. If User account is not zero:
  - a. First, zero out User account from Payments, etc. screen.
  - b. Then, return to Modify User screen and click [Delete User].

A screenshot of the "MODIFY USER" web application interface showing an error. The header and navigation bar are the same. A yellow banner at the bottom of the main content area displays a yellow warning icon and the text "Could not delete user with balance not equal to zero."

3. For a replacement card, use method A or B:

A.

- a. First, zero out User account from Payments, etc. screen.
- b. Return to Modify User screen and click [Delete User].
- c. Then, create new account and transfer the balance from the old card # into the newly created account.

B.

- a. In the Account/ID Number box, replace the old card # with new card #.
- b. Click [Save]

Transactions for the old card # are still associated with the old card #. Transactions for the new card # will be associated with the new card # going forward.

Field Description - Admin Users			
Modify / Delete User			
Field Label	Field Specifications	Description	Notes
Account/ID		User Account Number	
Last Name	8,000 character limit	Last Name	
First Name	8,000 character limit	Last Name	
DBCN	50 character limit	Unique Identifier	
Search		Click to open Modify User Screen	
Save		After making changes, click to save	
Delete User	User account balance has to be zero	Click to Delete User from database	Cannot delete User if there is money in User account.
General Information			
Account/ID	Required 19 character limit	User Account Number	
Last Name	Required 8,000 character limit	Last Name	
First Name	8,000 character limit	First Name	
Middle Name	8,000 character limit	Middle Name	
Date Of Birth	(MM/DD/YYYY) 10	Date of Birth	
Pin / Password		User Pin / Password	
Change Pin / Password Next Time		Check box to require user to change Pin / Password at next login	Allows user to reset Pin / Password to desired one.
User Status		Select Status	Active/Inactive
Internet Access	Filter Level Names set by Library will be displayed.	Select Internet Access	For example: Most Restrictive, Child, Juvenile, Youth, Adult, Unrestricted, and Block. Or, Level 1 to Level 6 and Block.
Group		Select Group	Standard, Groups 1 to 4
Issue Date	(MM/DD/YYYY) 10	Account Number issue date	
Field Description - Admin Users			

Modify / Delete User			
Field Label	Field Specifications	Description	Notes
Expiration Date	(MM/DD/YYYY) 10	Account Number expiration date	
Guardian's Name	50 character limit	Guardian's Name	
Screen Name	50 character limit	Screen Name will appear on SUS, PCAM, and on PC to which user is assigned	User can change screen name
Usage Information			
Time Used Today	HH:MM:SS	Time used by patron today	
Total Pages Printed		Pages user has printed today	
Circulation Debit		Imported from ILS	
Last Time User Logged in		Indicates last time when user logged in	(i.e. Sep 14 2010 12:02PM)
User is logged on PC	Staff can check / uncheck if needed	Box is checked while user is logged on at a PC	Staff can uncheck if needed
Reset Users Time		Select to reset user's time used for the day	Will reset user's time used today to 0.
User is logged on Payment Center	Staff can check / uncheck if needed	Box is checked while user is logged on at a Payment Center	Users restricted from logging onto the Payment Center, Print Release Station, and/or Copier Controller concurrently, can only log onto one device at a time.
Reset User's Logs		Will reset user's logins and/or sessions for the day	Staff can uncheck if needed
User is logged on Print Release Station	Staff can check / uncheck if needed	Box is checked while user is logged on at a Payment Center	Users restricted from logging onto the Payment Center, Print Release Station, and/or Copier Controller concurrently, can only log onto one device at a time.
Free Page Allowed		Number of free pages	1 to 100
User is logged on Copier Control	Staff can check / uncheck if needed	Box is checked while user is logged on at a Copier Control	Users restricted from logging onto the Payment Center, Print Release Station, and/or Copier Controller concurrently, can only log onto one device at a time.
Address Information			
Zip Code	7 character limit	User Zip Code	
Address	35 character limit	User Address	
Address 2	35 character limit	User Address 2	
City	35 character limit	User City	
State	2 character limit	User State	
Contact Information			
Department		Library Dept.	Library, Parks, etc.
Home Phone	21 character limit	Home Phone	
Office Phone	21 character limit	Office Phone	
Other Information			
SSN	11 character limit	User SSN	

Field Description - Admin Users			
Modify / Delete User			
Field Label	Field Specifications	Description	Notes
DBCN	50 character limit	Unique Identifier	
Accepted Use Policy	20,000 character limit	Indicates whether use policy was accepted or not	Will be checked after user accepts use policy
Acceptance Date	(MM/DD/YYYY) 10 character limit	Date user last accepted user policy	
Way Accepted		Method used to accept Use Policy	During Login, Create new user from web Interface, etc.
Notes	255 character limit		Enter any notes regarding user
Session Settings			
Activate Session Settings		Override Group settings with settings selected below for user. Effective until box is unchecked.	
Consecutive Sessions		Select Consecutive Sessions	Override Group Consecutive settings
Session Time		Select Session Time	Override Group Session Time
Sessions / Day		Select Sessions per Day	Override Group Sessions / Day
Reservations / Day		Select Reservations per Day	Override Group Reservations / Day
Daily Hours		Select Daily Hours	Override Group Daily Hours
Print Information			
Activate Print Information		Override Group Print Information with settings selected below for user. Effective until box is unchecked.	
Price Per Page		Select Price Per Page	Override Group Price Per Page
Page Limit		Select Page Limit	Override Group Page Limit
Free Pages		Select Free Pages	Override Group Free Pages
Applications		Select Applications	Override Group Applications
Age Advancement			
Enter Age User Advances to Next Level		Select age when user will advance to each of the levels below	
Level 1		Select Age when user advances to level	Override Age when user advances to level
Adult		Select Age when user advances to level	Override Age when user advances to level
Level 3		Select Age when user advances to level	Override Age when user advances to level
Level 4		Select Age when user advances to level	Override Age when user advances to level
Level 5		Select Age when user advances to level	Override Age when user advances to level
Level 6		Select Age when user advances to level	Override Age when user advances to level
Reservations		Reservations user has made will be displayed	

## PAYMENTS, ETC. (ADMIN USERS)

Please note, to protect the integrity of User account balances, users will be blocked from logging onto the Payment Center, Print Release Station and Copy Controller concurrently. Users can only log onto one of these devices at a time.

Select the radio button for the field to search by: Account Number, Name, or DBCN.

Enter the user's Account Number, Name, or DBCN and click on [Search].

The screenshot shows the 'PAYMENTS, ETC.' admin interface. At the top right, it says 'Welcome admin! [Log Out]'. Below the header is a navigation bar with links: Home, Users, Region, Locations, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The main content area has a red prompt: 'Please select/enter the requested information and click Search.' To the right is a blue 'Search' button. Below this is a search section with three radio buttons: 'By Account/ID Number' (selected), 'By Name', and 'By DBCN'. There is an 'Account/ID Number' input field. Below the search section is a table with three columns: 'Last Name', 'Account/ID Number', and 'DBCN'. The first row of the table shows 'Jeffrey Ogrady' and '12345123681841'. To the left of the table is a 'Make Payment' button.

Last Name	Account/ID Number	DBCN
Jeffrey Ogrady	12345123681841	

Enter the user's Account Number and click on [Search]. Then click [Make Payment] for the appropriate user.

This will open a screen showing the user's current information. After making the changes, you can click [Save] to save changes.

The screenshot shows the 'PAYMENTS, ETC.' admin interface after a search. It displays the user's current information: 'Account/ID Number: 12345123681841' and 'User Name: Jeffrey Ogrady'. Below this is a blue 'Make Payment' button. To the right of the user information are 'Save' and 'Reset' buttons. Below the 'Make Payment' button, there are two input fields: 'The User has this Amount in their Account' with a value of '\$13.25' and 'The User owes this Amount' with a value of '\$0.00'. Below these fields is a red arrow pointing right with the text 'Enter Amount Paid'. To the right of the arrow are two checkboxes: 'Subtract' and 'Non-Cash Adjustment'. Below the 'Subtract' checkbox is an input field labeled 'Enter Payment Amount'.



Field Description - Admin Users			
Payments, etc.			
Field Label	Field Specifications	Description	Notes
Account/ID Number		Enter User's Account/ID Number	Search by Account/ID Number
Name		Enter User's Last Name	Search by User's Last Name
Name		Enter User's First Name	Search by User's First Name
DBCN		Enter DBCN	Search by DBCN
Search		Click to open User Account Status screen	
Save		Click after making changes to Save	User Account Balance will be adjusted appropriately according to amount added or deducted. New Balance will be displayed in The User has this Amount in their Account box on top.
Reset		Click to Reset values	
Account/ID Number	19 character limit	User's Account/ID Number	
User Name	8,000 character limit	User's Name	
Make Payment			
The User has this Amount in their Account		User's Current Account Balance is displayed	
The User Owes this Amount		Amount user owes will be displayed	
Enter Amount Paid		Amount to be added or deducted from Account	Positive number will add to account. Negative number will deduct from account.
Subtract		Check to subtract value	Will ONLY show if "Staff can subtract value" box is checked under System Options.
Non-Cash Adjustment		Staff can check box for non-cash transactions.	Adjustments for print job that did not print, etc.

## IMPORT USER (ADMIN USERS)

Import Users from the ILS

Enter the user's Account Number and PIN and click [Submit].

IMPORT USER

Welcome admin! [Log Out]

Home Users Region Locations Filters Zones Control Zones Reservations Metering Reports Help

Please enter the User's information below

Submit

AccountID Number

Pin

Field Description - Admin Users			
Import User			
Field Label	Field Specifications	Description	Notes
Submit		Click after entering information to save	User will be imported to database
Account/ID Number	19 character limit	Enter User Account/ID Number	
Pin/Password		Enter Pin/Password	

## USER RECONCILIATION (ADMIN USERS)

Enter the User's Account Number and click on [Submit]. This will open a screen with the user's current information with regards to transactions.

Enter The User's AccountID Number and Click Submit

Submit

AccountID Number 12345123681829

Smart SERVER

User Reconciliation Report 9/2/2014

Library Card Number: 12345123681829 Name: Dennis Pedit

Starting Balance: \$5.05 Additions: \$1.00 Charges: \$0.25 Ending Balance: \$5.65

Date/Time	Branch	Device Used	Device Name	Previous Amount	Addition	Subtraction	Ending Amount
8/2/2014 1:51:25 PM	Adult	Administrator Interface	14641	\$5.05	\$0.00	\$0.25	\$4.80
9/2/2014 1:53:05 PM	Adult	Staff Interface		\$4.80	\$1.00	\$0.00	\$5.65

Field Description - Admin Users			
User Reconciliation			
Field Label	Field Specifications	Description	Notes
Submit		Click after Entering information	Will open User Reconciliation information page
Account/ID Number	19 character limit	Enter Account/ID Number	

## USER EXCEPTIONS (ADMIN USERS)

These are card numbers that have been created for testing and use by staff that will not show in the "Account by" reports. Account by User, Account by Group, Account by Zone, and Account by Device.

Field Description - Admin Users			
User Exceptions			
Field Label	Field Specifications	Description	Notes
Add			
Add Acct/ID Number		Create card #s for testing and use by staff that will not show in the "Account by" reports and will not affect financial data	
Acct/ID Number		Enter the Acct/ID Number to be added	
Delete		Click [Delete] to delete Account/ID Number from User Exceptions List	

## FILTERS

This section allows the Administrator to set Filter Level Names for Internet Access levels. For example: Most Restrictive, Child, Juvenile, Youth, Adult, Unrestricted, and Block. Or, if the library prefers: Level 1, Level 2, Level 3, Level 4, Level 5, Level 6, and Block. The Filter Level Names set by the library will be displayed for Internet Access options. Enter the desired Filter Level Names for Level 1 to Level 6 and click [Save].

The screenshot shows a web application interface for configuring filters. At the top, there is a header with the word "FILTERS" on the left and a user greeting "Welcome admin! [Log Out]" on the right. Below the header is a navigation bar with links: Home, Users, Region, Locations, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The main content area has a heading "Provide the necessary filter name then click Save button." followed by a "Save" button. Below this, there are six input fields arranged in two columns, labeled "Level 1" through "Level 6". The current values in the fields are: Level 1: Level 1, Level 2: Adult, Level 3: Level 3, Level 4: Teen, Level 5: Level 5, and Level 6: Child.

Level	Filter Name
Level 1	Level 1
Level 2	Adult
Level 3	Level 3
Level 4	Teen
Level 5	Level 5
Level 6	Child

## ZONES

This section allows the Administrator to add zones as well as configure zone settings such as filter levels, group settings, free pages, messages, library close time, Internet access, and computer percentage limit (for flex time). To delete a Zone, please contact Comprise Technical Support.

# ADD ZONE

Welcome admin! | [Log Out](#)

[Home](#)
[Users](#)
[Region](#)
[Locations](#)
[Filters](#)
[Application Configuration](#)
[Associate Device](#)
[Browser Options](#)
[Card/SLIS Ticket Options](#)
[Free Page Options](#)
[Group Options](#)
[Language Options](#)
[Invoice Options](#)
[OPAC Options](#)
[Print Options](#)
[Resources](#)
[System Options](#)
[Time Options](#)
[Schedule Options](#)
[Menu Options](#)
[Themes](#)

[Reservations](#)
[Metering](#)
[Reports](#)
[Help](#)

After make changes, click Add Zone button.

Zone ID:

Zone Name:

Location Name:

Zone ID	Zone Name
Adult10	Adult
HPL10	Highlands Public Library
Teen10	Teen
W_Adult	Wellness Adult

Location Name
Highlands Public Library
Highlands Public Library
Highlands Public Library
Highlands Public Library

Add Zone

## ADD ZONE (ZONES)

To Add Zone, please follow these steps:

1. Enter new Zone ID to be added. Please Note:
  - a. Zone ID cannot contain: special characters, space (i.e. HPL Lab), dash (i.e. HPL-Lab), apostrophe (i.e. HPL'Lab), etc.
  - b. Zone ID can contain: Underline "\_" (i.e. HPL\_Lab).
2. Enter new Zone Name to add new Zone
3. Click [Add Zone].

The screenshot shows the 'ADD ZONE' form with the following pre-filled data:

Zone ID: Cyber\_Ctr  
Zone Name: Cyber Center  
Location Name: Navesink Public Library

Below the form is a table of existing zones:

Zone ID	Zone Name	Location Name
Adult10	Adult	Atlantic Public Library
HPL10	Highlands Public Library	Highlands Public Library
Teen10	Teen	Atlantic Public Library
W_Adult	Wetlands Adult	Wetlands Public Library

A confirmation message: Zone Has Been Added will display on screen. New Zone will show under the Existing Zones list.

The screenshot shows the 'ADD ZONE' form after a successful addition. The 'Zone ID' field now contains 'Cyber\_Ctr'. The 'Zone Name' field is empty. The 'Location Name' dropdown is set to 'Select a Location'. The table of existing zones now includes the newly added zone:

Zone ID	Zone Name	Location Name
Adult10	Adult	Atlantic Public Library
Cyber_Ctr	Cyber Center	Navesink Public Library
HPL10	Highlands Public Library	Highlands Public Library
Teen10	Teen	Atlantic Public Library
W_Adult	Wetlands Adult	Wetlands Public Library

Field Description - Zones			
Add Zone			
Field Label	Field Specifications	Description	Notes
Add Zone		Click [Add Zone] to add Zone to database	New Zone will be displayed on the Zone list.
Zone ID	50 character limit	ID of Zone to be added	Zone ID cannot contain: special characters, space (i.e. HPL Lab), dash (i.e. HPL-Lab), apostrophe (i.e. HPL'Lab), etc. Zone ID can contain: Underline " _ " (i.e. HPL_Lab).
Zone Name	100 character limit	Name of Zone to be added	
Location Name			

## APPLICATION CONFIGURATION (ZONES)

Application Configuration is where the settings for the PC Activity Manager, Print Release Station, and Sign Up Station are configured from. The settings have to be configured, modified and/or deleted from here. The settings can only be viewed from the actual configuration screens from each of these applications.

### ACTIVITY MANAGER

The settings for the PC Activity Manager Setup Options have to be configured from the Web Interface. After the settings have been configured, click [Save]. A reboot of the PC Activity Manager PC is required for the updated settings to take effect.

To configure the settings for PC Activity Manager(s):

1. First login to the Web Interface.
2. Click [Zones]
3. Select [Application Configuration] from the drop down options.
4. Click the Activity Manager tab
5. Click [Modify Options] for the appropriate Zone and correct IP Address for the PC Activity Manager PC.

The current values from the Clintinfo.ini file are displayed by default.



To add additional fields to be configured:

1. Field Name: Enter the name of new field.
2. Field Label: Enter the label for the new field.
3. Field Value: Enter the value of the new field.
4. Description: Enter a brief description of the new field.
5. Click [Insert]

To modify the current information:

1. Click [Edit] for the appropriate field.
2. Enter the correct information
3. Click [Update] to save new information
4. Click [Cancel] to cancel changes.



# Application configuration

Home Users Filters Zones Control Zones Reservations Metering Reports Help

Click Insert button to add new configuration.

Save

Insert

Field Name:    
Field Label:   
Field Value:   
Discription:

Branch			
Name	Teen10	Zone ID	<a href="#">Edit</a>
Branches			
Names	Adult 10% Teen 10% HPL 10%	Zone Name(s). Separate multi Zones with percent sign	<a href="#">Edit</a>
Configuration			
EnableGracePeriod	0	use grace period set on server	<a href="#">Edit</a>
EnableNotify	1	0=no confirm box, 1=confirm box	<a href="#">Edit</a>
EnablePIN	1	0=pin not required, 1=pin not required	<a href="#">Edit</a>
InactivityTime	40	0=no check box 1=check box	<a href="#">Edit</a>

### FILTERLEVELS

adultDOB	01/01/1940	Date of Birth mm/dd/yyyy	<a href="#">Edit</a>
adultPOS	1	0=no check box 1=check box	<a href="#">Edit</a>
childDOB	01/01/2005	Date of Birth mm/dd/yyyy	<a href="#">Edit</a>
childPOS	1	0=no check box 1=check box	<a href="#">Edit</a>
juvDOB	01/01/1990	Date of Birth mm/dd/yyyy	<a href="#">Edit</a>
juvPOS	0	0=no check box 1=check box	<a href="#">Edit</a>
mostDOB	01/01/2010	Date of Birth mm/dd/yyyy	<a href="#">Edit</a>
mostPOS	1	0=no check box 1=check box	<a href="#">Edit</a>
unresDOB	01/01/1990	Date of Birth mm/dd/yyyy	<a href="#">Edit</a>
unresPOS	0	0=no check box 1=check box	<a href="#">Edit</a>
youthDOB	01/01/2000	Date of Birth mm/dd/yyyy	<a href="#">Edit</a>
youthPOS	1	0=no check box 1=check box	<a href="#">Edit</a>

### Settings

EnableWQueue	0	1=queue enabled 0=queue not enabled	<a href="#">Edit</a>
NotifyPort	80		<a href="#">Edit</a>
SignIP	192.168.1.157	IP address of SUS	<a href="#">Edit</a>
VisitorPrefix1	11	Unique identifier for visitor card prefix	<a href="#">Edit</a>
VisitorPrefix2	12	Unique identifier for visitor card prefix	<a href="#">Edit</a>
VisitorPrefix3	13	Unique identifier for visitor card prefix	<a href="#">Edit</a>

### WebServer

Name	192.168.1.145	IP address of the SAM server	<a href="#">Edit</a>
Port	80		<a href="#">Edit</a>

Field Description – Admin Application Configuration			
Application Configuration (Activity Manager)			
Field Label	Field Specifications	Description	Notes
Branch			
Name		Zone ID	
Branches		<i>ZoneID(s). Separate multiple ZoneID(s) with percent sign</i>	
File Name		Clintinfo.ini	
Configuration			
EnableGracePeriod		0 = Use grace period set on the server to Sign Up and Reservations	
<i>EnableNotify</i>		<i>0=don't show confirmation box, 1=show confirmation box</i>	
<i>EnablePIN</i>		<i>0=pin is not required, 1=pin is required</i>	
<i>InactivityTime</i>	In seconds	<i>0=no check box 1=check box</i>	
FilterLevels		Filter Level names	
<i>adultDOB</i>	<i>mm/dd/yyyy</i>	<i>Date of Birth</i>	
<i>adultPOS</i>		<i>0=no check box 1=check box</i>	
<i>childDOB</i>	<i>mm/dd/yyyy</i>	<i>Date of Birth</i>	
<i>childPOS</i>		<i>0=no check box 1=check box</i>	
<i>juvDOB</i>	<i>mm/dd/yyyy</i>	<i>Date of Birth</i>	
<i>juvPOS</i>		<i>0=no check box 1=check box</i>	
<i>mostDOB</i>	<i>mm/dd/yyyy</i>	<i>Date of Birth</i>	
<i>mostPOS</i>		<i>0=no check box 1=check box</i>	
<i>unresDOB</i>	<i>mm/dd/yyyy</i>	<i>Date of Birth</i>	
<i>unresPOS</i>		<i>0=no check box 1=check box</i>	
<i>youthDOB</i>	<i>mm/dd/yyyy</i>	<i>Date of Birth</i>	
<i>youthPOS</i>		<i>0=no check box 1=check box</i>	
Settings			
<i>EnableWQueue</i>		<i>1=enable queue, 0=do not enable queue</i>	
<i>NotifyPort</i>			
<i>SignIP</i>		<i>IP address of SUS</i>	
<i>VisitorPrefix1</i>		<i>Unique identifier for visitor card prefix.</i>	<i>Designate Location, for example</i>
<i>VisitorPrefix2</i>		<i>Unique identifier for visitor card prefix.</i>	<i>Designate Zone, for example</i>
<i>VisitorPrefix3</i>		<i>Unique identifier for visitor card prefix.</i>	<i>Designate PC, for example</i>
WebServer			
Name			<i>IP address of the SAM server</i>
Port			Default Port

## PRINT RELEASE

The settings for the Print Release Station have to be configured from the Web Interface.

After the settings have been configured, click [Save]. A reboot of the Print Release Station PC is required for the updated settings to take effect.

To configure the settings for Print Release Station:

1. First login to the Web Interface.
2. Click [Zones]
3. Select [Application Configuration] from the drop down options.
4. Click the Print Release tab
5. Click [Modify Options] for the appropriate Zone and correct IP Address for the Print Release Station PC.
6. The current values from the Clintinfo.ini file are displayed by default



To add additional fields to be configured:

6. Field Name: Enter the name of new field.
7. Field Label: Enter the label for the new field.
8. Field Value: Enter the value of the new field.
9. Description: Enter a brief description of the new field.
10. Click [Insert]

To modify the current information:

5. Click [Edit] for the appropriate field.
6. Enter the correct information
7. Click [Update] to save new information
8. Click [Cancel] to cancel changes.

# Application configuration

Home Users Filters Zones Control Zones Reservations Metering Reports Help

Click Insert button to add new configuration.

Save

Insert

Field Name:    
Field Label:   
Field Value:   
Discription:

Branch			
Name	Teen10	Zone ID	<a href="#">Edit</a>
DisplaySettings			
ButtonGroupWidth	300	Button list size	<a href="#">Edit</a>
JobListWidth	500	Print job list size	<a href="#">Edit</a>
PrintSettings			
BWPrice	15	Default black white printer price	<a href="#">Edit</a>
ColorPrice	20	Default color printer price	<a href="#">Edit</a>
ControlType	1	1=Per Day, 2=Per Time Period	<a href="#">Edit</a>
DefaultPrinterName	blackwhite	Deault printer to print jobs	<a href="#">Edit</a>
EnablePin	1	1 enable pin, 0 disable pin	<a href="#">Edit</a>
UseDBMoney	1	Use SAM account money. 0=disable, 1=enable	<a href="#">Edit</a>

### Settings

CBType	0	0=jmax, 1=ITC	<a href="#">Edit</a>
CleanJobsPopup	0	1=clean jobs each time job start, 0=clean job every day	<a href="#">Edit</a>
ComPort	2	Com port coin bill device	<a href="#">Edit</a>
EnableAddToSAM	1		<a href="#">Edit</a>
HttpPort	80		<a href="#">Edit</a>
InactivityTime	60	Inactivity time length	<a href="#">Edit</a>
Mixle	0		<a href="#">Edit</a>
Theme	blue	Application theme	<a href="#">Edit</a>

### User

pass	1		<a href="#">Edit</a>
------	---	--	----------------------

### WebServer

FtpPort	21	Download wireless job from ftp port	<a href="#">Edit</a>
IsFtpPassive	0		<a href="#">Edit</a>
Name	192.168.1.145	IP address of sam server	<a href="#">Edit</a>
Port	80		<a href="#">Edit</a>

### Field Description – Admin Application Configuration

#### Application Configuration (Print Release)

Field Label	Field Specifications	Description	Notes
Branch			
Name		Zone ID	
DisplaySettings			
ButtonGroupWidth		Button size	
JobListWidth		Print job list size	
PrintSettings			
BWPrice		Default black white printer price	
ColorPrice		Default color printer price	
ControlType	Free page option	1=Per Day, 2=Per Time Period	
DefaultPrinterName		Default printer to print jobs	
EnablePin		1= enable pin, 0= disable pin	
UseDBMoney		Use SAM account money. 0=disable, 1=enable	
Settings			
CBType		0=Jmax coin box, 1= ITC coin box	
CleanJobsPopup		1=clean print jobs each time application starts, 0=clean print jobs every day	
ComPort		Com port for coin box	
EnableAddToSAM		0=don't use User Account money, 1=use User Account money	

Field Description – Admin Application Configuration			
Application Configuration (Print Release)			
Field Label	Field Specifications	Description	Notes
<i>HttpPort</i>			
<i>InactivityTime</i>	In seconds	<i>Inactivity time length</i>	
<i>Mode</i>			
<i>Theme</i>		<i>Application theme</i>	
User		Staff password	
pass			
WebServer			
FTPPort		<i>ftp port to Download wireless jobs from</i>	
<i>IsFtpPassive</i>			
Name			<i>IP address of the SAM server</i>
Port			Default Port

## SIGN UP

The settings for the Sign Up Station have to be configured from the Web Interface.

After the settings have been configured, click [Save]. A reboot of the Sign Up Station PC is required for the updated settings to take effect.

To configure the settings for Sign Up Station:

1. First login to the Web Interface.
2. Click [Zones]
3. Select [Application Configuration] from the drop down options.
4. Click the Sign Up tab
5. Click [Modify Options] for the appropriate Zone and correct IP Address for the Sign Up PC.
6. The current values from the Clintinfo.ini file are displayed by default



To add additional fields to be configured:

11. Field Name: Enter the name of new field.
12. Field Label: Enter the label for the new field.
13. Field Value: Enter the value of the new field.
14. Description: Enter a brief description of the new field.
15. Click [Insert]

To modify the current information:

9. Click [Edit] for the appropriate field.
10. Enter the correct information
11. Click [Update] to save new information
12. Click [Cancel] to cancel changes.



# APPLICATION CONFIGURATION

Welcome **admin** | [Log Out](#)

[Home](#) [Users](#) [Region](#) [Locations](#) [Filters](#) [Zones](#) [Control Zones](#) [Reservations](#) [Metering](#) [Reports](#) [Help](#)

Click Insert button to add new configuration.

[Save](#)

[Insert](#)

Field Name:

Field Label:

Field Value:

Description:

<b>Branch</b>			
Name	Teen 10	Zone ID	<a href="#">Edit</a>
<b>Branches</b>			
Names	Adult 10% Teen 10% HP's 10%	Zone Name(s) Separate multi Zones with percent sign	<a href="#">Edit</a>
<b>Configuration</b>			
Digits_Number	6	Number of card # digits to display	<a href="#">Edit</a>
DisplayFormat	2	1 display person name, 2 display card number	<a href="#">Edit</a>
EnableGracePeriod	1		<a href="#">Edit</a>
EnableNotify	1	1=Text / Email, 0=no Text / Email	<a href="#">Edit</a>
EnablePIN	0	0=PIN not required, 1=PIN required	<a href="#">Edit</a>
InactivityTime	40		<a href="#">Edit</a>
led_Digits_Number	4		<a href="#">Edit</a>
led_Display_Format	2		<a href="#">Edit</a>

# KIOSKCONFIG

AssignListMain	400	Size of Assigned List Column Heading	<a href="#">Edit</a>
size1	50	Image column width	<a href="#">Edit</a>
size10	100	Size of PC List Heading (PC ID)	<a href="#">Edit</a>
size11	100	Size of PC List Heading (User Name / Library Card #)	<a href="#">Edit</a>
size12	100	Size of PC List Heading (User logged on / Session End Time)	<a href="#">Edit</a>
size2	124	Size of Wait List Heading (Ticket #)	<a href="#">Edit</a>
size3	140	Size of Wait List Heading (Next Up Card #)	<a href="#">Edit</a>
size4	50	Image column width	<a href="#">Edit</a>
size5	70	Size of Assign List Heading (Ticket #)	<a href="#">Edit</a>
size6	60	Size of Assign List Heading (Now Up)	<a href="#">Edit</a>
size7	35	Size of Assign List Heading (PC ID)	<a href="#">Edit</a>
size8	30	Size of Assign List Heading (Grace Period duration)	<a href="#">Edit</a>
size9	50	Image column width	<a href="#">Edit</a>
WaitListMain	400	Size of Zone Waiting List Heading	<a href="#">Edit</a>

### Language

EnableLanguage1	T	Indisable, Thenable	<a href="#">Edit</a>
EnableLanguage2	T	Indisable, Thenable	<a href="#">Edit</a>
EnableLanguage3	T	Indisable, Thenable	<a href="#">Edit</a>
LanguageName1	English	Language 1 Name	<a href="#">Edit</a>
LanguageName2	German	Language 2 Name	<a href="#">Edit</a>
LanguageName3	French	Language 3 Name	<a href="#">Edit</a>

### Settings

Mode	1	1 classic view, 2 advanced view, 3 view only	<a href="#">Edit</a>
NotifyPort	20	SMS and email service port number	<a href="#">Edit</a>

### SIGNUPCONFIG

BranchListSize1	100	Advanced View/View Only branch list column 1 size	<a href="#">Edit</a>
BranchListSize2	300	Advanced View/View Only branch list column 2 size	<a href="#">Edit</a>
BranchListSize3	200	Advanced View/View Only branch list column 3 size	<a href="#">Edit</a>
BranchListSize4	200	Advanced View/View Only branch list column 4 size	<a href="#">Edit</a>
BranchListSize5	200	Advanced View/View Only branch list column 5 size	<a href="#">Edit</a>

### User

pass	3		<a href="#">Edit</a>
------	---	--	----------------------

VIEWONLYCONFIG			
size1	200	Advanced View/View Only wait list column 1 size	<a href="#">Edit</a>
size10	100	Advanced View/View Only assign list column 6 size	<a href="#">Edit</a>
size2	200	Advanced View/View Only wait list column 2 size	<a href="#">Edit</a>
size3	100	Advanced View/View Only wait list column 3 size	<a href="#">Edit</a>
size4	200	Advanced View/View Only wait list column 4 size	<a href="#">Edit</a>
size5	60	Advanced View/View Only assign list column 1 size	<a href="#">Edit</a>
size6	60	Advanced View/View Only assign list column 2 size	<a href="#">Edit</a>
size7	100	Advanced View/View Only assign list column 3 size	<a href="#">Edit</a>
size8	100	Advanced View/View Only assign list column 4 size	<a href="#">Edit</a>
size9	100	Advanced View/View Only assign list column 5 size	<a href="#">Edit</a>
WaitListWidth	400	Advanced View/View Only assign list wait list	<a href="#">Edit</a>
<b>WebServer</b>			
Name	192.168.1.145	IP address of the SAM server	<a href="#">Edit</a>
Port	80	port number of the SAM server	<a href="#">Edit</a>

Field Description – Admin Application Configuration			
Application Configuration (Sign Up)			
Field Label	Field Specifications	Description	Notes
Branch			
Name		Zone ID	
Branches		ZoneID(s). Separate multiple ZoneID(s) with a percent sign	
File Name		Clintinfo.ini	
Configuration			
Digits_Number		Number of card # digits from the end to display	
DisplayFormat		0= display card number, 1= display patron name	

Field Description – Admin Application Configuration			
Application Configuration (Sign Up)			
Field Label	Field Specifications	Description	Notes
EnableGracePeriod		0 = Use grace period set on the server to Sign Up and Reservations	
EnableNotify		0=no Text / Email, 1=Text / Email	
EnablePIN		0=pin is not required, 1=pin is required	
InactivityTime	In seconds	0=no check box 1=check box	
lad_Digits_Number			
lad_Display_Format			
KioskConfig			
AssignListWidth		Size of Assigned List Column Heading	
size1		Image column width	
size10		Size of PC List Heading (PC ID)	
size11		Size of PC List Heading (User Name / Library Card #)	
size12		Size of PC List Heading (User logged on / Session End Time)	
size2		Size of Wait List Heading (Ticket #)	
size3		Size of Wait List Heading (Next Up Card #)	
size4		Image column width	
size5		Size of Assign List Heading (Ticket #)	
size6		Size of Assign List Heading (Now Up)	
size7		Size of Assign List Heading (PC ID)	
size8		Size of Assign List Heading (Grace Period duration)	
size9		Image column width	
WaitListWidth		Size of Zone Waiting List Heading	
Language			
LanguageName1		Language 1 Name	
LanguageName2		Language 2 Name	
LanguageName3		Language 3 Name	
Settings			
Mode		1=classic view, 2=advanced view, 9=view only	
NotifyPort		SMS and email service port number	
SIGNUPCONFIG			
BranchListSize1		Advanced View/View Only branch list column 1 size	
BranchListSize2		BranchListSize2	
BranchListSize3		Advanced View/View Only branch list column 3 size	
BranchListSize4		Advanced View/View Only branch list column 4 size	
BranchListSize5		Advanced View/View Only branch list column 5 size	

Field Description – Admin Application Configuration			
Application Configuration (Sign Up)			
Field Label	Field Specifications	Description	Notes
User			
pass		Staff password	
VIEWONLYCONFIG			
size1		Advanced View/View Only wait list column 1 size	
size10		Advanced View/View Only assign list column 6 size	
size2		Advanced View/View Only wait list column 2 size	
size3		Advanced View/View Only wait list column 3 size	
size4		Advanced View/View Only wait list column 4 size	
size5		Advanced View/View Only assign list column 1 size	
size6		Advanced View/View Only assign list column 2 size	
size7		Advanced View/View Only assign list column 3 size	
size8		Advanced View/View Only assign list column 4 size	
size9		Advanced View/View Only assign list column 5 size	
WaitListWidth		Advanced View/View Only assign list wait list size	
WebServer			
Name			IP address of the SAM server
Port			Default Port

## ASSOCIATE DEVICE (ZONES)

To Associate Device - Peripheral hardware such as Payment Center, Photocopy Device, etc. (not Client PCs), please follow these steps:

1. Select appropriate Zone to associate device.
2. Enter new Device ID.
3. Select new Device Type from the drop down.
4. Click [Save].

ASSOCIATE DEVICE

Welcome admin! | Log Out

Home Users Region Locations Filters Zones Control Zones Reservations Metering Reports Help

After making changes, click Save button to add new Device.

Save

Zone: Cyber Center

Device ID: 2112

Device Type: Payment Center

Zone	Device ID	Device Type
Adult	1010	Payment Center

A confirmation message: Device Assigned will display on screen. New Device will show under the Associated Devices list.

ASSOCIATE DEVICE

Welcome admin! | Log Out

Home Users Region Locations Filters Zones Control Zones Reservations Metering Reports Help

Add associate device successfully.

After making changes, click Save button to add new Device.

Save

Zone: Adult

Device ID: Enter a new device ID

Device Type: Payment Center

Zone	Device ID	Device Type
Adult	1010	Payment Center
Cyber Center	2112	Payment Center

### Field Description - Zones

#### Associate Device

Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Device ID		Enter Device ID	
Device Type		Select Device	Payment Center, Photocopy Device, etc. (not Client PCs)
Save		New Device will be added to database. Device will be displayed on the Zone list above	Save to add new Device to database

## BROWSER OPTIONS (ZONES)

SAM allows the library to control the 'Browser Start Page' view for each Filter Profile. The Filter Profiles are: Full Access, Full Access (Alt.), Restricted Access, Restricted Access (Alt.), Safe Harbor, and Safe Harbor (Alt.).

Type in a start page (i.e. <http://www.schoolinix.com>) in the appropriate field under Zones/Browser Control, then click [Save] and check "Set default start page". This will enable the new default start page for each profile. If you want to keep your own default start pages that are already set up in your browser settings, uncheck "Set default start page".

Internet Options - SAM's Proxy Filtering Solution:

Set Browser settings - This must be checked if you are using SAM's Proxy Filtering Solution. This will change the client browser to go to the Proxy IP address.

Please Note that 8e6 Filter Appliance control is not supported for thin clients at this time

**BROWSER OPTIONS** Welcome admin! [Log Out]

Home Users Region Locations Filters Zones Control Zones Reservations Metering Reports Help

Select Zone and Click Submit button

Zone: Cyber Center [v] Submit

After making changes, click the Save button

Zone: Cyber Center Save

**Start Pages**

Level	URL	IP	Port
Level 1	http://www.msn.com	Enter IP address	Enter port number
Level 2	http://www.msn.com	Enter IP address	Enter port number
Level 3	http://www.msn.com	Enter IP address	Enter port number
Level 4	http://www.msn.com	Enter IP address	Enter port number
Level 5	http://www.msn.com	Enter IP address	Enter port number
Level 6	http://www.msn.com	Enter IP address	Enter port number

**Internet Options**

☐ Set Browser Settings ☐ Set Default Start Page

### Field Description - Zones

#### Browser Options

Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Submit		Open Browser Options Screen	
Save		Click after making changes to save	Save changes and add to database
Zone ID	50 character limit	ID of Zone	
Zone Name	100 character limit	Name of Zone	

### Field Description - Zones



Browser Options			
Field Label	Field Specifications	Description	Notes
Start Pages		Start Page view for each Filter profile	
Level 1	Filter Level Name set by Library will be displayed.	Enter URL, IP, and Port	For example: Level 1 to Level 6
Adult	Filter Level Name set by Library will be displayed.	Enter URL, IP, and Port	
Level 2	Filter Level Name set by Library will be displayed.	Enter URL, IP, and Port	
Level 3	Filter Level Name set by Library will be displayed.	Enter URL, IP, and Port	
Level 4	Filter Level Name set by Library will be displayed.	Enter URL, IP, and Port	
Level 5	Filter Level Name set by Library will be displayed.	Enter URL, IP, and Port	
Level 6			
Internet Options		SAM's Proxy Filtering Solution.	
Set Browser Settings			This will change the client browser to go to the Proxy IP address
Set Default Start Page		Default Start Page	Note: 8e6 Filter Appliance control is not supported for thin clients at this time

## VISITOR CARD / SUS TICKET OPTIONS (ZONES)

To configure the Visitor Card / Sign Up Ticket:

1. Select the Zone and click [Select]
2. Select or Enter all the appropriate information
3. Click [Save]

\*There is a maximum limit of 50 characters per line and apostrophes cannot be used.

# Visitor Card\SUS Ticket Options

Welcome admin! | Log Out

[Home](#) | [Users](#) | [Filters](#) | [Zones](#) | [Control Zones](#) | [Reservations](#) | [Metering](#) | [Reports](#) | [Help](#)

Select Zone and Click Submit button

Zone:

After making changes, click Save button.

Zone: Adult

### Display Options

☒ Display Date ☒ Display Name ☒ Display Number ☒ Display Pin

### Title

Line 1\*

Line 2\*

Line 3\*

### Session Information

Line 1\*

Line 2\*

Line 3\*

Line 4\*

### Visitor Card Instructions

Line 1\*

Line 2\*

Line 3\*

Line 4\*

### SUS Ticket Instructions

Line 1\*

Line 2\*

Line 3\*

Line 4\*

There is a maximum of 50 characters per line and apostrophes cannot be used

Field Description - Zones			
Visitor Card / Sign Up Ticket Options			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Submit		Open Card / Sign Up Ticket Options screen	
Save		Click to save changes and add information to database	Selected Information will be printed on Visitor Card
Display Options			
Display Date		Check box to print	Date will be printed on Visitor Card
Display Name		Check box to print	User Name will be printed on Visitor Card
Display Number		Check box to print	Library Card Number will be printed on Visitor Card
Display PIN		Check box to print	PIN will be printed on Visitor Card
Title			
Title Visitor Card / SUS	Limit of a maximum of 50 characters per line and cannot use apostrophes	Title Line 1, Title Line 2, and Title Line 3. Can be used to print Library Name, Address, Telephone #, etc.	Information will appear on Visitor Card and Sign Up Station Ticket.
Session Information Visitor Card Only	Limit of a maximum of 50 characters per line and cannot use apostrophes	Session Line 1, Session Line 2, Session Line 3, and Session Line 4. Can be used to print Session Time, Print Cost, etc.	Information will appear only on Visitor Card.
Visitor Card Instructions	Limit of a maximum of 50 characters per line and cannot use apostrophes	VC Instructions Line 1, VC Instructions Line 2, VC Instructions Line 3, and VC Instructions Line 4. Can be used to print Visitor Card valid date.	Information will appear only on Visitor Card.
Sign Up Ticket Instructions	Limit of a maximum of 50 characters per line and cannot use apostrophes	SUS Instructions Line 1, SUS Instructions Line 2, SUS Instructions Line 3, and SUS Instructions Line 4. Can be used to instruct users they have duration of grace period to Sign Up on assigned PC.	Information will appear only on Sign Up Station Ticket.

## FREE PAGE OPTIONS (ZONES)

To configure the Free Page Options:

1. Select the Zone and click [Select]
2. Per Day – Select the number of pages that a Standard User will be allowed to print free of charge per day.
3. Per Set Time Period – Check for current time period or Add New Time Period. Select the number of free pages.
4. For - You can specify a name for time period such as Semester, Summer, etc.
5. To - Select start date
6. From - Select end date
7. Delete – Check the appropriate box to delete desired Time Period from list
8. Click [Save] to save or delete information

### Field Description - Zones

#### Free Page Options

Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Submit		Open Free Page Options screen	
Save		Click after making changes to save	Save information to database
Type			
Per Day		Select number of free pages that a Standard User will be allowed to print free of charge per day.	
Per Time Period		Select Free Page number	For current time period or Add new Time Period
Free Page			
For		Specify name for time period	Semester, Summer, etc.
From		Select start Month, Day, and Year	
To		Select end Month, Day, and Year	
Delete		Select Time Period to be deleted	

## GROUP OPTIONS (ZONES)

This is where you can set up all the controls for User daily sessions and print privileges. SAM supports several user controls other than session time. First, you can control total daily allocation separately from individual session length. Then you can enforce session separation by limiting a user's consecutive logins. Finally, you can determine the total number of times a user can login during any day. In combination with basic session time, SAM gives you the ability to establish a policy such as: "2 hours per day total usage, in 30 minute sessions, with a limit of 2 consecutive logins, and maximum of 4 daily logins".

All Users will get Standard User settings unless you go into their record from either the Administrative Interface – Users screen, or the PC Activity Manager – Users screen and assign them to a group. SAM accommodates 4 custom groups that you can use for any special purpose. Members of these groups can have different settings for time and print parameters. Intended uses include: longer session time for users with bon-a-fide research needs or no-charge print where economic constraints apply.

To configure Group Options:

1. Select the Zone and click [Select]
2. Select desired choices from drop down options for appropriate fields
3. Click [Save] to save information.

The screenshot displays the 'GROUP OPTIONS' web interface. At the top, there is a navigation bar with links: Home, Users, Region, Locations, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The user is logged in as 'admin' and can click 'Log Out'.

Below the navigation bar, there is a section for selecting a zone. It says 'Select Zone and Click Submit button' and shows a dropdown menu with 'Cyber Center' selected. Below this, it says 'After making changes, click the Save button' and shows a 'Save' button.

The main section is titled 'Zone: Cyber Center'. It contains a table with columns for 'Standard User', 'Express', 'Group 1 (Visitor Cards)', 'Group 2', 'Group 3', and 'Group 4'. The rows represent different settings:

	Standard User	Express	Group 1 (Visitor Cards)	Group 2	Group 3	Group 4
Daily Time	2 Hrs		1 Hr	1 Hr	1 Hr	1 Hr
Session Time	1 Hr	15 Min	30 Min	30 Min	30 Min	30 Min
Consecutive Sessions	2	1	2	1	2	2
Daily Logins	2	1	4	4	4	4
<input type="checkbox"/> Enable Group Settings for Print						
Pages/Line		100 Pages	100 Pages	100 Pages	100 Pages	100 Pages
Print pages	Check Print Options for Standard User Print Settings	1 Page	1 Page	1 Page	1 Page	1 Page
Price/Page		0.05	0.05	0.05	0.05	0.05
Application		All	All	All	All	All

## SAM TIMERS (ZONES)


SAM runs a number of timers to effectively control user use of the PC.

Daily Time is the total amount of time available to a user on a daily basis. Users do not have to use all of this time in a single session; unused time is reserved for their later use. You determine daily time. We recommend one hour, but it can be any easily understandable time increment. Multiples of 30 minutes can be specified. Note: Staff can reset time either from the staff interface or from the Client PC.

Session Time is the amount of time each individual session can be. SAM gives libraries the flexibility to set daily time at, for example, 2 hours per day. With only 30 minute Session Time in order to accommodate all users throughout the day.

Consecutive Sessions is the number of times a user can login consecutively without having to wait the duration of session length. For example, the library allows 2 hours per day in 30 minute sessions but only 2 consecutive logins. If this is the case, the User will be prevented from logging onto any SAM PC for the time that's set for 1 session length, which in this case is 30 minutes, after they have used 2 consecutive sessions.

Daily logins is the number of times a User can login to the SAM PC per day. So even if a User has daily time left over for that day and Daily logins is set to 4, the User will not be able to login to the PCs after 4 successful logins. Note: Staff can reset logins either from the staff interface or from the Client PC.



Daily Time, Consecutive Sessions, and Daily Logins are accumulated per Library Card number and stay with user from Zone to Zone throughout the day. Therefore, if exceeded in one Zone, Daily Time, Consecutive Sessions, and Daily Logins lock user record and block logins in subsequent Zones.

Enable Group Settings for Print: If this box is checked, users will be charged per settings under Express and Groups (per Group). Group Settings will override global settings for all printers on the local workstations.  
If this box is not checked, users will be charged the same way as Standard users (per printer from Print Options).

Page Limit: Number of pages user is allowed to print per print job. 0 = Can't Print, so needs to be greater than 0.

Price / Page: Price per page user will be charged.

Applications: Application print range, i.e. All, Internet, None.

Express Time: is the total amount of time available to an Express user in any day. The library determines session time. We recommend fifteen minutes, but any time increment can be specified. Consecutive Sessions and Daily login settings do not apply to Express users. Libraries can also restrict print settings for Express users: Page limit (is set per job), free pages (allowed per day), price per page and the applications that they can print from (Internet Only, All Applications or None).

Groups 1 – 4: SAM accommodates 4 custom groups that can be used for any special purpose. Members of these groups can have different settings for session, time, and print parameters explained above. The settings on this screen will override the global printer settings for Users that the library includes in specific groups. As a general rule, the "Express" settings are used to configure Express PCs and "Group 1 (Visitor Cards)" settings apply to users utilizing Visitor Cards.

Field Description - Zones			
Group Options			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Submit		Open Group Options screen	
Save		Click after making changes to save	Save information to database
Daily Time	Must equal or exceed session time	Daily Time allowed	Select settings for Standard User, Express, Group 1 (Visitor Cards), Group 2, Group 3, and Group 4
Session Time		Number of Minutes for each session	Select settings for Standard User, Express, Group 1 (Visitor Cards), Group 2, Group 3, and Group 4
Consecutive Sessions		Number of times user can login consecutively	Select settings for Standard User, Express, Group 1 (Visitor Cards), Group 2, Group 3, and Group 4
Daily Logins		Number of times user can login per day	Select settings for Standard User, Express, Group 1 (Visitor Cards), Group 2, Group 3, and Group 4
Enable Group Settings for Print		Group Settings will override global settings for all printers on the local workstations.	If this box is checked, users will be charged per settings under Express and Groups (per Group). If this box is not checked, users will be charged the same way as Standard users (per printer from Print Options)
Page Limit	0 = Can't Print	Number of pages user can print per print job	Select settings for Standard User, Express, Group 1 (Visitor Cards), Group 2, Group 3, and Group 4
Free Pages		Number of pages user can print free of charge per day	Select settings for Standard User, Express, Group 1 (Visitor Cards), Group 2, Group 3, and Group 4
Price / Page	Set by Printer for Standard User. Set by Group for groups	Price per printed page	
Applications		Application print range	All, Internet, None

## LANGUAGE OPTIONS (ZONES)

Library has option to enter text translated in a choice of 3 languages. English is the default language. Library can choose the other 2 languages.

To configure Languages:

1. Select the appropriate Zone from drop down options.
2. Language - Current Language in use will be displayed. Select desired Language from drop down options.
3. Click [Submit].

Library can customize the text to display for the Client, Sign Up Station, and Print Release Station. Enter translated text for all available Fields / Labels to Configure Languages and click [Save].

LANGUAGE OPTIONS

Welcome admin! (Log Out)

Home Users Region Locations Filters Zones Control Zones Reservations Metering Reports Help

Select Zone and Click Submit button

Zone: Cyber Center

Language: Language 1

Submit

Restore Defaults

Save

After making changes, click Save button.

Zone: Cyber Center

Language: English

Client	Sign Up Station	Print Release Station
End Session Button	End Session	
Login Screen OK Button	OK	
Login screen Policy button	Library Policy	
Login Screen Reservation Message	This PC is reserved at	
Login Screen PC Assigned Message	This PC is assigned to	
Login Card Error	Invalid card number entered, please try again.	
Login Password Error	Invalid PIN entered, please try again.	
Login Password Doesn't Match	PINs don't match. Please enter the pin again.	
Login Inactive Account	Your account is inactive. Please see the Librarian.	
Login Expired Account	Your card has expired. Please see the Librarian.	
Login Computer Reserved	Sorry, This computer is reserved at this time for another User	
Login Computer Assigned	Sorry, This computer has been assigned temporarily to another User	



End of Session Warning 1	Your computer session will terminate in 15 minutes. You should begin to finish your work now.
End of Session Warning 2	Your computer session will terminate in 10 minutes. You should begin to finish your work now.
End of Session warning 3	Your computer session will terminate in 5 minutes. You should begin to finish your work now.
End of Time	Sorry, your session time has expired.
End of Daily Time warning	Your time is almost up! Your internet session will soon end.
Library Close Warning 1	The Library will close in less that 15 minutes. Please finish all the activities in the computer
Library Close warning 2	The Library will close in less that 10 minutes. Please finish all the activities in the computer
Library Close Warning 3	The Library will close in less that 5 minutes. Please finish all the activities in the computer
Reserve Warning 1	There is a reservation within the hour, please be ready to release the computer when needed.
Reserved Please Release	This computer is reserved, please release this computer for the next User.
Session Will End	Your session will end now, Please release this computer for the next user
Library Will Close	The Library will close soon, Please finish all the activities in this computer.
Library Sign Off	Goodbye and thank you for using our library.
Reboot For Changes	Do you want to reboot now for these changes to take effect?
Lock Screen PC Locked	This PC is currently locked. Only a member of the staff can access this PC.
Lock Screen Unlock PC	UnLock PC
Lock Screen Library Card	Library Card:
License Expired	SAM license is expired. Please contact the system administrator.
Mandatory Sign Up	There are other Users waiting to use the computers. Please wait your turn or check your card at the Sign Up Station.
PC Disabled	This PC is currently disabled. Please use another PC.
Library Closed	The Library is closed, Please finish all the activities in this computer.
SAM Start Error	SAM was not initialized properly. Please restart program. If this problem continues, restart Windows and try again. Erc
Inactivity Start Error	Error starting inactivity warning timer

## Print

Print All - Instructions	Click Print All to print all your documents. The Library card holder agrees to pay the total charge indicated.
Print All - User ID	User ID:
Print All - Documents	Documents:
Print All - Free Pages	Free pages:
Print All - Total Charge	Total charge:
Print All - Library Policy	Library Policy
Print All - Cancel	Cancel
Print All - Print All Button	Print All
Failure Notification	Your document hasn't been printed due to problems with the printer or your computer, please contact your system Admin.
Enter information	To print this document(s), you must enter your Library Card Number and Password.
Successful Notification	Your document has been printed or sent to the print release station successfully.
Print Confirmation	Are you sure you want to print?
Number of Pages	Number of Pages:
Free Pages Remaining	Remaining Free Pages:
Pages Printed	Pages Printed:
Cost Per Page	Charge per Page:
Total Cost	TOTAL CHARGE
Account Balance	Account Balance:

### Pay For Session

Query	Would you like to deduct the amount from your account?
Insufficient Funds	Please deposit some money in your account to log in.
Account Balance	You currently have:
Cost	To acquire a session, it will cost:

### Session Info

Name	Name
Library Card	Library Card:
Filter Info Title	Internet Filtering Information
Access Level Title	Access Level Selections
Balance Information Title	Account Balance Information
Current Balance Title	Your Current Balance
Fine Line 1	The Library's records show that you owe
Fine Line 2	in
Fine Line 3	outstanding charges.
Fine Line 4	Select the amount you would like to pay
Fine Line 5	then click 'Make a Payment'
Time Remaining	Time Remaining
Time Format	(hour:min)
Current Access	Current Access Level
Account Balance	Account Balance
Reserved	This pc is reserved at

## LANGUAGE OPTIONS (ZONES) – SIGN UP STATION

Assign List 8	Expires
PC List 1	PC Status
PC List 2	PC ID
PC List 3	ID
PC List 4	Ends At
Success Message 1	Congratulations
Success Message 2	You have successfully signed up in the Zone:
Success Message 3	Your ticket number is:
Sign up Note 1	Please enter your information and Click Signup
Sign up Note 2	Please wait while get your information
Sign up Note 3	can not see
Lib Card	Library Card:
Pin	Pin
Zone	Zone:
Email Phone	Email / Phone:
Button Ok	OK
Button Cancel	Cancel
Button Login	Sign Up
Button View	View
Login Message 1	Please input Card number
Login Message 2	Please input Pin number
Login Message 3	Invalid Card Number or Pin or Login Privilege
Login Message 4	This Card has reservation
Login Message 5	Library Closed

Login Message 6	This Card has already been assigned or Logged in
Login Message 7	This Card has already been assigned
Login Message 8	Invalid Signup
Status Name 1	Waiting
Status Name 2	PC Disabled
Status Name 3	PC Up
Status Name 4	PC Down
Status Name 5	PC is Use
Status Name 6	Patron Assigned
Main Screen View Button	View Status
Main Screen Note	Please select branch to sign up
Main Screen Header 1	Zone Name
Main Screen Header 2	# of Patron(s) Ahead
Main Screen Header 3	# of PC(s) Available
Main Screen Header 4	Ticket(s) Assigned
Status Wait List Label	Assign List
Status Assign List Label	Waiting List
Status Wait List Column 1	Next Up
Status Wait List Column 2	Ticket
Status Wait List Column 3	Zone
Status Assign List Column 1	Now Up
Status Assign List Column 2	Ticket
Status Assign List Column 3	PC ID
Status Assign List Column 4	Expires
Status Assign List Column 5	Zone
Status Button Return	Return Home

## LANGUAGE OPTIONS (ZONES) – PRINT RELEASE STATION

Client	Sign Up Station	Print Release Station
Login Wnd 1	Enter Your Library Card and Password to begin	
Login Wnd 2	Card No.	
Login Wnd 3	Password:	
Login Wnd 4	Log In	
Login Wnd 5	Cancel	
Login Wnd 6	Invalid Card Number	
Login Wnd 7	Invalid Password	
Login Wnd 8	Connection Failed	
Print Wnd 1	Page(s):	
Print Wnd 2	Time:	
Print Wnd 3	From:	
Print Wnd 4	JobID:	

Print Wnd 5	Card:
Print Wnd 6	Balance:
Print Wnd 7	Deposited:
Print Wnd 8	Free Page(s):
Print Wnd 9	Please Wait, while searching your document
Print Wnd 10	Printing...
Print Wnd 11	Not Enough Money
Print Wnd 12	Please select jobs to print
Print Wnd 13	There is no document available
Print Wnd 14	Please wait...
Print Wnd 15	Please Click [Log In] to get print jobs
Print Wnd 16	Log in
Print Wnd 17	Print
Print Wnd 18	Refresh
Print Wnd 19	Delete
Print Wnd 20	View Detail
Print Wnd 21	Complete
Print Wnd 22	Select All
Print Wnd 23	Please select jobs to delete
Print Wnd 24	Starting Balance:
Print Wnd 25	Cash Deposited:
Print Wnd 26	Print Cost:
Print Wnd 27	Remaining Balance:

Print Wind 28	Change:
Print Wind 29	Do you want add remaining money to your sam account?
Print Select Wind 1	Please Select printer for print jobs
Print Select Wind 2	Printer Name
Print Select Wind 3	Cost
Print Select Wind 4	Cancel
Print Select Wind 5	OK
Print Select Wind 6	FreePage
Print Receipt 1	Zone ID:
Print Receipt 2	PC ID:
Print Receipt 3	Time:
Print Receipt 4	Name:
Print Receipt 5	Account ID:
Print Receipt 6	Zone ID:

Field Description - Zones			
Language Options			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Submit		Open Message Options screen	
Language		The current Language is displayed. Select a different Language from drop down options.	By default, all text is displayed in English. However, up 3 different Language choices are available.
Restore Defaults		Restores Language defaults	
Save		Click after making changes to save	Save information to database
Language Options - Language 1		Choice of 3 different languages available	Enter text translated in a choice of 3 languages. English is the default language.
Zone ID		Zone ID	
Restore Defaults		Will restore default values	
Save		Click after making changes to save	Save information to database
Language Name		Current Language is displayed in box	
Client			
End Session Button		End Session	Enter translated text
Login Screen OK Button		OK	Enter translated text
Field Description - Zones			



Language Options			
Field Label	Field Specifications	Description	Notes
Login Screen Policy Button		Library Policy	Enter translated text
Login Screen Reservation Message		This PC is reserved at	Enter translated text
Login Screen PC Assigned Message		This PC is assigned to	Enter translated text
Login Card Error		Invalid card number entered, please try again	Enter translated text
Login Password Error		Invalid PIN entered, please try again	Enter translated text
Login Password Doesn't Match		PINs don't match, please enter the pin again	Enter translated text
Login Inactive Account		Your account is inactive. Please see the Librarian	Enter translated text
Login Expired Account		Your card has expired. Please see the Librarian	Enter translated text
Login Computer Reserved		Sorry, this computer is reserved at this time for another Patron	Enter translated text
Login Computer Assigned		Sorry, this computer has been assigned temporarily to another Patron	Enter translated text
Login Sessions Used		Patron has used all their sessions for today	Enter translated text
Login User Already Logged in		Patron is already working in another computer	Enter translated text
Login Password Required		The password is required. No blanks or special characters are allowed.	Enter translated text
Login Disabled Due to Consecutive Sessions		Your Login Privilege is disabled for 1 session	Enter translated text
Netscape Disabled		Netscape has been disabled on this computer	Enter translated text
Internet Blocked		Your account is blocked for Internet access. Please see the librarian	Enter translated text
Internet Idle		Your Internet session has been idle. Click OK to continue your session	Enter translated text
Computer idle		Your computer session has been idle. Click OK to continue your session	Enter translated text
Browser Closed By Staff		Browse closed by Library staff	Enter translated text
Session Time Updated		Your session time has been updated	Enter translated text
Zone Late Warning		It is too late to log into this Zone	Enter translated text
Zone Age Limits		You are not within the proper age limits for this Zone	Enter translated text
Control Zone Age Limits		You are not within the proper age limits for this Control Zone	Enter translated text
Reservation Swap		You have a reservation on a different machine, would you like to swap it to this one?	Enter translated text
Field Description - Zones			

Language Options			
Field Label	Field Specifications	Description	Notes
Timer Reset		Timer has been reset	Enter translated text
Timer Not Reset		Timer has not been reset	Enter translated text
Session Reset		Login session has been reset	Enter translated text
Time Extended		Your Computer time will be extended UNLESS you have used your maximum daily time	Enter translated text
Browser Closed Due to Inactivity		Sorry, browser closed due to inactivity	Enter translated text
End Session Query		Are you sure you want to end your session now?	Enter translated text
End of Session Warning 1		Your computer session will terminate in 15 minutes. You should begin to finish your work now	Enter translated text
End of Session Warning 2		Your computer session will terminate in 10 minutes. You should begin to finish your work now	Enter translated text
End of Session Warning 3		Your computer session will terminate in 5 minutes. You should begin to finish your work now	Enter translated text
End of Time		Sorry, your session time has expired	Enter translated text
End of daily time Warning		Your time is almost up! Your Internet session will soon end	Enter translated text
Library Close Warning 1			
Library Close Warning 2			
Library Close Warning 3			
Reserve Warning 1		There is a reservation within the hour, please be ready to release the computer when needed	Enter translated text
Reserved Please Release		This computer is reserved, please release this computer for the next Patron	Enter translated text
Session Will End		Your session will end now. Please release this computer for the next user	Enter translated text
Library Will Close		The Library will close soon. Please finish all the activities in this computer	Enter translated text
Library Sign Off		Goodbye and thank you for using our library	Enter translated text
Reboot for changes		Do you want to reboot now for these changes to take effect?	Enter translated text
Lock Screen PC Locked		This PC is currently locked. Only a member of the staff can access this PC	Enter translated text

Field Description - Zones			
Language Options			
Field Label	Field Specifications	Description	Notes
Lock Screen Unlock PC		Unlock PC	Enter translated text
Lock Screen Library Card		Library Card	Enter translated text
License Expired		SAM license is expired. Please contact the system administrator	Enter translated text
Mandatory Sign Up		There are other patrons waiting to use the computers. Please wait your turn or check your card at Sign Up Station	Enter translated text
PC Disabled		This PC is currently disabled. Please use another PC	Enter translated text
Library closed		The Library is closed. Please finish all the activities in this computer	Enter translated text
SAM Start Error		SAM was not initialized properly. Please restart program. If this problem continues, restart Windows and try again. Error Code: MH	Enter translated text
Inactivity Start Error		Error starting inactivity warning timer	Enter translated text
Client - Print			
Print All - instructions		Click Print All to print all your documents. The Library card holder agrees to pay the total charge indicated.	Enter translated text
Print All - Patron ID		Patron ID:	Enter translated text
Print All - Documents		Documents:	Enter translated text
Print All - Free Pages		Free pages:	Enter translated text
Print All - Total Charge		Total Charge	Enter translated text
Print All - Library Policy		Library Policy	Enter translated text
Print All - Cancel		Cancel	Enter translated text
Print All - Print All Button		Print All	Enter translated text
Failure Notification		Your document hasn't been printed due to problems with the printer or your computer, please contact your system Administrator.	Enter translated text
Enter Information		To print this document(s), you must enter your Library Card Number and Password	Enter translated text
Successful Notification		Your document has been printed or sent to the print release station successfully	Enter translated text
Print Confirmation		Are you sure you want to print?	Enter translated text
Number of Pages		Number of Pages:	Enter translated text
Free Pages Remaining		Remaining Free Pages:	Enter translated text
Pages Printed		Pages Printed:	Enter translated text
Cost Per Page		Charge per Page:	Enter translated text
Total Cost		TOTAL CHARGE:	Enter translated text
Account Balance		Account Balance:	Enter translated text

Field Description - Zones			
Language Options			
Field Label	Field Specifications	Description	Notes
Client - Pay For Session			
Query		Would you like to deduct the amount from your account?	Enter translated text
Insufficient Funds		Please deposit some more in your account to log in	Enter translated text
Account Balance		You currently have:	Enter translated text
Cost		To acquire a session, it will cost:	Enter translated text
Client - Session Info			Enter translated text
Name		Name	Enter translated text
Library Card		Library Card	Enter translated text
Filter Info Title		Internet Filtering Information	Enter translated text
Access Level Title		Access Level Selections	Enter translated text
Balance information title		Account Balance Information	Enter translated text
Current Balance Title		Your Current Balance	Enter translated text
Fine Line		The Library's records show that you owe	Enter translated text
Fine Line 2		in	Enter translated text
Fine Line 3		outstanding charges	Enter translated text
Fine Line 4		Select the amount you would like to pay	Enter translated text
Fine Line 5		then click:	Enter translated text
Time Remaining		Time Remaining	Enter translated text
Time Format		(hour:min)	Enter translated text
Current Access		Current Access Level	Enter translated text
Account Balance		Account Balance	Enter translated text
Reserved		This PC is reserved at:	Enter translated text
Sign Up Station			
Zone ID		Branch ID	Enter translated text
Branch List 1			
Branch List 2			
Branch List 3			
Branch List 4			
Wait List 1			
Wait List 2			
Wait List 3			
Assign List 1			
Assign List 2			
Assign List 3		Now Up	
Assign List 4		PC ID	
Assign List 5		Expires	

Field Description - Zones			
Language Options			
Field Label	Field Specifications	Description	Notes
PC List 1		PC Status	
PC List 2		PC ID	
PC List 3		ID	
PC List 4		Ends At	
Success Message 1		Congratulations	
Success Message 2		You have successfully signed up in the Zone	
Success Message 3		Your Ticket Number Is	
Sign Up Note 1		Please enter your information and Click Signup	
Sign Up Note 2		Please input Pin number	
Sign Up Note 3		Cannot see	
Library Card			
Pin			
Zone			
Email/Phone			
OK			
Cancel			
Login			
View			
Log In Message 1		Please input Card number	
Log In Message 2		Please input Pin number	
Log In Message 3		Invalid Card Number or Pin or Login Privilege	
Log In Message 4		This Card has reservation	
Log In Message 5		Library Closed	
Log In Message 6		This Card was already assigned or Logged in	
Log In Message 7		This Card was already assigned	
Log In Message 8		Invalid Sign Up	
Status Name 1		Waiting	
Status Name 2		PC Disabled	
Status Name 3		PC Up	
Status Name 4		PC Down	
Status Name 5		PC In Use	
Status Name 6		Patron Assigned	
Main Screen View Button		View Status	
Main Screen Note		Please select branch to sign up	
Main Screen Header 1		Zone Name	
Main Screen Header 2		# of Patron(s) Ahead	
Main Screen Header 3		# of PC(s) Available	
Main Screen Header 4		Ticket(s) Assigned	
Status Wait List Label		Assign List	
Status Assign List		Waiting List	

Field Description - Zones			
Language Options			
Field Label	Field Specifications	Description	Notes
Status Wait List Col 1		Next UP	
Status Wait List Col 2		Ticket	
Status Wait List Col 3		Zone	
Status Assign List Col 1		Now Up	
Status Assign List Col 2		Ticket	
Status Assign List Col 3		PC ID	
Status Assign List Col 4		Expires	
Status Assign List Col 5		Zone	
Status Button Return		Return Home	
Print Release Station			
Login Wnd 1			
Login Wnd 2			
Login Wnd 3			
Login Wnd 4			
Login Wnd 5			
Login Wnd 6			
Login Wnd 7			
Login Wnd 8			
Print Wnd 1			
Print Wnd 2			
Print Wnd 3			
Print Wnd 4			
Print Wnd 5			
Print Wnd 6			
Print Wnd 7			
Print Wnd 8			
Print Wnd 9			
Print Wnd 10			
Print Wnd 11			
Print Wnd 12			
Print Wnd 13			
Print Wnd 14			
Print Wnd 15			
Print Wnd 16			
Print Wnd 17			
Print Wnd 18			
Print Wnd 19			
Print Wnd 20			
Print Wnd 21			

Field Description - Zones			
Language Options			
Field Label	Field Specifications	Description	Notes
Print Wnd 22			
Print Wnd 23			
Print Wnd 24			
Print Wnd 25			
Print Wnd 26			
Print Wnd 27			
Print Wnd 28			
Print Wnd 29			
Print Select Wnd 1			
Print Select Wnd 2			
Print Select Wnd 3			
Print Select Wnd 4			
Print Select Wnd 5			
Print Select Wnd 6			
Print Receipt 1			
Print Receipt 2			
Print Receipt 3			
Print Receipt 4			
Print Receipt 5			
Print Receipt 6			

## INVOICE OPTIONS (ZONES)

You can change the information that appears on the Print Invoice (i.e. Last Name, Library Card Number, etc.) as well as turn the Print Invoice on/off.

To configure the Print Invoice:

1. Select the Zone and click [Select]
2. Click Print Invoice – if you wish to print the Print Invoice
3. Click Don't Print Invoice – if you do not wish to print the Print Invoice
4. Select the appropriate boxes to indicate the information you would like to be printed on the Print Invoice
5. Click [Save].

Field Description - Zones			
Invoice Options			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Select		Open Invoice Options screen	
Save		Click after making changes to save	Save information to database
Print Invoice			
Yes		Select to Print Invoice	will print if selected
No		Select to Not Print Invoice	will not print if selected



## OPAC OPTIONS (ZONES)

SAM can offer some flexibility in selecting links displayed within your catalog. For example, SAM could let a person click on a link and go to an author's website. We call that "Clicks Beyond" the catalog, and SAM will recognize the click to the author's website as acceptable. SAM will not let the user go outside the number of "Clicks Beyond" that you specify. If a user goes beyond the allowed clicks, SAM will deny access and the users only option will be to return to your catalog. After someone has clicked beyond the allowed number, SAM will automatically return the user to your Catalog Start Page URL. You can add a list of URL addresses and/or local paths for your catalog and databases (i.e. <http://www.ebsco.com>) in the SAM web interface that will allow users access without being redirected from these White List sites.

Select the Zone and click [Select] . The OPAC Options window will open. From here, you can Add New Sites as URL (i.e. [www.google.com](http://www.google.com), [www.yahoo.com](http://www.yahoo.com), etc.) or as Dictionary Keyword (i.e. msn, cnn, etc.).

OPAC OPTIONS

Welcome admin! [Log Out]

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Select Zone and Click Submit button

Zone: Teen Submit

After making changes, click the Save button

Save

Zone: Teen

Redirect User To: ☒ Previous URL ☐ Original URL After: 2 Clicks Away From Sites Listed Below

Original URL: www.comprisetchnologies

Listed Sites

Add New Site Enter new site url URL Add New Site

Site	Type	Delete
com	Dictionary	Delete
msn	Dictionary	Delete
www.google.com	URL	Delete
www.yahoo.com	URL	Delete

To Add New Sites, please follow these steps:

1. Enter the URL or Keyword under Site
2. Select the appropriate Type from drop down options, (URL, Dictionary).
3. New additions will be displayed under the Listed Sites.
4. To Delete a site, check the appropriate box from the pre-populated list under Listed Sites
5. Click [Save] to save all changes.

Field Description - Zones			
OPAC Options			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Select		Open OPAC Options screen	
Save		Click after making changes to save	Save information to database
Zone ID		Zone ID	
Zone Name		Zone Name	
Redirect to			
Previous URL		Select to redirect User to Previous URL	
Original URL		Select to redirect User to Original URL	
After xx Clicks Away From Sites Listed Below		Access will be denied if user goes beyond the allowed number of clicks. User will be redirected to either Previous URL or Original URL per selection above	
Original URL	URL without http://	Enter the Start Page URL	
Listed Sites		URL addresses and/or local paths which users will be allowed access to without being redirected to the Original URL	
Add New Site		Enter URL or Dictionary keyword to add to list of allowed sites.	
Type		Type of site - URL or Dictionary	URL – allowed URL (i.e. <a href="http://www.google.com">www.google.com</a> , <a href="http://www.yahoo.com">www.yahoo.com</a> , etc.) Dictionary – allowed Dictionary keyword (i.e. msn, cnn, etc.)
Delete		Select to Delete from list of allowed sites	

## PRINT OPTIONS (ZONES)

This section allows for the management of user printers. Each printer can be managed differently. You can set price per page, page limit (per job) and free pages (per day). These settings will apply to all standard Users. You can set special Group settings for print in the Group Manager section or individual User print settings on the respective User's record in the User Maintenance section.

To set up Print Options, please follow these steps:

1. Select the appropriate Zone and click [Submit].
2. Printer Name and Port Name will be pre-populated.
3. Select the desired printer and click [Modify].

	Printer Name	Port Name
Modify	BlackBerry	192.168.1.158
Modify	Brother HL-2270DW V4	192.168.1.158
Modify	EW	192.168.1.158
Modify	coltr	192.168.1.158
Modify	Epson Visitor Cards Printer	192.168.1.158
Modify	HP LaserJet 4100 Series PCL6 (Copy T) (redacted T)	TS003
Modify	HP Universal Printing PCL 6	192.168.6.113
Modify	Sani To OneNote 2013	null
Modify	Visitor Cards Printer	192.168.1.158

Upon clicking [Modify], the Printer Configuration window will open. From here, the following parameters can be set:

4. Printer Name – Printer Name needs to be identical on the individual client PCs as well as in Print Options. Cannot contain special characters (i.e. \$, %, etc). Dash (-) is ok.
5. Port Name – the IP address of the printer
6. Price Per Page (in cents), i.e. 25.
7. Page Limit - this is pages allowed to print per job.
8. Enter Applications where users are allowed to print from. The options are: Internet, All, or None.
9. Language is the PCL Driver language of the printer in use (i.e. PCL5, PCL6, etc.).
10. Enter all appropriate information and click [Save].

Select Zone and Click Submit button

Zone:

Zone: Cyber Center

After making changes, click Save button.

Printer Name:  Port Name:

Price Per Page:  cents Page Limit:

Applications allowed to print from:  Language:

	Printer Name	Port Name
<input type="button" value="Modify"/>	Adobe PDF Converter	DocumentsV.pdf
<input type="button" value="Modify"/>	BlackWhite	192.168.1.114
<input type="button" value="Modify"/>	Color	192.168.1.114
<input type="button" value="Modify"/>	EPSON99875C (Artisan 830)	WSD-afb63171-fdc-4587-a0b8-db524fc8ebb7.0062
<input type="button" value="Modify"/>	HP LaserJet 400 M401 PCL 6	HP LaserJet400M401n
<input type="button" value="Modify"/>	NP10674CB (HP LaserJet 400 M401n)	WSD-22f60481-3d6d-49f8-8e73-424b28a80fb1.0039

To delete a Printer from the Zone, follow steps 1 to 3 above. Then, select the printer you wish to delete and click [Delete Printer]. Click OK when prompted to confirm deletion.

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Select Zone and Click Submit button

Zone:

Zone: Teen

After making changes, click Save button.

Printer Name:

Price Per Page:  cents

Applications allowed to print from:

Message from webpage

Are you sure want to delete?

	Printer Name	Port Name
<input type="button" value="Modify"/>	BlackWhite	192.168.1.114
<input type="button" value="Modify"/>	Brother HS-22190W V4	192.168.1.159
<input type="button" value="Modify"/>	ENV	192.168.1.119
<input type="button" value="Modify"/>	color	192.168.1.159
<input type="button" value="Modify"/>	Epson Vector Cards Printer	192.168.1.159
<input type="button" value="Modify"/>	HP LaserJet 4100 Series PCL6 (Copy 1) (redirected 1)	192.168.1.159

Field Description - Zones			
Print Options			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Select		Open Print Options screen	
Modify		Select Printer to Modify	Click to open Printer Configuration screen
Save		Click after making changes to save	Save information to database
Delete Printer		Selected printer will be deleted	Confirm at pop up box to delete printer
Zone ID		Zone ID	
Zone Name		Zone Name	
Modify		Confirm Printer Name and Port Name	Printer Name and Port Name will automatically be defaulted
Printer Name	255 character limit	Printer Name	Cannot contain special characters (i.e. \$, %, etc). Dash (-) is ok.
Port Name	256 character limit	Printer IP Address	
Price Per Page	Enter Price in Cents	Price Per Page	
Page Limit	5 character limit	Page Limit	Pages allowed to print per print job
Applications allowed to print from		Applications users will be allowed to print from.	Select from: Internet, All, or None.
Language	10 character limit	The PCL Driver language of the printer in use (i.e. PCL5, PCL6, etc.)	

## RESOURCES (ZONES)

This section displays each client PC installed with SAM Client and their computer name and IP address. It allows you to assign more intuitive computer definitions to each PC in order to make it easier for the staff and users to identify during the reservation process. The name that you enter in "Resource ID" will be displayed on the PC screen when using the PC Time Manager running mode, on the PC Activity Manager, Sign Up Station, and on the Reservation Screen.

Please select zone and click Submit button.

Location:

Zone:

Please select a resource from the list below to modify.

Location: Atlantic Public Library

Zone: Adult

	Computer Name	Computer IP	Computer ID	Station ID	Control Zone
<input type="button" value="Modify"/>	GCPC26TAFF	192.168.1.146	A01	192.168.1.157	N/A

## MODIFY RESOURCE

Resource information can be modified by following these steps:

1. Select appropriate Zone from drop down.
2. Click [Select] to open Modify Resource screen
3. Select the Resource you wish to modify from the list and click [Modify].
4. Upon clicking the Modify button, the current Resource information will be displayed.
5. Name - this is the machine name, not controlled by SAM. Machine Name cannot be changed from SAM Computer Information. It has to be changed from the Computer Properties
5. IP – IP address of the resource.
6. ID – PC identification label. This will display on the client PC, SUS, and PCAM.
7. Control Zone ID - Control Zone associated with this PC, if applicable.
8. OPAC – Check box to designate resource as a Catalog PC.
9. Users can reserve this resource – Check box to designate resource as a reservable PC.
10. Def 1, Def 2 and Def 3 –further define the Zone of the PCs with these fields. For example, Def 1 = Zone, Def 2 = Floor, and Def 3 = Section/Purpose. This resource definition will be viewable on the Reservation Station.
11. Click [Save] to save the information.

Please select the zone and click select button.

Location: Atlantic Public Library ▼

Zone: Teen ▼

Please select a resource from the list below to modify.

Location: Atlantic Public Library

Zone: Teen

Click button to save or delete computer

Name: COMPRISE IP: 192.168.1.150 ID: T 02

Control Zone ID: NONE ▼ Station: 192.168.1.156 ☐ Opac: ☐ Users can reserve this resource

Def1:  Def2:  Def3:

Save Delete

	Computer Name	Computer IP	Computer ID	Station ID	Control Zone
<span>Modify</span>	COMPRISE	192.168.1.150	T 02		N/A

## DELETE RESOURCE

Click [Delete Resource] to delete a resource and confirm when prompted.

To delete a Resource from the Zone, follow steps 1 to 4 above. Then, select the Resource you wish to delete and click [Delete Resource]. Click OK when prompted to confirm deletion.

Please select the zone and click select button.

Location: Atlantic Public Library

Zone: Teen

Please select a resource from the list below

Location: Atlantic Public Library

Zone: Teen

Click button to save or delete computer

Name: COMPRISE IP: 192

Control Zone ID: NONE Station: 192.168.1.156 ☐ Opac ☐ Users can reserve this resource

Def1: Def2: Def3:

Computer Name	Computer IP	Computer ID	Station ID	Control Zone
Modify COMPRISE	192.168.1.150	T 02		N/A

Field Description - Zones			
Resources			
Field Label	Field Specifications	Description	Notes
Location		Select Zone	
Zone		Select Zone	
Select		Open Resources screen	
Modify		Select resource to Modify	Click to open Resource Configuration screen
Save		After making changes click to save changes	
Delete		Click to Delete Resource	
Name	100 character limit	Real computer name	Will be automatically imported during installation
IP	25 character limit	IP address of PC at time of installation	This can change in a DHCP network
ID	15 character limit	Resource ID	PC identification label
Control Zone ID	50 character limit	Control Zone associated with this PC	
Station	50 character limit	SUS IP address	SUS that this resource is associated with
Field Description - Zones			
Resources			



Field Label	Field Specifications	Description	Notes
OPAC	Unchecked by Default	Select to designate resource as a Catalog PC	Unchecked is not an OPAC PC
Users can reserve this resource	Unchecked by Default	Select to designate resource as a reservable PC	Unchecked is not a reservable PC
Def 1	255 character limit	Computer definition field 1	Example, Building
Def 2	255 character limit	Computer definition field 2	Example, Floor
Def 3	255 character limit	Computer definition field 3	Example, Department

## Relocate Existing Client PC(s) To A Different Zone



Prior to being relocated, an existing Client PC must first be deleted from the current Zone's Resource List. Then, that Client PC can be relocated to a different Zone and added to that Zone's resource list.

To relocate an existing Client PC into a different Zone:

1. Log onto the SAM SmartSERVER with the appropriate User Name and Password.



2. Select SAM, Zones, and then Resources from the drop down options.

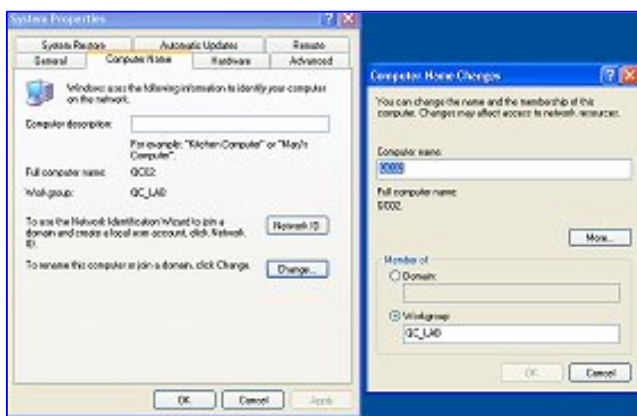
The screenshot shows the 'RESOURCE' application interface. At the top, there's a navigation bar with 'Home', 'Stats', 'Filters', 'Zones', 'Control Zones', 'Reservations', 'Monitoring', 'Reports', and 'Help'. Below this, a form prompts the user to 'Please select the zone and click select button'. The 'Location' is set to 'Atlantic Public Library' and the 'Zone' is set to 'Teen'. A dropdown menu is open, showing options: 'Add Zone', 'Application Configuration', 'Associate Device', 'Browser Options', 'Cardstock Ticket Options', 'Free Page Options', 'Server Options', 'Language Options', 'Invoice Options', 'OPAC Options', and 'Print Options'. Below the dropdown, a table lists resources with columns: Computer Name, Computer ID, Station ID, and Control Zone. The table contains three rows: 'COMPRISE' (ID: T 02, Station ID: 192.168.1.150, Control Zone: N/A), 'COMPRISE' (ID: T 03, Station ID: 192.168.1.151, Control Zone: N/A), and 'COMPRISE' (ID: T 04, Station ID: 192.168.1.152, Control Zone: N/A). A 'Select' button is visible in the top right.

3. Select the appropriate Zone from the drop down list and click [Select] to display a list of current resources in the Zone.
4. Select the appropriate resource from the list and click [Modify] to open the computer information screen for the resource.
5. Click [Delete Resource] to delete the existing PC(s) from the Resource list for the Zone.

The screenshot shows the computer information screen. It prompts the user to 'Please select the zone and click select button'. The 'Location' is 'Atlantic Public Library' and the 'Zone' is 'Teen'. Below this, it says 'Please select a resource from the list below'. The 'Location' is 'Atlantic Public Library' and the 'Zone' is 'Teen'. A 'Select' button is in the top right. Below this, it says 'Click button to save or delete computer'. The 'Name' is 'COMPRISE', 'IP' is '192', 'Control Zone ID' is 'NONE', 'Station' is '192.168.1.156', 'Def1' is empty, 'Def2' is empty, and 'Def3' is empty. There are checkboxes for 'Opac' and 'Users can reserve this resource'. A 'Save' button and a 'Delete' button are visible. A modal dialog box titled 'Message from webpage' is open, asking 'Do you want to delete the pc?' with 'OK' and 'Cancel' buttons. Below the dialog, a table lists resources with columns: Computer Name, Computer IP, Computer ID, Station ID, and Control Zone. The table contains one row: 'COMPRISE' (IP: 192.168.1.150, ID: T 02, Station ID: 192.168.1.150, Control Zone: N/A). A 'Modify' button is next to the first row.

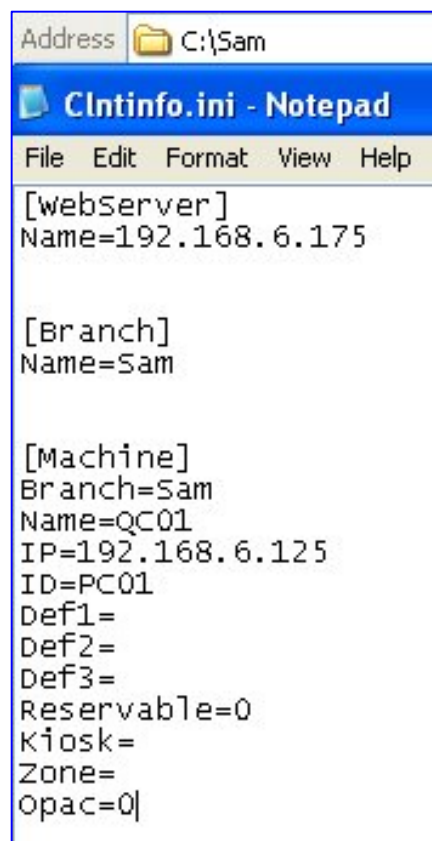
- After all the resources have been deleted from the Resource list for the Zone, the clntinfo.ini file in the C:\Sam directory will have to be modified appropriately for the relocated Client PC(s). Three sections will need to be modified:

- [WebServer]  
Name= enter the IP Address of the SAM Server
- [Branch]  
Name=name of the new Zone where the Client PC is being relocated into.
- [Machine]  
Name=this is the computer name, not controlled by SAM.  
Machine Name cannot be changed from the SAM Computer Information screen. It has to be changed from the Computer Properties:

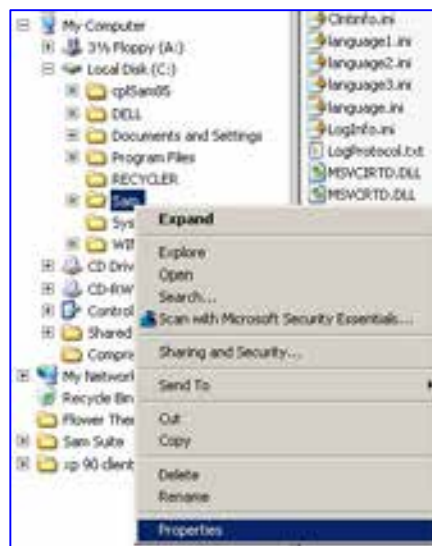


IP=IP Address of the Client PC.

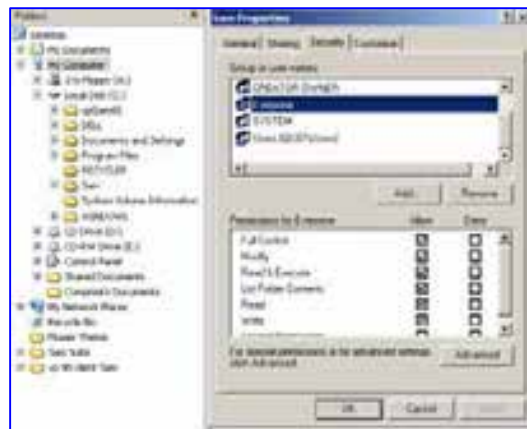
ID=the PC ID, SAM resource ID. PC ID can be changed from the SAM Computer Information screen.



- Check security/permissions for C: SAM directory.



- Confirm SAM Properties
  - Security tab should have Everyone group set with full control (add Everyone group if not there).



8. Restart the PC(s).
9. After the PC(s) restart, the Resource list for the Zone will be populated with the new resource(s). The PC ID field will be blank. Modify the Computer Information for each resource by adding the PC ID and any other applicable information.

Please select the zone and click select button.

Location: Atlantic Public Library Select

Zone: Teen

Please select a resource from the list below to modify.

Location: Atlantic Public Library

Zone: Teen

Click button to save or delete computer

Name: CGF4VJ1-HPD02 IP: 192.168.1.154 ID:  Save Delete

Control Zone ID: NONE Station:  ☐ Opac ☐ Users can reserve this resource

Def1:  Def2:  Def3:

	Computer Name	Computer IP	Computer ID	Station ID	Control Zone
<span>Modify</span>	CGF4VJ1-HPD02	192.168.1.154			N/A
<span>Modify</span>	COMPRISE	192.168.1.150	T 02	192.168.1.157	N/A
<span>Modify</span>	G4SPPR1-LTP01	192.168.1.171			N/A

10. Click [Save] to save the information and reboot the PC(s) for the changes to take effect.

## SYSTEM OPTIONS (ZONES)

The System Options section is used to configure and set various parameters according to library policies and guidelines for filtering, printing, reservations, pay for time, etc.

# System Options

Welcome admin! [ [Log Out](#) ]

[Home](#) • [Users](#) • [Filters](#) • [Zones](#) • [Control Zones](#) • [Reservations](#) • [Metering](#) • [Reports](#) • [Help](#)

Please select zone and click Select button

Zone: Adult Select

After making changes, click Save button

Zone: Adult Save

Location: Atlanta Public Library

SAM Options		ASP APPID		Filtering	
Enable SAM	<input checked="" type="checkbox"/>	Accept Policy	<input type="checkbox"/>	Level 1	<span style="border: 1px solid black; padding: 2px;">11</span>
Enable Print	<input checked="" type="checkbox"/>	Reset Policies	<input type="checkbox"/>	Adult	<span style="border: 1px solid black; padding: 2px;">12</span>
Do not Require a Pin / Password	<input type="checkbox"/>	Require AUP Every Login	<input type="checkbox"/>	Level 3	<span style="border: 1px solid black; padding: 2px;">13</span>
Visitor Card Account / ID Number Length	<span style="border: 1px solid black; padding: 2px;">14</span>	Payment, etc Options		Teen	<span style="border: 1px solid black; padding: 2px;">14</span>
Mode	<span style="border: 1px solid black; padding: 2px;">PC Manager</span>			Level 5	<span style="border: 1px solid black; padding: 2px;">15</span>
				Child	<span style="border: 1px solid black; padding: 2px;">16</span>
		Max add limit for staff	<span style="border: 1px solid black; padding: 2px;">55.00</span>	Allow Patron to change filter level when age	<span style="border: 1px solid black; padding: 2px;">18</span>
		Max add limit for admin	<span style="border: 1px solid black; padding: 2px;">30.00</span>		
Reservations		Print		Pay for Time	
Maximum Allowed Per Day	<span style="border: 1px solid black; padding: 2px;">4</span>	<input checked="" type="checkbox"/> User will not print when	<span style="border: 1px solid black; padding: 2px;">0.00</span> (reset)	Percentage Limit	<span style="border: 1px solid black; padding: 2px;">0</span>
<input checked="" type="checkbox"/> Strictly Enforce	<input type="checkbox"/> Notify User Only	Print Mode	<span style="border: 1px solid black; padding: 2px;">Print Release Station</span>	Plan Session Time	<span style="border: 1px solid black; padding: 2px;">30</span> Minutes
Length	<span style="border: 1px solid black; padding: 2px;">1/2 Hour</span>	Print Release Station	<span style="border: 1px solid black; padding: 2px;">192.168.1.143, 192.168.1</span>	Plan Mode	<span style="border: 1px solid black; padding: 2px;">Percentage</span>
Grace Period	<span style="border: 1px solid black; padding: 2px;">5</span>	Free Page for Black & White Print	<input type="checkbox"/>		
Pay in Advance	<span style="border: 1px solid black; padding: 2px;">Week</span>				
Staff Override Password		Login Options		Pay for Time	
Password	<span style="border: 1px solid black; padding: 2px;">5377</span>	Allow Concurrent Logins	<input type="checkbox"/>	Pay for	<input type="radio"/> All Sessions <input type="radio"/> Additional Sessions <input checked="" type="radio"/> No Payment
		Allow Login as Visitor When Server Unavailable	<input checked="" type="checkbox"/>	Cost Per Session	<span style="border: 1px solid black; padding: 2px;">0.00</span>
Age Restrictions		Sign Up		Session Script	
Minimum Age	<span style="border: 1px solid black; padding: 2px;">10</span>	Prevent Sign Up Before Library Close	<span style="border: 1px solid black; padding: 2px;">10</span> minutes	End Script to Run	<span style="border: 1px solid black; padding: 2px;">11112</span>
Maximum Age	<span style="border: 1px solid black; padding: 2px;">99</span>	Sign Up	<span style="border: 1px solid black; padding: 2px;">Not Mandatory</span>	Start Script to Run	<span style="border: 1px solid black; padding: 2px;">2221</span>
Enable Age Limits	<input type="checkbox"/>	Auto Fill Patron Assignment	<span style="border: 1px solid black; padding: 2px;">Yes</span>		

---

## LIBRARY INFORMATION

- Zone ID
- Zone Name - Zone Name can be modified in the box. Remember to click [Save] after making changes.
- Location

---

## SAM OPTIONS

Enable/Disable SAM's Options:

- Enable SAM – Check to Enable SAM in Zone, Uncheck to Disable SAM in Zone.
- Enable Print – Check to Enable SAM Printing in Zone, Uncheck to Disable SAM Printing in Zone.
- Do Not Require A Pin / Password – Uncheck to require users to enter Pin / Password to log onto a SAM PC.
- Visitor Card Account / ID Number Length

---

## MODE

The Running Mode determines how SAM is set up to manage time. Several options are available to fulfill specific needs. Require users to login for Internet browser use only. Control user access to the entire PC. Or, use only as a catalog manager with or without print capability.

Mode:

1. PC Manager - set time for the use of all applications on the client PC, including Internet browser.
2. OPAC w/ Print - for Catalog PC with printing capability.
3. OPAC w/o Print - for Catalog PC without printing.



Please note: Only ONE PC Mode can be enabled per Zone. Multiple PC Modes cannot be enabled in a single Zone.

---

## AUP READ

This feature gives libraries the option to require Users to read and accept the Library's Acceptable Use Policy when logging on for first time. (20,000 character limit for Library's Acceptable Use Policy) .

Require Users to Accept Your Policy:

- Accept - If checked, Users will not be able to use the PC or go to the Internet, depending on what Running Mode you have chosen, unless they accept the Library Acceptable Use Policy.
- Reset Policies – If library changes their Library Acceptable Use Policy or just wants Users to be required to read it again, check this button.
- Require AUP Every Login – If selected, Users will be required to read and accept the Library Acceptable Use Policy at every login.

---

## FILTERING

Enter Age User Advances to Next Level - Most Restrictive, Child, Juvenile, Youth, Adult, and Unrestricted.

This option is for Internet Filtering only. Use only if you currently use Internet Filtering with SAM.

If you use SAM's Internet Filtering based on user birth date, this feature can be activated. To set up your defaults for the 'Age Advancement' feature for your library, enter the age that you want a specific filter profile to take effect for all users. This is based on the user's birth date set for specific profiles.

An example of this feature:

The library is using 2 filter profiles of the 6 available; the profiles are Restricted and Full Access.

The library policy is that anyone under 18 is Restricted but on their 18<sup>th</sup> Birthday they are eligible to have Full Access. All new users will automatically receive Restricted Access if less than 18, so only the Full Access profile needs to be set for 18. This feature can be overridden for a single user in the User Profile section of the Administrator Interface.

Allow Patron to change Filter Level when age – Allows patrons to change the Filter Level at the set age.

---

## PAYMENTS, ETC OPTIONS

This feature gives libraries the option to allow staff to subtract funds from user accounts as well as set limits for adding funds to user accounts.

- Staff can subtract – allows staff to subtract money from user accounts.
- Max add limit for staff – allows staff to add money to user accounts until the user account balance reaches the set limit.
- Max add limit for admin – allows administrator to add money to user accounts until the user account balance reaches the set limit.

---

## RESERVATIONS

In the Reservations section, you can set how and when users can reserve library PCs.

This is where, the library can set:

- Maximum Allowed Per Day - How many reservations a User can make for one day. The choice is from 1 to 24.
- Strictly Enforce – End session and return the PC to the login screen.
- Notify User Only - Just notify the current user of reservation.
- Length - Length of the Reservation period. The choices are ½ hour or 1 hour.
- Grace Period - Select the length of the Grace Period. This is the time users have after PC assignment to log onto their assigned PC. The choice is from 1 to 30 minutes.
- Far in Advance – How far in advance the User can make a reservation. The choices include a day, 3 days, a week, 2 weeks, 1 month, 3 months, 6 months, 9 months or 12 months.

---

## PRINT

User will not print when money owed – Specify a Credit limit dollar amount.

### Print Mode

- Print Express – Print Jobs sent directly to Printer
- Print Release – Print Jobs sent to Print Release Station

Print Release Station – the IP for the Print Release Station

Free Pages for Black and White ONLY – check to allow users to print only black and white pages for free

---

## FLEX TIME

The library can choose to offer Flex Time. This is where Sam will extend a user's time automatically based on the percentage of available PCs at the end of the user's session time. For Example, if a library has 10 PCs and the Flex Time Percentage Limit is set at 80, Flex Time will be triggered when there are 7 or less PCs in use. This means, if 3 or more PCs are available, session time will automatically get extended for another full session. This is beneficial to both the library as well as users because they get the most usage from the public PCs. *Please Note* that the Flex Time feature is not available for thin clients at this time.

Percentage Limit – Select the Flex Time percent

- Percentage Limit – threshold % limit
- Flex session time – duration in minutes for session to be extended
- Flex Mode – Percentage or Always On . Set to 0 percent to disable Flex time.

---

## STAFF OVERRIDE PWD

Password – Staff will be required to enter this SAM Staff Password to perform any staff functions.



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## LOGIN OPTIONS

Allow Concurrent Logins – Select to allow the same library card # to log onto multiple PCs at the same time. Useful for training sessions, classes, etc.

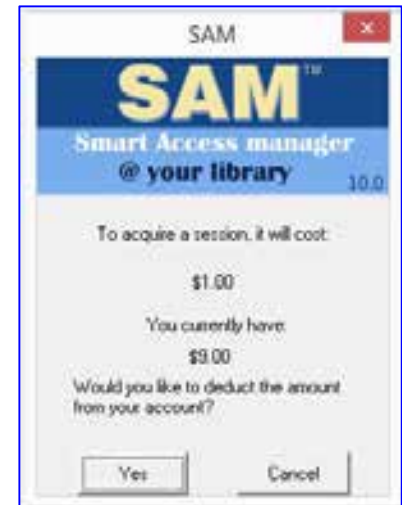
Allow Login as Visitor When Server Unavailable – If checked, there will be OK button to allow Visitor login at Sorry Screen when PC loses network connectivity.



## PAY FOR TIME

SAM can charge a price per session for a specific zone. Sam will check the patrons account for sufficient funds and ask if they would like to purchase a session. When a session is almost complete, SAM will ask if they would like to purchase another session. SAM will not ask to renew session if the library is about to close.

- Pay For ALL Sessions – begin charging from the first login until Daily Time Limit is reached.
- Pay For ADDITIONAL Sessions – begin charging only after Daily Time Limit has been exceeded.
- No Payment – Disable Pay for Time feature



### Flex Time – with Pay for Time

#### Option 1 - Pay For ALL Sessions

1. Pay for time box is displayed and money gets deducted from account after user logs in for the first time.
2. User will be prompted after 3<sup>rd</sup> end of session message to extend time.
3. If user accepts, pay for time box is displayed and money gets deducted.
4. Insufficient funds message is displayed if insufficient funds in account to pay for time.
5. User time is extended only one session at a time.
6. Pay for time box is displayed and money gets deducted from account each time user logs in and/or agrees to extend time.
7. User time is extended only as long as Daily Time limit is not exceeded.
8. After Daily Time is exceeded, user has to login again and pay for time again.

#### Option 2 - Pay For ADDITIONAL Sessions

1. After Daily Time is exceeded, user can login and pay for time.
2. User will be prompted after 3<sup>rd</sup> end of session message to extend time.
3. If user accepts, pay for time box is displayed and money gets deducted.
4. Insufficient funds message displayed if no funds in account to pay for time.
5. User time is extended without charge as long as PCs are available (Flex Time threshold not exceeded).
6. If time is not extended and session ends because Flex Time threshold is exceeded, user can login again and pay for time again when PCs become available.

### Refresh Time – with Pay for Time

Refresh Time at staff discretion regardless of Daily Time and/or Daily Logins.



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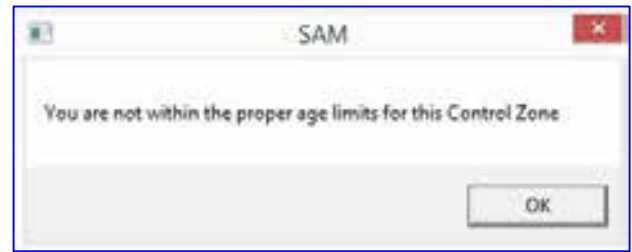
## AGE RESTRICTIONS

The Library can designate the minimum and maximum user age for PC use. Users will either be allowed or restricted from logging on to PCs based on the age limits set.

Minimum Age – Minimum age requirement for PC logins in this Zone.

Maximum Age – Maximum age requirement for PC logins in this Zone.

Enable Age Limits – Enable Age Limits for PC log on.



---

## SIGN UP

Prevent Sign Up Before Library Close – Users will not be allowed to Sign Up for PCs selected minutes before library close time.

Sign Up:

- Mandatory at All Times – Users always have to sign up at Sign Up Station to use client PCs.
- Mandatory When Someone on List – Users only have to Use Sign Up Station when there is a wait list.
- NOT Mandatory – Users are not required to sign up to use client PCs.
- Auto Fill Patron Assignment – Yes = Library Card # will be populated at the assigned client PC.

---

## END SESSION SCRIPT

- End Script to run - Enter script to run when user session ends. The script needs to be on the client PC in a place that is accessible with the proper rights while logged in. Therefore, the script can be loaded to the C:\Sam directory which already has sufficient rights.
- Start Script to run - Enter script to run when user session starts. The script needs to be on the client PC in a place that is accessible with the proper rights while logged in. Therefore, the script can be loaded to the C:\Sam directory which already has sufficient rights

Field Description - Zones			
System Options			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Select		Open System Options screen	
Save		Click after making changes to save	Save information to database
Zone ID		Zone ID	
Zone Name		Zone Name	Zone Name can be changed here
Location		Select Location	
Sam Options		Select Sam options that apply	
Enable SAM		Select to Enable SAM in Zone	
Enable Print		Select to Enable Print in Zone	
Do not Require A Pin / Password		Select to not Require Pin / Password to login to SAM PC	Pin / Password will not be required to login to SAM PC

Field Description - Zones			
System Options			
Field Label	Field Specifications	Description	Notes
Visitor Card Account / ID Number Length	Number of digits selected will apply for both Standard and Visitor Cards	Standard and Visitor Card Length has to be equal or less then the Number selected in this field.	Only Account / ID Numbers with equal or fewer digits will be able to login.
Mode		Internet Time Manager set the time for the use of Internet browser only. PC Manager set the time for the use of the client PC including Internet. OPAC w/ Print for Catalog PC with printing capability. OPAC w/o Print for Catalog PC without printing	PC Manager, Internet Time, Manager, OPAC w/ Print, OPAC w/o Print
AUP Read			
Accept Policy	20,000 character limit	If checked, Users will not be able to use the PC or go to the Internet unless they accept the Library's Use Policy	Gives the option to require users to read and accept the Library's Acceptable Use Policy when logging on for first time
Reset Policies		Select option to require users to read policy again if policy is changed	
Require AUP Every Login		Select option to require users to read policy for each login	
Filtering		For Filtering only. Do not use if you do not currently use Internet Filtering with SAM.	Based on user's birth date to which the specific profile is set
Most Restrictive	Filter Level Name set by Library will be displayed	Select the age when user advances to next level	
Child	Filter Level Name set by Library will be displayed	Select the age when user advances to next level	
Juvenile	Filter Level Name set by Library will be displayed	Select the age when user advances to next level	
Youth	Filter Level Name set by Library will be displayed	Select the age when user advances to next level	
Adult	Filter Level Name set by Library will be displayed	Select the age when user advances to next level	
Unrestricted	Filter Level Name set by Library will be displayed	Select the age when user advances to next level	
Allow Patron to change Enter Level when Age		Select the age that you want a specific filter profile to take effect for all users	

Field Description - Zones			
System Options			
Field Label	Field Specifications	Description	Notes
Reservations			
Maximum Allowed Per Day		Number of reservation for each user per day. 0 equals no reservations allowed	
Strictly Enforce		Strictly end session and return the PC to login screen	
Notify User Only		Just notify the current user	
Length		Length of reservation	One hour or Half hour
Grace Period		Number of Minutes to hold PC for user who reserved the PC	Other users cannot login to PC during this period
Far in Advance		Number of days PC can be reserved in advance	
Print			
User will not print when \$xx owed		Select a credit limit dollar amount	
Print Mode		Select Print Mode	Print Express or Print Release
Print Release Station		Enter the IP of the Print Release Station this PC is associated with	
Free Pages for Black & White ONLY		If checked, no charge for Black & White printing only	
LogIn Options			
Allow Concurrent Logins		Allow concurrent logins for the same card number	Used for training, class, etc.
Allow Login as Visitor When Server Unavailable		Allow Visitor login when PC loses connection to server	OK button on Sorry screen only if box is checked
Staff Override Pwd		Password for Staff Functions	All of the Staff Functions are Password Protected
Password		Enter the Staff Password	
Flex Time		Sam will extend user's time automatically based on the percentage of PCs in use at the end of user's session time	
Percentage Limit		Select the percent for flex time	
Pay for Time		Library can elect to utilize one of the 2 available options to charge users	
Pay for ALL Sessions	One option has to be selected	begin charging from the first login	
Pay for ADDITIONAL Sessions	One option has to be selected	begin charging only after Daily Time and/or Daily Logins have been exceeded	
Cost Per Session	No charge when there is a Zero in the Cost Per Session field	Enter cost per session to be charged	Pay for Time feature is only enabled when the Cost Per Session box has a value greater then 0.
Age Restrictions			
Minimum Age		Select Minimum Age allowed for user to login to PC	
Maximum Age		Select Maximum Age allowed for user to login to PC	

Field Description - Zones			
System Options			
Field Label	Field Specifications	Description	Notes
Enable Age Limits		Check to enforce Age Limits for login to PC	
Sign Up			
Activate Sign Up Station		Select to enable use of Sign Up Station	
Prevent Sign Up xx Minutes Before Closing		Select the number of minutes before close time when users will no longer be allowed to sign up for PCs.	Correlates with Library scheduled close time. Restricts users from signing up after the selected time.
Sign Up		Select the desired Sign Up mode	Mandatory At All Times, Mandatory When Someone on List, or NOT Mandatory
Session Script		Type the path of the script to run when user session ends or starts. The script can be loaded to the C:\Sam directory which has sufficient rights.	For example: C:\Sam\fbclclean.bat
End Script to run	A script can be run when session ends.		
Start Script to run	A script can be run when session starts.		

## TIME OPTIONS (ZONES)

The library can change the default settings for the Inactivity Time (3 minutes) Inactivity Time Warning and the End-of -Session Warning (2 minutes). If you want to use the Library Closing Timer, you may want to keep or change the default settings for the Initial Warning (15 minutes before the scheduled closing), Second Warning (10 minutes) and the Final Warning (5 minutes).

For Example:

Inactivity Time = 30 minutes and Inactivity Time Warning = 2 minutes. The Inactivity Time Warning message will come up when 2 minutes remain from the 30 minutes (meaning after 28 minutes of inactivity). After 30 minutes of inactivity, the session will end. The End of Session Warning messages will come up when the selected number of minutes remain before the End of Session time. The Library Close Warning messages will come up when the selected number of minutes remain before the Library Close time.

Select Zone and click [Select]. Then, select / Enter all appropriate information and click [Save].

Field Description - Zones			
Time Options			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Submit		Open Time Options screen	
Save		Click after making changes to save	Save information to database
Zone ID		Zone ID	
Inactivity Time	In minutes	Time of Inactivity before message will display	
Inactivity Time Warning	In minutes	Time without keyboard or mouse input	
End of Session Warning 1	In minutes	Select time when user sees 1st End of Session message	1st warning prior to end of session
Zone Name		Zone Name	
End of Session Warning 2	In minutes	Select time when user sees 2nd End of Session message	2nd warning prior to end of session
End of Session Warning 3	In minutes	Select time when user sees 3rd End of Session message	3rd warning prior to end of session
Library Close Warning 1	In minutes	Select time when user sees 1st Library Close message	1st warning prior to Library Closing
Library Close Warning 2	In minutes	Select time when user sees 2nd Library Close message	2nd warning prior to Library Closing
Library Close Warning 3	In minutes	Select time when user sees 3rd Library Close message	3rd warning prior to Library Closing

---

## SCHEDULE OPTIONS (ZONES)

From Schedule Options, library can enter the hours of operation for each day. Also, set Holiday schedules for closings or modified hours for specific dates. As well as choose PC mode for close time.

Select Location and Zone and click [Select]. On the next screen, Select / Enter all appropriate information and click [Save].

- Enter the 'Open Time' and 'Close Time' for a particular day. This enables the 'End of Day Session Timer' to be activated.
- Closed – Select to designate Library Closed on a particular Day
- Open - Select to designate Library Open on a particular Day
- Close PCs selected minutes before library closing – PCs will be closed selected minutes before scheduled library closing.
- Mode - The library can choose Logoff, Shutdown, Restart or Power Down for PCs at close time by selecting the appropriate setting in the drop down options. Remember to check [Save Mode]. When None is selected, SAM closes but PCs remain turned on and server updates are downloaded to the PCs overnight. SAM is not launched so PCs are left at the Desktop.
  - The mode applies to PC Manager as well as OPAC modes.
- Zone Closed Days – This lets you set Holiday schedules for closings or modified hours for specific dates. Click in the box to bring up the calendar. Select the Month and Day from drop down options.
- Open – Click in the box and select Hour and Minute
- Close – Click in the box and select Hour and Minute
- Reason – Enter reason for close day and Open and Close time.
- Library is Closed – Check box if Library is closed on selected day.
- Recognize - After entering the holiday information you must select "Recognize" before you save the information.
- Add Close Day – this will add the day to the list of Zone Closed Days.
- Delete – select from list to delete date from Zone Closed Days.

There are 3 timer warnings you can set that alert the User before closing time that the library can set in the Message Options.

# Schedule Options

Welcome **admin1** | [Log Out](#)

[Home](#)
[Users](#)
[Filters](#)
[Zones](#)
[Control Zones](#)
[Reservations](#)
[Metering](#)
[Reports](#)
[Help](#)

Please select the location zone and role and click Select button

Location

Atlanta Public Library

Zone

All Zones

Location

Atlanta Public Library

Zones

All Zones

Select

Click Save button to save library open and close time.

Day of the week

Open Time

to

Close Time

Library close open option

Sunday	9:00	to	21:00	<input type="checkbox"/> Closed <input type="checkbox"/> Open
Monday	9:00	to	21:00	<input type="checkbox"/> Closed <input type="checkbox"/> Open
Tuesday	9:00	to	21:00	<input type="checkbox"/> Closed <input type="checkbox"/> Open
Wednesday	9:00	to	22:00	<input type="checkbox"/> Closed <input type="checkbox"/> Open
Thursday	7:00	to	23:00	<input type="checkbox"/> Closed <input type="checkbox"/> Open
Friday	9:00	to	23:00	<input type="checkbox"/> Closed <input type="checkbox"/> Open
Saturday	9:00	to	21:00	<input type="checkbox"/> Closed <input type="checkbox"/> Open

Close PC's in

15

Minutes

Save Time

Click Save button to save mode

Mode

Logoff

Save Mode

Click Add button to Add library close date

Zone Closed Days

Reason

☐ Library is closed

☐ Recognize

Open: 9:00

Close: 21:00

Add Close Date

Date	Reason	Open Time	Close Time	Closed	Enabled
<a href="#">Delete</a>	October 8	Holiday		Yes	Yes

Field Description - Zones			
Schedule Options			
Field Label	Field Specifications	Description	Notes
Location		Select Location	
Zone		Select Zone	
Select		Open Schedule Options screen	
Save		Click after making changes to save	Save information to database
Zone ID		Zone ID	
Zone Name		Zone Name	
Day of Week			
Closed			
Open			
Sunday		Select scheduled Sunday Open Time	
Sunday		Select scheduled Sunday Close Time	
Save		After entering Open and Close time, click on the Save box for each day	This enables the 'End of Day Session Timer'
Monday		Select scheduled Monday Open Time	
Monday		Select scheduled Monday Close Time	

Field Description - Zones			
Schedule Options			
Field Label	Field Specifications	Description	Notes
Save		After entering Open and Close time, click on the Save box for each day	This enables the 'End of Day Session Timer'
Tuesday		Select scheduled Tuesday Open Time	
Tuesday		Select scheduled Tuesday Close Time	
Save		After entering Open and Close time, click on the Save box for each day	This enables the 'End of Day Session Timer'
Wednesday		Select scheduled Wednesday Open Time	
Wednesday		Select scheduled Wednesday Close Time	
Save		After entering Open and Close time, click on the Save box for each day	This enables the 'End of Day Session Timer'
Thursday		Select scheduled Thursday Open Time	
Thursday		Select scheduled Thursday Close Time	
Save		After entering Open and Close time, click on the Save box for each day	This enables the 'End of Day Session Timer'
Friday		Select scheduled Friday Open Time	
Friday		Select scheduled Friday Close Time	
Save		After entering Open and Close time, click on the Save box for each day	This enables the 'End of Day Session Timer'
Saturday		Select scheduled Saturday Open Time	
Saturday		Select scheduled Saturday Close Time	
Save		After entering Open and Close time, click on the Save box for each day	This enables the 'End of Day Session Timer'
Close PC's xx minutes before Library Closing	In minutes	Select minutes to Close PCs per closing Mode selected below	PCs will close xx minutes before close time according to mode selected below
Mode		Closing PC Mode	Logoff, Shutdown, Power Down, or None
Save Mode		Click after making changes to save	Save information to database
Zone Closed Days		Set Holiday Schedule for closings or modified hours for specific dates	Select Recognize before saving information
Zone Closed Days		Select Day of Close day	Click in box to bring up calendar
Reason	255 character limit	Enter Reason for Close day	
Open		Open Time for modified schedule	Click in box and select Hour and Minutes
Close		Close Time for modified schedule	Click in box and select Hour and Minutes
Library is Closed		Select to add Library Close Days	
Recognize		After entering Holiday information, you must select Recognize before you save information	Select Recognize before you save information
Add Close Day		Select to add Library Close Days to Schedule	
Delete		Select Dates to remove days from list	



---

## THEMES (ZONES)

To configure Themes:

1. Select the appropriate Zone from drop down options and Click [Submit].
2. Personal Session Manager – Check all information to be displayed in Personal Session Manager.
  - a. My Account
  - b. Reserve PC
  - c. Filter
  - d. Balance
  - e. History
  - f. Payment
  - g. Lock PC
3. Allow Patron to change filter level when age: Select age when patron will be allowed to change their filter level.
4. Screen Saver: Check to enable SAM screen saver.
5. Languages – Check to Enable appropriate Language: Language 1, Language 2, or Language 3.
6. Default Language: Please note: The Language selected in the Default Language box is the first Language users will view.
7. Themes: Current Theme: Current Theme in use will be displayed. Select desired Theme from drop down options.

Enter / Select all appropriate information to Configure Themes and click [Save].

## THEMES (ZONES) – SAM10

Themes

Welcome admin! [Log Out]

Home Users Filters Zones Control Zones Reservations Metering Reports Help

Select Zone and Click Submit button

Zone:

Submit

After making changes, click Save button.

Restore Defaults

Save

Zone: Adult

**Personal Session Manager**

☒ My Account ☒ Reserve PC ☒ Filter ☒ Release ☒ History

☒ Payment ☒ Lock PC

Allow Patron to change filter level when age:

**Screen Saver**

☐ Enable

**Languages**

☒ Language 1 ☐ Language 2 ☐ Language 3

Default Language:

**Themes**

Current Theme:

**SAM10** Theme 1 Theme 2 Theme 3 Theme 4

Main Screen:

Lock Screen:

PSM:

PRC:

Sign Up:

Sorry:

Button Color:

Font Color:

Text Color:

Font:

\*\*Refer to Themes section for examples of available Themes.

Field Description - Zones			
Themes			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Submit		Open Themes Options screen	
Restore Defaults			
Save		Select Theme and click to save	
Zone		Selected Zone will be displayed	
Personal Session Manager			

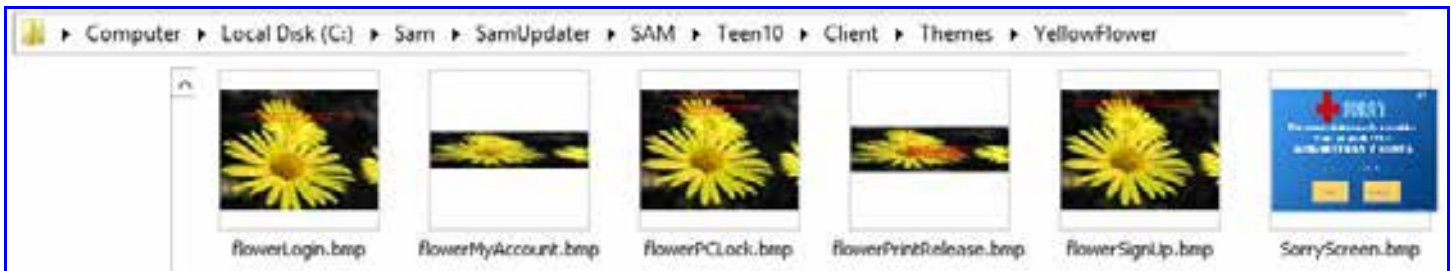
Field Description - Zones			
Themes			
Field Label	Field Specifications	Description	Notes
My Account		Select to show option in Personal Session Manager window	Option will be visible only if selected
Reserve a PC		Select to show option in Personal Session Manager window	Option will be visible only if selected
Filter		Select to show option in Personal Session Manager window	Option will be visible only if selected
Balance		Select to show option in Personal Session Manager window	Option will be visible only if selected
History		Select to show option in Personal Session Manager window	Option will be visible only if selected
Payment		Select to show option in Personal Session Manager window	Option will be visible only if selected
Lock PC		Select to show option in Personal Session Manager window	Option will be visible only if selected
Allow Patron to change filter level when age		Select age when user will be allowed to change filter level	
Screen Saver			
Enable		Select to enable SAM screen saver	Refer to Screen Saver section in manual for examples
Languages		Check to enable appropriate Language	By default, all text is displayed in English. However, up 3 different Language choices are available.
Language 1		Select to enable Language 1	
Language 2		Select to enable Language 2	
Language 3		Select to enable Language 3	
Default Language		All text will be shown in Default Language whether Language 1, Language 2, Language 3, or all are selected to be enabled.	Select the appropriate Language as the default language from the options.
Themes		4 Default Themes available. Library can also create custom theme. Refer to Creating a Custom Theme section.	Anytown Theme, Card Catalog Theme, Forrest Theme, HandWritten Theme
Current Theme		Current Theme will be selected as default	Select the appropriate Theme as the default Theme from the options.
SAM10 Theme		Default Values for Anytown Theme	
Main Screen		C:\Program Files (x86)\Sam_10\Themes\SAM10\SamLogin.bmp	
Lock Screen		C:\Program Files (x86)\Sam_10\Themes\SAM10\SAM10LockedP C.bmp	
PSM		C:\Program Files (x86)\Sam_10\Themes\SAM10\SAM10MyAcco unt.bmp	Personal Session Manager screen

Field Description - Zones			
Themes			
Field Label	Field Specifications	Description	Notes
PRS		C:\Program Files (x86)\Sam_10\Themes\SAM10\SAM10PrintRelease.bmp	PrintReleaseStation
Sign Up		C:\Program Files (x86)\Sam_10\Themes\SAM10\SorryScreen.bmp	Sign Up Station
Sorry		C:\Program Files (x86)\Sam_10\Themes\SAM10\SAM10StartUp.bmp	
Button Color			
Font Color			
Text Color			
Font		Arial	

## CREATING A CUSTOM THEME

To create your own Theme:

1. Select the desired image. Customize the image for each of the following: LockedPC, Login, Account, PrintRelease, and SignUp. The Sorry Screen is the same for all Themes.
2. Use one of the default Themes (Theme1, for example) as a guide for placement of text. Because monitor sizes and resolutions vary, exact coordinates cannot be provided.
3. After all the images have been compiled, replace one of the existing 5 Themes (Theme1 for example) with the (Custom Theme).
4. To change the theme in a zone globally from the server:
  - a. On the server, create a (Custom Theme) folder within. C:\Sam\SamUpdater\Sam\[Zone]\[Client, **PrintRelease**, and **SignUp**]\Themes\YellowFlower) for example.
  - b. Place the customized images in the folder.



5. To change the theme in a zone locally from the PC:
  - a. On the PC, create a (Custom Theme) folder within. C:\Sam\Themes\YellowFlower) for example



- Modify the Web Interface settings from Zones / Themes appropriately:

### Themes

Current Theme
SAM10

SAM10
Theme 1
Theme 2
Theme 3
Theme 4

Main Screen
C:\Program Files (x86)\Sam\_10\Themes\YellowFlower\YellowFlowerLogin.bmp

Lock Screen
C:\Program Files (x86)\Sam\_10\Themes\YellowFlower\YellowFlowerLockedPC.bmp

PSM
C:\Program Files (x86)\Sam\_10\Themes\YellowFlower\YellowFlowerMyAccount.bmp

PRS
C:\Program Files (x86)\Sam\_10\Themes\YellowFlower\YellowFlowerPrintRelease.bmp

Sign Up
C:\Program Files (x86)\Sam\_10\Themes\YellowFlower\YellowFlowerSignUp.bmp

Sorry
C:\Program Files (x86)\Sam\_10\Themes\YellowFlower\YellowFlower.bmp

Button Color

FFFFCC

Font Color

FF9933

Text Color

CC99FF

Font
Arial

- Save all changes and reboot PCs for new custom Theme settings to take effect.
- After reboot, confirm on the PCs locally (Custom Theme) folder within C:\SAM\Themes has the customized images (YellowFlower, for example)

Field Description - Zones			
Themes			
CREATING A CUSTOM THEME (YellowFlower)			
Field Label	Field Specifications	Description	Notes
Theme 1		Default Values for YellowFlower Theme	
Main Screen		C:\Program Files (x86)\Sam_10\Themes\YellowFlower\YellowFlowerLogin.bmp	
Lock Screen		C:\Program Files (x86)\Sam_10\Themes\YellowFlower\YellowFlowerLockedPC.bmp	
PSM		C:\Program Files (x86)\Sam_10\Themes\YellowFlower\YellowFlowerMyAccount.bmp	Personal Session Manager screen
PRS		C:\Program Files (x86)\Sam_10\Themes\YellowFlower\YellowFlowerPrintRelease.bmp	PrintReleaseStation

Field Description - Zones			
Themes			
Field Label	Field Specifications	Description	Notes
Sign Up		C:\Program Files (x86)\Sam_10\Themes\YellowFlower\YellowFlowerSignUp.bmp	Sign Up Station
CREATING A CUSTOM THEME (YellowFlower)			
Sorry		C:\Program Files (x86)\Sam_10\Themes\YellowFlower\YellowFlower.bmp	
Button Color	FFFFCC – code for selected color.	Color of the OK button and the Library Policy button on the login screen.	Click in box to select color
Font Color	FF9933 – code for selected color.	Color of the OK text in the button and the Library Policy text in the button on the login screen.	Click in box to select color
Text Color	CC99FF – code for selected color.	Color of the Library Card text, PIN text and PC ID text on the login screen	Click in box to select color
Font	Arial	All text on the login screen will be displayed in the selected Font	Select desired font from the drop down options.

## CONTROL ZONES

This section allows the Administrator to add, modify or delete Control Zones, as well as set filter levels for each Control Zone, session time, page limits and price per page, number of free pages, library close time, Internet access, and PC percentage limit (for flex time).



The screenshot shows the 'CONTROL ZONE OPTIONS' page. At the top right, it says 'Welcome admin! [Log Out]'. Below the header, there is a navigation bar with links: Home, Users, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The main content area has a form titled 'Select Zone and Click Submit button'. It includes a dropdown menu for 'Zone' with 'Adult' selected and a 'Submit' button.

### ADD CONTROL ZONE (CONTROL ZONES)

To Add Control Zone, please follow these steps:

1. Select the appropriate Zone from the drop down list and click [Submit]
2. Click [Add Control Zone]
3. Enter new Control Zone ID to be added
4. Select / Enter all the appropriate Information for the new Control Zone
5. Click [Save]

A message confirming New Control Zone has been added will be displayed on the screen.



The screenshot shows the 'CONTROL ZONE OPTIONS' page. At the top right, it says 'Welcome admin! [Log Out]'. Below the header, there is a navigation bar with links: Home, Users, Region, Locations, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The main content area has two forms. The first form is titled 'Select Zone and Click Submit button' and has a dropdown menu for 'Zone' with 'Teen' selected and a 'Submit' button. The second form is titled 'Click Add Control Zone button to add an item.' and has a dropdown menu for 'Zone' with 'Teen' selected. Below this, there is a table with one row. The first column is 'Control Zone ID' and the second column is 'Modify'. The value in the 'Modify' column is 'TeenControl'.



Field Description - Zones			
Add Control Zone			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Submit		Open Add Control Zone screen	
Save		Click after making changes to save	Save information to database
Zone Name			
Control Zone ID		Enter Control Zone ID	
Computer Percentage Limit		Select InActive or the Percent for flex time	
Mode		Select InActive or Mode	Logoff, Shutdown, Restart, PowerDown, None
Session Time		Select InActive or Session Time	Select session time
Filter Level	Filter Level Name set by Library will be displayed	Select InActive or Filter Level	For example: Level 1 to Level 6
Price Per Page		Select InActive or Cost per Page	
Page Limit		Select InActive or Page Limit	Number of pages user can print per print job, per printer
Free Pages		Select InActive or # of Free Pages	Number of pages user can print free of charge per day
Applications		Select Applications to print	All, Internet, None
Purse Operation		Select InActive or Purse Operation Mode	InActive, Notify user when purse is empty, Stop user from printing when purse is empty
Purse Limit		Select InActive or amount	Amount in cents that user will be able to spend when purse is empty
Print Release Station		Enter IP of Print Release Station	
Pin / Password Required		Select to required Pin / Password to login	
Close Time		Enter Close Time	
AUP Read?		Select Yes, No, or InActive	Yes, No, or InActive
Start Page		URL Address of Start Page	
IP		IP Address	
Port		Port	
Activate Sign Up Station		Select if associated with Sign Up Station	
Cost Per Session		Enter Cost Per Session, if applicable	
Minimum Age		Select Minimum Age required to login	
Maximum Age		Select Maximum Age allowed to login	

## MODIFY CONTROL ZONE (CONTROL ZONES)

To Modify a Control Zone:

1. Select the Control Zone and click [Modify].
2. Make the necessary changes to modify Control Zone configuration.
3. Click [Save] to save changes.

To Delete a Control Zone:

1. Select the Control Zone and click [Delete Control Zone]
2. Click [OK] to confirm Control Zone deletion when prompted.

Field Description - Zones			
Add Control Zone			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Submit		Open Add Control Zone screen	
Save		Click after making changes to save	Save information to database
Zone Name			
Control Zone ID		Enter Control Zone ID	
Computer Percentage Limit		Select InActive or the Percent for flex time	
Mode		Select InActive or Mode	Logoff, Shutdown, Restart, PowerDown, None

Field Description - Zones			
Add Control Zone			
Field Label	Field Specifications	Description	Notes
Session Time		Select InActive or Session Time	Select session time
Filter Level	Filter Level Name set by Library will be displayed	Select InActive or Filter Level	For example: Level 1 to Level 6
Price Per Page		Select InActive or Cost per Page	
Page Limit		Select InActive or Page Limit	Number of pages user can print per print job, per printer
Free Pages		Select InActive or # of Free Pages	Number of pages user can print free of charge per day
Applications		Select Applications to print	All, Internet, None
Purse Operation		Select InActive or Purse Operation Mode	InActive, Notify user when purse is empty, Stop user from printing when purse is empty
Purse Limit		Select InActive or amount	Amount in cents that user will be able to spend when purse is empty
Print Release Station		Enter IP of Print Release Station	
Pin / Password Required		Select to required Pin / Password to login	
Close Time		Enter Close Time	
AUP Read?		Select Yes, No, or InActive	Yes, No, or InActive
Start Page		URL Address of Start Page	
IP		IP Address	
Port		Port	
Activate Sign Up Station		Select if associated with Sign Up Station	
Cost Per Session		Enter Cost Per Session, if applicable	
Minimum Age		Select Minimum Age required to login	
Maximum Age		Select Maximum Age allowed to login	

## DELETE CONTROL ZONE (CONTROL ZONES)

Home Users Regions Locations Filters Zones Control Zones Reservations Metering Reports Help

Select Zone and Click Submit button

Zone:

Zone:

Submit

Click Save button to save the control zone options.

Save

Delete

Control Zone ID:

Computer Percentage Limit:

Session Time:

Price Per Page:

Free Pages:

Purse Operation:

Print Release Station:

Close Time:

Start Page:

Port:

Activate Sign Up Station: ☐

Minimum Age:

Maximum Age:

AJP Read:

IP:

Cost Per Session:

Message from webpage

Are you sure you want to delete the control zone?

OK Cancel

Control Zone ID

Modify:

## RESERVATIONS

Refer to Staff Web Interface section for Reservations.

## METERING

**\*\*Metering has been discontinued in SAM 10. Please contact Comprise Technical Support for information.**

Metering is a feature that allows staff to monitor applications and web sites that are visited as well as time used, by PC and Zone. It is installed on the Administrator Interface. An Administrator may add, modify, or delete an app/web site from within the interface as well. Administrators or Staff members can then generate reports based on these criteria.

Name	Identifier	Type	Edit/Delete
AOL 1	AOL	URL	<a href="#">Edit</a> <a href="#">Delete</a>
AOL 3	http://www.aol.com	URL	<a href="#">Edit</a> <a href="#">Delete</a>
Chrome 1	chrome	Application	<a href="#">Edit</a> <a href="#">Delete</a>
Chrome 2	Google Chrome	Application	<a href="#">Edit</a> <a href="#">Delete</a>
Internet Explorer 1	Internet Explorer	Application	<a href="#">Edit</a> <a href="#">Delete</a>
Internet Explorer 2	Internet Explorer	Application	<a href="#">Edit</a> <a href="#">Delete</a>
Microsoft Word	Word	Application	<a href="#">Edit</a> <a href="#">Delete</a>
Notepad 1	Notepad	Application	<a href="#">Edit</a> <a href="#">Delete</a>
Notepad 2	notepad.exe	Application	<a href="#">Edit</a> <a href="#">Delete</a>

### ADD APPLICATION / WEBSITE (METERING)

To add an Application or Website:

1. Enter the Application / Website Name in the Name box.
2. Enter the Application / Website Identifier in the Identifier box.
3. Click [Add App Website].

Field Description - Metering			
Add Application / Web Site			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Submit		Click to open Add Application / Web Site screen	
Add App Website		Select / Enter information and click Save	Application / Web Site will be added to database and list
Zone			
Name		Enter Application, Web Site Name	
Identifier		Enter Application, Web Site Identifier	
Type		Select Type	Application, Web Site

#### MODIFY APPLICATION/WEBSITE (METERING)

To modify an Application or Website:

1. Click [Edit] to the right of the appropriate Application / Website.
2. On the next screen, modify the Name, Identifier or Type
3. Click [Update] to save changes or Cancel to undo the changes.

#### DELETE APPLICATION/WEBSITE (METERING)

To delete an Application or Website:

1. Click [Delete] to the right of the appropriate Application / Website
2. Click [Yes] at the confirmation window.

Field Description - Metering			
Modify / Delete Application / Web Site			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Submit		Click Submit to open Modify Application / Web Site screen for Zone	
Zone			
Name		App/Website Name	
Identifier		Application, Web Site Identifier	
Type		Select Type	Application, Web Site
Delete App/Web Site		Select Application / Web Site to delete and click Delete App/Web Site button to Delete	Application / Web Site will be removed from database and list
Modify		Click Modify after making changes to save	
Name		Enter Name to Modify	
Type		Select Type to Modify	
Identifier		Enter Identifier to Modify	

## REPORTS

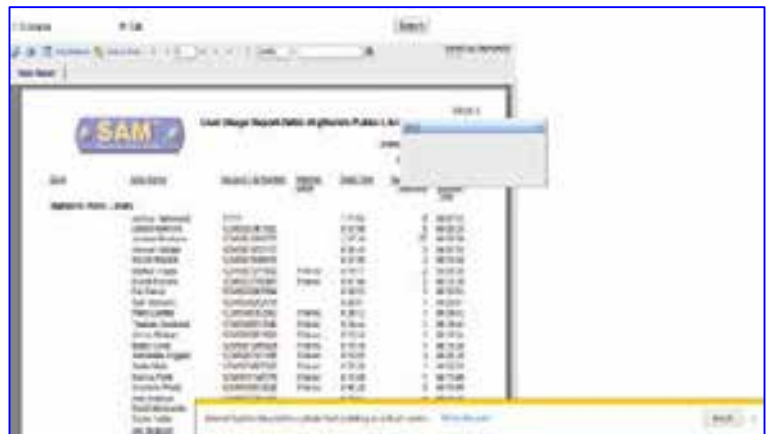
Reports can be generated from the Administrative as well as the Staff login. Therefore, the authorization level of the user will determine the available report selections and options. All reports are date range driven and can be run for all or individual zones with summary and detail options available for selected reports as well. New SAM reports are developed periodically to meet client needs and/or requests. Please contact Comprise for report inquiries.

## ACTIVEX CONTROL FOR CRYSTAL REPORTS

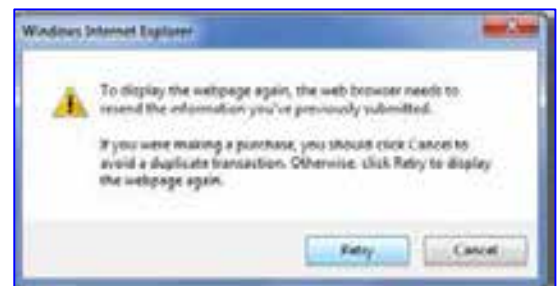


In order to utilize the print and export features, it is necessary to install an ActiveX Control from Crystal Reports. ActiveX controls are programming tools that provide added functionality to Web based applications, similar to Java.

When attempting to print reports after upgrading to .NET and crystal reports, this error box may pop up after clicking [Print].  
Click [Install]



If this box pops up, click [Retry]



IE is still blocking scripts if this box comes up.



Follow these steps to fix:

1. Launch Internet Explorer
2. Select Tools
3. Internet Options
4. Click the Security Tab



- A. Local Intranet / [Sites] / [Advanced]
- B. Add this website to the zone: - Add Sam Server Web Interface URL (<http://192.168.0.100/sam>).
- C. Uncheck - Require server verification (https :) for all sites in this zone.
- D. Click [Close]





- A. Trusted Sites / [Sites] / [Advanced]
- B. Add this website to the zone: - Add Sam Server Web Interface URL (<http://192.168.0.100/sam>).
- C. Uncheck - Require server verification (https :) for all sites in this zone.
- D. Click [Close]



- Automatic prompting for ActiveX controls
  - ☐ Disable
  - ☒ Enable
- Binary and script behaviors
  - ☐ Administrator approved
  - ☐ Disable
  - ☒ Enable
- Display video and animation on a webpage that does not use
  - ☒ Disable
  - ☐ Enable
- Download signed ActiveX controls
  - ☐ Disable
  - ☐ Enable
  - ☒ Prompt
- Download unsigned ActiveX controls
  - ☐ Disable
  - ☐ Enable
  - ☒ Prompt
- Initialize and script ActiveX controls not marked as safe for s
  - ☒ Disable
  - ☐ Enable
  - ☐ Prompt
- Only allow approved domains to use ActiveX without prompt
  - ☐ Disable
  - ☒ Enable
- Run ActiveX controls and plug-ins
  - ☐ Administrator approved
  - ☐ Disable
  - ☒ Enable
  - ☐ Prompt
- Script ActiveX controls marked safe for scripting\*
  - ☐ Disable
  - ☒ Enable
  - ☐ Prompt
- Downloads
  - Automatic prompting for file downloads
    - ☐ Disable
    - ☒ Enable
  - File download
    - ☐ Disable
    - ☒ Enable

In the Settings Box, under ActiveX controls and plug-ins match following settings:

- Allow Scriptlets – select Prompt
- Automatic prompting ActiveX controls – Enable
- Binary and script behaviors – Enable
- Display video and animation on a webpage ....- Disable
- Download signed ActiveX control – Prompt
- Download unsigned ActiveX control – Prompt
- Initialize and script ActiveX controls not ... – Disable
- Only allow approved domains to use ... – Enable
- Run ActiveX controls and plug-ins – Enable
- Script ActiveX controls marked safe for ... – Enable

Downloads

- Automatic prompting for file downloads – Enable
- File download – Enable

[OK] / [Apply] / [OK]

Restart Internet Explorer to take effect.

Once this is done, when you click on Print, it will prompt to install software. Click [Install].



If prompted, select Download File.



Now all the correct dialog boxes will appear without needing to install anything more.

## PRINTING REPORTS

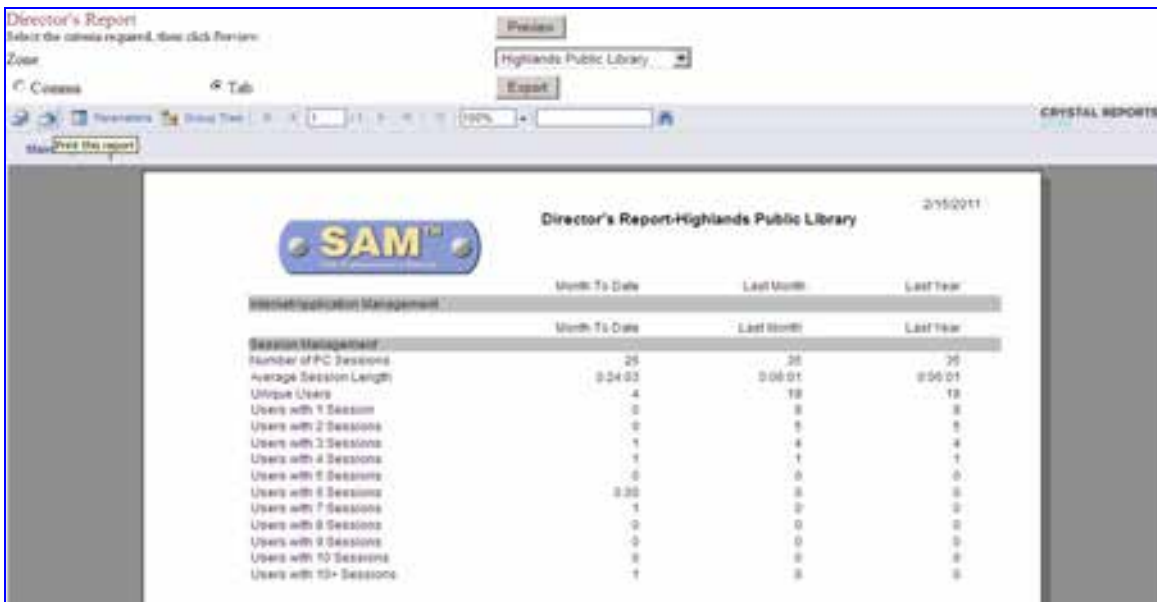
Comprise Best Practice recommendations:	
---	--

Install ActiveX Control for Crystal Reports.

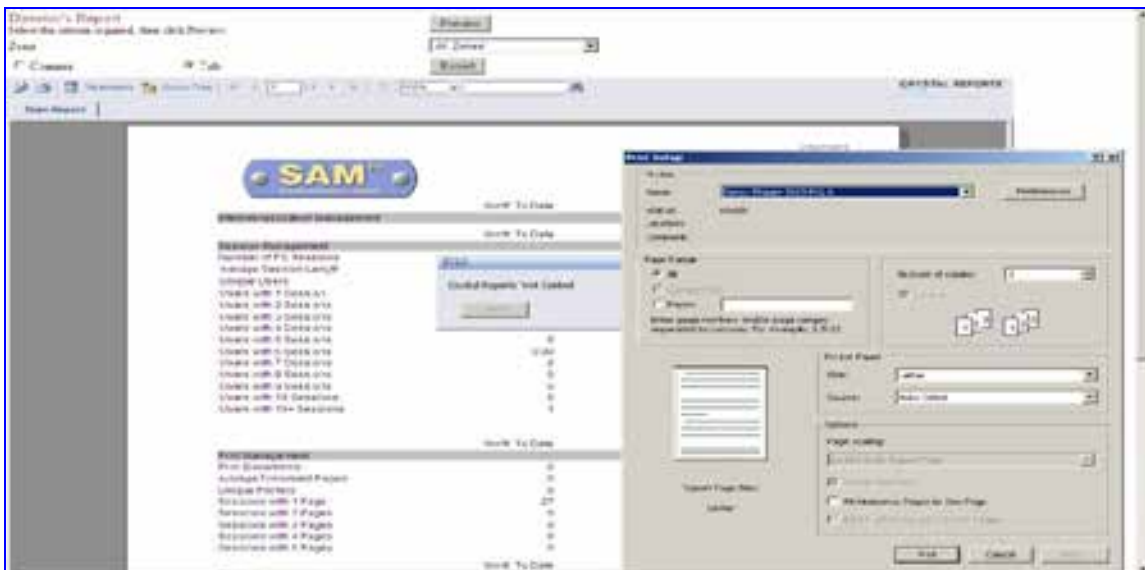
Ensure Website is not blocked by AntiVirus software or other security implementation.

To print SAM reports, please follow these steps:

1. Click [Print]



2. Upon clicking the Print button, the Crystal Reports Print Control box will display in the background along with the Print Setup window in the foreground.



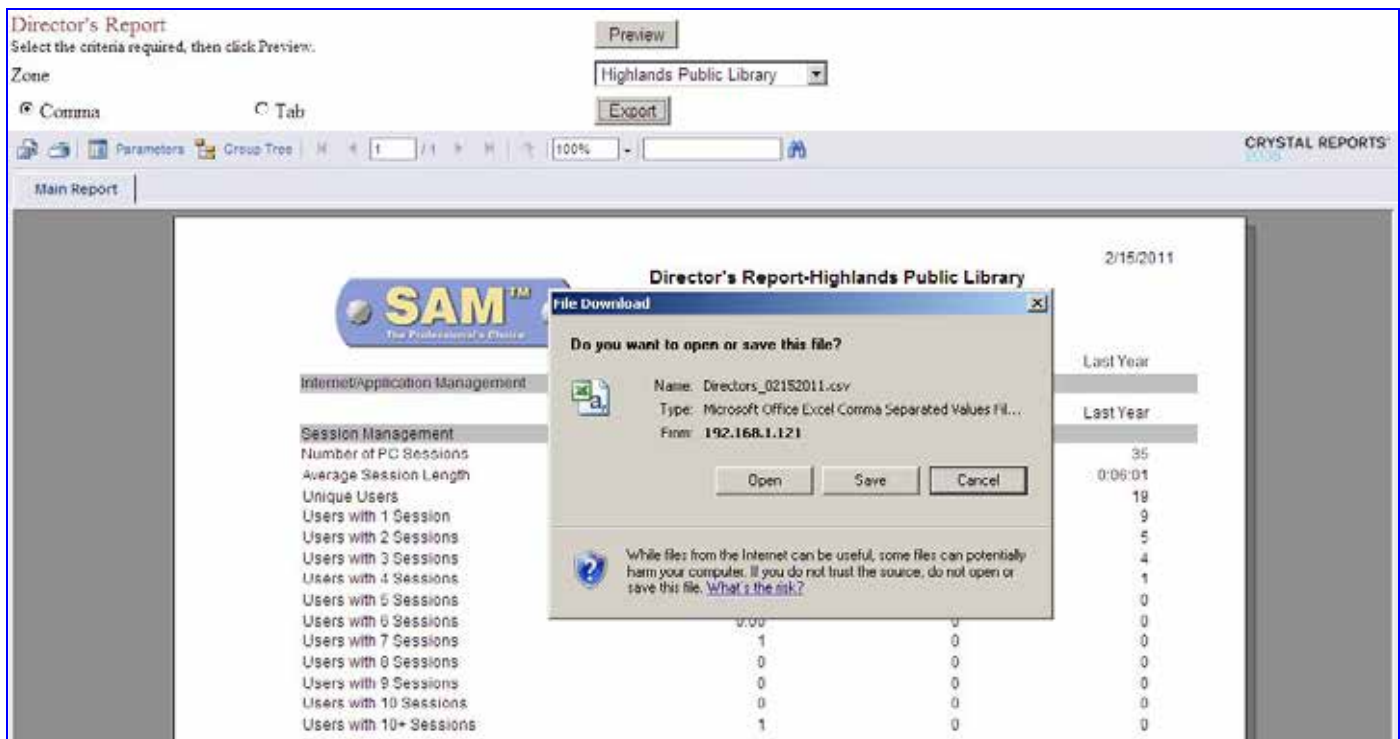
3. Select the appropriate print settings and click [Print] to print or [Cancel] to cancel print job.

## EXPORTING REPORTS TO CSV AND TSV FILE FORMATS

SAM reports can be exported into COMMA-SEPARATED VALUES (CSV) file format as well as TAB SEPARATED VALUES (TSV) FILE FORMAT.

### Comma-Separated Values (CSV) FILE FORMAT

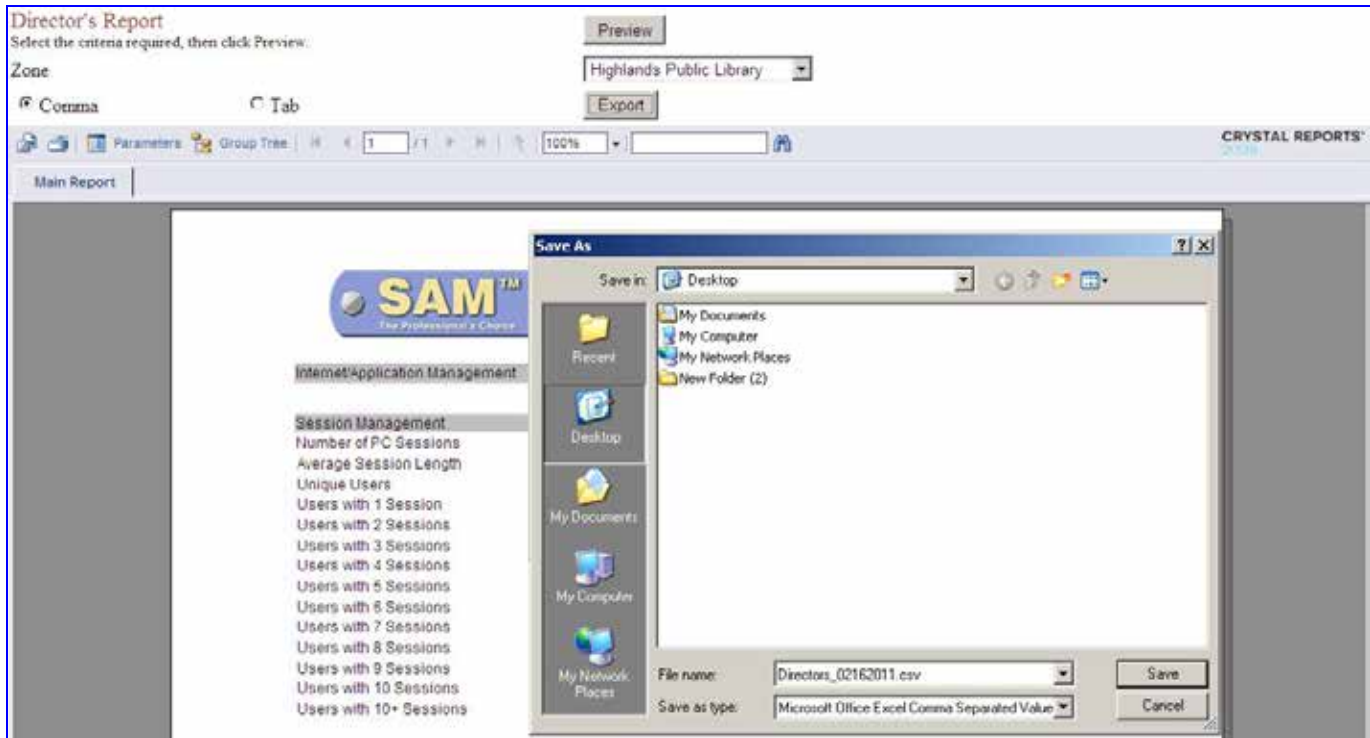
1. To Export to (CSV), select Comma and click [Export].
2. At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].



3. Upon clicking [Open], the report with open in the CSV file format.

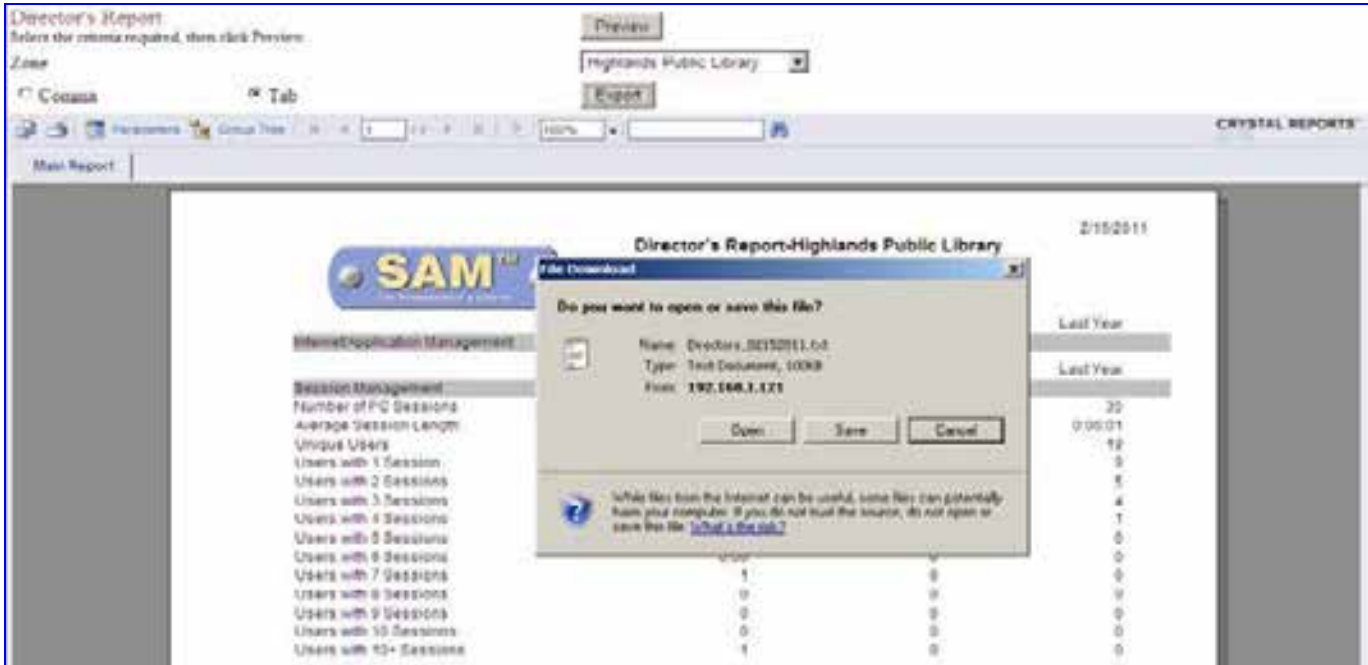
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Average O	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
2	Average D	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
3	Average D	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
4	FundsPaid	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
5	FundsPaid	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
6	FundsPaid	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
7	FundsSpei	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
8	FundsSpei	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
9	FundsSpei	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
10	FundsSpei	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
11	FundsSpei	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
12	FundsSpei	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
13	FundsSpei	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
14	FundsSpei	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0
15	FundsSpei	0	0	0	Number of	0	0	0	Average Si	0:00:00	0:00:00	0:00:00	Unique Us	0	0	0	Users with	0

- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.



## Tab Separated Values (TSV) FILE FORMAT

1. To Export to (TSV), select Tab and click [Export].
2. At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].



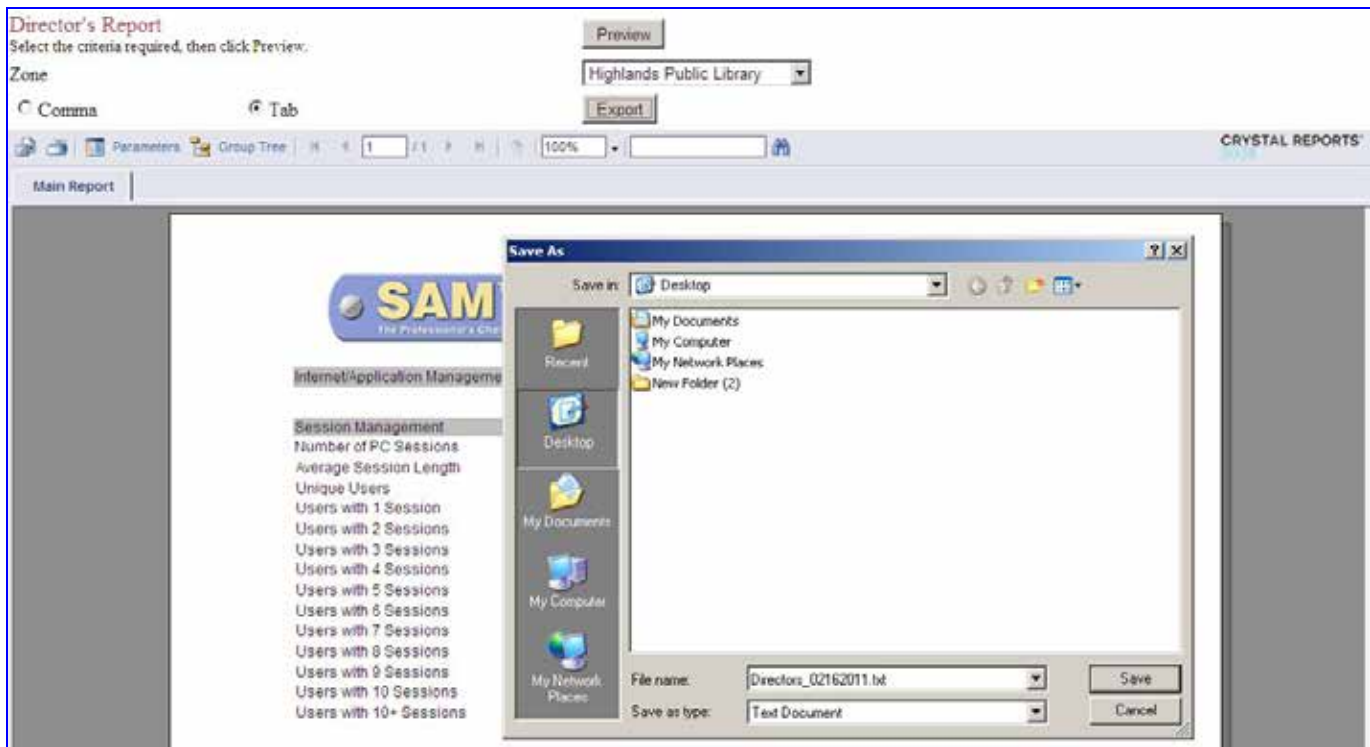
3. Upon clicking [Open], the report with open in the TSV file format.

Directors\_02152011[1].txt - Notepad

"Average Document Pages"	0.00	0.00	0.00
"Number of PC Sessions"	0.00	0.00	0.00
"Average Session Length"	"0:00:00"	"0:00:00"	"0:00:00"
"Unique users"	0.00	0.00	0.00
"Users with 1 Session"	0.00	0.00	0.00
"Users with 2 Sessions"	0.00	0.00	0.00
"Users with 3 Sessions"	0.00	0.00	0.00
"Users with 4 Sessions"	0.00	0.00	0.00
"Users with 5 Sessions"	0.00	0.00	0.00
"Users with 6 Sessions"	0.00	0.00	0.00
"Users with 7 Sessions"	0.00	0.00	0.00
"Users with 8 Sessions"	0.00	0.00	0.00
"Users with 9 Sessions"	0.00	0.00	0.00
"Users with 10 Sessions"	0.00	0.00	0.00
"Users with 10+ Sessions"	0.00	0.00	0.00
"Print Documents"	0.00	0.00	0.00
"Average Document Pages"	0.00	33.00	0.00
"Unique Printers"	0.00	0.00	0.00
"Sessions with 1 Page"	0.00	0.00	0.00
"Sessions with 2 Pages"	0.00	0.00	0.00
"Sessions with 3 Pages"	0.00	0.00	0.00
"Sessions with 4 Pages"	0.00	0.00	0.00
"Sessions with 5 Pages"	0.00	0.00	0.00
"Funds Paid-In"	0.00	0.00	0.00
"Funds Spent on Print"	0.00	0.00	0.00

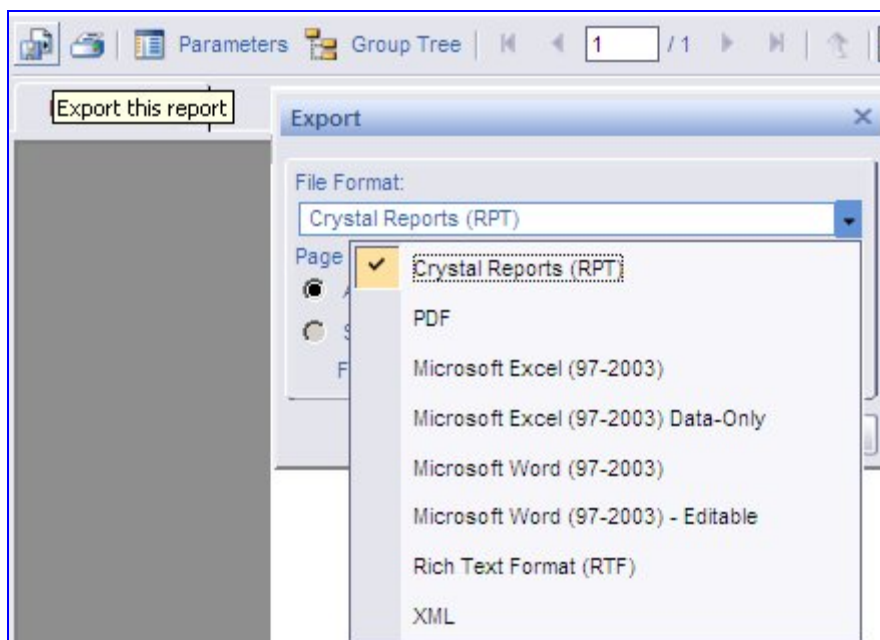


- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.



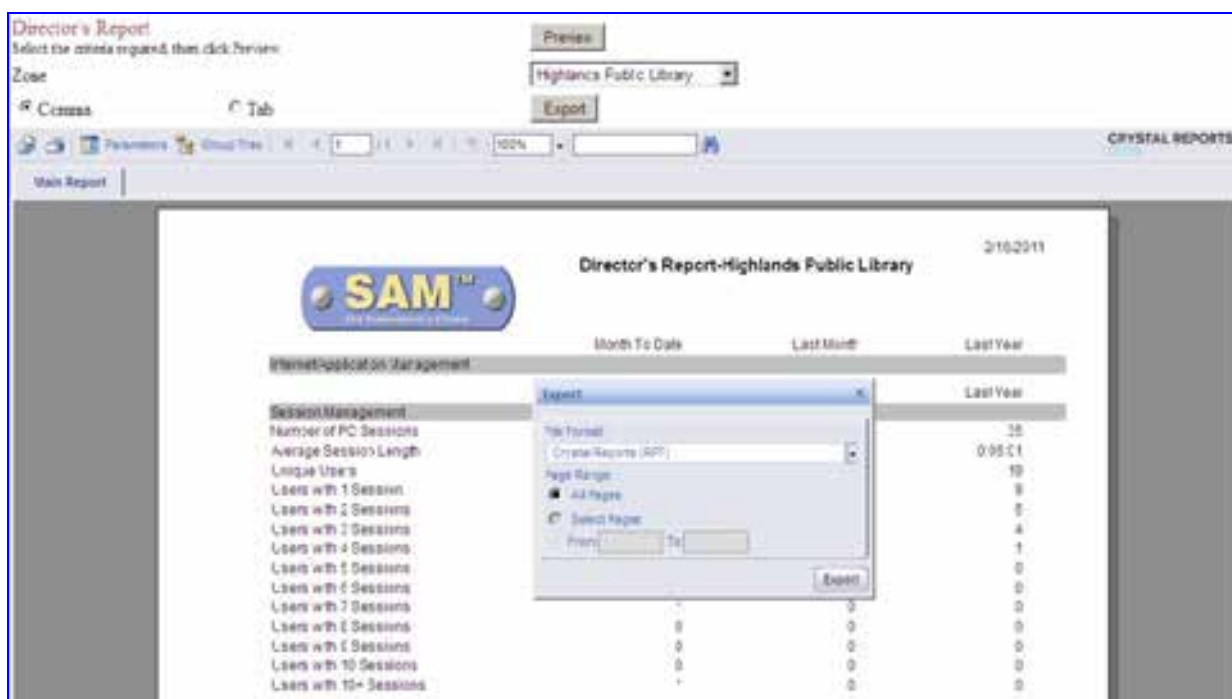
## EXPORTING REPORTS TO OTHER APPLICATIONS

SAM reports can be exported into various applications.



### Export to Crystal Reports

1. Select Crystal Reports (RPT) and click [Export].





2. In order to export to Crystal Reports, it may be necessary to allow Crystal Reports. Select the Download File option if prompted.

To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options...

**Director's Report**  
Select the criteria required, then click Preview.

Zone:

☐ Comma ☒ Tab


Parameters Group Tree 1 / 1 100%

CRYSTAL REPORT 2008

Main Report

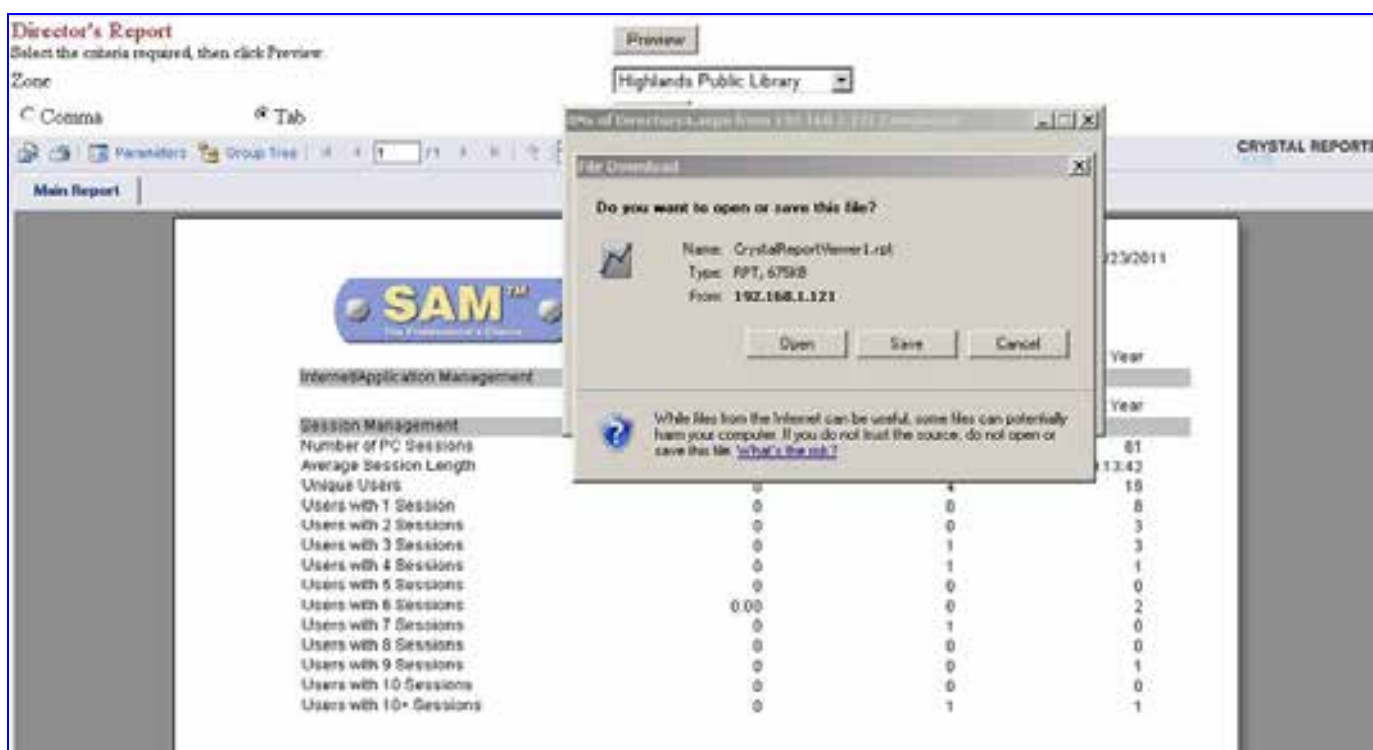
3/22/2011

**Director's Report-Highlands Public Library**

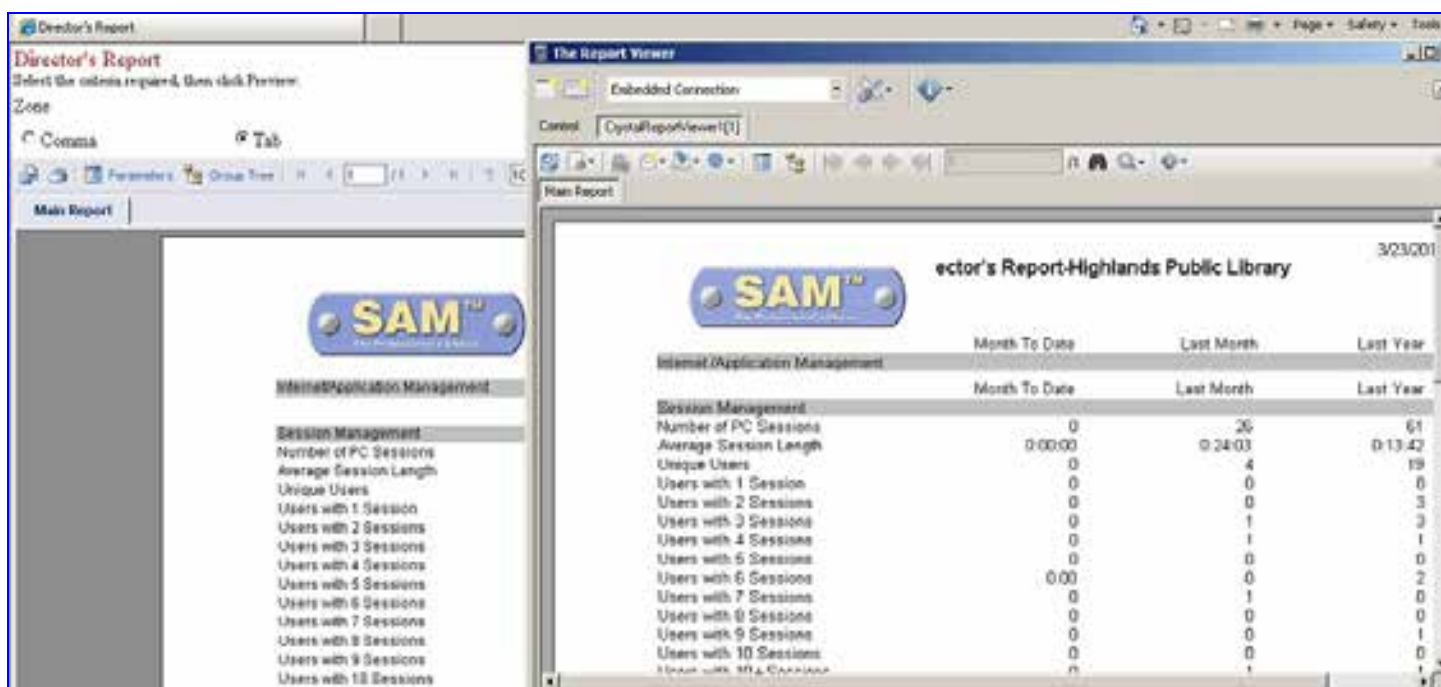


	Month To Date	Last Month	Last Year
<b>Internet/Application Management</b>			
<b>Session Management</b>			
Number of PC Sessions	0	26	61
Average Session Length	0:00:00	0:24:03	0:13:42
Unique Users	0	4	19
Users with 1 Session	0	0	8
Users with 2 Sessions	0	0	3
Users with 3 Sessions	0	1	3
Users with 4 Sessions	0	1	1
Users with 5 Sessions	0	0	0
Users with 6 Sessions	0.00	0	2
Users with 7 Sessions	0	1	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	1
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	0	1	1

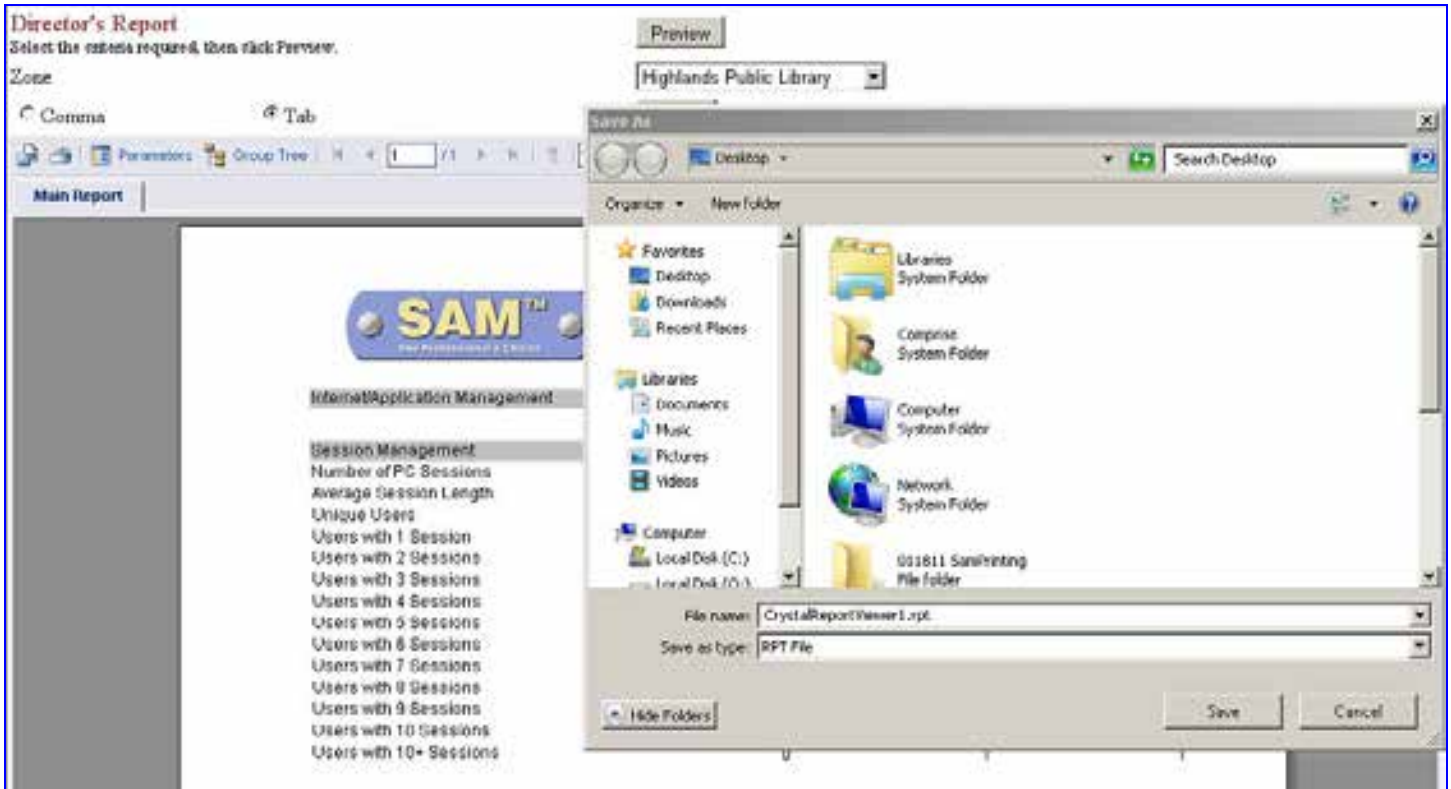
3. At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].



4. Upon clicking [Open], the report will open in the Report Viewer file format.

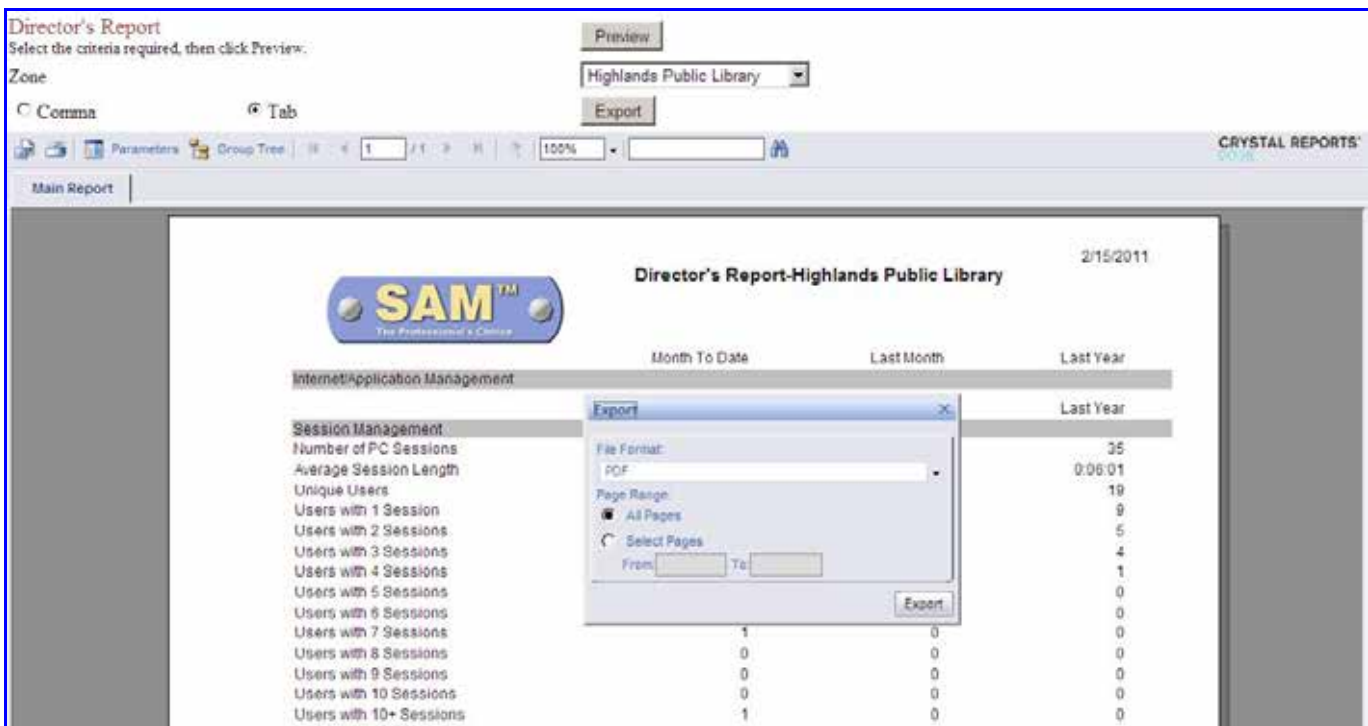


- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.

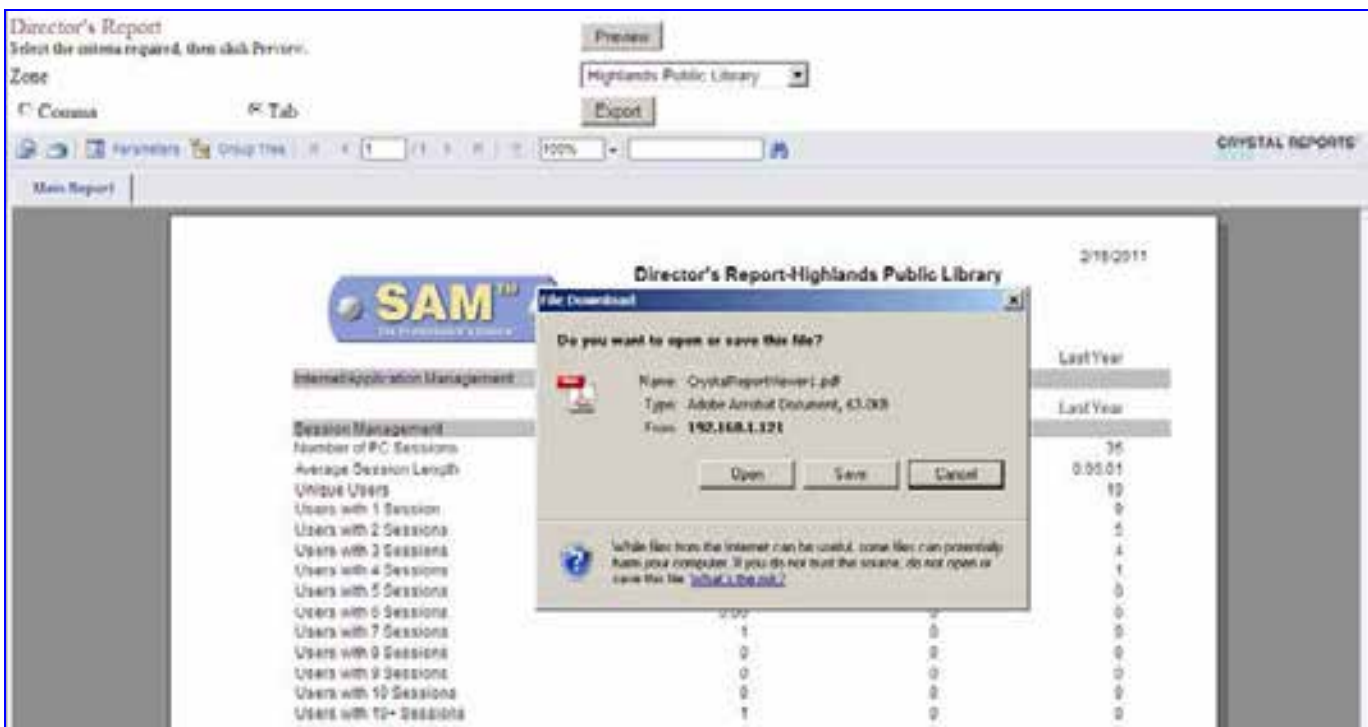


## Export to PDF


1. Select PDF and click [Export].



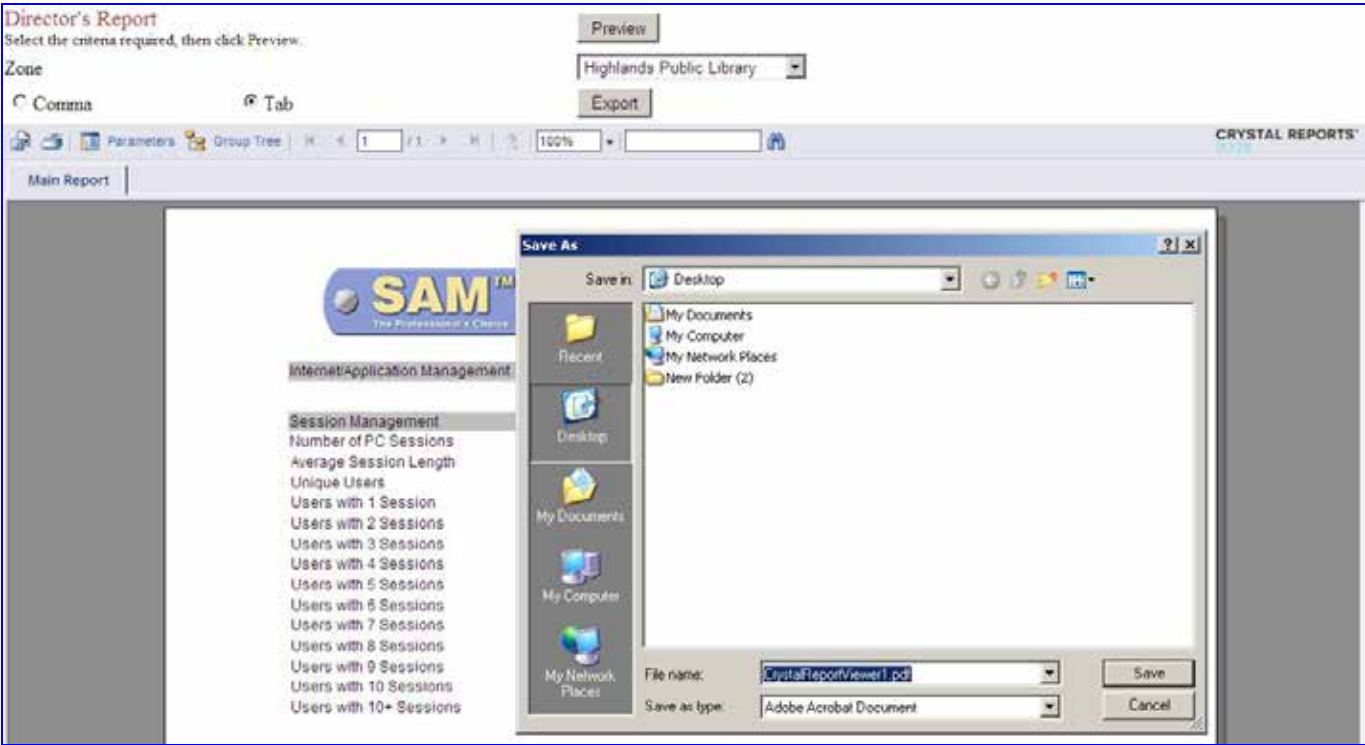
- At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].



- Upon clicking [Open], the report will open in the PDF file format.

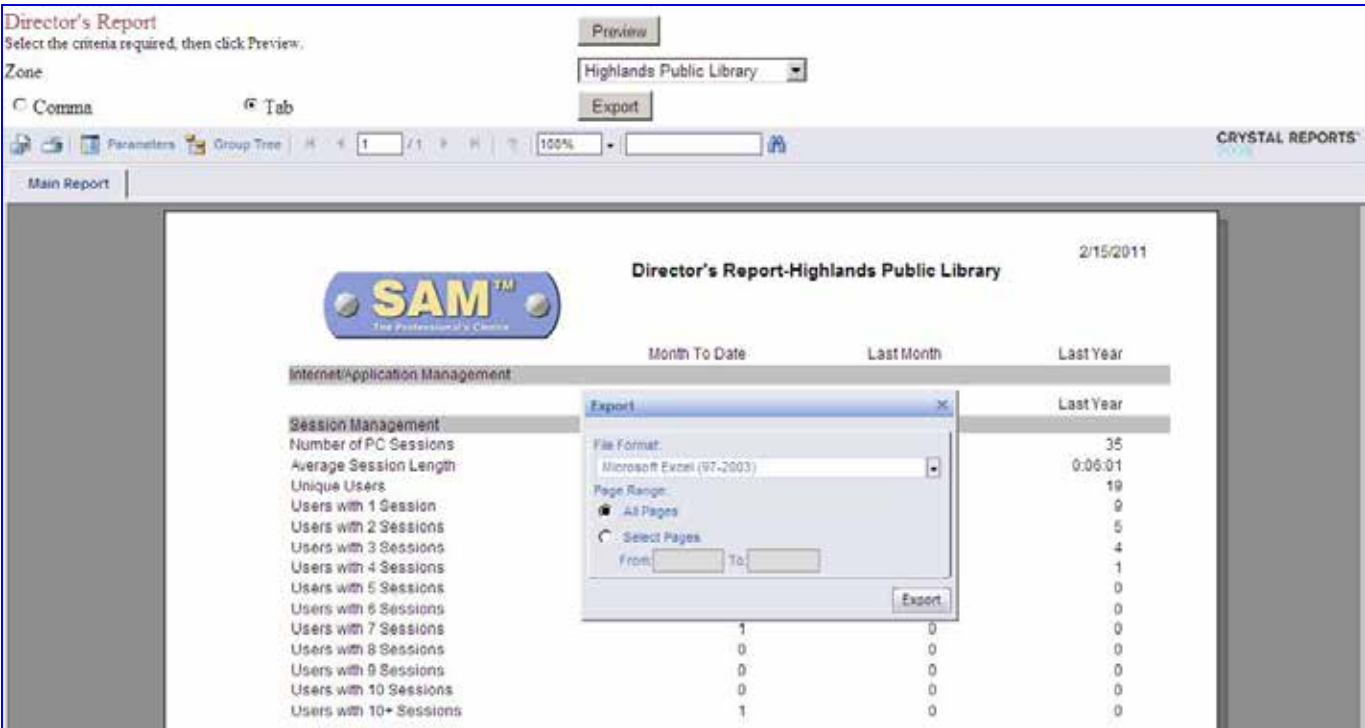
<div>  <div> <div>2/15/2011</div> <div>Director's Report-Highlands Public Library</div> </div> </div>			
	Month To Date	Last Month	Last Year
Internet/Application Management			
	Month To Date	Last Month	Last Year
Session Management			
Number of PC Sessions	26	35	35
Average Session Length	0:24:03	0:06:01	0:06:01
Unique Users	4	19	19
Users with 1 Session	0	9	9
Users with 2 Sessions	0	5	5
Users with 3 Sessions	1	4	4
Users with 4 Sessions	1	1	1
Users with 5 Sessions	0	0	0
Users with 6 Sessions	0.00	0	0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

4. Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.



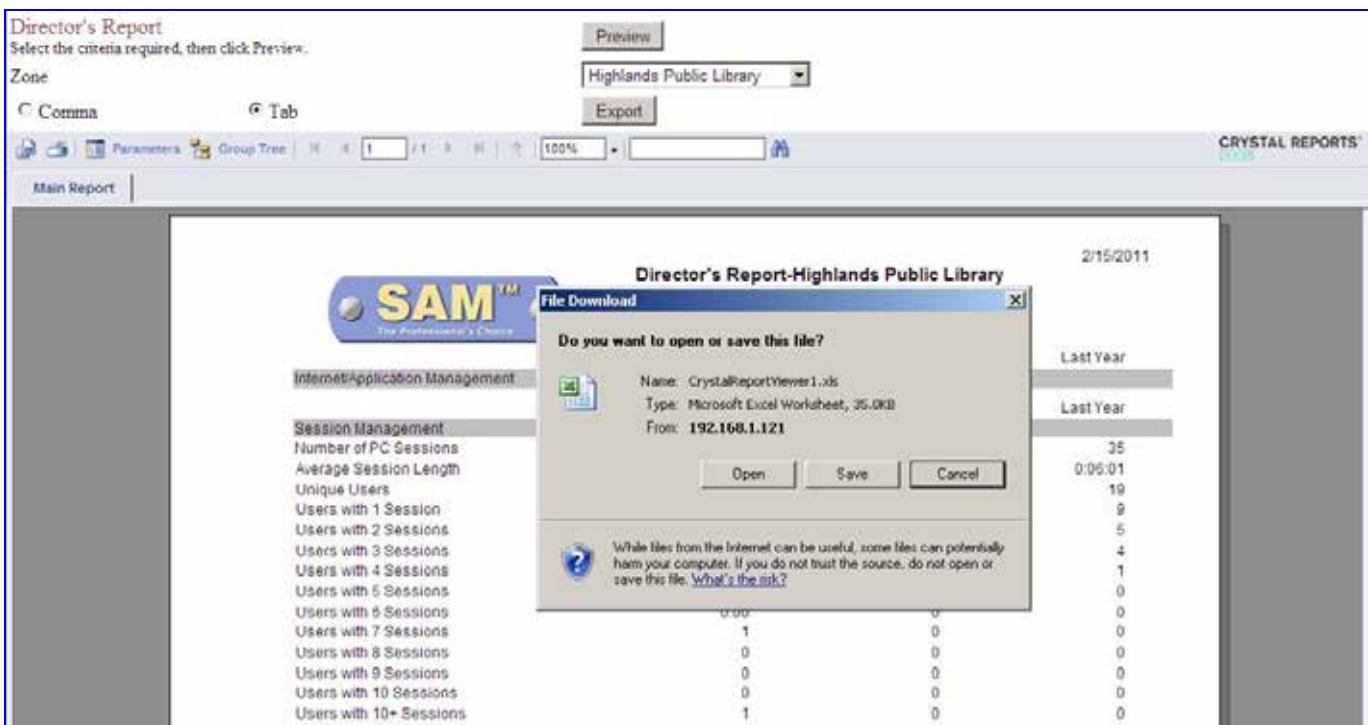
Export to Microsoft Excel (97-2003)

1. Select MICROSOFT EXCEL (97-2003) and click [Export].





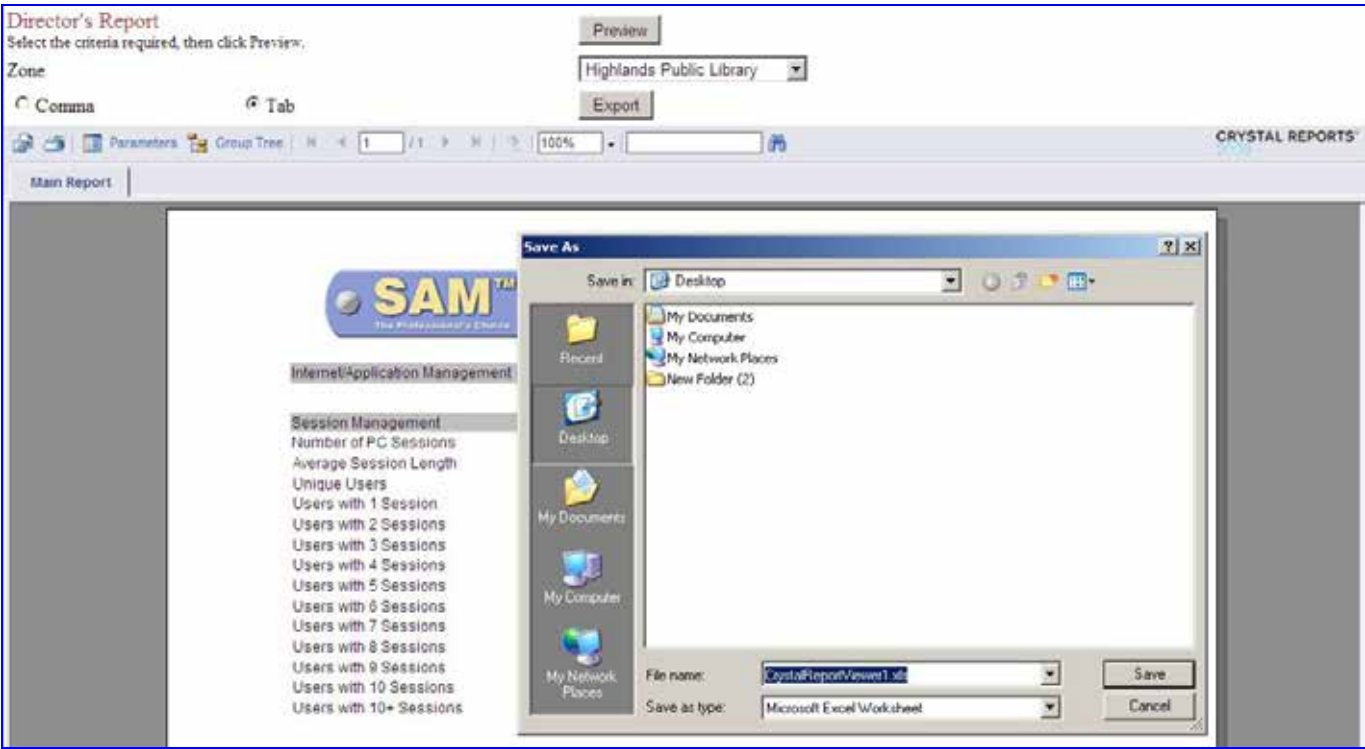
- At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].



- Upon clicking [Open], the report with open in MICROSOFT EXCEL (97-2003).

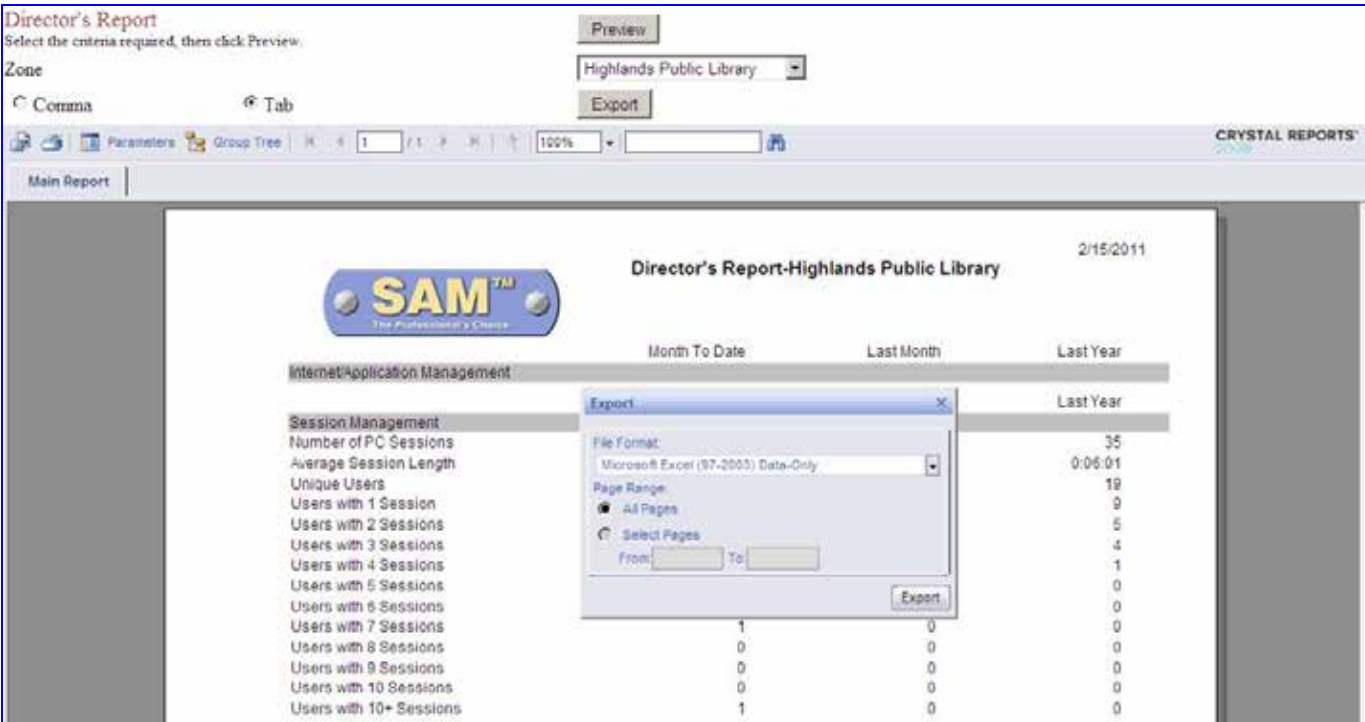
Director's Report-Highlands Public Library												
2/15/2011												
Month To Date												
Last Month												
Last Year												
Internet/Application Management												
Month To Date												
Last Month												
Last Year												
Session Management												
Number of PC Sessions	26		35		35							
Average Session Length	0:24:03		0:06:01		0:06:01							
Unique Users	4		19		19							
Users with 1 Session	0		9		9							
Users with 2 Sessions	0		5		5							
Users with 3 Sessions	1		4		4							
Users with 4 Sessions	1		1		1							
Users with 5 Sessions	0		0		0							
Users with 6 Sessions	0.00		0		0							
Users with 7 Sessions	1		0		0							
Users with 8 Sessions	0		0		0							
Users with 9 Sessions	0		0		0							
Users with 10 Sessions	0		0		0							
Users with 10+ Sessions	1		0		0							

4. Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.

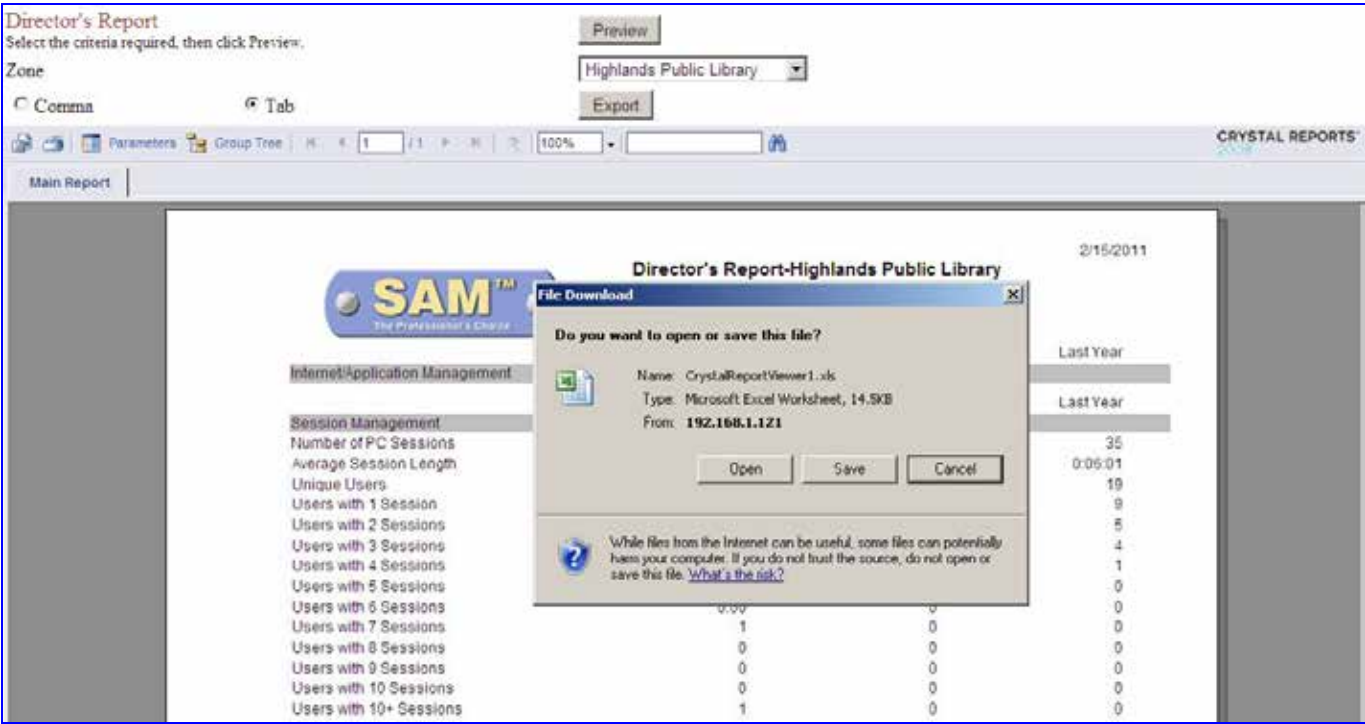


Export to Microsoft Excel (97-2003) Data-Only

1. Select MICROSOFT EXCEL (97-2003) DATA-ONLY and click [Export].



2. At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].

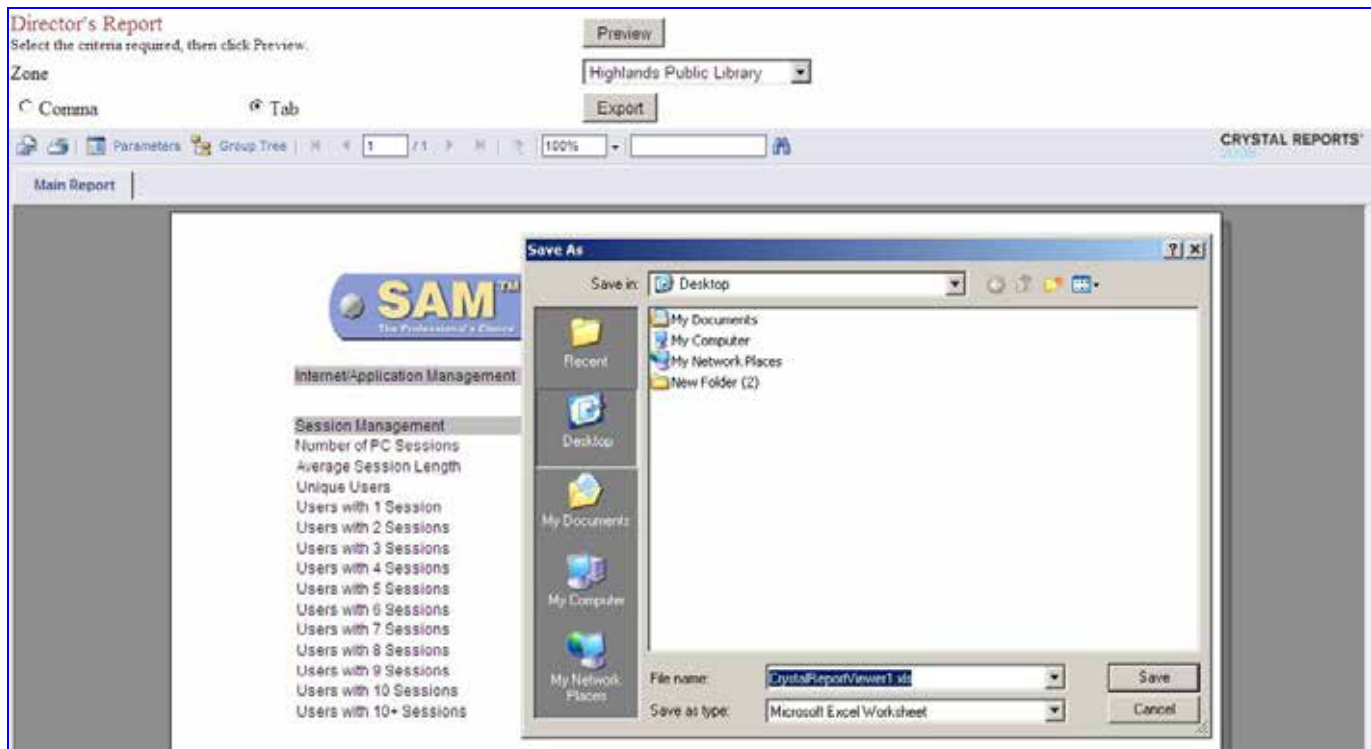


3. Upon clicking [Open], the report will open in MICROSOFT EXCEL (97-2003) DATA-ONLY FORMAT.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y		
1	Director's Report	Month T	Last M	Last Y	Internet/	Application	Management																				
2	Month T	Last M	Last Y	Session Number	26	35	35	Average	0.24	0.03	0.06	0.01	Unique	4	19	19	Users w	0	9	9	Users w	0	5	5	Users w		
3	Page -1 of 1																										
4																											
5																											
6																											
7																											
8																											
9																											
10																											
11																											

4. Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.



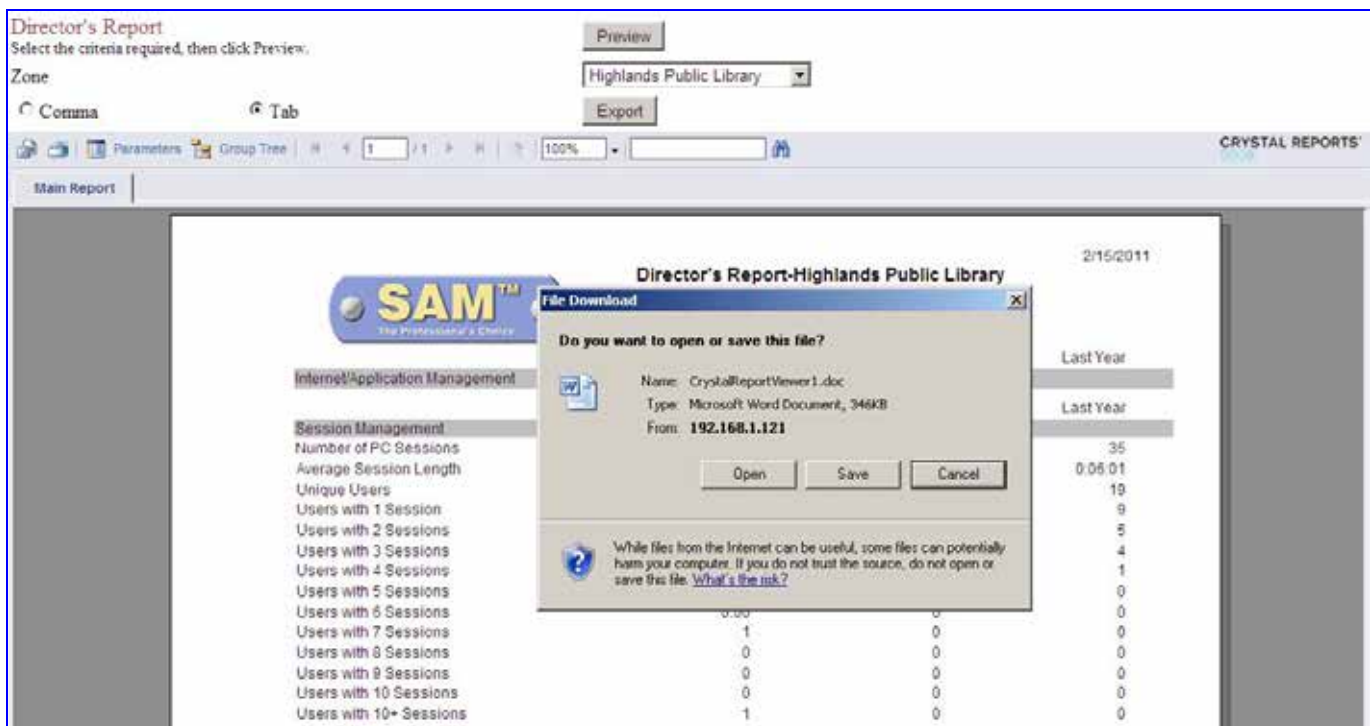


## Export to Microsoft Word (97-2003)


1. Select MICROSOFT WORD (97-2003) and click [Export].



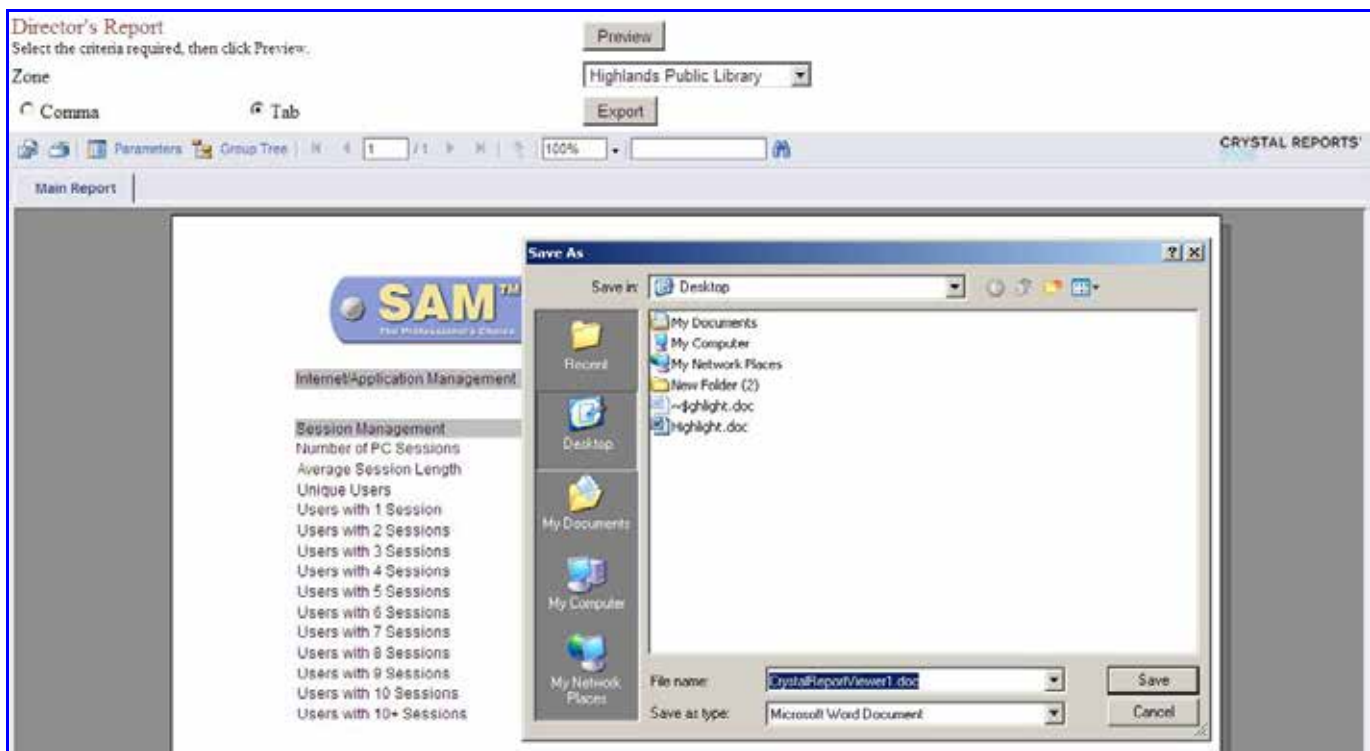
- At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].



- Upon clicking [Open], the report will open in MICROSOFT WORD (97-2003).

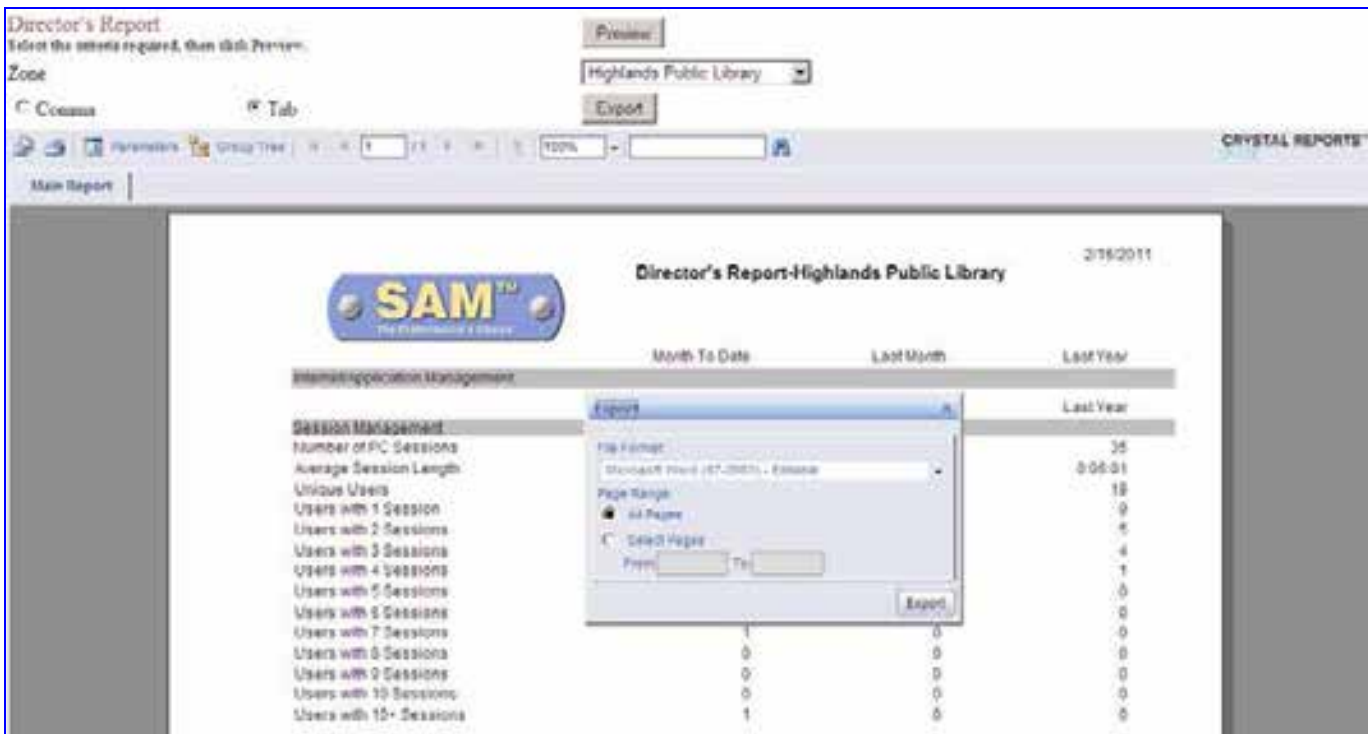
<div>  <div>2/15/2011</div> <div>Director's Report-Highlands Public Library</div> </div>			
	Month To Date	Last Month	Last Year
Internet/Application Management			
Session Management			
Number of PC Sessions	26	35	35
Average Session Length	0:24:03	0:06:01	0:06:01
Unique Users	4	19	19
Users with 1 Session	0	9	9
Users with 2 Sessions	0	5	5
Users with 3 Sessions	1	4	4
Users with 4 Sessions	1	1	1
Users with 5 Sessions	0	0	0
Users with 6 Sessions	0.00	0	0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.

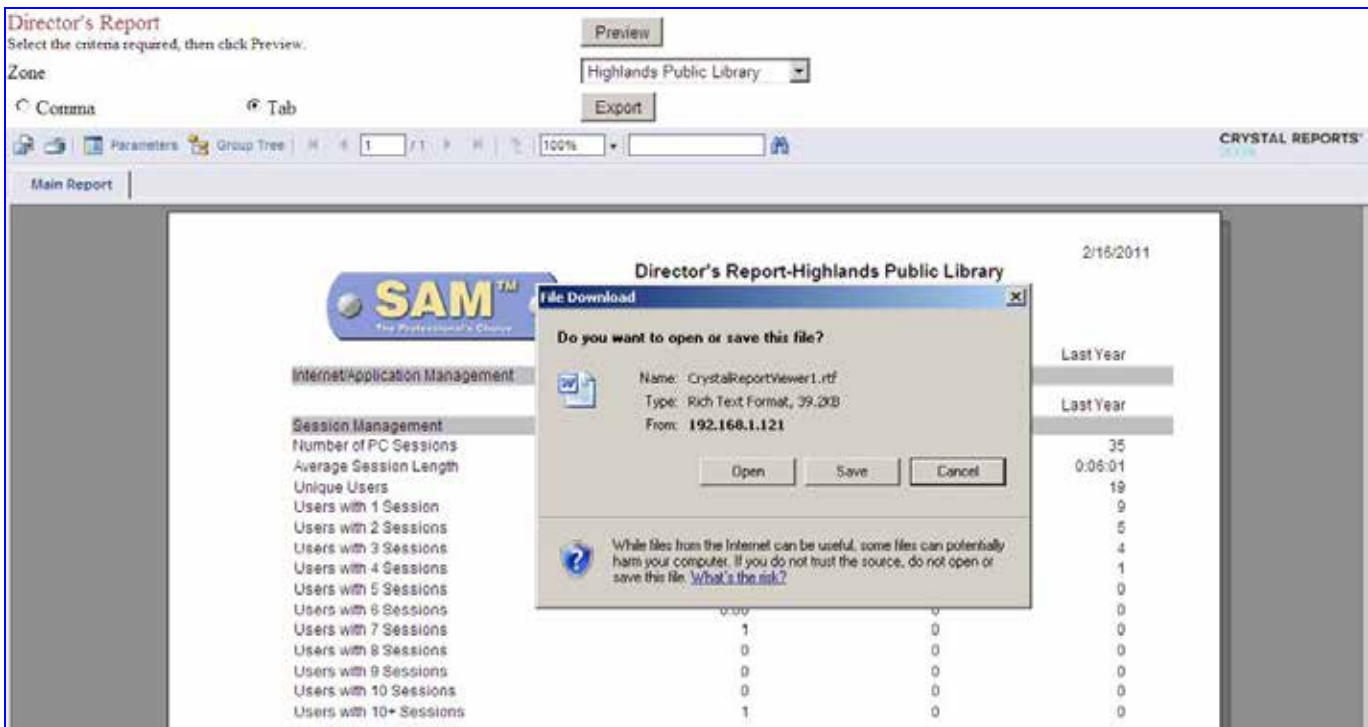


Export to Microsoft Word (97-2003) - Editable

1. Select MICROSOFT WORD (97-2003) - EDITABLE and click [Export].



2. At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].



3. Upon clicking [Open], the report will open in the MICROSOFT WORD (97-2003) - EDITABLE format.

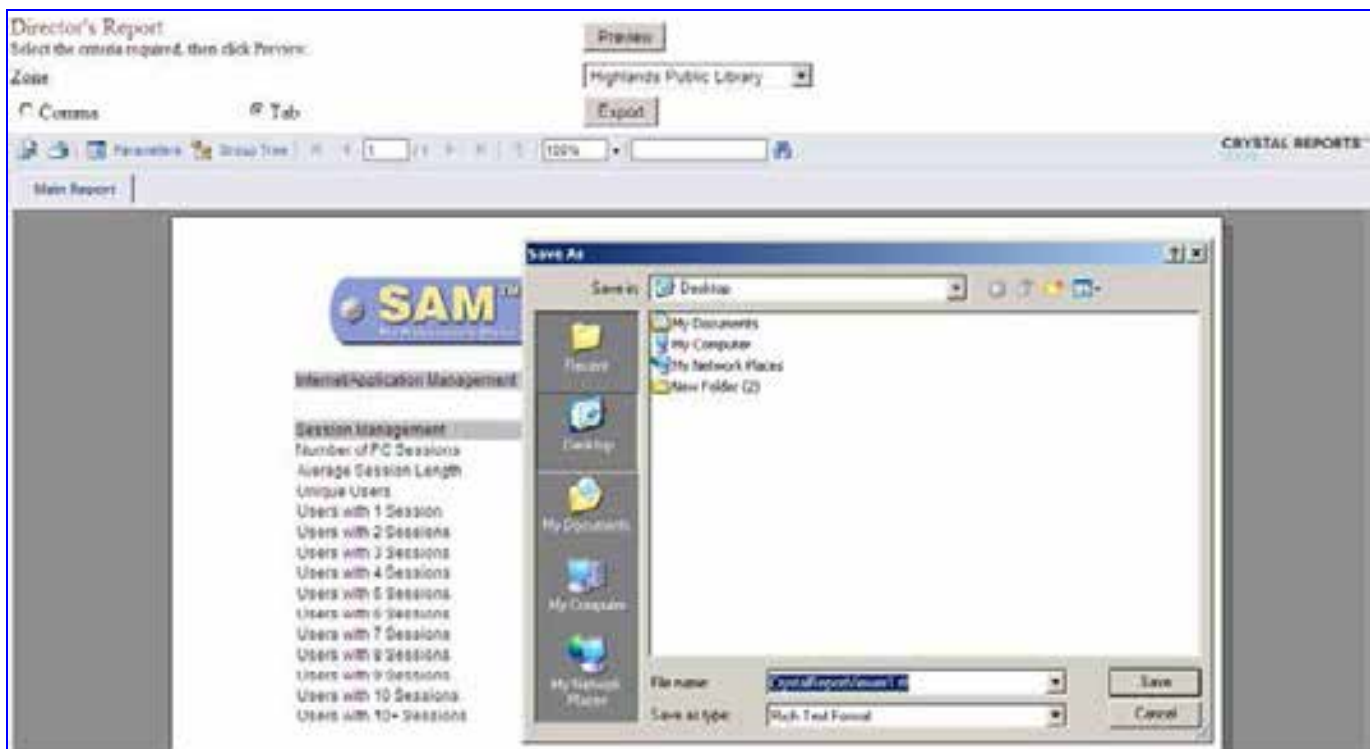


2/16/2011

## Director's Report-Highlands Public Library

	Month To Date	Last Month	Last Year
Internet/Application Management			
Session Management			
Number of PC Sessions	26	35	35
Average Session Length	0:24:03	0:06:01	0:06:01
Unique Users	4	19	19
Users with 1 Session	0	9	9
Users with 2 Sessions	0	5	5
Users with 3 Sessions	1	4	4
Users with 4 Sessions	1	1	1
Users with 5 Sessions	0	0	0
Users with 6 Sessions	0.00	0	0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

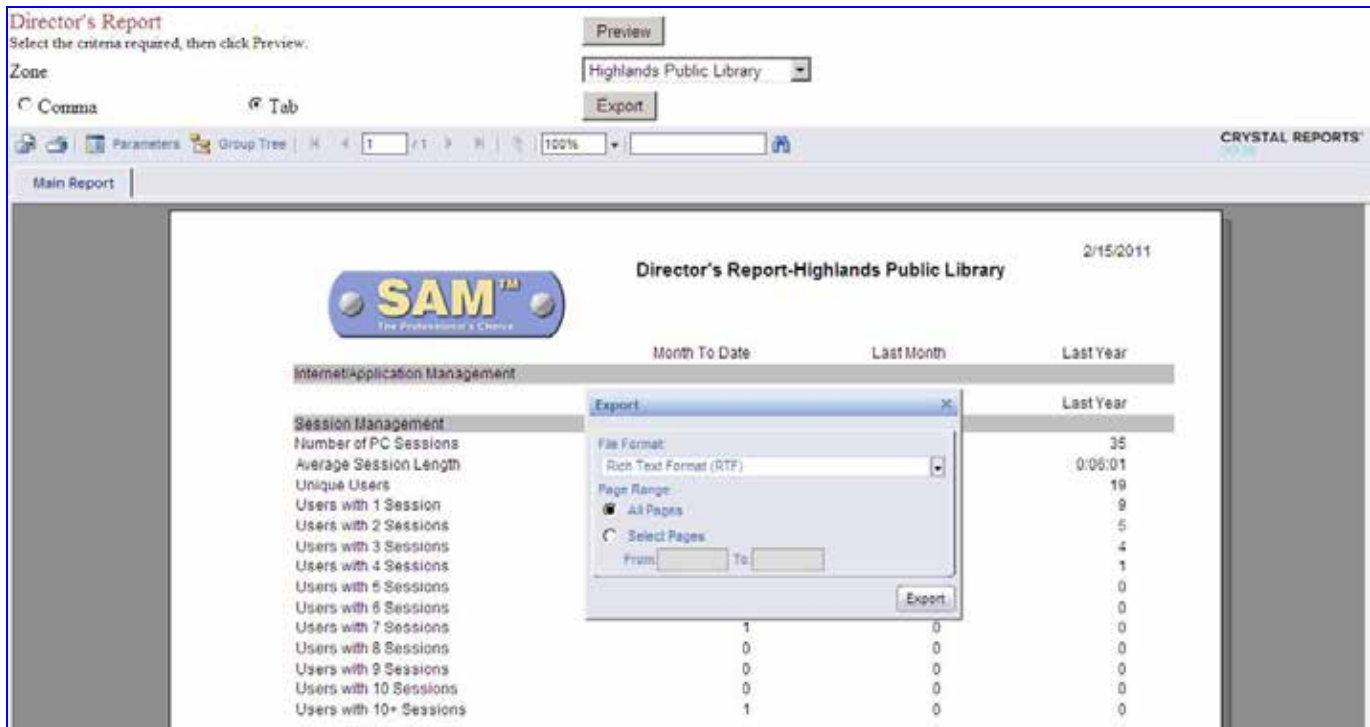
- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.



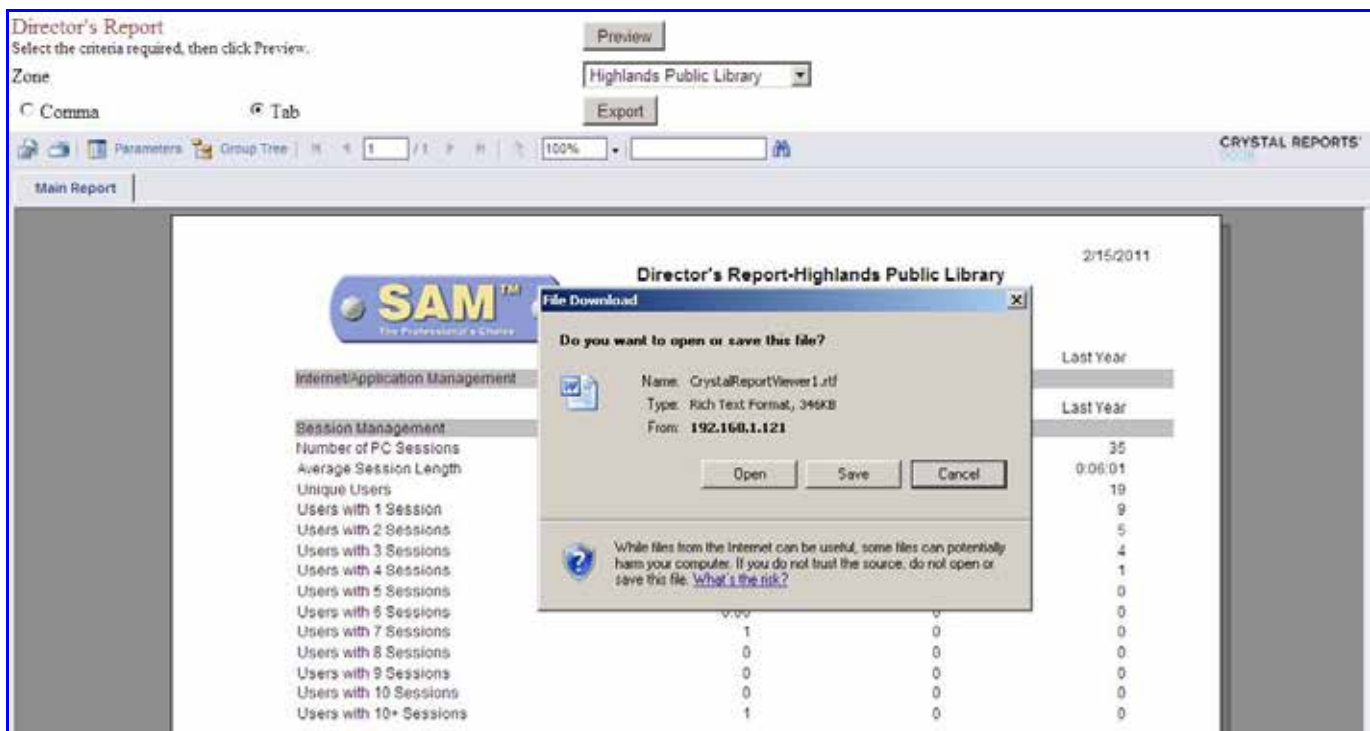
### Export to Rich Text Format (RTF)

- Select RICH TEXT FORMAT (RTF) and click [Export].






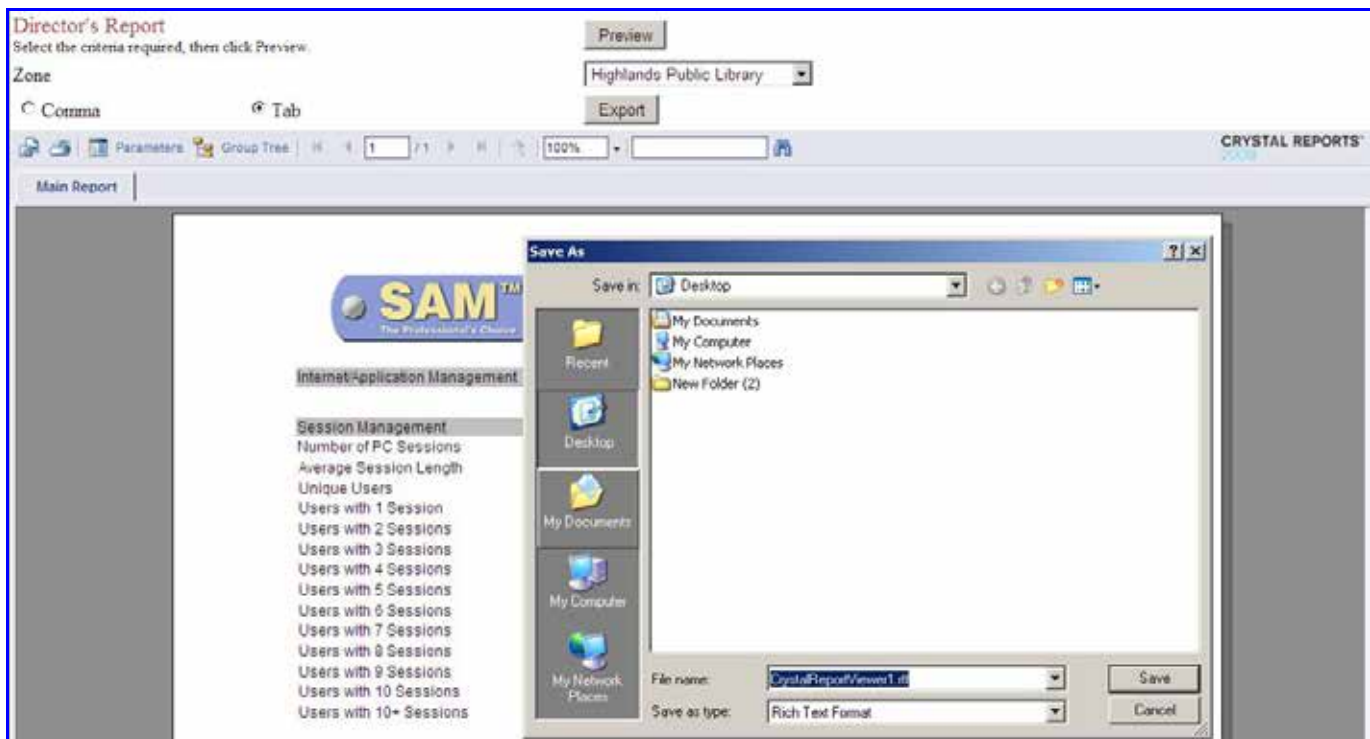
- At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].



- Upon clicking [Open], the report will open in the RICH TEXT FORMAT (RTF) file format.

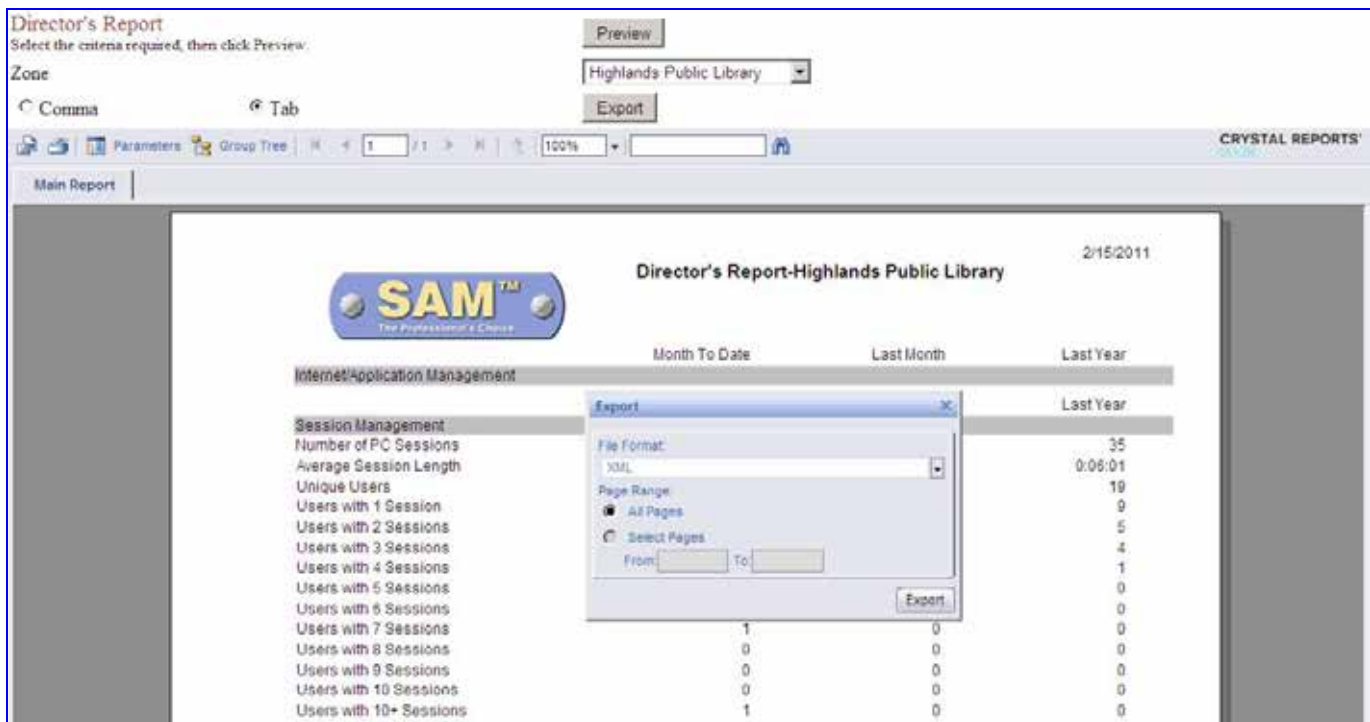
<div>  <div> <div>2/15/2011</div> <div>Director's Report-Highlands Public Library</div> </div> </div>			
Internet/Application Management	Month To Date	Last Month	Last Year
Session Management	Month To Date	Last Month	Last Year
Number of PC Sessions	26	35	35
Average Session Length	0:24:03	0:06:01	0:06:01
Unique Users	4	19	19
Users with 1 Session	0	9	9
Users with 2 Sessions	0	5	5
Users with 3 Sessions	1	4	4
Users with 4 Sessions	1	1	1
Users with 5 Sessions	0	0	0
Users with 6 Sessions	0.00	0	0
Users with 7 Sessions	1	0	0
Users with 8 Sessions	0	0	0
Users with 9 Sessions	0	0	0
Users with 10 Sessions	0	0	0
Users with 10+ Sessions	1	0	0

- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.

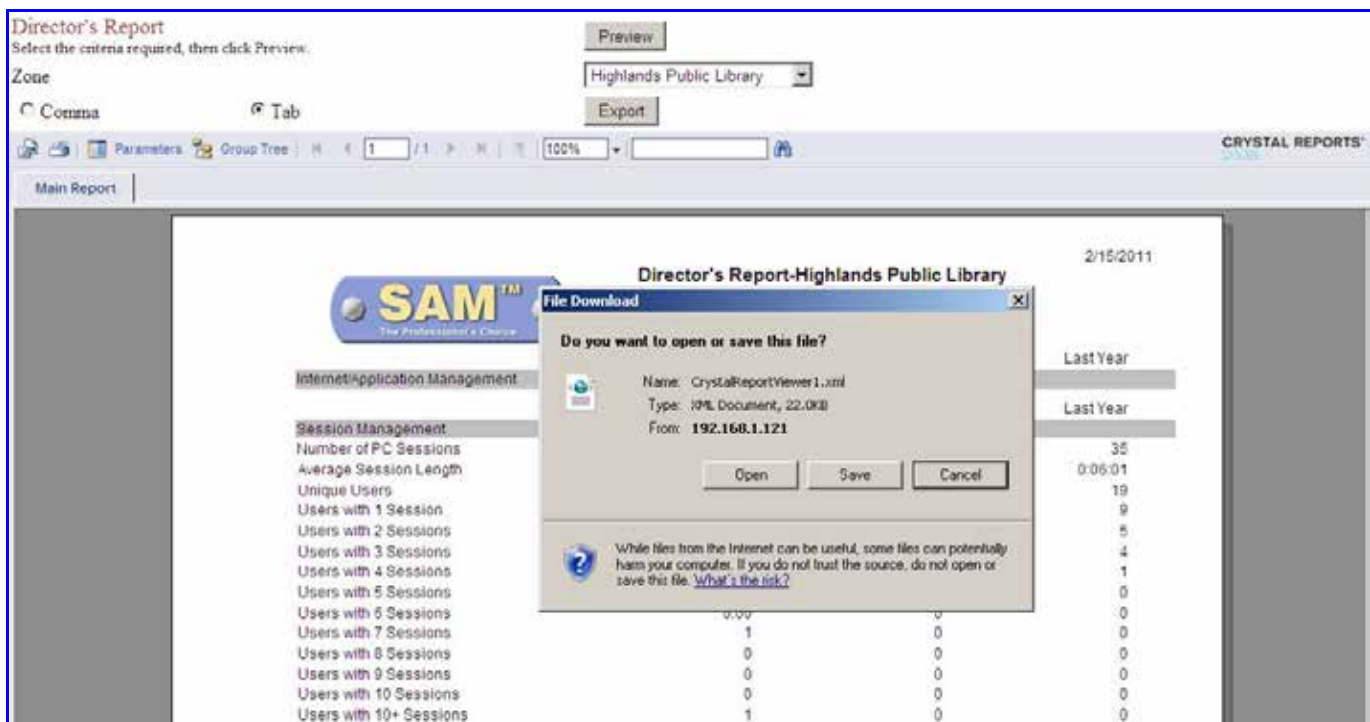


## Export to XML

- Select XML and click [Export].



- At the File Download window, click [Open] to open the file, [Save] to save the file, or [Cancel].



- Upon clicking [Open], the report will open in the XML file format.

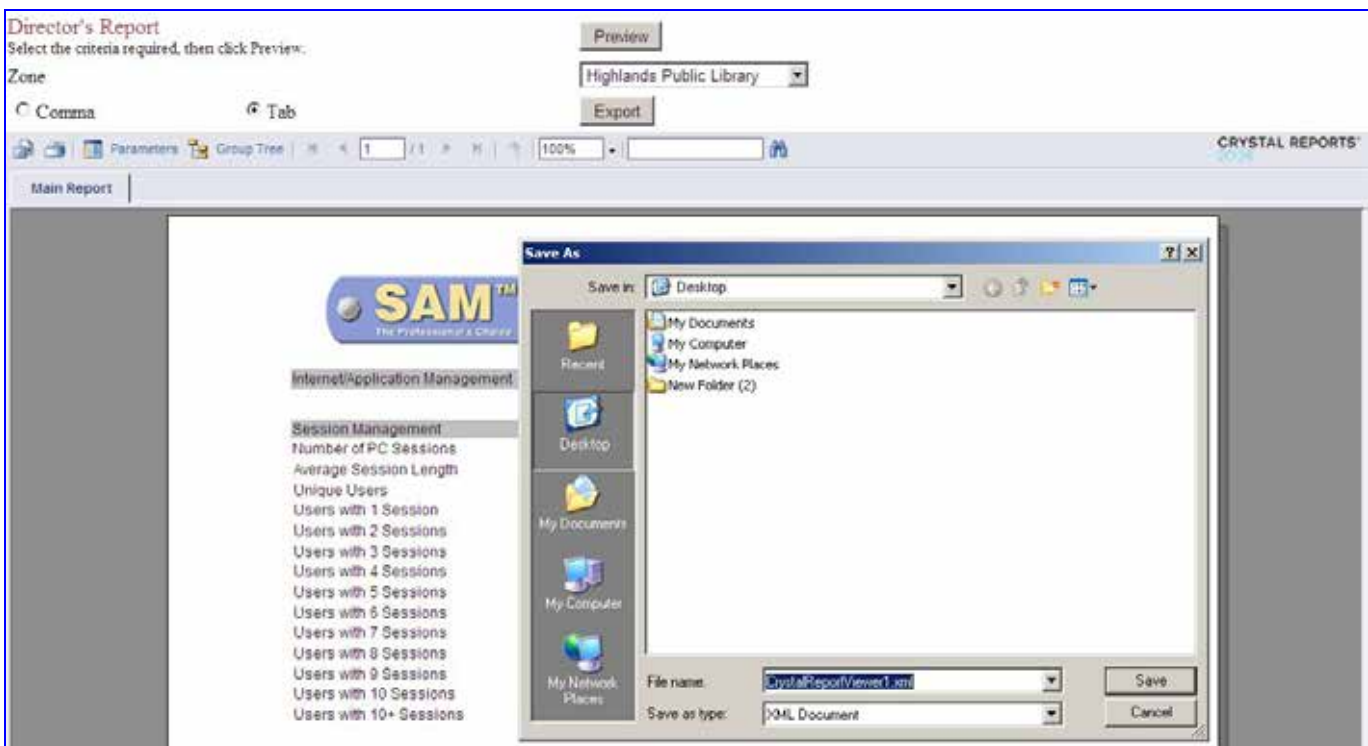


```

<?xml version="1.0" encoding="UTF-8" ?>
- <CrystalReport xmlns="urn:crystal-reports:schemas:report-detail" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:schemaLocation="urn:crystal-reports:schemas:report-detail http://www.businessobjects.com/products/xml/CR2008Schema.xsd">
- <ReportHeader>
- <Section SectionNumber="0">
- <Text Name="Text162">
- <TextValue>Director's Report: Highlands Public Library</TextValue>
- </Text>
- <Field Name="PrintDate2" FieldName="PrintDate">
- <FormattedValue>2/15/2011</FormattedValue>
- <Value>2011-02-15</Value>
- </Field>
- <Picture Name="Picture1" GraphicType="OLE" />
- <Text Name="Text142">
- <TextValue>Internet/Application Management</TextValue>
- </Text>
- <Text Name="Text143">
- <TextValue>Last Year</TextValue>
- </Text>
- <Text Name="Text144">
- <TextValue>Last Month</TextValue>
- </Text>
- <Text Name="Text145">

```

- Clicking [Save] will open the Save As window. The appropriate location can be selected to save the report.



## ADMINISTRATOR REPORTS



## DIRECTOR'S REPORT (ADMIN REPORTS)

The Director's Report is a summary of all aspects of the technology managed by SAM. Library management can understand in a snapshot, the number and frequency of computer sessions, use of Internet and catalog resources, document printing, as well as exactly how much money was collected, spent and remains in SAM prepaid accounts.

Director's Report – Criteria Selection:

1. Select the criteria for the report (System or Zone).
2. Select the button for the appropriate Report Type.




## Criteria Field Description – Reports (Admin)

Director's Report – Session Report		
Field Label	Description	Notes
Zone	Select System or appropriate Zone for report	System or Zone
	Select the button for the appropriate Report to generate Report	Report will be generated per selected criteria

## DIRECTOR'S REPORT (ADMIN REPORTS) – SESSION REPORT

### Sample Director's Report - Session


		9/4/2014	
		<b>Director's Report-System</b>	
	Month To Date	Last Month	Last Year
<b>Session Management</b>			
Number of PC Sessions	0	0	0
Average Session Length	0	0	0
Unique Users	0	0	0
Users with 1 Session	0	0	0
Users with 2 Sessions	0	0	0
Users with 3 Sessions	0	0	0
Users with 4 Sessions	0	0	0
Users with 5+ Sessions	0	0	0

Report Field Description – Reports (Admin)		
Director's – Session Report		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
Month To Date	Current Month To Date data	
Last Month	FULL Last Month data	
Last Year	Rolling 12 month for current month data	
Session Management	Session usage information	
Number of PC Sessions	Total user sessions	
Average Session Length	Average session duration	
Unique Users	Count of unique users	
Users with 1 Session	Total users with 1 session	
Users with 2 Sessions	Total users with 2 sessions	
Report Field Description – Reports (Admin)		
Director's – Session Report		
Field Label	Description	Notes

Users with 3 Sessions	Total users with 3 sessions	
Users with 4 Sessions	Total users with 4 sessions	
Users with 5+ Sessions	Total users with 5 or more sessions	

## DIRECTOR'S REPORT (ADMIN REPORTS) – APPLICATION REPORT

Report Field Description – Reports (Admin)		
Director's – Application Report		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
Month To Date	Current Month To Date data	
Last Month	Last FULL Month data	
Last Year	Rolling 12 month for current month data	
Internet/Application Management	Internet/Application usage information	
Applications	Number of times Application was accessed	
Websites	Number of times Website was accessed	

 <div>9/4/2014 Director's Report-System</div>			
	Month To Date	Last Month	Last Year
<b>Funds Management</b>			
Funds Paid-In	2.00	93.00	0.00
Funds Spent on Print	2.00	1.00	0.00
Funds Spent on Copy	0.00	7.00	0.00
Funds Spent on ILS	0.00	0.00	0.00
Funds Spent on Pay For Time	0.00	0.00	0.00
Funds Spent on Other	0.00	0.00	0.00
Funds Not Spent	0.00	85.00	0.00
Adjustments	0.00	0.00	0.00

Report Field Description – Reports (Admin)		
Director's – Funds Report		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
Month To Date	Current Month To Date data	
Last Month	Last Month data	
Last Year	Rolling 12 month for current month data	
Funds Report		
Funds Paid-In	Money deposited into User accounts through the Staff, Admin Interface, Payment Centers, SMM, or SK.	
Funds Spent on Print	Money deducted from User accounts for Print.	
Funds Spent on Copy	Money deducted from User accounts for Photo Copy Device.	
Funds Spent on ILS	Money deducted from User accounts to pay ILS fines through SAM (client).	
Funds Spent on Pay For Time	Money deducted from User accounts to pay for Pay For Time sessions.	charge for SAM sessions. (All sessions or Additional sessions).
Funds Spent on Other	Money deducted from User accounts and spent for other than Print, Photo Copy Device, or ILS.	
Funds Not Spent	Funds Paid In - (Funds Spent on Print +Funds Spent on Copy + Funds Spent on ILS + Funds Spent on other)	
Adjustments		



	Month To Date	Last Month	Last Year
<b>Print Management</b>			
Print Documents	14	19	0
Pages Printed	28	36	0
Average Document Pages	2	2	0
Unique Printers	2	2	0
Sessions with 1 Page	0	0	0
Sessions with 2 Pages	0	0	0
Sessions with 3 Pages	0	0	0
Sessions with 4 Pages	0	0	0
Sessions with 5+ Pages	0	0	0

Report Field Description – Reports (Admin)		
Director's – Print Report		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
Month To Date	Current Month To Date data	
Last Month	Last FULL Month data	
Last Year	Rolling 12 month for current month data	
Print Report		
Print Documents	Total number of documents printed	
Pages Printed	Count of total pages printed	
Average Document Pages	Count of average pages printed	
Unique Printers	Count of unique printers	each printer counted only once, even if multiple print jobs.
Sessions with 1 Page		
Sessions with 2 Pages		
Sessions with 3 Pages		
Sessions with 4 Pages		
Sessions with 5+ Pages		

The User Report is a list of patron records within SAM along with statistical detail.

User Report (Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Admin)		
User (Detail)		
Field Label	Description	Notes
Preview	Click to [Preview] generate User Report	Report will be generated per selected criteria
Sort By	Select Sort Criteria	
Report Type	Select Report Type	
Detail	Select for Detail Report	

Sample User Report (Detail)

AccountID Number	Name	Date Of Birth	Filter Level	Status	Last Logged In	Issue Date	Acceptance Date	Expiration Date	Balance
alphatest11%	11alpha		Level 1	Active		11/01/2011		11/01/2014	\$0.00
12345678901234	14 digit test 14 digit test		Level 1	Active		08/11/2014		08/11/2017	\$0.00
1234567890123456	16 Digit Test 16 Digit Test		Level 1	Active		08/11/2014		08/11/2017	\$0.00
21620002558498	Genevieve Isabelle Starnant 36 Character First Name		Level 1	Active		03/18/2013		03/18/2016	\$5.00
21620002558496	36 Character First Name-x 36 Character Last Name-xx		Level 1	Active		03/18/2013		03/18/2016	\$3.50
21620002558495	36 Character First Name-x 36 Character Last Name-xx		Level 1	Active		03/18/2013		03/18/2016	\$4.00
12345126608095	Jose Aziles		Level 3	Active		05/09/2011			\$14.30

Report Field Description – Reports (Admin)
User (Detail)

Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
Sort Criteria Selected	Field which this reported is sorted by	
Account/ID Number	User Account/ID Number	
Name	User Name	First name Last name
Date of Birth	User date of birth	
Filter Level	User filter level	
Status	SAM status of user	
Last Logged In	Date when user last logged in to SAM	
Issue Date	Date when Account/ID Number was issued to user	
Acceptance Date	Date when user accepted the Library policy	
Expiration Date	Date when Account/ID Number will expire	
Balance	User account balance of user	

User Report (Summary) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Admin)		
User (Summary)		
Field Label	Description	Notes
Preview	Click [Preview] to generate User Report	Report will be generated per selected criteria
Sort By	Select Sort Criteria	
Report Type	Select Report Type	
Summary	Select for Summary Report	

Sample User Report (Summary)



		User Report - Summary 9/3/2014							
AccountID Number	Name	Date Of Birth	Filter Level	Status	Last Logged In	Issue Date	Acceptance Date	Expiration Date	Balance
Number of Users		749							
Total Balance		\$3,013.22							

Report Field Description – Reports (Admin)		
User (Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
Sort Criteria Selected	Field which this reported is sorted by	
Number of Users	Total number of users	
Total Balance	Total User account balance	

## DUPLICATE NAME REPORT (ADMIN REPORTS)

The Duplicate Names Report is a list of patron records within SAM with matching last names.

Duplicate Name Report Criteria Selection:

1. Select the Duplicate Name link from drop down options.



Criteria Field Description – Reports (Admin)		
Duplicate Name		
Field Label	Description	Notes
Duplicate Name Report	Click to [Preview] generate User Report	Report will be generated per selected criteria

Sample Duplicate Name Report



9/4/2014

**Duplicate Names Report**

<u>Name</u>	<u>Account/ID Number</u>
C-0786 C-0786	67113097100786
C-0786 C-0786	89024214290786
C-1482 C-1482	26512711621482
C-1482 C-1482	79817884271482
C-2275 C-2275	31373192722275
C-2275 C-2275	48685624102275
C-3855 C-3855	14823521283855
C-3855 C-3855	15623521283855
C-8046 C-8046	54623940288046
C-8046 C-8046	60923940288046
C-8646 C-8646	62524000288646
C-8646 C-8646	64024000288646
Jane Smith	12345
Jane Smith	12345123615934
John Smith	123451236159977
John Smith	98765
Bryan Smithers	12345248794723
Bryan Smithers	23456

Report Field Description – Reports (Admin)		
Duplicate Name		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
Name	Duplicate user name	
Account/ID Number	Account/ID Number assigned to user	

---

**USER USAGE REPORT (STAFF REPORTS)**

Refer to Staff Reports for User Usage Report.

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**ACCOUNT REPORTS (ADMIN REPORTS)**

Account Reports provide a list of all monetary transactions.

## ACCOUNT BY USER

Account by User: provides a Detailed or Summary list of all monetary transactions by user.

Account by User Report (Detail / User / Single) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Admin)		
Account Report By User (Detail, User, Single)		
Field Label	Description	Notes
Account By User	Click to [Preview] generate User Report	
Preview	Select report criteria and click [Preview] to generate Account By User Report	Report will be generated per selected criteria
From	Select start date for report	
To	Select end date for report	
Report Type		
Criteria Field Description – Reports (Admin)		
Account Report By User (Detail, User, Single)		
Field Label	Description	Notes
Detail	Select for Detail Report	
Sort By		
User	Select to sort by Users	
Show	Click [Preview] to generate User Report	
All	Select to show All Users	

Sample Account by User Report (Detail / User / Single)

AccountID	UserName	Zone	Device Type	DeviceName	Date/Time	Previous	(+)	(-)	Adj	Ending
12345123681868	Unspecified User	Adult	A	14641	9/2/2014 2:13:34PM	4.70	0.00	0.70	0.00	\$4.00
12345123681868	Unspecified User	Adult	SI		9/2/2014 2:14:28PM	4.00	1.00	0.00	0.00	\$5.00
12345123681868	Unspecified User	Teen	P	blackwhite	9/2/2014 2:21:55PM	3.95	0.00	0.15	0.00	\$3.80
12345123681868	Unspecified User	Teen	P	blackwhite	9/2/2014 2:10:10PM	4.10	0.00	0.15	0.00	\$3.95
12345123681868	Unspecified User	Teen	P	blackwhite	9/2/2014 2:15:10PM	5.00	0.00	0.15	0.00	\$4.85
12345123681868	Unspecified User	Teen	P	color	9/2/2014 2:18:10PM	4.85	0.00	0.75	0.00	\$4.10
12345123681868							1.00	1.90	0.00	
District (All)							1.00	1.90	0.00	

### Report Field Description – Reports (Admin)

#### Account Report By User (Detail, User, Single)

Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Account ID	User Account ID	
User Name	User Name	
Zone	Zone	
Device Type	How/Where transaction occurred	Refer to Legend
Device Name	Who/Where transaction created	
Date\Time	Date/Time of transaction	
Previous	Starting Account Balance	
(+)	Amount added	
(-)	Amount subtracted	
Adj	Amount of adjustment	
Ending	Ending Account Balance	

Account by User (Summary / User / Single) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Please select the criteria below, then click the appropriate Preview button.

From  To

Report Type ☐ Detail ☒ Summary

Sort By ☒ By User ☐ By Group ☐ By Zone ☐ By Device Type

Show ☐ All ☒ Single Account/ID Number

### Criteria Field Description – Reports (Admin)

Account Report By User (Summary, User, Single)		
Field Label	Description	Notes
Account By User		
Preview	Select report criteria and click [Preview] to generate Account By User Report	Report will be generated per selected criteria
From	Select start date for report	
To	Select end date for report	
Report Type		
Summary	Select for Summary Report	
Sort By		
User	Select to sort by User	
Show		
All	Select to show All Users	

Sample Account by User (Summary / User / Single)

Smart **SERVER**

Account Activity - By User - Report-Summary-Single User

09/02/2014

From 09/1/2014 to 09/2/2014

AccountID	UserName	Zone	Device Type	DeviceName	DateTime	Previous	(+)	(-)	Adj	Ending
123451234567890							1.00	1.90	0.00	
District (All)							1.00	1.90	0.00	

Report Field Description – Reports (Admin)		
Account Report By User (Summary, User, Single)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Account ID	User Account ID	
(+)	Amount added	
(-)	Amount subtracted	
Adj	Amount of non-cash adjustment	i.e. print job did not print, adjustment for incorrect deposit, withdrawal amount, etc
System	Total for System	

## ACCOUNT BY GROUP

Account by Group: provides a Detailed or Summary list of all monetary transactions by group.

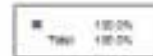
.Account by Group (Detail / Group) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

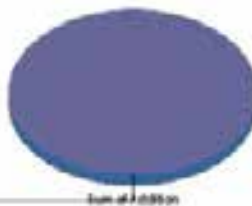
Criteria Field Description – Reports (Admin)		
Account Report By Group (Detail, Group)		
Field Label	Description	Notes
Account By Group		
Preview	Select report criteria and click [Preview] to generate Account By Group Report	Report will be generated per selected criteria
From	Select start date for report	
To	Select end date for report	
Report Type		
Detail	Select for Detail Report	
Sort By		
Group	Select to sort by Group	

Sample Account by Group Report (Detail / Group)

### Subtractions



### Additions



Group	AccountID	Username	Zone	Device Type	DeviceName	DatedTime	Previous	(-)	Sub	Add	Ending
	12345123681829	Unspecified User	Adult	AI	14641	9/2/2014 1:51:25PM	\$5.05	0.00	0.25	0.00	\$4.80
	12345123681829	Unspecified User	Adult	P	BlackWhite	9/2/2014 1:53:00PM	\$4.80	0.00	0.15	0.00	\$4.65
	12345123681829	Unspecified User	Adult	P	BlackWhite	9/2/2014 1:48:13PM	\$5.15	0.00	0.00	0.00	\$5.15
	12345123681829	Unspecified User	Adult	P	BlackWhite	9/2/2014 1:50:20PM	\$5.15	0.00	0.10	0.00	\$5.05
	12345123681829	Unspecified User	Adult	P	BlackWhite	9/2/2014 2:39:58PM	\$5.65	0.00	0.05	0.00	\$5.60
	12345123681829	Unspecified User	Adult	SI		9/2/2014 1:53:05PM	\$4.65	1.00	0.00	0.00	\$5.65
	12345123681850	Unspecified User	Adult	P	BlackWhite	9/2/2014 4:17:05PM	\$0.25	0.00	0.15	0.00	\$0.10
	12345123681850	Unspecified User	Adult	P	BlackWhite	9/2/2014 4:12:58PM	\$6.75	0.00	0.05	0.00	\$6.70
	12345123681850	Unspecified User	Adult	P	BlackWhite	9/2/2014 4:11:02PM	\$6.80	0.00	0.05	0.00	\$6.75
	12345123681850	Unspecified User	Adult	P	BlackWhite	9/2/2014 4:07:56PM	\$0.90	0.00	0.00	0.00	\$0.90
	12345123681850	Unspecified User	Adult	P	BlackWhite	9/2/2014 4:09:37PM	\$6.90	0.00	0.10	0.00	\$6.80
	12345123681850	Unspecified User	Adult	P	Color	9/2/2014 4:16:22PM	\$6.70	0.00	0.45	0.00	\$6.25
	12345123681868	Unspecified User	Adult	AI	14641	9/2/2014 2:13:34PM	\$4.70	0.00	0.70	0.00	\$4.00
	12345123681868	Unspecified User	Adult	SI		9/2/2014 2:14:28PM	\$4.00	1.00	0.00	0.00	\$5.00
	12345123681868	Unspecified User	Teen	P	blackwhite	9/2/2014 2:21:55PM	\$3.95	0.00	0.15	0.00	\$3.80
	12345123681868	Unspecified User	Teen	P	blackwhite	9/2/2014 2:19:16PM	\$4.10	0.00	0.15	0.00	\$3.95
	12345123681868	Unspecified User	Teen	P	blackwhite	9/2/2014 2:15:16PM	\$5.00	0.00	0.15	0.00	\$4.85
	12345123681868	Unspecified User	Teen	P	color	9/2/2014 2:15:15PM	\$4.85	0.00	0.75	0.00	\$4.10
UNSPECIFIED (All)									2.00	3.25	0.00

Report Field Description – Reports (Admin)

Account Report By Group (Detail, Group)

Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Subtractions	Percentage of Total Subtraction	
Additions	Percentage of Total Additions	
Group	User Group	
Account ID	User Account ID	
User Name	User Name	
Zone	Zone	
Device Type	How/Where transaction occurred	Refer to Legend
Device Name	Who/Where transaction created	
Date\Time	Date/Time of transaction	
Previous	Starting Account Balance	
(+)	Amount added	
Sub	Amount subtracted	
Adj	Amount of non-cash adjustment	i.e. print job did not print, adjustment for incorrect deposit, withdrawal amount, etc
Ending	Ending Account Balance	

Account by Group (Summary / Group) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

ACCOUNT ACTIVITY REPORT

Welcome admin! [Log Out]

Home Users Filters Zones Control Zones Reservations Metering Reports Help

Please select the criteria below, then click the appropriate Preview button.

From 09/01/2014 00:00 To 09/04/2014 23:59 Preview

Report Type ☐ Detail ☒ Summary

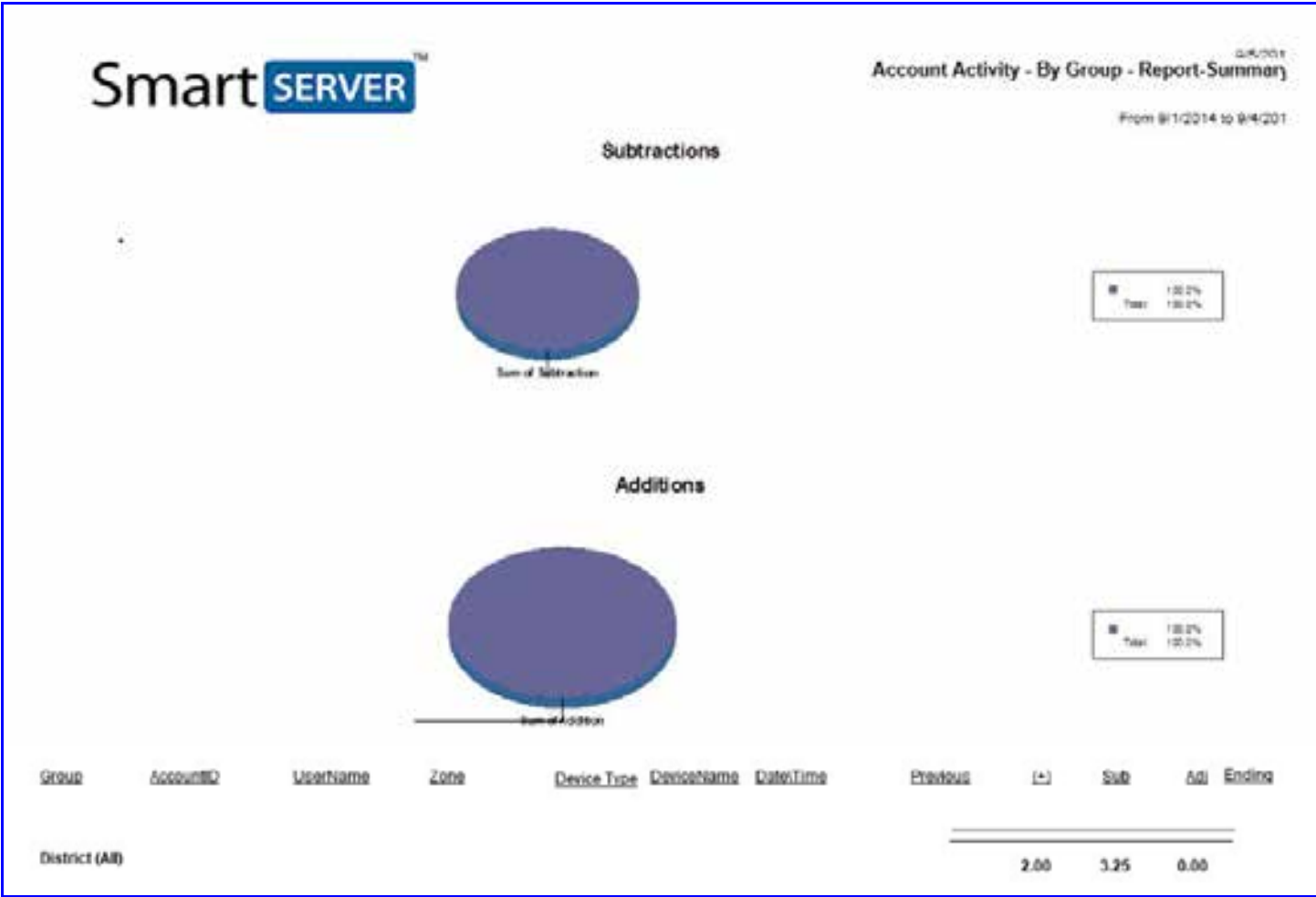
Sort By ☐ By User ☒ By Group ☐ By Zone ☐ By Device Type

Criteria Field Description – Reports (Admin)



Account Report By Group (Summary, Group)		
Field Label	Description	Notes
Account By Group		
Preview	Select report criteria and click [Preview] to generate Account By Group Report	Report will be generated per selected criteria
From	Select start date for report	
To	Select end date for report	
Report Type		
Summary	Select for Summary Report	
Sort By		
Group	Select to sort by Group	

Sample Account by Group (Summary / Group)



Report Field Description – Reports (Admin)		
Account Report By Group (Summary, Group)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Subtractions	Percentage of Total Subtraction	
Additions	Percentage of Total Additions	
Group	User Groups	
(+)	Amount added	
Sub	Amount subtracted	
Adj	Amount of non-cash adjustment	i.e. print job did not print, adjustment for incorrect deposit, withdrawal amount, etc
System	Total for System	

## ACCOUNT BY ZONE REPORT

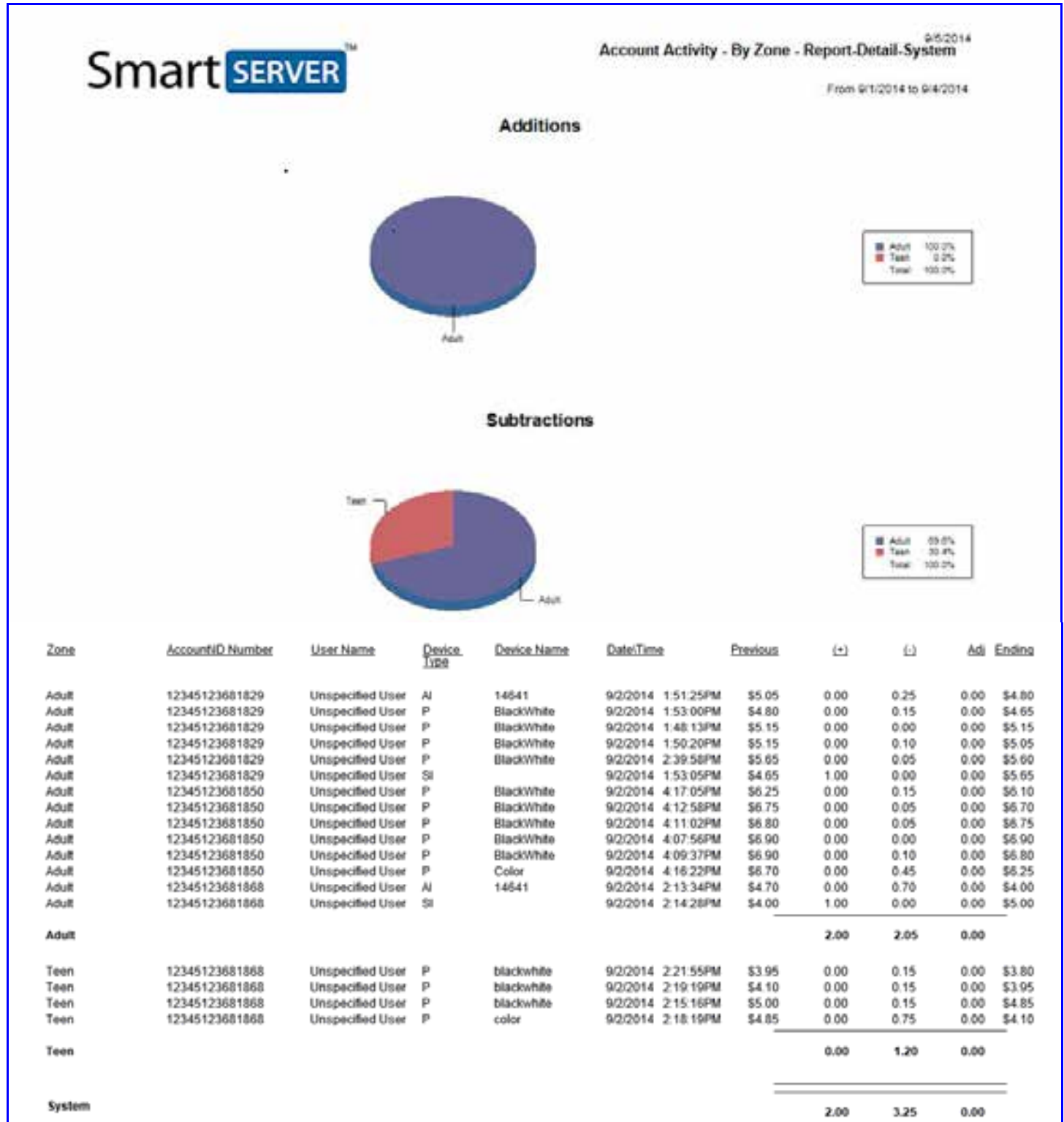
Account by Zone: provides a Detailed or Summary list of all monetary transactions by Zone.

Account by Zone (Detail / Zone) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Admin)		
Account Report By Zone (Detail, Zone)		
Field Label	Description	Notes
Account By Zone		
Preview	Select report criteria and click [Preview] to generate Account By Zone Report	Report will be generated per selected criteria
From	Select start date for report	
To	Select end date for report	
Report Type		
Detail	Select for Detail Report	
Sort By		
Zone	Select to sort by Zone	
Show Zone	Select appropriate Zone or System for all Zones	

# Sample Account by Zone (Detail / Zone)



Report Field Description – Reports (Admin)		
Account Report By Zone (Detail, Zone)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Additions	Percentage of Total Additions	
Subtractions	Percentage of Total Subtraction	
Zone	User Zone	
Account ID	User Account ID	
User Name	User Name	
Device Type	How/Where transaction occurred	Refer to Legend
Device Name	Who/Where transaction created	
Date\Time	Date/Time of transaction	
Previous	Starting Account Balance	
(+)	Amount added	
(-)	Amount subtracted	
Adj	Amount of non-cash adjustment	i.e. print job did not print, adjustment for incorrect deposit, withdrawal amount, etc
Ending	Ending Account Balance	
System	Total for System	

Account by Zone (Summary / Zone) Criteria Selection:

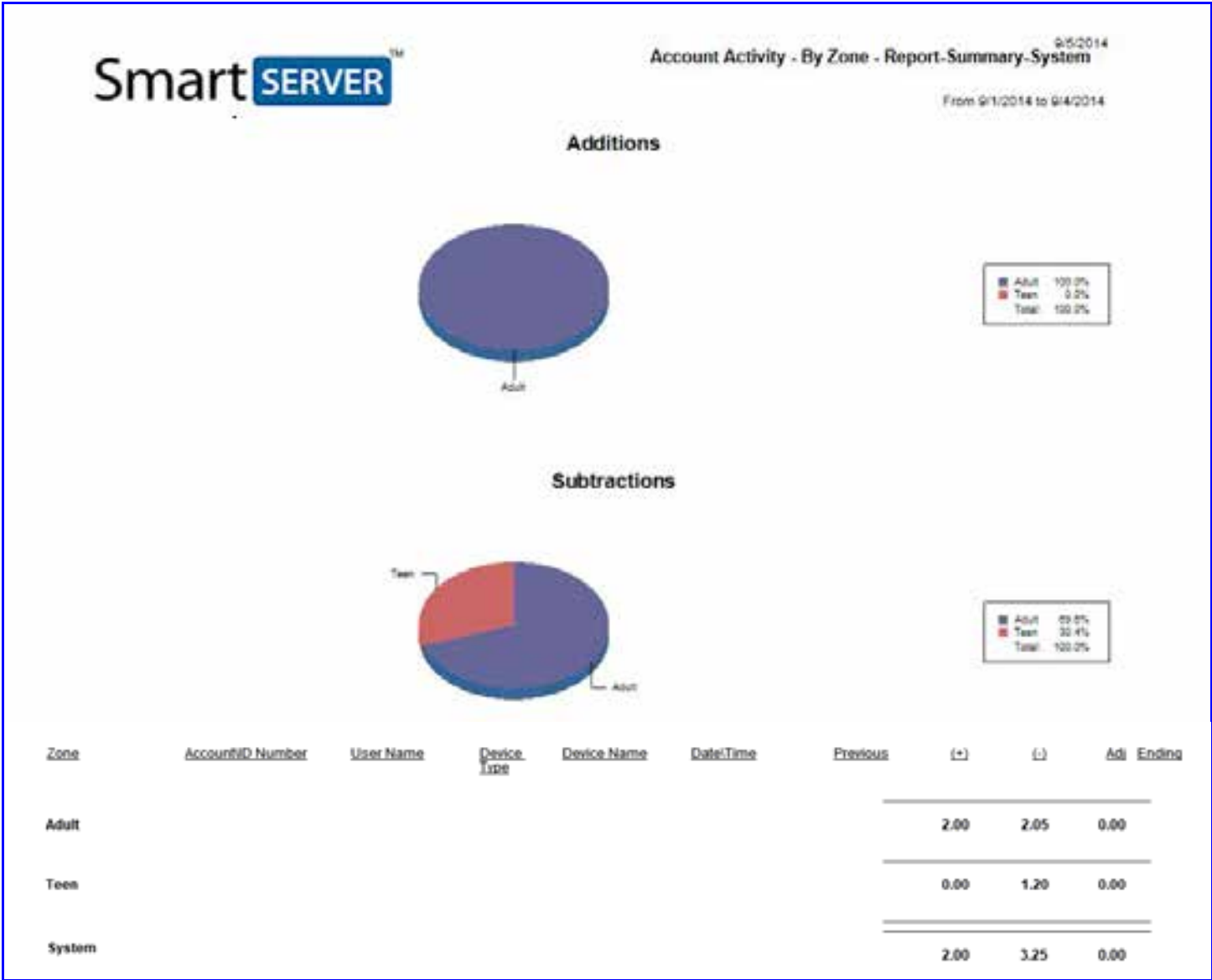
1. Select the criteria for the report.
2. Click [Preview].

The screenshot displays the 'ACCOUNT ACTIVITY REPORT' interface. At the top, there is a navigation bar with links: Home, Users, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The user is logged in as 'admin' and can click 'Log Out'. Below the navigation bar, a message states: 'Please select the criteria below, then click the appropriate Preview button.' The form includes the following fields and options:

- From:** A date-time picker set to 09/01/2014 00:00.
- To:** A date-time picker set to 09/04/2014 23:59.
- Report Type:** Radio buttons for Detail, Summary (selected), and others.
- Sort By:** Radio buttons for By User, By Group, By Zone (selected), and By Device Type.
- Show Zone:** A dropdown menu currently set to 'System'.
- Preview:** A blue button to generate the report.

Criteria Field Description – Reports (Admin)		
Account Report By Zone (Summary, Zone)		
Field Label	Description	Notes
Account By Zone		
Preview	Select report criteria and click [Preview] to generate Account By Zone Report	Report will be generated per selected criteria
From	Select start date for report	
To	Select end date for report	
Report Type		
Summary	Select for Summary Report	
Sort By		
Zone	Select to sort by Zone	
Show Zone		
System	Select appropriate Zone or System for all Zones	

Sample Account by Zone (Summary / Zone)



Report Field Description – Reports (Admin)		
Account Report By Zone (Summary, Zone)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Additions	Percentage of Total Additions	
Subtractions	Percentage of Total Subtraction	
Zone	User Zones	
(+)	Amount added	

Sub	Amount subtracted	
Report Field Description – Reports (Admin)		
Account Report By Zone (Summary, Zone)		
Field Label	Description	Notes
Adj	Amount of non-cash adjustment	i.e. print job did not print, adjustment for incorrect deposit, withdrawal amount, etc
System	Total for System	

## ACCOUNT BY DEVICE REPORT

Account by Device: provides a Detailed or Summary list of all monetary transactions by device.

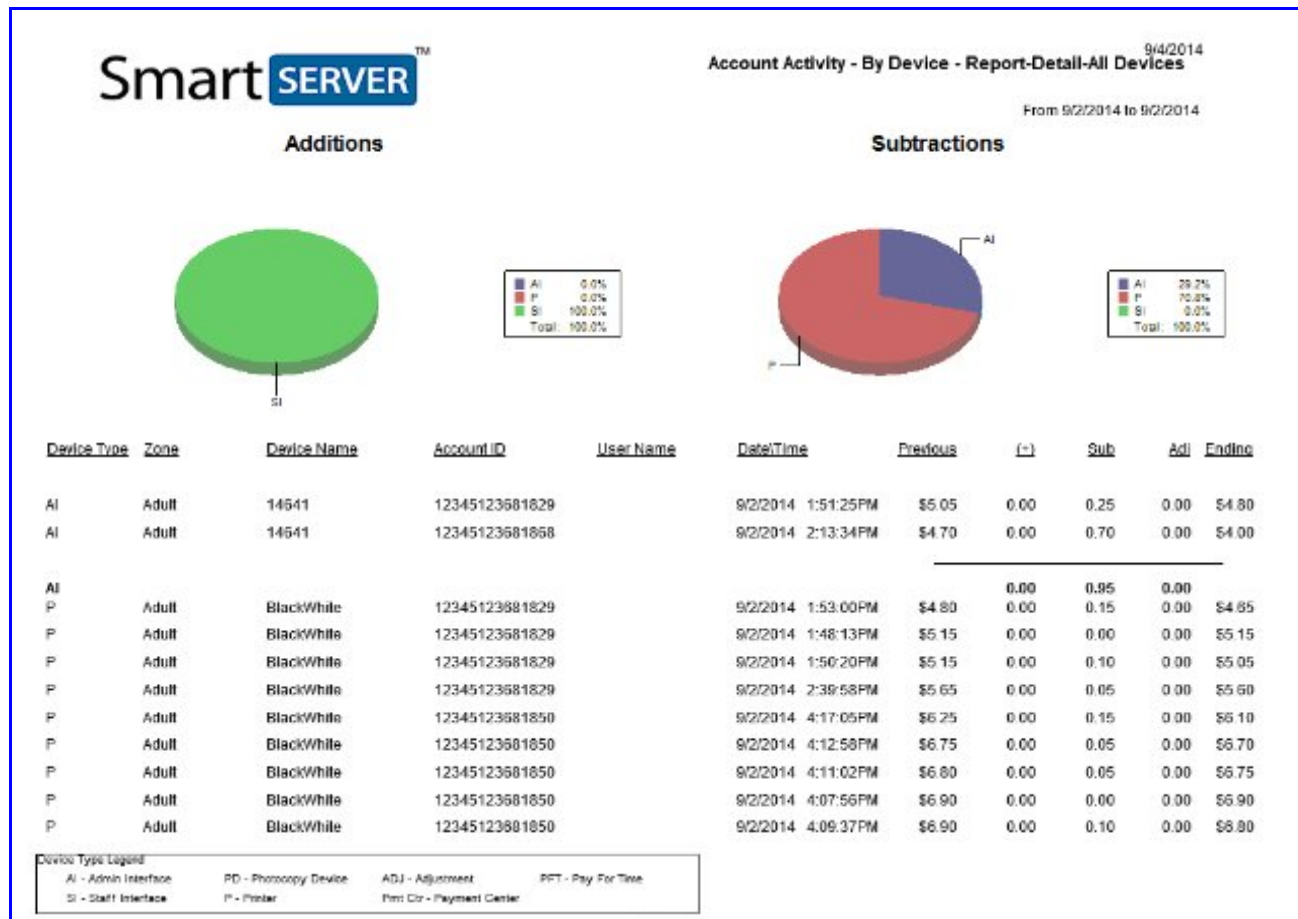
Account by Device (Detail /Device) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Admin)		
Account Report By Device (Detail, Device)		
Field Label	Description	Notes
Account By Group		
Preview	Select report criteria and click [Preview] to generate Account By Device Report	Report will be generated per selected criteria
From	Select start date for report	
To	Select end date for report	
Report Type		
Detail	Select for Detail Report	
Sort By		
Device	Select to sort by Device	
Show Device Type		
All	Select to show All Devices	
Device Name	Enter Device Name to select specific Device Name	



## Sample Account by Device Report (Detail /Device)



Report Field Description – Reports (Admin)		
Account Report By Device (Detail, Device)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Additions	Percentage of total Additions	
Subtractions	Percentage of total Subtractions	
Device Type	How/Where transaction occurred	Refer to Legend
Zone	Device Zone	
Device Name	Who/Where transaction created	
Account ID	User Account ID	
User Name	User Name	
Date\Time	Date/Time of transaction	
Previous	Starting Account Balance	
(+)	Amount added	
Sub	Amount subtracted	

Report Field Description – Reports (Admin)		
Account Report By Device (Detail, Device, All)		
Field Label	Description	Notes
Adj	Amount of non-cash adjustment	i.e. print job did not print, adjustment for incorrect deposit, withdrawal amount, etc
Ending	Ending Account Balance	
All Devices	Total for All Devices	

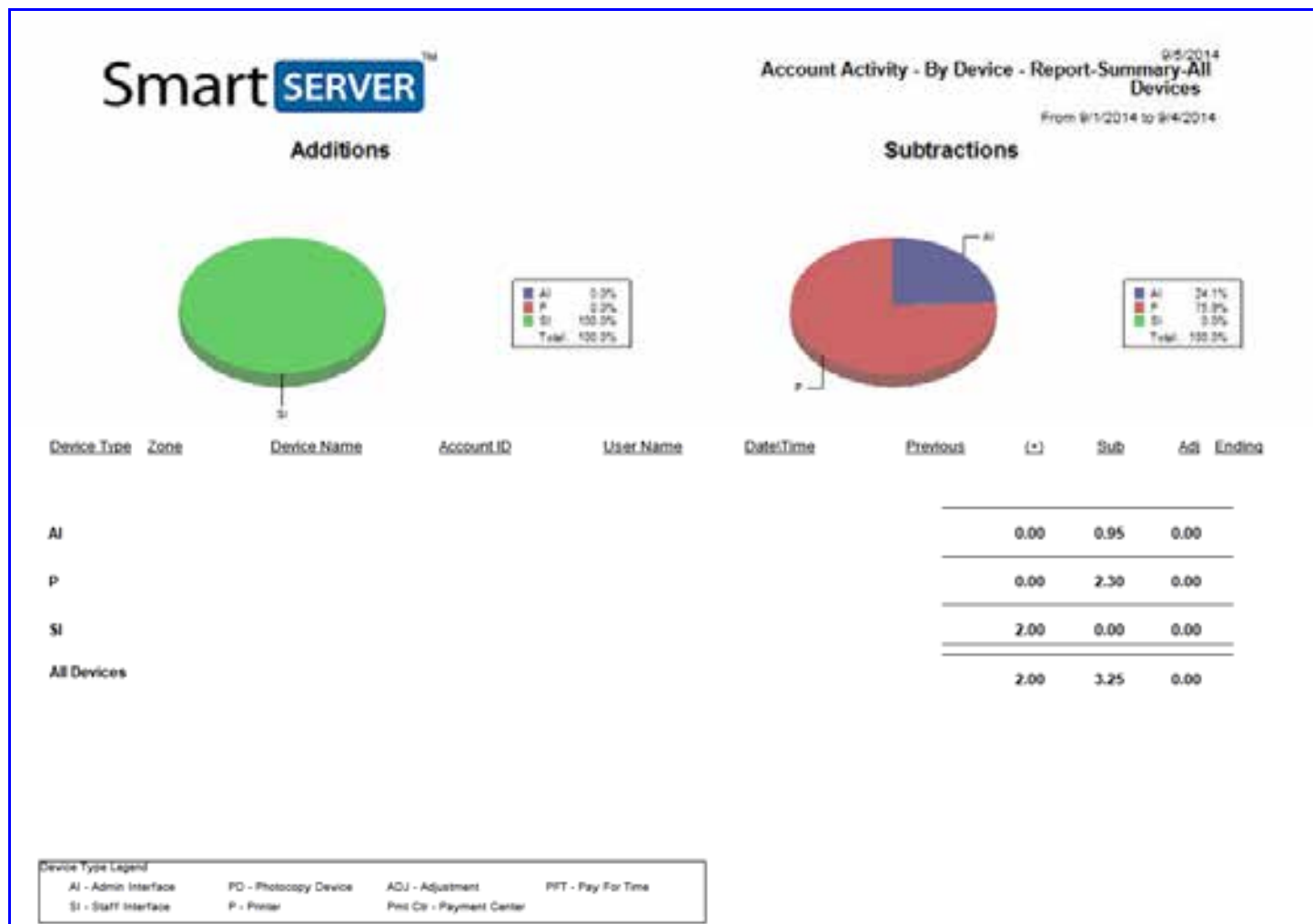
Account by Account by Device Report (Summary /Device) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

The screenshot shows the 'ACCOUNT ACTIVITY REPORT' interface. At the top, there's a navigation bar with links: Home, Users, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. Below this, a message says 'Please select the criteria below, then click the appropriate Preview button.' There are two date pickers: 'From' (09/01/2014 00:00) and 'To' (09/04/2014 23:59). Under 'Report Type', there are radio buttons for 'Detail' and 'Summary' (which is selected). Under 'Sort By', there are radio buttons for 'By User', 'By Group', 'By Zone', and 'By Device Type' (which is selected). A 'Preview' button is located to the right of the date pickers.

Criteria Field Description – Reports (Admin)		
Account Report By Device (Summary, Device)		
Field Label	Description	Notes
Account By Group		
Preview	Select report criteria and click [Preview] to generate Account By Device Report	Report will be generated per selected criteria
From	Select start date for report	
To	Select end date for report	
Report Type		
Summary	Select for Summary Report	
Sort By		
Device	Select to sort by Device	
Show		
All	Select to show All Users	

# Sample Account by Device Report (Summary /Device)



Report Field Description – Reports (Admin)		
Account Report By Device (Summary, Device, All)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Additions	Percentage of Total Additions	
Subtractions	Percentage of Total Subtraction	
Device Type	How/Where transaction occurred	Refer to Legend
(+)	Amount added	
Sub	Amount subtracted	
Adj	Amount of non-cash adjustment	i.e. print job did not print, adjustment for incorrect deposit, withdrawal amount, etc.
All Devices	Total for All Devices	

## PRINT CONTROL REPORT (STAFF REPORTS)

Refer to Staff Reports for Print Control Report.

## GROUP REPORT (ADMIN REPORTS)

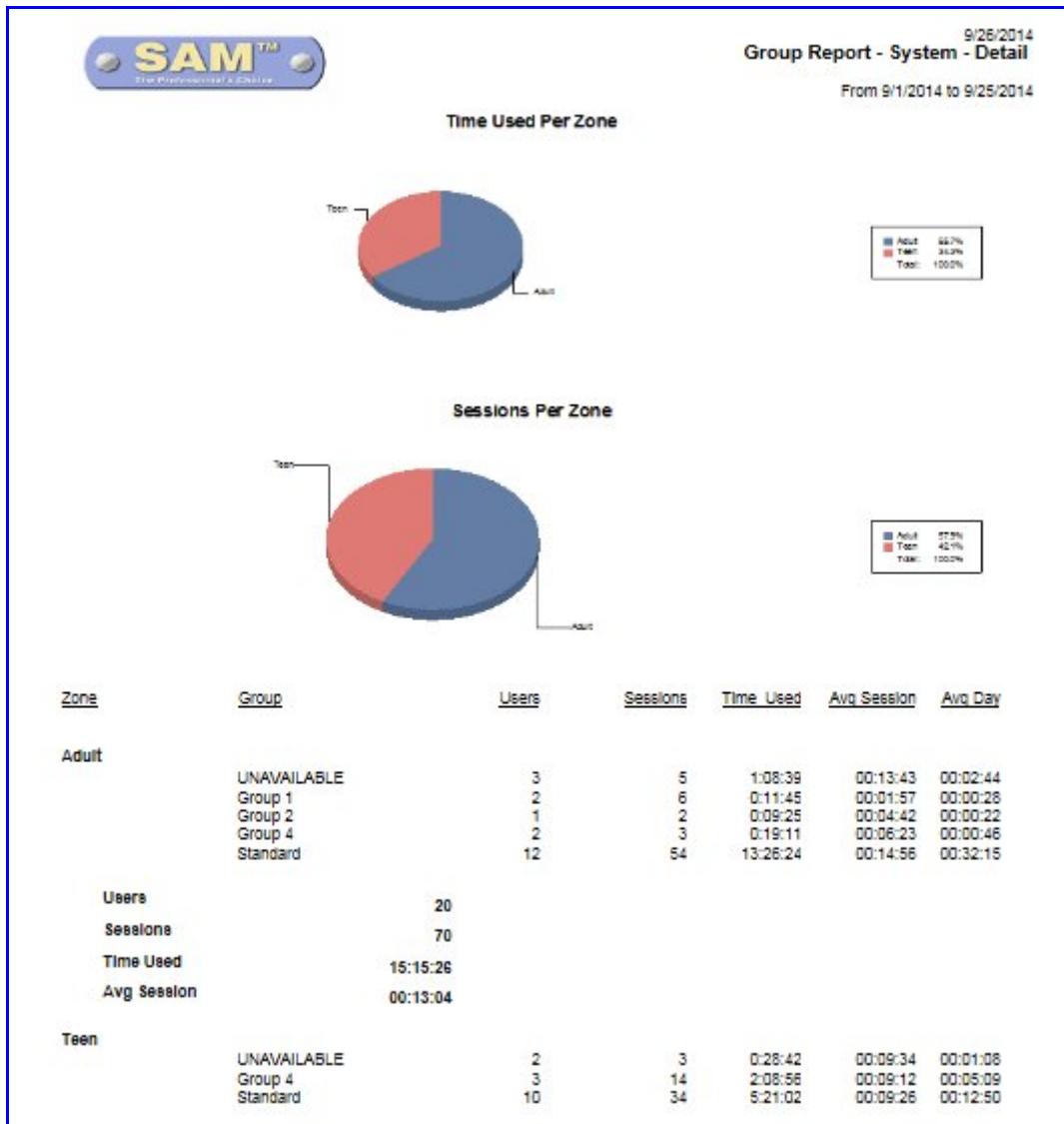
The Group Report shows how various Groups are using the library computers. This report defines group level, # of patrons, total hours, average session for a group (as defined by run dates), and the average usage time per day for a given group. This is a cumulative report and does not show details, just the sum of each group by date range specified. Note: This report is only available if you are using SAM Internet Filtering.

Group Report (History / Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Admin)		
Group Report (History, Detail)		
Field Label	Description	Notes
Preview	Click to [Preview] generate Group Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	Select to generate historical report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Report Type		
Detail	Select for Detail Report	

## Sample Group Report (History / Detail)



Report Field Description – Reports (Admin)		
Group Report (History, Detail)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone name	
Group	Group name	
Users	Number of Users	
Sessions	Number of Sessions	
Time Used	Amount of Time Used	
Avg Session	duration of Average Session time for time frame	
Report Field Description – Reports (Admin)		

Group Report (History, Detail)		
Field Label	Description	Notes
AvgDay	duration of Daily Average session time	
Subtotal		
Users	Total users in Zone	
Sessions	Total sessions in Zone	
Time Used	Total Time used in Zone	
Avg Session	Total duration of average session in Zone	

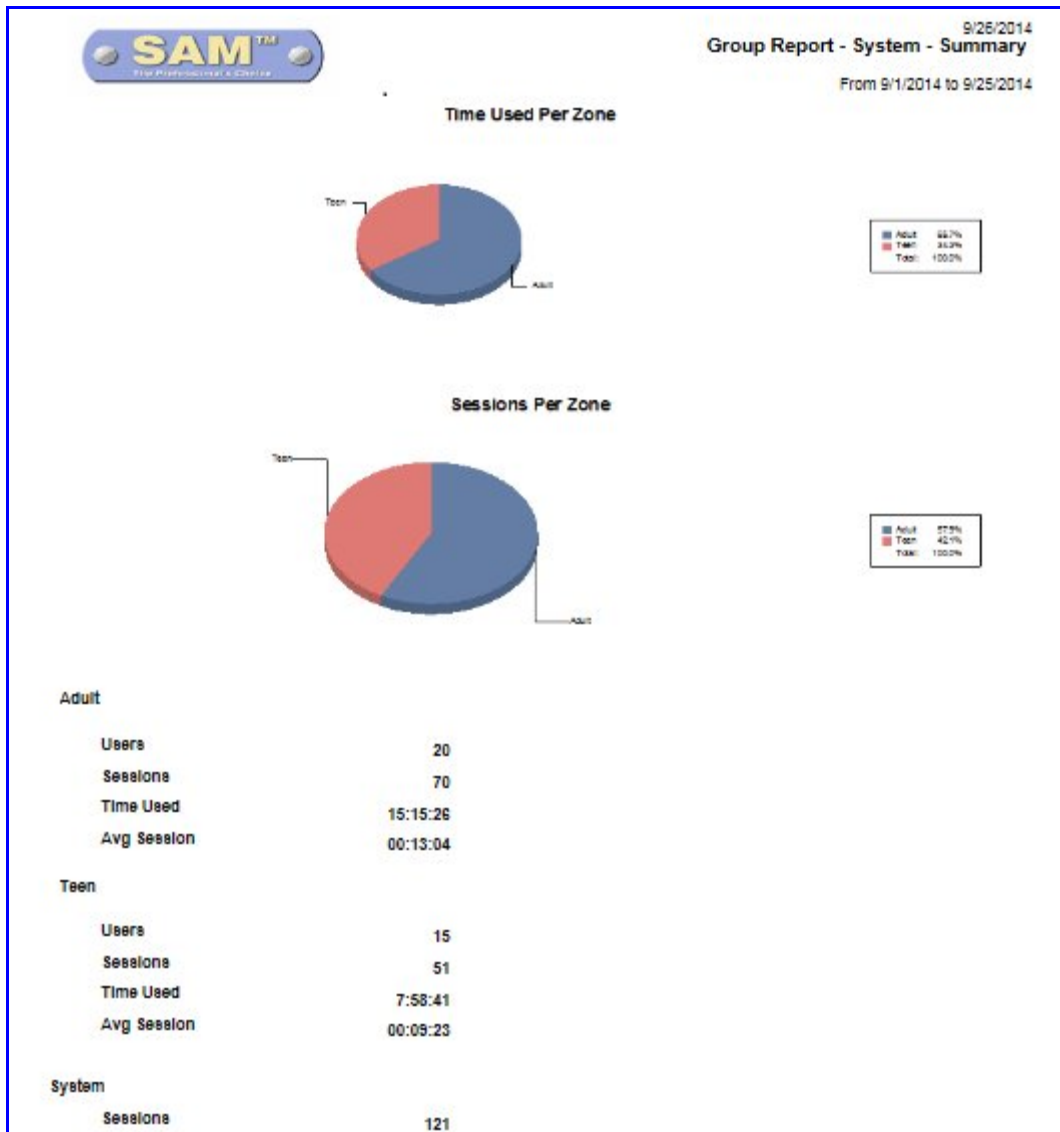
Group Report (History / Summary) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

The screenshot shows the 'GROUP REPORT' interface. At the top, there's a navigation bar with links: Home, Users, Filters, Zones, Control Zones, Reservations, Mailings, Reports, and Help. Below the navigation bar, a message says 'Please select the report criteria, then click Preview.' To the right of this message is a blue 'Preview' button. The form contains several fields: 'Zone' with a dropdown menu showing 'System'; 'Database' with radio buttons for 'History' (selected) and 'Current'; 'From' and 'To' date pickers with values '08/01/2014 00:00' and '08/25/2014 23:59' respectively; and 'Report Type' with radio buttons for 'Detail' and 'Summary' (selected).

Criteria Field Description – Reports (Admin)		
Group Report (History, Summary)		
Field Label	Description	Notes
Preview	Click to [Preview] generate Group Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	Select to generate historical report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Report Type		
Summary	Select for Summary Report	

## Sample Group Report (History / Summary)



Report Field Description – Reports (Admin)		
Group Report (History, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone name	
Users	Total Number of Users	
Sessions	Total Number of Sessions	
Time Used	Total Amount of Time Used	
Avg Session	Total duration of Average Session time for time frame	

## COMPUTER REPORT (ADMIN REPORTS)

The Computer Report allows you to learn about the number of patrons using a particular computer and for how long their use is. This report also provides cumulative totals.

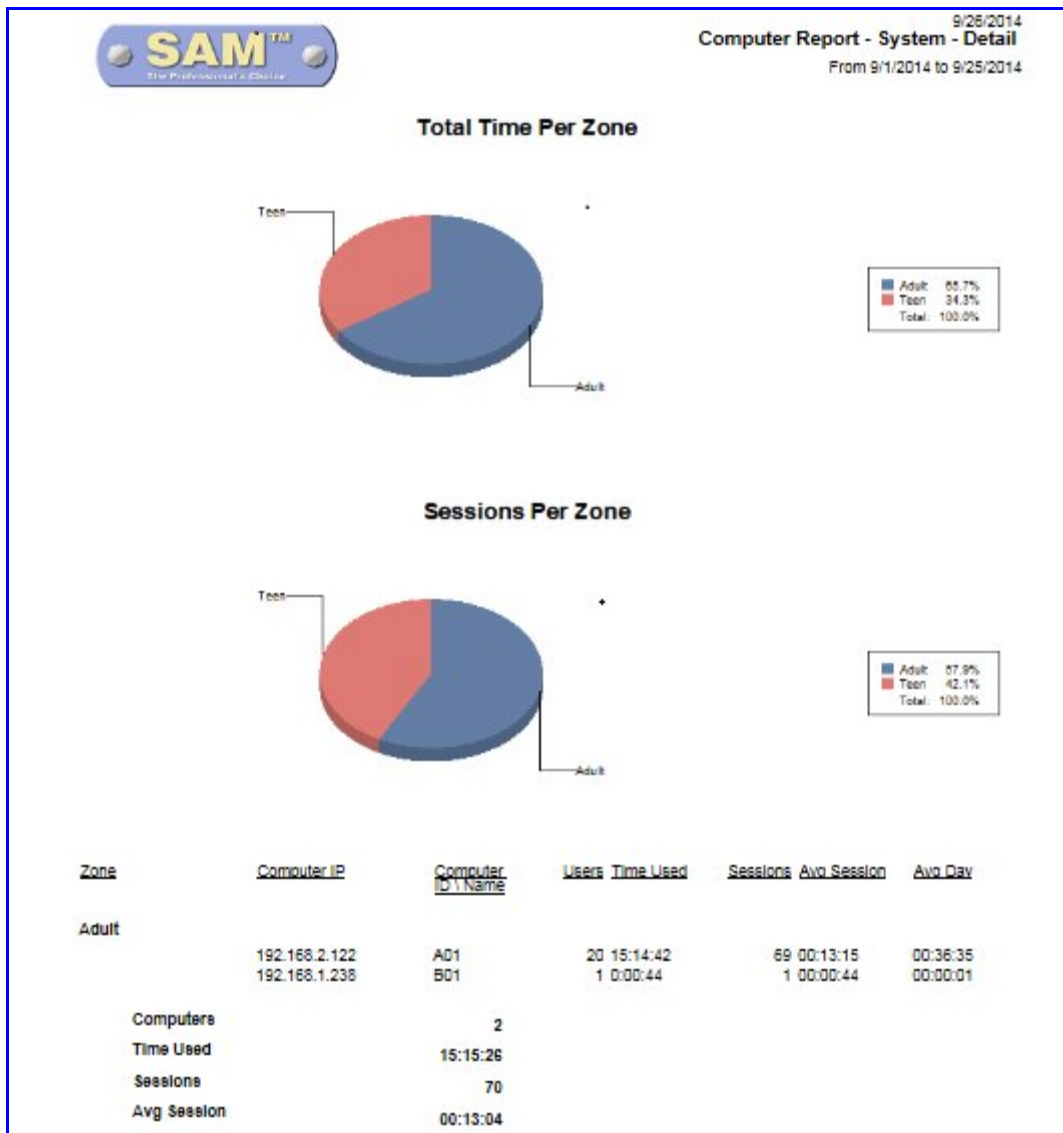
.Computer Report (History / Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Admin)		
Computer (History, Detail)		
Field Label	Description	Notes
Preview	Click to [Preview] generate User Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	Select to generate historical report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Report Type		
Detail	Select for Detail Report	



## Sample Computer Report (History / Detail)



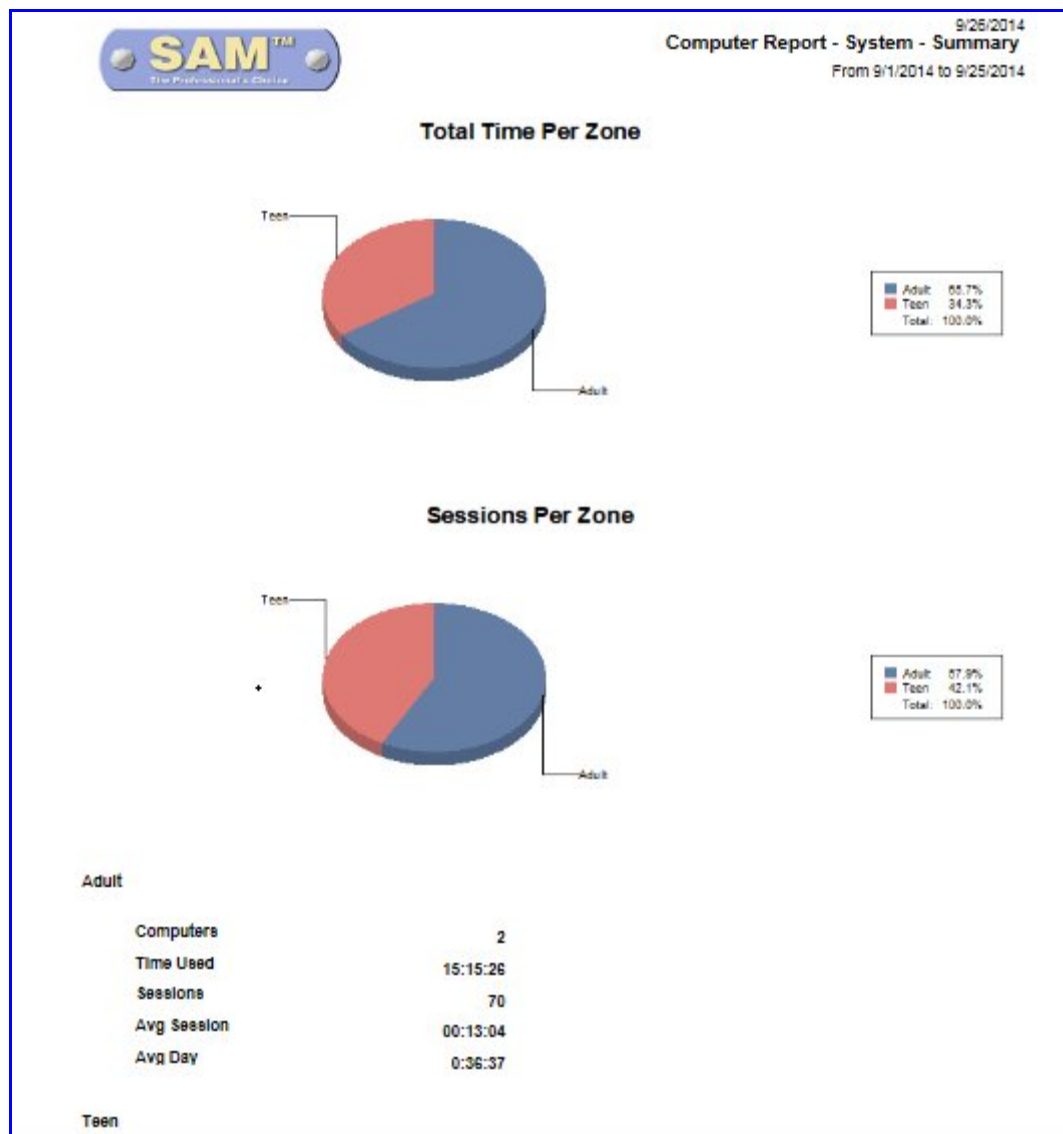
Report Field Description – Reports (Admin)		
Computer (History, Detail)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Total Time Per Zone	Percentage of total time used per Zone	
Sessions Per Zone	Percentage of sessions per Zone	
Zone	Zone name	
Computer IP	computer IP address	
Report Field Description – Reports (Admin)		

Computer (History, Detail)		
Field Label	Description	Notes
Computer ID/Name	Computer ID/name	
Users	total number of users who used computer	
Total Time	total amount of time computer was used for	
Sessions	total number of sessions on computer	
Avg Session	Length of average session	
Avg Day	Length of daily average session	
Subtotal		
Computers	Total number of computers used	
Time Used	Total time	
Sessions	Total number of sessions	
Avg Session	Length of average session	
Avg Day	Length of daily average session	

Computer Report (History / Summary) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Admin)		
Computer (History, Summary)		
Field Label	Description	Notes
Preview	Click to [Preview] generate User Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
Current	Select to generate current report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Report Type		
Summary	Select for Summary Report	



Report Field Description – Reports (Admin)		
Computer (History, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Total Time Per Zone	Percentage of total time used per Zone	
Sessions Per Zone	Percentage of sessions per Zone	
Zone	Zone name	
Computers	Total number of computers used	
Time Used	Total time	
Sessions	Total number of sessions	
Avg Session	Length of average session	
Avg Day	Length of daily average session	

## RESERVATION REPORT (STAFF REPORTS)

Refer to Staff Reports for Reservation Report.

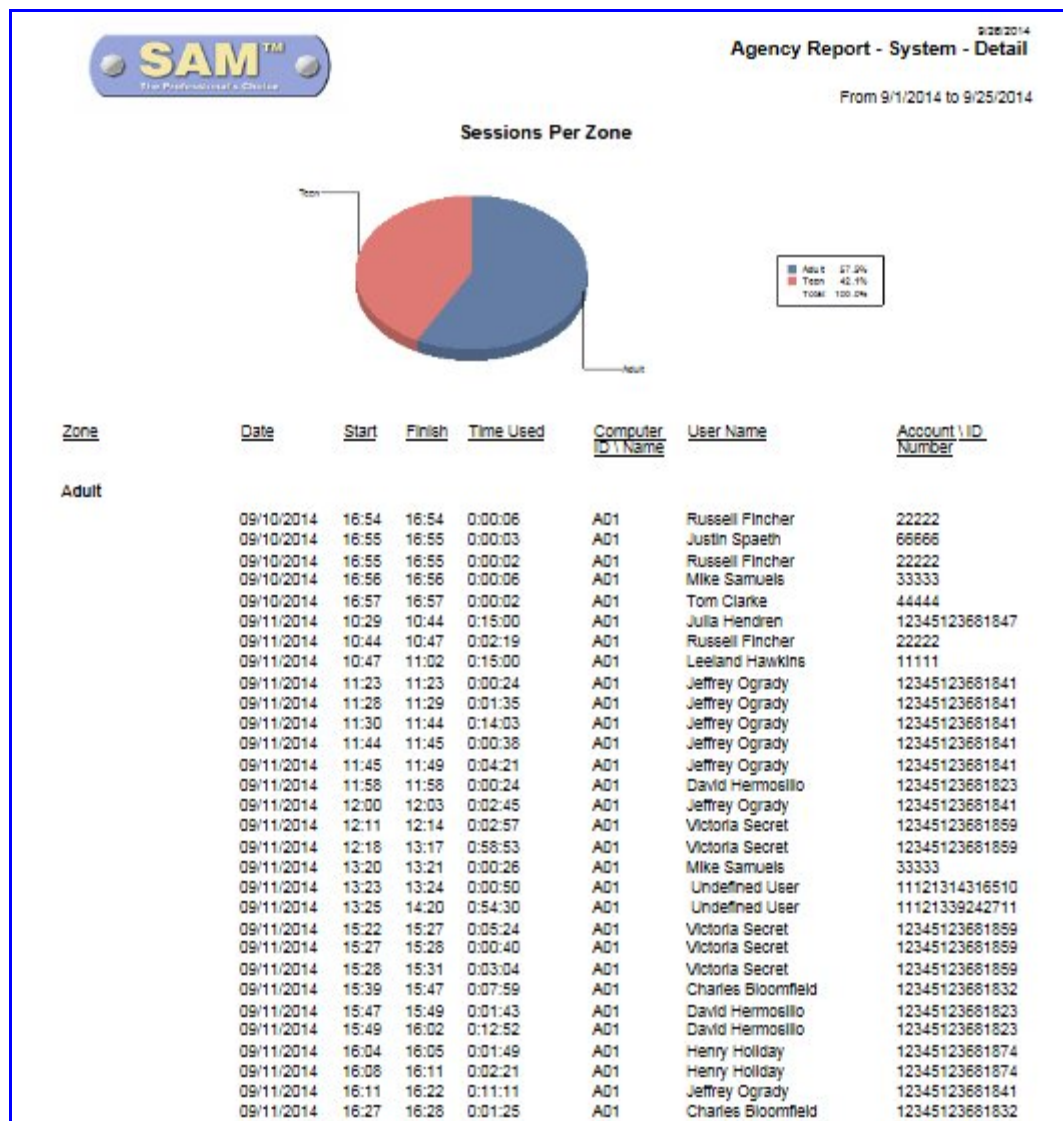
## AGENCY REPORT (ADMIN REPORTS)

The Agency Report identifies who was on what PC in which Zone at any given time. The report shows usage data for individual users by Zone, date, time and computer ID (if machine data is available).

Agency Report (History / Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Admin)		
Agency (History, Detail)		
Field Label	Description	Notes
Preview	Click to [Preview] generate User Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Account/ID Number	Enter appropriate Account/ID Number	Report will be generated only for selected Account/ID Number
Database		
History	Select to generate historical report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Report Type		
Detail	Select to generate Detail Report	



Report Field Description – Reports (Admin)		
Agency (History, Detail)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Sessions Per Zone	Percentage of total sessions per Zone	
Zone	Zone Name	
Date	Session Date	
Start	Session start time	
Finish	Session end time	
Time Used	Total session time	
Report Field Description – Reports (Admin)		

Agency (History, Detail)		
Field Label	Description	Notes
Computer ID	Computer ID	
User Name	User Name	
Account/ID Number	User account number	
Subtotal (Zone)		
Sessions	Percentage of total sessions per Zone	
Total Time	Total time	
Total (System)		
Sessions	Total number of sessions	
Total Time	Total time	

#### Agency Report (History / Summary) Criteria Selection:

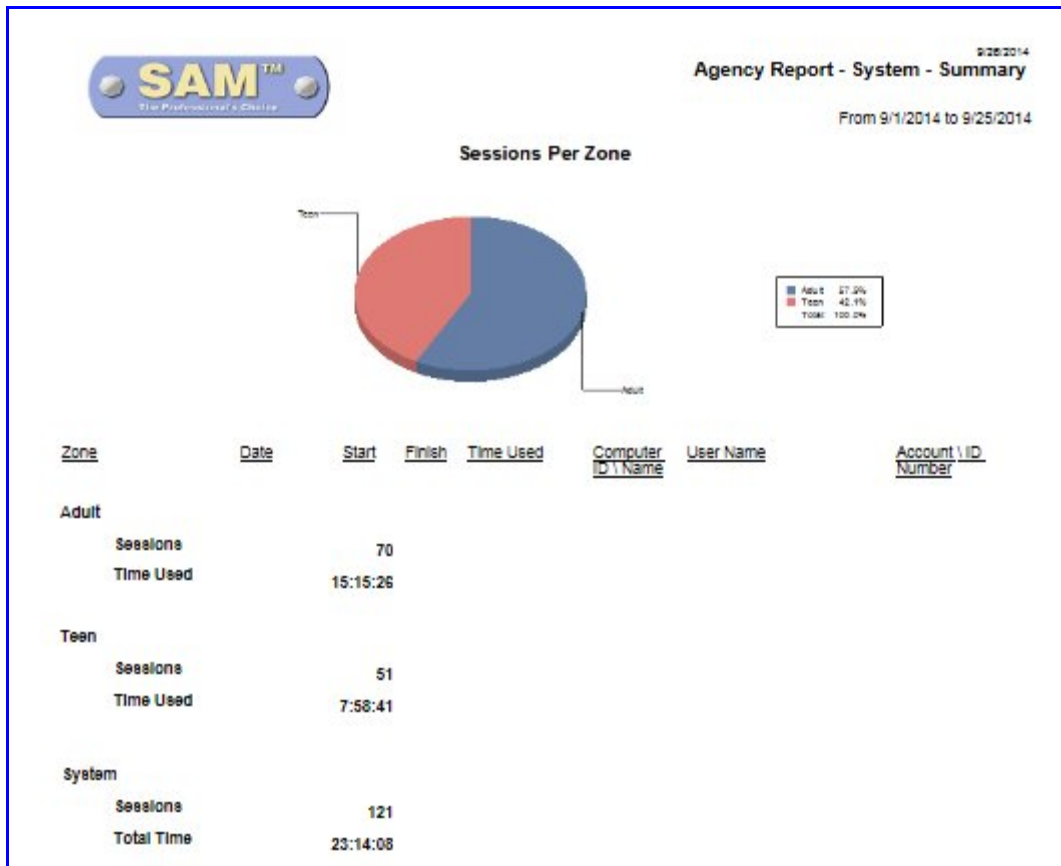
1. Select the criteria for the report.
2. Click [Preview].

The screenshot shows the 'AGENCY REPORT' header with a 'Welcome admin! | Log Out' link. Below the header is a navigation bar with links: Home, Users, Filters, Zones, Custom Zones, Reservations, Metering, Reports, and Help. The main content area displays the instruction 'Please select your criteria, then click Preview.' followed by a 'Preview' button. The selection criteria include:
 

- Zone: A dropdown menu currently set to 'System'.
- Account/ID Number: An empty text input field.
- Database: Two radio buttons, 'History' (selected) and 'Current'.
- From: A date-time picker set to '09/01/2014 00:00'.
- To: A date-time picker set to '09/05/2014 23:59'.
- Report Type: Two radio buttons, 'Detail' and 'Summary' (selected).

Criteria Field Description – Reports (Admin)		
Agency (History, Summary)		
Field Label	Description	Notes
Preview	Click to [Preview] generate User Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	Select to generate historical report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Report Type		
Summary	Select to generate Summary Report	

## Sample Agency Report (History / Summary)



Report Field Description – Reports (Admin)		
Agency (History, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Sessions Per Zone	Percentage of total sessions per Zone	
Subtotal (Zone)		
Sessions	Percentage of total sessions per Zone	
Time Used	Total time	
Total (System)		
Sessions	Total number of sessions	
Time Used	Total time	

## STATISTIC REPORT (ADMIN REPORTS)

The Statistic Report displays which computers are being reserved and for what amounts of time for the date range specified. The report can be show data by PC or by Zone.

Statistic Report (History / PC / Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

The screenshot shows the 'STATISTIC REPORT' form in a web application. The header includes a navigation bar with links: Home, Users, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The main form area is titled 'Please select the report information below:' and contains several input fields and radio buttons. A 'Preview' button is located on the right. The form fields are: Zone (dropdown menu set to 'System'), Database (radio button selected for 'History'), From (date picker set to '09/01/2014 00:00'), To (date picker set to '09/25/2014 23:59'), Show By (radio button selected for 'Break Down By PC'), and Report Type (radio button selected for 'Detail').

Criteria Field Description – Reports (Admin)		
Statistic Reports (History, Break Down By PC, Detail)		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate Statistic Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	Select for historical report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Show By		
Break Down By PC	Select to have report break down by PC	
Report Type		
Detail	Select to generate Detail Report	



# Sample Statistic Report (History / PC / Detail)

9/26/2014  
Statistic Report-Detail-System

From 9/1/2014 to 9/25/2014

<u>Zone</u>	<u>Date</u>	<u>Computer ID \ Name</u>	<u>Computer IP</u>	<u>Non-Reserved</u>	<u>Reserved</u>
Adult					
	9/12/2014	A01	192.168.2.122	0:00:00	0:00:00
	9/19/2014	A01	192.168.2.122	0:00:00	0:00:00
	9/17/2014	B01	192.168.1.238	0:00:00	0:00:00
	9/24/2014	A01	192.168.2.122	0:00:00	0:00:00
Number of PCs		2			
Non-Reserved		0:00:00			
Reserved		0:00:00			
Teen					
	9/11/2014	T01	192.168.2.123	0:00:00	0:00:00
	9/17/2014	G4SPPR1-LT	192.168.1.171	0:00:00	0:00:00
	9/19/2014	T01	192.168.2.123	0:00:00	0:00:00
	9/24/2014	T01	192.168.2.123	0:00:00	0:00:00
Number of PCs		2			
Non-Reserved		0:00:00			
Reserved		0:00:00			
System					
Number of PCs		4			
Non-Reserved		0:00:00			
Reserved		0:00:00			

Report Field Description – Reports (Admin)		
Statistic Reports (History, Break Down By PC, Detail)		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate Statistic Report	Report will be generated per selected criteria
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone Name	
Date	Date	
Computer ID/Name	Computer ID/Name	
Computer IP	IP address of computer	
Non-Reserved	Usage on Non-Reserved PCs	
Reserved	Usage on Reserved PCs	
Subtotal		
Number of PCs	Total number of PCs	
Non-Reserved	Total usage on Non-Reserved PCs	
Reserved	Total usage on Reserved PCs	

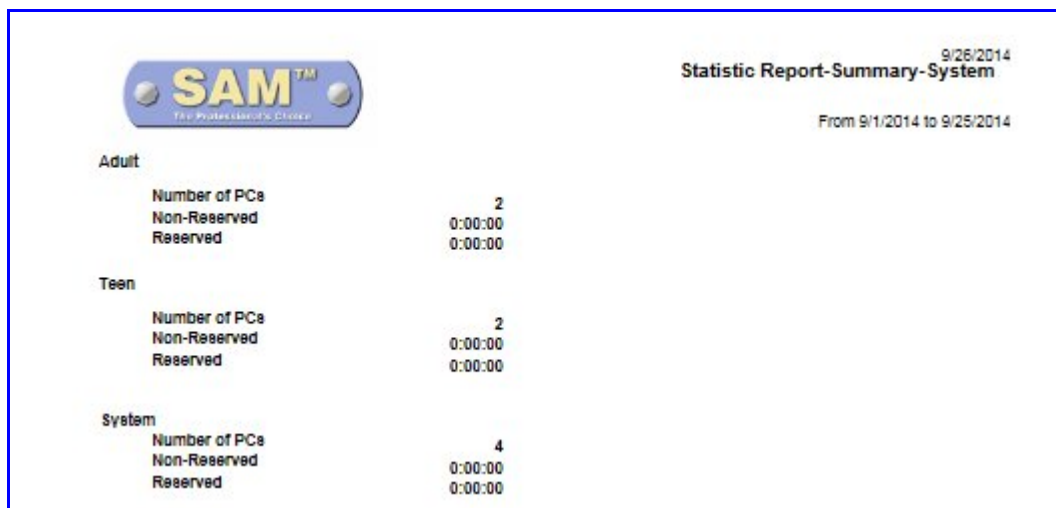
Statistic Report (History / PC / Summary) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].



Criteria Field Description – Reports (Admin)		
Statistic Reports (History, Break Down By PC, Summary)		
Field Label	Description	Notes
Preview	Click to generate Report	
Zone	Select Zone Name	
Database		
History	Select for historical report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Show By		
Break Down By PC	Select to have report break down by PC	
Report Type		
Summary	Select to generate Summary Report	

#### Sample Statistic Report (History / PC / Summary)



Category	Number of PCs	Non-Reserved	Reserved
Adult	2	0:00:00	0:00:00
Teen	2	0:00:00	0:00:00
System	4	0:00:00	0:00:00

Report Field Description – Reports (Admin)		
Statistic Reports (History, Break Down By PC, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone Name	
Number of PCs	Total number of PCs	
Non-Reserved	Total usage on Non-Reserved PCs	
Reserved	Total usage on Reserved PCs	

Statistic Report (History / Zone / Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

The screenshot shows a web application interface titled "STATISTIC REPORT". In the top right corner, it says "Welcome admin! | Log Out". Below the title bar is a navigation menu with links: Home, Users, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The main content area has a heading "Please select the report information below:" followed by a "Preview" button. The form includes the following fields and options:

- Zone:** A dropdown menu currently set to "System".
- Database:** Two radio buttons, with "History" selected and "Current" unselected.
- From:** A date-time input field showing "09/01/2014 00:00".
- To:** A date-time input field showing "09/25/2014 23:59".
- Show By:** Two radio buttons, with "Break Down By Zone" selected and "Break Down By PC" unselected.
- Report Type:** Two radio buttons, with "Detail" selected and "Summary" unselected.

Criteria Field Description – Reports (Admin)		
Statistic Reports (History, Break Down by Zone, Detail)		
Field Label	Description	Notes
Preview	Click to generate Report	
Zone	Select Zone Name	
Database		
History	Select for historical report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Show By		
Break Down By PC	Select to have report break down by Zone	
Report Type		
Detail	Select to generate Detail Report	

Sample Statistic Report (History / Zone / Detail)



9/26/2014  
Statistic Detail Report-Detail-System

From 9/1/2014 to 9/25/2014

<u>Zone</u>	<u>Date</u>	<u>Non-Reserved</u>	<u>Reserved</u>	<u>Time Used</u>
<b>Adult</b>				
	9/10/2014	0:00:00	0:00:00	0:00:00
	9/11/2014	0:00:00	0:00:00	0:00:00
	9/12/2014	0:00:00	0:00:00	0:00:00
	9/15/2014	0:00:00	0:00:00	0:00:00
	9/16/2014	0:00:00	0:00:00	0:00:00
	9/17/2014	0:00:00	0:00:00	0:00:00
	9/18/2014	0:00:00	0:00:00	0:00:00
	9/19/2014	0:00:00	0:00:00	0:00:00
	9/22/2014	0:00:00	0:00:00	0:00:00
	9/23/2014	0:00:00	0:00:00	0:00:00
	9/24/2014	0:00:00	0:00:00	0:00:00
Non-Reserved	0:00:00			
Reserved	0:00:00			
Time Used	0:00:00			
<b>Teen</b>				
	9/11/2014	0:00:00	0:00:00	0:00:00
	9/16/2014	0:00:00	0:00:00	0:00:00
	9/17/2014	0:00:00	0:00:00	0:00:00
	9/19/2014	0:00:00	0:00:00	0:00:00
	9/22/2014	0:00:00	0:00:00	0:00:00
	9/23/2014	0:00:00	0:00:00	0:00:00
	9/24/2014	0:00:00	0:00:00	0:00:00
Non-Reserved	0:00:00			
Reserved	0:00:00			
Time Used	0:00:00			
<b>System</b>				
Non-Reserved	0:00:00			
Reserved	0:00:00			
Time Used	0:00:00			

Report Field Description – Reports (Admin)		
Statistic Reports (History, Break Down by Zone, Detail)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone Name	
Used	Number or PCs used	
Date	Date	
Non-Reserved	Usage on Non-Reserved PCs	
Reserved	Usage on Reserved PCs	
Total Hours	Total usage	
Subtotal		
Non-Reserved	Total usage on Non-Reserved PCs	
Reserved	Total usage on Reserved PCs	
Time Used	Total usage	

## Statistic Report (History / Zone / Summary) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

The screenshot shows the 'STATISTIC REPORT' page. At the top right, it says 'Welcome admin! [Log Out]'. Below the header is a navigation bar with links: Home, Users, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The main content area has the text 'Please select the report information below.' and a 'Preview' button. The selection options are:

- Zone: System (dropdown)
- Database: ☒ History, ☐ Current
- From: 09/01/2014 00:00, To: 09/25/2014 23:59
- Show By: ☐ Break Down By PC, ☒ Break Down By Zone
- Report Type: ☐ Detail, ☒ Summary

Criteria Field Description – Reports (Admin)		
Statistic Reports (History, Break Down By Zone, Summary)		
Field Label	Description	Notes
Zone	Select Zone Name	
Database		
History	Select for historical report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Show By		
Break Down By Zone	Select to have report break down by Zone	
Report Type		
Summary	Select to generate Summary Report	

## Sample Statistic Report (History / Zone / Summary)

The screenshot shows the SAM logo with the text 'The Professional's Choice' and the report title 'Statistic Detail Report-Summary-System' dated 9/26/2014. Below the title is the date range 'From 9/1/2014 to 9/25/2014'.

Non-Reserved	0:00:00
Reserved	0:00:00
Time Used	0:00:00
Non-Reserved	0:00:00
Reserved	0:00:00
Time Used	0:00:00
System	
Non-Reserved	0:00:00
Reserved	0:00:00
Time Used	0:00:00

Report Field Description – Reports (Admin)		
Statistic Reports (History, Break Down by Zone, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Non-Reserved	Total usage on Non-Reserved PCs	
Reserved	Total usage on Reserved PCs	
Time Used	Total usage	

## MISSED RESERVATION REPORT (ADMIN REPORTS)

The Missed Reservation Report allows you to view missed reservations by patron name. Report could be helpful to implement a policy regarding reservation cancellations. Simply select the Zone and timeframe you wish to view data for.

Missed Reservation Report (History / Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Admin)		
Missed Reservation Report (History, Detail)		
Field Label	Description	Notes
Preview	Click to [Preview] generate User Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	only historical report available by default	No current data available
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Report Type		
Detail	Select for Detail report	

# Sample Missed Reservation Report (History / Detail)

# Missed Reservation Report - System - Detail

9/25/2014

From 9/1/2014 to 9/25/2014

<u>Zone</u>	<u>Date</u>	<u>Start</u>	<u>ComputerIP</u>	<u>Computer ID</u>	<u>User Name</u>	<u>Account / ID Number</u>
Adult	09/08/2014	4:30 PM	192.168.2.122	A01	Charlene Prieto	12345123681868
	09/08/2014	5 PM	192.168.2.122	A01	Charlene Prieto	12345123681868
	09/08/2014	6 PM	192.168.2.122	A01	Henry Holiday	12345123681874
	09/08/2014	7 PM	192.168.2.122	A01	Henry Holiday	12345123681874
	09/09/2014	3:30 PM	192.168.2.122	A01	Jeffrey Ogrady	12345123681841
	09/09/2014	5:30 PM	192.168.2.122	A01	Jeffrey Ogrady	12345123681841
	09/19/2014	4 PM	192.168.2.122	A01	Tony Laramy	77777
	09/19/2014	4:30 PM	192.168.2.122	A01	Davey Jones	99999
	09/25/2014	10:30 AM	192.168.2.122	A01	Jeffrey Ogrady	12345123681841

Missed Reservation(s)

9

Teen	09/03/2014	6 PM	192.168.2.123	T01	Jeffrey Ogrady	12345123681841
	09/08/2014	4 PM	192.168.2.123	T01	Leeland Hawkins	11111
	09/08/2014	5 PM	192.168.2.123	T01	Russell Fincher	22222
	09/08/2014	6 PM	192.168.2.123	T01	Mike Samuels	33333
	09/08/2014	6:30 PM	192.168.2.123	T01	Mike Samuels	33333
	09/08/2014	7 PM	192.168.2.123	T01	Mike Samuels	33333
	09/08/2014	7:30 PM	192.168.2.123	T01	Mike Samuels	33333
	09/19/2014	2:30 PM	192.168.2.123	T01	Tom Clarke	44444
	09/19/2014	4 PM	192.168.2.123	T01	Ryan Phillips	88888
	09/19/2014	4:30 PM	192.168.2.123	T01	Dennis Pettit	12345123681829

Missed Reservation(s)

10

System

Missed Reservation(s)

19

Report Field Description – Reports (Admin)		
Missed Reservation Report (History, Detail)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone Name	
Date	Date of reservation	
Start	Reservation start time	
ComputerIP	Computer IP address	
Computer ID	Computer ID	
User Name	User first name, last name	
Account ID/Name	User card number	
Subtotal		
Zone	Zone Name	
Missed Reservation(s)	Total Missed Reservation(s)	



## Missed Reservation Report (History / Summary) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Admin)		
Missed Reservation Report (History, Summary)		
Field Label	Description	Notes
Preview	Click to [Preview] generate User Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	only historical report available by default	No current data available
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Report Type		
Summary	Select for Summary report	

## Sample Missed Reservation Report (History / Summary)

Zone	Date	Start	ComputerIP	Computer ID	User Name	Account / ID Number
Adult						
Missed Reservation(s)				9		
Teen						
Missed Reservation(s)				10		
System						
Missed Reservation(s)				15		



Report Field Description – Reports (Admin)		
Missed Reservation Report (History, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone Name	
Missed Reservation(s)	Total number of missed reservations	

## APP / WEB SITE REPORT (ADMIN REPORTS)

**\*\*Metering has been discontinued in SAM 10. Please contact Comprise Technical Support for information.**

The App/Web Site Report enables you to see which applications were accessed and web sites visited as well as time used, by computer.

App Report (Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

The screenshot displays the 'APPLICATION REPORT' interface. At the top, there is a navigation bar with links: Home, Users, Filters, Zones, Control zones, Reservations, Metering, Reports, and Help. Below the navigation bar, the main content area prompts the user to 'Please select the report information below.' and includes a 'Preview' button. The selection options are as follows:

- Zone:** A dropdown menu currently set to 'System'.
- From:** A date and time selector set to '09/01/2014 00:00'.
- To:** A date and time selector set to '09/25/2014 23:59'.
- Report On:** Two radio buttons, 'Application' (selected) and 'URL'.
- Report Type:** Two radio buttons, 'Detail' (selected) and 'Summary'.

Criteria Field Description – Reports (Admin)		
Application / Web Site Report (Application, Detail)		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate Application Report	Report will be generated per selected criteria
Zone	Select Zone	
From	Select start date for report	
To	Select end date for report	
Report On		
Application	Select for Application Report	
Report Type		
Detail	Select for Detail Report	

Sample App Report (Detail)



9/26/2014

**Application Report-Detail-System**

From 9/1/2014 to 9/25/2014

Zone
PC ID
ApplicationName
Time Used
Requests

Report Field Description – Reports (Admin)		
Application / Web Site Report (Application, Detail)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone Name	
PC ID	PC ID	
ApplicationName	Application Name	
Time Used	Time used in Application	
Requests	Number of times application was accessed	

#### App Report (Summary) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

## APPLICATION REPORT

Welcome admin! | [Log Out](#)

[Home](#) · [Users](#) · [Filters](#) · [Zones](#) · [Control Zones](#) · [Reservations](#) · [Metering](#) · [Reports](#) · [Help](#)

Please select the report information below.

Zone: System

From: 09/01/2014 00:00

Report On: ☒ Application ☐ URL

Report Type: ☐ Detail ☒ Summary

To: 09/25/2014 23:59

[Preview](#)

Criteria Field Description – Reports (Admin)		
Application / Web Site Report (Application, Summary)		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate Application Report	Report will be generated per selected criteria
Zone	Select Zone	
From	Select start date for report	
To	Select end date for report	
Report On		
Application	Select for Application Report	
Report Type		
Summary	Select for Summary Report	

Sample App Report (Summary)



Report Field Description – Reports (Admin)		
Application / Web Site Report (Application, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone Name	
PC ID	PC ID	
ApplicationName	Application Name	
Time Used	Total amount of time Application was accessed	
Requests	Total number of times application was accessed	

Web Site Report (Detail) Criteria Selection:

- 1. Select the criteria for the report.
- 2. Click [Preview].

APPLICATION REPORT

Welcome admin! [Log Out]

Home

Users

Filters

Zones

Control Zones

Reservations

Metering

Reports

Help

Please select the report information below.

Preview

Zone

System

From

09/01/2014 00:00

To

09/25/2014 23:59

Report On:

☐ Application

☒ URL

Report Type:

☒ Detail

☐ Summary

Criteria Field Description – Reports (Admin)		
Application / Web Site Report (Web Site, Detail)		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate Web Site Report	Report will be generated per selected criteria
Zone	Select Zone	
From	Select start date for report	
To	Select end date for report	
Report On		
URL	Select for URL Report	
Report Type		
Detail	Select for Detail Report	

Sample Web Site Report (Detail)

SAM™

URL Report Detail-System

9/26/2014

From 9/1/2014 to 9/25/2014

Zone

PC12

URL

Requests

Totals

Number of URLs

Requests

Report Field Description – Reports (Admin)		
Application / Web Site Report (Web Site, Detail)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone name	
PC ID	PC ID	
Report On		
URL	Select for URL Report	
Requests	Number of times Web Site was accessed	

#### Web Site Report (Summary) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

The screenshot shows the 'APPLICATION REPORT' header with a 'Welcome admin! | Log Out' link. Below the header is a navigation bar with links: Home, Users, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The main content area has the text 'Please select the report information below.' and a 'Preview' button. The form includes the following fields:

- Zone: A dropdown menu with 'System' selected.
- From: A date/time picker set to '09/01/2014 00:00'.
- To: A date/time picker set to '09/25/2014 23:59'.
- Report On: Radio buttons for 'Application' and 'URL', with 'URL' selected.
- Report Type: Radio buttons for 'Detail' and 'Summary', with 'Summary' selected.

Criteria Field Description – Reports (Admin)		
Application / Web Site Report (Web Site, Summary)		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate Web Site Report	Report will be generated per selected criteria
Zone	Select Zone	
From	Select start date for report	
To	Select end date for report	
Report On		
URL	Select for Web Site Report	
Report Type		
Summary	Select for Summary Report	

#### Sample Web Site Report (Summary)



9/26/2014  
**URL Report-Summary-System**  
 From 9/1/2014 to 9/25/2014

Zone	PC ID	URL	Requests
<b>Totals</b> Number of URLs Requests			

Report Field Description – Reports (Admin)		
Application / Web Site Report (Web Site, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone name	
URL	Select for URL Report	
Requests	Number of times URL was accessed	
Number of URL Requests	Total Number of times URL was accessed	

## VISITOR REPORT (ADMIN REPORTS)

This report shows the number of Visitor Cards that were printed during the selected time frame.

.Visitor Report (History / Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].



**VISITOR REPORT** Welcome admin! | Log Out

Home | Users | Filters | Zones | Control Zones | Reservations | Metering | Reports | Help

Please select your criteria, then click Preview.

Database: ☐ History


From:  To:

Report Type: ☒ Detail ☐ Summary

## Criteria Field Description – Reports (Admin)

Visitor (History, Detail)		
Field Label	Description	Notes
Preview	Click to [Preview] generate Visitor Report	Report will be generated per selected criteria
Database		
History	only historical report available by default	Current data not available by default
From	Select start date for report	
To	Select end date for report	
Report Type		
Detail	Select for detail report	

Sample Visitor Report (History / Detail)

<div>  <div> 9/26/2014  <b>Visitor Card Report - Detail</b>  From 9/1/2014 to 9/25/2014 </div> </div>		
Date	Visitor Count	
9/1/2014	0	
9/1/2014	0	
9/2/2014	0	
9/2/2014	0	
9/3/2014	0	
9/3/2014	0	
9/4/2014	0	
9/4/2014	0	
9/5/2014	0	
9/5/2014	0	
9/6/2014	0	
9/6/2014	0	
9/7/2014	0	
9/7/2014	0	
9/8/2014	0	
9/8/2014	0	
9/8/2014	0	
9/9/2014	0	
9/9/2014	0	
9/9/2014	0	
9/9/2014	0	
9/9/2014	0	
9/9/2014	0	
9/9/2014	0	
9/9/2014	0	
9/9/2014	0	
9/9/2014	0	
9/10/2014	0	
9/10/2014	0	
9/11/2014	7	
9/11/2014	0	
9/12/2014	0	
9/12/2014	0	
9/13/2014	0	
9/13/2014	0	
9/14/2014	0	
9/14/2014	0	
9/15/2014	0	
9/15/2014	0	
9/16/2014	0	
9/16/2014	0	
9/17/2014	0	
9/17/2014	0	
9/18/2014	0	
9/18/2014	0	
9/19/2014	0	
9/19/2014	0	

Report Field Description – Reports (Admin)		
Visitor (History, Detail)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Date	Date Visitor Cards created	
Visitor Count	Number of Visitor Cards created	

#### Visitor Report (History / Summary) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

The screenshot shows the 'VISITOR REPORT' header with a 'Welcome admin!' message and a 'Log Out' link. A navigation bar includes links for Home, Users, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The main content area prompts the user to 'Please select your criteria, then click Preview.' Below this, there are two radio buttons for 'Database': 'History' (selected) and 'Summary'. The 'From' date is set to '09/01/2014 00:00' and the 'To' date is '09/25/2014 23:59'. A 'Report Type' section shows 'Data' as an unselected option and 'Summary' as a selected option. A blue 'Preview' button is located on the right side of the form.

Criteria Field Description – Reports (Admin)		
Visitor (History, Summary)		
Field Label	Description	Notes
Preview	Click to [Preview] generate Visitor Report	Report will be generated per selected criteria
Database		
History	only historical report available by default	Current data not available by default
From	Select start date for report	
To	Select end date for report	
Report Type		
Summary	Select for summary report	

#### Sample Visitor Report (History / Summary)



**SAM™**  
The Professional's Choice

**Visitor Card Report - Summary**  
9/26/2014  
From 9/1/2014 to 9/25/2014

Date \_\_\_\_\_ Visitor Count \_\_\_\_\_

Total Cards Created \_\_\_\_\_ 12

Report Field Description – Reports (Admin)		
Visitor (History, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Total Cards Created	Total number of Visitor Cards created	

## PC USAGE REPORT (ADMIN REPORTS)

This report shows the computer usage by hour.

PC Usage (History / Zone / Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

**PC USAGE REPORT**

Welcome admin! [Log Out](#)

Home Users Filters Zones Control Zones Reservations Metering Reports Help

Please select the report information below:

Zone: System

Database: ☒ History

From: 09/01/2014 00:00 To: 09/25/2014 23:59

Report Type: ☒ Breakdown by Zone ☐ Breakdown By PC

Report Type: ☒ Detail ☐ Summary

[Preview](#)

Criteria Field Description – Reports (Admin)
PC Usage (History, Break Down By Zone, Detail)

Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate PC Usage Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	Select for historical report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Report Type		
Breakdown By Zone	Select to view Report by Zone	
Report Type		
Detail	Select for Detail Report	

Sample PC Usage (History / Zone / Detail)

9/26/2014

PC Usage Report - System - Detail - Breakdown by Zone

From 9/1/2014 to 9/25/2014

Adult Totals

	Time Used (In Minutes)	Percentage		Time Used (In Minutes)	Percentage
12 AM - 1 AM	0	0.00	12 PM - 1 PM	97	10.87
1 AM - 2 AM	0	0.00	1 PM - 2 PM	79	8.86
2 AM - 3 AM	0	0.00	2 PM - 3 PM	68	7.62
3 AM - 4 AM	0	0.00	3 PM - 4 PM	66	7.40
4 AM - 5 AM	0	0.00	4 PM - 5 PM	89	9.98
5 AM - 6 AM	0	0.00	5 PM - 6 PM	30	3.36
6 AM - 7 AM	0	0.00	6 PM - 7 PM	0	0.00
7 AM - 8 AM	0	0.00	7 PM - 8 PM	0	0.00
8 AM - 9 AM	0	0.00	8 PM - 9 PM	0	0.00
9 AM - 10 AM	11	1.23	9 PM - 10 PM	0	0.00
10 AM - 11 AM	136	15.25	10 PM - 11 PM	0	0.00
11 AM - 12 PM	89	9.98	11 PM - 12 AM	0	0.00

Teen Totals

	Time Used (In Minutes)	Percentage		Time Used (In Minutes)	Percentage
12 AM - 1 AM	0	0.00	12 PM - 1 PM	0	0.00
1 AM - 2 AM	0	0.00	1 PM - 2 PM	61	6.84
2 AM - 3 AM	0	0.00	2 PM - 3 PM	36	4.04
3 AM - 4 AM	0	0.00	3 PM - 4 PM	57	6.39
4 AM - 5 AM	0	0.00	4 PM - 5 PM	14	1.57
5 AM - 6 AM	0	0.00	5 PM - 6 PM	0	0.00
6 AM - 7 AM	0	0.00	6 PM - 7 PM	0	0.00
7 AM - 8 AM	0	0.00	7 PM - 8 PM	0	0.00
8 AM - 9 AM	0	0.00	8 PM - 9 PM	0	0.00
9 AM - 10 AM	0	0.00	9 PM - 10 PM	0	0.00
10 AM - 11 AM	12	1.35	10 PM - 11 PM	0	0.00
11 AM - 12 PM	47	5.27	11 PM - 12 AM	0	0.00

System

	Time Used (In Minutes)	Percentage		Time Used (In Minutes)	Percentage
12 AM - 1 AM	0	0.00	12 PM - 1 PM	97	10.87
1 AM - 2 AM	0	0.00	1 PM - 2 PM	140	15.70
2 AM - 3 AM	0	0.00	2 PM - 3 PM	104	11.66
3 AM - 4 AM	0	0.00	3 PM - 4 PM	123	13.79
4 AM - 5 AM	0	0.00	4 PM - 5 PM	103	11.55
5 AM - 6 AM	0	0.00	5 PM - 6 PM	30	3.36
6 AM - 7 AM	0	0.00	6 PM - 7 PM	0	0.00
7 AM - 8 AM	0	0.00	7 PM - 8 PM	0	0.00
8 AM - 9 AM	0	0.00	8 PM - 9 PM	0	0.00

Report Field Description – Reports (Admin)		
PC Usage (History, Break Down By Zone, Detail)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone Name	
Time Used (in Minutes)	Computer usage in minutes	# of minutes used per hour (10:00 AM to 11:00 AM = 5) (1:00 PM to 2:00 PM = 16) (2:00 PM to 3:00 PM = 5). [5+16+5 = 26 min total]
Percentage	Percent of computer usage	(# of minutes used in hour / # total minutes used) * 100. 10:00 AM to 11:00 AM is (5/26 = .1923) * 100 is 19.23%) 1:00 PM to 2:00 PM is (16/26 = .6154) *100 is 61.54% 2:00 PM to 3:00 PM is (5/26 = .1923) * 100 is 19.23%) [19.23+61.54+19.23=100 total]

PC Usage (History / Zone / Summary) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

PC USAGE REPORT

Welcome admin! [Log Out]

Home Users Filters Zones Control Zones Reservations Metering Reports Help

Please select the report information below.

Zone: System

Database: History

From: 09/01/2014 00:00 To: 09/25/2014 23:59

Report Type: Breakdown by Zone Breakdown by PC

Report Type: Detail Summary

Preview

Criteria Field Description – Reports (Admin)
--

PC Usage (History, Break Down By Zone, Summary)		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate PC Usage Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	Select for historical report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Field Label	Description	Notes
Report Type		
Breakdown By Zone	Select to view Report by Zone	
Report Type		
Summary	Select for Summary Report	

Sample PC Usage (History / Zone / Summary)



# PC Usage Report - System - Detail - Breakdown by Zone

9/26/2014

From 9/1/2014 to 9/25/2014

## Adult Totals

	Time Used (in Minutes)	Percentage		Time Used (in Minutes)	Percentage
12 AM - 1 AM	0	0.00	12 PM - 1 PM	97	10.87
1 AM - 2 AM	0	0.00	1 PM - 2 PM	79	8.86
2 AM - 3 AM	0	0.00	2 PM - 3 PM	68	7.62
3 AM - 4 AM	0	0.00	3 PM - 4 PM	66	7.40
4 AM - 5 AM	0	0.00	4 PM - 5 PM	89	9.98
5 AM - 6 AM	0	0.00	5 PM - 6 PM	30	3.36
6 AM - 7 AM	0	0.00	6 PM - 7 PM	0	0.00
7 AM - 8 AM	0	0.00	7 PM - 8 PM	0	0.00
8 AM - 9 AM	0	0.00	8 PM - 9 PM	0	0.00
9 AM - 10 AM	11	1.23	9 PM - 10 PM	0	0.00
10 AM - 11 AM	136	15.25	10 PM - 11 PM	0	0.00
11 AM - 12 PM	89	9.98	11 PM - 12 AM	0	0.00
+					

## Teen Totals

	Time Used (in Minutes)	Percentage		Time Used (in Minutes)	Percentage
12 AM - 1 AM	0	0.00	12 PM - 1 PM	0	0.00
1 AM - 2 AM	0	0.00	1 PM - 2 PM	61	6.84
2 AM - 3 AM	0	0.00	2 PM - 3 PM	36	4.04
3 AM - 4 AM	0	0.00	3 PM - 4 PM	57	6.39
4 AM - 5 AM	0	0.00	4 PM - 5 PM	14	1.57
5 AM - 6 AM	0	0.00	5 PM - 6 PM	0	0.00
6 AM - 7 AM	0	0.00	6 PM - 7 PM	0	0.00
7 AM - 8 AM	0	0.00	7 PM - 8 PM	0	0.00
8 AM - 9 AM	0	0.00	8 PM - 9 PM	0	0.00
9 AM - 10 AM	0	0.00	9 PM - 10 PM	0	0.00
10 AM - 11 AM	12	1.35	10 PM - 11 PM	0	0.00
11 AM - 12 PM	47	5.27	11 PM - 12 AM	0	0.00

## System

	Time Used (in Minutes)	Percentage		Time Used (in Minutes)	Percentage
12 AM - 1 AM	0	0.00	12 PM - 1 PM	97	10.87
1 AM - 2 AM	0	0.00	1 PM - 2 PM	140	15.70
2 AM - 3 AM	0	0.00	2 PM - 3 PM	104	11.66
3 AM - 4 AM	0	0.00	3 PM - 4 PM	123	13.79
4 AM - 5 AM	0	0.00	4 PM - 5 PM	103	11.55
5 AM - 6 AM	0	0.00	5 PM - 6 PM	30	3.36
6 AM - 7 AM	0	0.00	6 PM - 7 PM	0	0.00
7 AM - 8 AM	0	0.00	7 PM - 8 PM	0	0.00
8 AM - 9 AM	0	0.00	8 PM - 9 PM	0	0.00

### Report Field Description – Reports (Admin)

#### PC Usage (History, Break Down By Zone, Summary)

Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Names of Zones	
Time Used (in Minutes)	Total computer usage in minutes for Zone	# of minutes used per hour (10:00 AM to 11:00 AM = 5) (1:00 PM to 2:00 PM = 16) (2:00 PM to 3:00 PM = 5). [5+16+5 = 26 min total]

### Report Field Description – Reports (Admin)

#### PC Usage (History, Break Down By Zone, Summary)

Field Label	Description	Notes
-------------	-------------	-------

Percentage	Total percent of computer usage for Zone	(# of minutes used in hour / # total minutes used) * 100. 10:00 AM to 11:00 AM is (5/26 = .1923) * 100 is 19.23%) 1:00 PM to 2:00 PM is (16/26 = .6154) * 100 is 61.54% 2:00 PM to 3:00 PM is (5/26 = .1923) * 100 is 19.23%) [19.23+61.54+19.23=100 total]
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PC Usage (History / PC / Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Admin)		
PC Usage (History, Break Down By PC, Detail)		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate PC Usage Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	Select for historical report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Report Type		
Breakdown By PC	Select to view Report by PC	
Report Type		
Detail	Select for Detail Report	

Sample PC Usage (History / PC / Detail)



# PC Usage Report - System - Detail - Breakdown By PC

9/26/2014

From 9/1/2014 to 9/25/2014

## Adult

A01			
	Time Used (In Minutes)	Percentage	
12 AM - 1 AM	0	0.00	12 PM - 1 PM
1 AM - 2 AM	0	0.00	1 PM - 2 PM
2 AM - 3 AM	0	0.00	2 PM - 3 PM
3 AM - 4 AM	0	0.00	3 PM - 4 PM
4 AM - 5 AM	0	0.00	4 PM - 5 PM
5 AM - 6 AM	0	0.00	5 PM - 6 PM
6 AM - 7 AM	0	0.00	6 PM - 7 PM
7 AM - 8 AM	0	0.00	7 PM - 8 PM
8 AM - 9 AM	0	0.00	8 PM - 9 PM
9 AM - 10 AM	11	1.23	9 PM - 10 PM
10 AM - 11 AM	136	15.25	10 PM - 11 PM
11 AM - 12 PM	89	9.98	11 PM - 12 AM

R01			
	Time Used (In Minutes)	Percentage	
12 AM - 1 AM	0	0.00	12 PM - 1 PM
1 AM - 2 AM	0	0.00	1 PM - 2 PM
2 AM - 3 AM	0	0.00	2 PM - 3 PM
3 AM - 4 AM	0	0.00	3 PM - 4 PM
4 AM - 5 AM	0	0.00	4 PM - 5 PM
5 AM - 6 AM	0	0.00	5 PM - 6 PM
6 AM - 7 AM	0	0.00	6 PM - 7 PM
7 AM - 8 AM	0	0.00	7 PM - 8 PM
8 AM - 9 AM	0	0.00	8 PM - 9 PM
9 AM - 10 AM	0	0.00	9 PM - 10 PM
10 AM - 11 AM	0	0.00	10 PM - 11 PM
11 AM - 12 PM	0	0.00	11 PM - 12 AM

## Adult Totals

	Time Used (In Minutes)	Percentage	
12 AM - 1 AM	0	0.00	12 PM - 1 PM
1 AM - 2 AM	0	0.00	1 PM - 2 PM
2 AM - 3 AM	0	0.00	2 PM - 3 PM
3 AM - 4 AM	0	0.00	3 PM - 4 PM
4 AM - 5 AM	0	0.00	4 PM - 5 PM
5 AM - 6 AM	0	0.00	5 PM - 6 PM
6 AM - 7 AM	0	0.00	6 PM - 7 PM
7 AM - 8 AM	0	0.00	7 PM - 8 PM
8 AM - 9 AM	0	0.00	8 PM - 9 PM
9 AM - 10 AM	11	1.23	9 PM - 10 PM
10 AM - 11 AM	136	15.25	10 PM - 11 PM

## Report Field Description – Reports (Admin)

### PC Usage (History, Break Down By PC, Detail)

Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone Name	
Computer	Computer ID	
Time Used (in Minutes)	Computer usage in minutes	# of minutes used per hour (10:00 AM to 11:00 AM = 5) (1:00 PM to 2:00 PM = 16) (2:00 PM to 3:00 PM = 5). [5+16+5 = 26 min total]

## Report Field Description – Reports (Admin)

### PC Usage (History, Break Down By PC, Detail)

Field Label	Description	Notes
-------------	-------------	-------



Percentage	Percent of computer usage	(# of minutes used in hour / # total minutes used) * 100. 10:00 AM to 11:00 AM is (5/26 = .1923) * 100 is 19.23%) 1:00 PM to 2:00 PM is (16/26 = .6154) * 100 is 61.54% 2:00 PM to 3:00 PM is (5/26 = .1923) * 100 is 19.23%) [19.23+61.54+19.23=100 total]
------------	---------------------------	---

PC Usage (History / PC / Summary) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Admin)		
PC Usage (History, Break Down By PC, Summary)		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate PC Usage Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	Select for historical report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report
Report Type		
Breakdown By PC	Select to view Report by PC	
Report Type		
Summary	Select for Summary Report	

Sample PC Usage (History / PC / Summary)





## PC Usage Report - System - Summary - Breakdown By PC

9/26/2014

From 9/1/2014 to 9/25/2014

System					
	Time Used (In Minutes)	Percentage		Time Used (In Minutes)	Percentage
12 AM - 1 AM	0	0.00	12 PM - 1 PM	97	10.87
1 AM - 2 AM	0	0.00	1 PM - 2 PM	140	15.70
2 AM - 3 AM	0	0.00	2 PM - 3 PM	104	11.66
3 AM - 4 AM	0	0.00	3 PM - 4 PM	123	13.79
4 AM - 5 AM	0	0.00	4 PM - 5 PM	103	11.55
5 AM - 6 AM	0	0.00	5 PM - 6 PM	30	3.36
6 AM - 7 AM	0	0.00	6 PM - 7 PM	0	0.00
7 AM - 8 AM	0	0.00	7 PM - 8 PM	0	0.00
8 AM - 9 AM	0	0.00	8 PM - 9 PM	0	0.00
9 AM - 10 AM	11	1.23	9 PM - 10 PM	0	0.00
10 AM - 11 AM	148	16.59	10 PM - 11 PM	0	0.00
11 AM - 12 PM	136	15.25	11 PM - 12 AM	0	0.00

Report Field Description – Reports (Admin)		
PC Usage (History, Break Down By PC, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Names of Zones included in report	
Time Used (in Minutes)	Total computer usage in minutes	# of minutes used per hour (10:00 AM to 11:00 AM = 5) (1:00 PM to 2:00 PM = 16) (2:00 PM to 3:00 PM = 5). [5+16+5 = 26 min total]
Percentage	Total percent of computer usage	(# of minutes used in hour / # total minutes used) * 100. 10:00 AM to 11:00 AM is (5/26 = .1923) * 100 is 19.23%) 1:00 PM to 2:00 PM is (16/26 = .6154) * 100 is 61.54% 2:00 PM to 3:00 PM is (5/26 = .1923) * 100 is 19.23%) [19.23+61.54+19.23=100 total]

### SIGN UP STATION REPORT (ADMIN REPORTS)

This report provides Sign Up Station statistics such as total wait time, sign up denied, etc.  
 Sign Up Station Report (History) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

The screenshot shows the 'SUS REPORT' header with a 'Welcome admin! [Log Out]' link. A navigation bar includes links for Home, Users, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The main content area prompts the user to 'Please select your criteria, then click Preview.' Below this, there are input fields for 'Zone' (set to 'System'), 'Database' (with radio buttons for 'History' and 'Current', where 'History' is selected), 'From' (date '09/01/2014 00:00'), and 'To' (date '09/25/2014 23:59'). A blue 'Preview' button is located to the right of the 'Database' selection.

Criteria Field Description – Reports (Admin)		
Sign Up Station Report (History)		
Field Label	Description	Notes
Preview	Click to [Preview] generate User Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	Select for historical report	
From	Select start date for report	Required for Historical report
To	Select end date for report	Required for Historical report

Sample Sign Up Station Report (Zone / History)



# Sign Up Station Report - System

9/26/2014

From 9/1/2014 to 9/25/2014

## Zone

### Adult

Total User Signed Up	118
Total User Assigned	113
Total User Login	0
User Denied: Already Assigned	33
User Denied: Already Signed Up	10
User Denied: Invalid Sign Up	11
User Denied: Too Late	0
User Denied: Zone Age Limits	0
User Denied: Incorrect PIN	0
Total Wait Time	9:19:20
Avg Wait Time	0:04:56

### Cyber Center

Total User Signed Up	1
Total User Assigned	0
Total User Login	0
User Denied: Already Assigned	0
User Denied: Already Signed Up	6
User Denied: Invalid Sign Up	0
User Denied: Too Late	0
User Denied: Zone Age Limits	0
User Denied: Incorrect PIN	0
Total Wait Time	0:00:00
Avg Wait Time	0:00:00

### Teen

Total User Signed Up	35
Total User Assigned	34
Total User Login	0
User Denied: Already Assigned	11
User Denied: Already Signed Up	4
User Denied: Invalid Sign Up	6
User Denied: Too Late	10
User Denied: Zone Age Limits	0
User Denied: Incorrect PIN	0
Total Wait Time	0:58:00
Avg Wait Time	0:01:42

## Report Field Description – Reports (Admin)

### Sign Up Station Report (History)

Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone Name	
Total User Signed Up	Total number of users who signed up to use a computer	total number of users who were signed up
Total User Assigned	Total number of users who were assigned to a computer	
Total User Login	Total number of users who logged onto to assigned computer	
User Denied: Already Assigned	Users denied sign up because already were assigned to a computer	denied because user is already assigned to a PC.

## Report Field Description – Reports (Admin)

### Sign Up Station Report (History)

Field Label	Description	Notes
User Denied: Already Signed Up	Users denied sign up because already were logged on to a computer	denied because user has already signed up for a PC.
User Denied: Invalid Sign Up	Users denied sign up for failing the sign up confirmation check (i.e. ILS restrictions, user status, expired card, etc.)	denied because of block, daily time exceeded, daily logins exceeded, etc.
User Denied: Too Late	Users denied sign up because not enough time before library close time	
User Denied: Zone Age Limits	Users denied for not being within the set age limits for Zone	
User Denied: Incorrect PIN	Users denied because incorrect PIN was entered	denied because user entered incorrect PIN.
Total Wait Time	Total wait time for users to get assigned to computers	Total Wait Time is a total of the wait time at the Sign Up Station. (H:MM:SS)
Avg Wait Time	Average wait time for users to get assigned to computers	Avg Wait Time is the total wait time divided by the total number of users assigned at the Sign Up Station. (H:MM:SS)
Count/Time	Number of instances and/or Time	


Sign Up Station Report (Current) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

The screenshot shows the 'SUS REPORT' interface. At the top, there's a navigation bar with links: Home, Users, Filters, zones, Control Zones, Reservations, Metering, Reports, and Help. Below this, a message says 'Please select your criteria, then click Preview.' There are three main selection areas: 'Zone' with a dropdown menu currently set to 'System', 'Database' with a dropdown menu, and 'Current' with a radio button selected. A 'Preview' button is located to the right of these options.

Criteria Field Description – Reports (Admin)		
Sign Up Station Report (Current)		
Field Label	Description	Notes
Preview	Click to [Preview] generate User Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
Current	Select for current report	

## Sample Sign Up Station Report (Current)

		9/26/2014 <b>Sign Up Station Report - System</b>
		From 9/26/2014 to 9/26/2014
<u>Zone</u>		<u>Count/Time</u>
<b>Adult</b>		
	Total User Signed Up	4
	Total User Assigned	0
	Total User Login	0
	User Denied: Already Assigned	1
	User Denied: Already Signed Up	3
	User Denied: Invalid Sign Up	0
	User Denied: Too Late	0
	User Denied: Zone Age Limits	0
	User Denied: Incorrect PIN	0
	Total Wait Time	0:00:00
	Avg Wait Time	0:00:00
<b>HPL</b>		
	Total User Signed Up	0
	Total User Assigned	0
	Total User Login	0
	User Denied: Already Assigned	0
	User Denied: Already Signed Up	0
	User Denied: Invalid Sign Up	0
	User Denied: Too Late	2
	User Denied: Zone Age Limits	0
	User Denied: Incorrect PIN	0
	Total Wait Time	0:00:00
	Avg Wait Time	0:00:00
<b>Teen</b>		
	Total User Signed Up	8
	Total User Assigned	8
	Total User Login	0
	User Denied: Already Assigned	0
	User Denied: Already Signed Up	0
	User Denied: Invalid Sign Up	1
	User Denied: Too Late	0
	User Denied: Zone Age Limits	0
	User Denied: Incorrect PIN	0
	Total Wait Time	0:06:03
	Avg Wait Time	0:00:45

Report Field Description – Reports (Admin)		
Sign Up Station Report (Current)		
Field Label	Description	Notes
Zone	Zone Name	
Total User Signed Up	Total number of users who signed up to use a computer	
Total User Assigned	Total number of users who were assigned to a computer	
Total User Login	Total number of users who logged onto to assigned computer	
User Denied: Already Assigned	Users denied sign up because already were assigned to a computer	
User Denied: Already Signed Up	Users denied sign up because already were logged on to a computer	
Report Field Description – Reports (Admin)		
Sign Up Station Report (Current)		

Field Label	Description	Notes
User Denied: Invalid Sign Up	Users denied sign up for failing the sign up confirmation check (i.e. ILS restrictions, user status, expired card, etc.)	
User Denied: Too Late	Users denied sign up because not enough time before library close time	
User Denied: Zone Age Limits	Users denied for not being within the set age limits for Zone	
User Denied: Incorrect PIN	Users denied because incorrect PIN was entered	
Total Wait Time	Total wait time for users to get assigned to computers	Total Wait Time is a total of the wait time at the Sign Up Station. (H:MM:SS)
Avg Wait Time	Average wait time for users to get assigned to computers	Avg Wait Time is the total wait time divided by the total number of users assigned at the Sign Up Station. (H:MM:SS)
Count/Time	Number of instances and Time	

## ESCHEAT REPORT (ADMIN REPORTS)

The Escheat Report displays inactive user accounts based on the selected criteria. As part of the escheatment process, user accounts: a) with a balance greater than an amount, and b) that have remained inactive for the period of time, specified by state law must be reported to the state where the account is held. The state then claims the account through a process called "escheatment," whereby the state becomes the owner of the account.

Escheat Report – Criteria Selection:

1. Select [Preview]
2. Select / Enter the criteria for the report.

The screenshot shows the 'ESCHEAT REPORT' interface. At the top, there's a navigation bar with links: Home, Users, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. A 'Welcome admin! | Log Out' link is on the right. Below the navigation bar, there's a section titled 'Please select the report information below:'. It includes a dropdown for 'Accounts Inactive More Than:' set to '1 Week', a date field for 'Before:' set to '09-28-2014 00:00', and a text field for 'Account Balance Greater Than:' set to '10.00'. There are buttons for 'Preview', 'Zero Out Balance', and 'Escheat History'. Below these, there are radio buttons for 'Criteria' and 'Tab', and an 'Export' button. The main report area shows a 'Main Report' window with the 'SAM' logo. It displays a table with columns: SmartCardID, Name, Address, Balance, and Last Activity Date. The table lists three accounts: David Hernandez, Charles Bloomfield, and Albert Mose. A 'Total' row shows a balance of \$34.38. The report is dated 9/28/2014 and titled 'Escheat Report'. It specifies 'Last Activity Before 9/19/2014 12:00:00AM', '1 Week Before 9/20/2014 12:00:00AM', and 'Account Balance Greater Than \$10.00'.

Report Field Description – Reports (Admin)		
Escheat – Preview		
Field Label	Description	Notes
Preview	Generate Report based on selected criteria	
Accounts Inactive More Than	Select time frame for account inactive status	
Before	Select the start date for account inactive status	
Amount Balance Greater Than	Select the account balance for report criteria	

- Report will be generated based on the criteria.

The screenshot shows the 'Escheat Report' web application. The header includes a navigation bar with links: Home, Users, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The main content area has a form for selecting report information. The form includes a dropdown for 'Accounts Inactive More Than' set to '1 Week', a date field for 'Before' set to '09/26/2014 00:00', and a text field for 'Account Balance Greater Than' set to '10.00'. There are buttons for 'Preview', 'Zero Out Balance', and 'Escheat History'. Below the form is a table with columns: SmartCardID, Name, Address, Balance, and Last Activity Date. The table contains three rows of data and a total row. The total balance is \$34.33.

SmartCardID	Name	Address	Balance	Last Activity Date
12345123681823	David Hemmillo		\$13.10	09/11/2014 04:02:08PM
12345123681832	Charles Bloomfield		\$10.25	09/11/2014 04:28:38PM
28675001682278	Albert Moss		\$11.00	09/15/2014 12:11:18PM
Total			\$34.35	

- Click [Zero Out Balance] to Zero Out Balance of all selected users and Click [OK] to confirm

The screenshot shows the 'Escheat Report' web application with a confirmation dialog box overlaid. The dialog box is titled 'Message from webpage' and contains the text: 'Are you sure you want to zero out the balance?'. There are 'OK' and 'Cancel' buttons. The background shows the same report generation interface as the previous screenshot, but the 'Zero Out Balance' button is highlighted.



- Zero Out Balance Done! message will display with a zero Total

The screenshot shows the 'ESCHEAT REPORT' page. At the top, there's a navigation bar with links: Home, Users, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. A green banner at the top left says 'Zero Out Balance Done!'. Below this, there's a section for selecting report information. It includes a 'Please select the report information below.' prompt, a 'Preview' button, a 'Zero Out Database' button, and an 'Escheat History' button. The 'Preview' button is active, showing a preview of the report. The preview includes a 'Main Report' window with the SAM logo and a table with columns: SmartCardID, Name, Address, Balance, and Last Activity Date. The table shows a total balance of 0.00. The preview also includes a 'CRYSTAL REPORTS' logo and a date of 9/25/2014.

- Click [Escheat History] to view past Escheat process dates with the last Escheat date displaying as a default date.
  - Click [Revert] to revert the Zero Out process and revert user account balances.
- \*\* Please note ONLY the data from the last Escheat Date can be reverted.**

The screenshot shows the 'ESCHEAT HISTORY REPORT' page. At the top, there's a navigation bar with links: Home, Users, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. A green banner at the top left says 'ESCHEAT HISTORY REPORT'. Below this, there's a section for viewing the Escheat History. It includes a 'View the Escheat History. you can only revert the most recently Escheat balance.' prompt, a 'Revert' button, and an 'Escheat Report' button. The 'Revert' button is active, showing a preview of the report. The preview includes a 'Main Report' window with the SAM logo and a table with columns: Account ID / Name, User Name, Balance, and Activity Date. The table shows three rows of data. The preview also includes a 'CRYSTAL REPORTS' logo and a date of 9/25/2014.

Account ID / Name	User Name	Balance	Activity Date
25673001682278	Albert Mues	11.00	9/15/2014 12:11:16 PM
12248123681822	CHARLES Bloomfield	10.25	9/11/2014 4:29:38 PM
12345123551823	David Henderson	11.10	9/11/2014 4:32:03 PM

Report Field Description – Reports (Admin)		
Escheat – Revert		
Field Label	Description	Notes
Revert		
Escheat Report		
Escheat Date	ONLY the data from the last Escheat Date can be reverted	
Account ID / Name	User Library #	
User Name	User Name	
Balance	User Account Balance	
Activity Date	Date of user's last activity	

The Help link will allow library personnel to view the Sam User Manual and Comprise Contact information.



### USER MANUAL (HELP)

Select User Manual from drop down selection to view the User Manual

### CONTACT COMPRISE (HELP)

Select to view Comprise Contact Information.



## STAFF WEB INTERFACE

Staff members can access SAM by entering a User Name and Password at the SAM start page. The Staff Menu is password protected. It can be accessed from any PC with Internet access. The SAM Administrator can determine what information can be viewed / edited under a Staff Login.

## STAFF ACCESS

Links on the Staff Web Interface Menu



## USERS

This section allows staff to add new users, and modify or delete current users. Staff can also import and register users. As well as access user accounts.



## ADD USER (STAFF USERS)

Enter the information for the new user. This step includes entering Account/ID Number, Last Name, First Name, Date of Birth, Pin/Password, User Status, Internet Access Level, Group, Issue Date, Expiration Date and Guardian's Name. Important: Password is user created, so it does not have to be entered here. The required fields in the first step are Account/ID Number and Last Name.

Once all information is entered, click [Add User].

**Note:** Fields in red are required.

[Home](#) [Users](#) [Reservations](#) [Reports](#) [Help](#)

Please input information and click Add User button to add a new user.

Add User

Clear

General Information

Fields in this color are required

Account ID

Last Name

First Name

Middle Name

Date of Birth

Pin/Password

User Status

Internet Access

Group

Issue Date

Expiration Date

Guardian's Name

Screen Name

Address Information

Zip Code

Address

Address 2

City

State

Contact Information

Department

Home Phone

Office Phone

Other Information

DOB

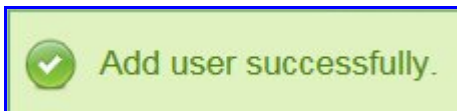
DOB

☐ Accepted Use Policy

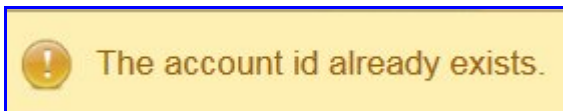
Notes

Field Description - Staff Users			
Add User			
Field Label	Field Specifications	Description	Notes
Add User		Click after adding information to save	
Clear		Click to clear information entered	
Account/ID Number	Required field 19 character limit	User Account Number	
Last Name	Required field 8,000 character limit	Last Name	
First Name	8,000 character limit	Last Name	
Middle Name	8,000 character limit	Middle Name	
Date Of Birth	(MM/DD/YYYY) 10	Date of Birth	
Pin / Password	19 character limit	User Pin / Password	
User Status		Status	Active/Inactive
Internet Access	Filter Level Names set by Library will be displayed.	Select appropriate Internet Access Level	For example: Most Restrictive, Child, Juvenile, Youth, Adult, Unrestricted, and Block. Or, Level 1 to Level 6 and Block.
Group		Select Group	Standard, Groups 1 to 4. Groups 1-4 do not authenticate with the ILS
Issue Date	(MM/DD/YYYY) 10 character limit	Account Number issue date	
Expiration Date	(MM/DD/YYYY) 10 character limit	Account Number expiration date	
Guardian's Name	50 character limit	Guardian's Name	
Screen Name			
Address Information			
Zip Code	10 character limit	User Zip Code	
Address	35 character limit	User Address	
Address 2	35 character limit	User Address	
City	35 character limit	User City	
State	2 character limit	User State	
Contact Information			
Department			
Home Phone	21 character limit	Home Phone	
Office Phone	21 character limit	Office Phone	
Other Information			
SSN	11 character limit	User SSN	
DBCN	50 character limit	Unique Identifier. Database Control #	
Accepted Use Policy	20,000 character limit	Indicates whether use policy was accepted or not	
Notes	255 character limit		

Confirmation displays that new user account has been added.



Alert message will appear if the user account already exists.



## MODIFY USER (STAFF USERS)

Enter the user's Account Number, Name, or Date of Birth and click on [Search].

A screenshot of a web application titled "MODIFY USER". The header shows "Welcome admin! | Log Out |". A navigation bar contains links: Home, Users, Region, Locations, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The main content area has a red instruction: "Please select/enter the requested information and click Search." Below this is a "Search" button and three radio buttons: "By Account/ID Number" (selected), "By Name", and "By DBCN". A text input field labeled "Account/ID Number" contains the value "12345123681830".A screenshot of the same "MODIFY USER" form. The search criteria are the same, but the "Account/ID Number" field is now empty. Below the search options, a table displays the search results. The table has three columns: "Name", "Account/ID Number", and "DBCN". The first row shows "John Smith" with the account number "12345123681830". A "Modify User" button is located to the left of the first row.

Name	Account/ID Number	DBCN
John Smith	12345123681830	

This will open a screen containing the user's current information. After making changes, you can click [Save] to save the changes.

General Information

Fields in this color are required

Account ID

12345678901230

Last Name

Smith

Date of Birth

09/02/2010

User Status

Active

Issue Date

09/02/2014

Screen Name

First Name

John

Pin/Password

\*\*\*\*

Internet Access

Level 1

Expiration Date

09/02/2017

Middle Name

Change Pin / Password Next Time

☐

Group

Standard User

Guardian's Name

Usage Information

Time Used Today

00:00:00

Circulation Debt

0

User is on PC

☐

User is on Payment Center

☐

User is on Print Release Station

☐

User is on Copier Control

☐

Total Pages Printed

0

Last Time User Logged In

Reset User's Time

☐

Reset User's Logs

☐

Price Pages Allowed

0

Address Information

Zip Code

Address

City

Address 2

State

Select a state

Contact Information

Department

Library

Home Phone

Office Phone

Other Information

SSN

DOB

Accepted Use Policy

☐

Acceptance Date

Way Accepted

Notice

Session Settings		Print Information		Age Advancement	
<input type="checkbox"/> Activate Session Settings		<input type="checkbox"/> Activate Print Information		Enter Age User Advances to Next Level	
Consecutive Sessions	0	Price Per Page	1 cents	Level 1	0
Session Time	15 Min	Page Limit	1	adult	0
Sessions / Day	1	Price Pages	None	Level 3	0
Reservations / Day	1	Applications	All	Level 4	0
Daily Hours	30 Min			Level 5	0
				Level 6	0

Reservations



## DELETE USER (STAFF USERS)



User will not be deleted if there is money in User account.

Delete User procedure:

From the Modify User screen that displays the user's current information.

1. If User account is zero, click [Delete User]
2. If User account is not zero:
  - a. First, zero out User account from Payments, etc. screen.
  - b. Then, return to Modify User screen and click [Delete User].
3. For a replacement card, use method A or B:
  - A.
    - a. First, zero out User account from Payments, etc. screen.
    - b. Return to Modify User screen and click [Delete User].
    - c. Then, create new account and transfer the balance from the old card # into the newly created account.
  - B.
    - a. In the Account/ID Number box, replace the old card # with new card #.
    - b. Click [Save].



**Could not delete user with balance not equal to zero.**

Transactions for the old card # are still associated with the old card #. Transactions for the new card # will be associated with the new card # going forward.

 User information deleted successfully.

Field Description - Staff Users			
Add User			
Field Label	Field Specifications	Description	Notes
Add User		Click after adding information to save	
Clear		Click to clear information entered	
Account/ID Number	Required field 19 character limit	User Account Number	
Last Name	Required field 8,000 character limit	Last Name	
First Name	8,000 character limit	Last Name	
Middle Name	8,000 character limit	Middle Name	

Date Of Birth	(MM/DD/YYYY) 10	Date of Birth	
Pin / Password	19 character limit	User Pin / Password	
User Status		Status	Active/Inactive
Field Description - Staff Users			
Add User			
Field Label	Field Specifications	Description	Notes
Internet Access	Filter Level Names set by Library will be displayed.	Select appropriate Internet Access Level	For example: Most Restrictive, Child, Juvenile, Youth, Adult, Unrestricted, and Block. Or, Level 1 to Level 6 and Block.
Group		Select Group	Standard, Groups 1 to 4. Groups 1-4 do not authenticate with the ILS
Issue Date	(MM/DD/YYYY) 10 character limit	Account Number issue date	
Expiration Date	(MM/DD/YYYY) 10 character limit	Account Number expiration date	
Guardian's Name	50 character limit	Guardian's Name	
Screen Name			
Address Information			
Zip Code	10 character limit	User Zip Code	
Address	35 character limit	User Address	
Address 2	35 character limit	User Address	
City	35 character limit	User City	
State	2 character limit	User State	
Contact Information			
Department			
Home Phone	21 character limit	Home Phone	
Office Phone	21 character limit	Office Phone	
Other Information			
SSN	11 character limit	User SSN	
DBCN	50 character limit	Unique Identifier. Database Control #	
Accepted Use Policy	20,000 character limit	Indicates whether use policy was accepted or not	
Notes	255 character limit		

## PAYMENTS, ETC. (STAFF USERS)

Please note, to protect the integrity of User account balances, users will be blocked from logging onto the Payment Center, Print Release Station and Copy Controller concurrently. Users can only log onto one of these devices at a time.

Enter the user's Account Number and click on [Search].

The screenshot shows the 'PAYMENTS, ETC.' web application interface. At the top, there is a navigation bar with links: Home, Users, Region, Locations, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. A user is logged in as 'admin!'. The main content area prompts the user to 'Please select/enter the requested information and click Search.' There are three radio buttons for the search criteria: 'By AccountID Number' (selected), 'By Name', and 'By DBCN'. Below these is a text input field for 'AccountID Number'. A table below the input field displays search results with columns: 'Last Name', 'AccountID Number', and 'DBCN'. The first row shows 'Jeffrey Ogrady' with AccountID Number '12345123681841'. A 'Make Payment' button is located to the left of the first row.

Last Name	AccountID Number	DBCN
Jeffrey Ogrady	12345123681841	

On the next screen, click [Make Payment] to select the appropriate user.

This will open a screen containing the user's current information. After making the changes, you can click [Save] to save changes.

The screenshot shows the 'PAYMENTS, ETC.' web application interface for the 'Make Payment' screen. The navigation bar is the same as the previous screen. The main content area prompts the user to 'Please select/enter the requested information and click Search.' There are three radio buttons for the search criteria: 'By AccountID Number' (selected), 'By Name', and 'By DBCN'. Below these is a text input field for 'AccountID Number'. A 'Search' button is to the right. Below the input field, there is a 'Save' button and a 'Reset' button. The user's current information is displayed: 'AccountID Number: 12345123681841' and 'User Name: Jeffrey Ogrady'. A 'Make Payment' button is located below the user name. Below this, there are two input fields: 'The User has this Amount in their Account' with a value of '\$19.95' and 'The User owes this Amount' with a value of '\$0.00'. A red arrow points to the 'Enter Amount Paid' button. There are also checkboxes for 'Subtract' and 'Non-Cash Adjustment', and an 'Enter Payment Amount' input field.

AccountID Number: 12345123681841  
User Name: Jeffrey Ogrady

**Make Payment**

The User has this Amount in their Account: \$19.95  
The User owes this Amount: \$0.00

**Enter Amount Paid** ☐ Subtract  ☐ Non-Cash Adjustment

Field Description - Staff Users			
Payments, etc.			
Field Label	Field Specifications	Description	Notes
Search		Click to open User Payments, etc. screen	
Account/ID Number		Enter User's Account/ID Number	Search by Account/ID Number
Name		Enter User's Last Name	Search by User's Last Name
Name		Enter User's First Name	Search by User's First Name
DBCN		Enter DBCN	Search by DBCN
Save		Click after making changes to Save	User Account Balance will be adjusted appropriately according to amount added or deducted. New Balance will be displayed in The User has this Amount in their Account box on top.
Reset		Click to Reset values	
Account/ID Number	19 character limit	User's Account/ID Number	
User Name	8,000 character limit	User's Name	
Make Payment			
The User has this Amount in their Account		User's Current Account Balance is displayed	
The User Owes this Amount		Amount user owes will be displayed	
Enter Amount to Add / Subtract		Amount to be added or deducted from Account	Typing a positive number will add while typing a negative number will subtract.
Subtract		Select to subtract money from user account	Will ONLY show if "Staff can subtract value" box is checked under System Options.
Non-Cash Adjustment		Staff can check box for non-cash transactions.	Adjustments for print job that did not print, etc.
This User has no print jobs		Print jobs for user will be shown if applicable.	

## IMPORT USER (STAFF USERS)

Import Users from the ILS

Enter the user's Account Number and click on [Submit Query].

The screenshot shows a web application titled "IMPORT USER". In the top right corner, it says "Welcome admin! [Log Out]". A navigation bar contains links: Home, Users, Region, Locations, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The main content area has a heading "Please enter the User's information below" and a "Submit" button. Below the heading are two input fields: "Account/ID Number" and "Pin".

### Field Description – Staff Users

Import User			
Field Label	Field Specifications	Description	Notes
Submit Query		Click after entering information to save	User will be imported to database
Account/ID Number	19 character limit	Enter User Account/ID Number	
Pin/Password	Optional	Optional, based on ILS requirements	Only shows if applicable

## USER RECONCILIATION (STAFF USERS)

Enter the User's Account Number and click on [Submit]. This will open a screen with the user's current information.

The screenshot shows a web application titled "USER RECONCILIATION". In the top right corner, it says "Welcome Librarian! [Log Out]". A navigation bar contains links: Home, Users, Reservations, Reports, and Help. The main content area has a heading "Enter The User's Account/ID Number and Click Submit" and a "Submit" button. Below the heading is an input field for "Account/ID Number" with the value "12345123681841". Below this is a preview of a "Smart SERVER" report titled "User Reconciliation Report" dated 9/5/2014. The report shows the following information:

Library Card Number: 12345123681841	Name: Jeffrey Ogrady
Starting Balance: \$ 11.15	Additions: \$0.00
	Charges: \$0.00
	Ending Balance: \$11.15

Date/Time	Branch	Device/Used	Device/Name	Previous Amount	Addition	Subtraction	Ending Amount
9/5/2014 9:51:16AM	Teen	Print Job	Blackwhite	\$11.15	\$0.00	\$0.00	\$11.15

Field Description - Staff Users			
User Reconciliation			
Field Label	Field Specifications	Description	Notes
Submit		Click after Entering information	Will open User Reconciliation information page
Account/ID Number	19 character limit	Enter Account/ID Number	

## RESERVATIONS

### STAFF MANAGED RESERVATIONS

Staff members can Make or Delete reservations by selecting the appropriate option. They must choose a Zone and date at the top of the screen then click on [Submit]. The library can set which PCs can be reserved in the Administrator/Zones/Resources page. After reviewing the status of PCs that can be reserved, click on the radio button next to the resource to be reserved, enter the Library Card Number, and then click [Make Reservation]. A confirmation on that same screen will indicate "You have a Reservation at (time, Resource). To make a reservation for another day, click on the Calendar icon at the top, select the date, enter the library card number and click [Submit] to get the Reservation schedule for the date selected. Utilize the appropriate link to delete reservations.



IDLE PCs check the server for new reservations 4 times in 1 hour (15 minutes intervals). When a LOG IN occurs at a PC, the PC automatically checks for reservations upon log in.

### RESERVATION (STAFF RESERVATIONS)





## WEB RESERVATIONS [STAFF USE] (STAFF RESERVATIONS)

**\*\*Only PCs designated as “User can reserve PC” will appear in Reservations window. Otherwise message will display:**

There are no reservable PCs in the selected zone.

Select Zone, Date and Click Submit button

Zone:

Date:

Reservations are for One Half hour

Submit

Delete All

12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM
00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30

Staff members can Make or Delete web reservations by selecting the appropriate option. They must choose a Zone and date at the top of the screen then click on [Submit].

## ADD SINGLE (STAFF RESERVATIONS)

The Reservation screen will display the resources of the Zone and the times available. Enter the library card number and click the radio button for the time of the desired reservation next to the appropriate resource. Then click [Add Reservation].

RESERVATION

Welcome staff! [Log Out]

Home Users Reservations Reports Help

Select Zone and Click Submit button

Zone:

Date:

Reservations are for One Half hour

Submit

Delete All

12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM
00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30

A01

RESERVATION

Welcome staff! [Log Out]

Home Users Reservations Reports Help

Select Zone and Click Submit button

Zone:

Date:

Reservations are for One Half hour

Submit

Delete All

12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM
00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30	00:30

A01

Start: 05/05/14 12:00:00 PM

End: 05/05/14 12:30:00 PM

PC: A01

Account ID: 12345123681829

OK Cancel

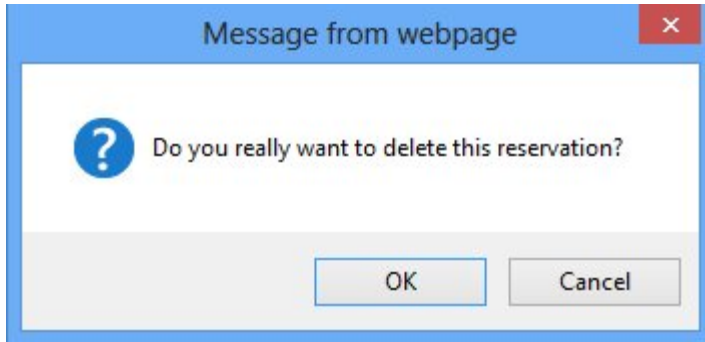
A confirmation message displays that says “New reservation created successfully” and the time is blocked out with the card # for that particular reservation period, making it unavailable to other users to select for that time.

Field Description - Staff Reservations			
Add Single Reservation			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Date		Enter date	Click Calendar to open and select future date.
Submit		Open Make Single Reservation Screen	
PC ID's and Time Grid		Select PC ID and Time of reservation	
Add Reservation		Box for selected PC ID and time will be marked with the card #. Reservation will be added to database	PC will be unavailable for other users
Clear		Reservation selection will be cleared from PC ID/Time grid	
Confirmation		Message confirming Reservation will be displayed on top of screen	Name, Library Card Number, Time, Date, and PC ID.

## DELETE SINGLE RESERVATION (STAFF RESERVATIONS)

To delete a reservation:

1. Click on the "X" for the time slot
2. Click [Yes] at the confirmation box
3. Reservation deleted message will display



**Reservation deleted successfully.**

Field Description - Staff Reservations			
Delete Single Reservation			
Field Label	Field Specifications	Description	Notes
Submit			
Zone		Select Zone	
Date		Enter date	Click Calendar to open and select future date.
PC ID's and Time Grid		Select PC ID and Time of reservation to be deleted	
Dele Reservation confirmation box		Click [OK] to confirm deletion. Reservation selection will be cleared from PC ID/Time grid	PC will become available for other users
Cancel		Reservation will not be cleared from PC ID/Time grid	PC will not be available for other users
Delete All		Click [OK] to confirm deletion of ALL . Reservations from PC ID/Time grid	PC will become available for other users

## ADD BLOCK (STAFF RESERVATIONS)

To add a Block Reservation, choose a Zone and date at the top of the screen then click on [Submit].

The next screen will display the resources of the Zone and the times available. Select start Block Reservation time and click and drag the mouse to the end Block Reservation time, and click [Submit].

A confirmation message displays that says “New Reservations created successfully”, and the time is blocked out for that particular reservation period, making it unavailable to other users to select for that time.

**New reservation created successfully.**

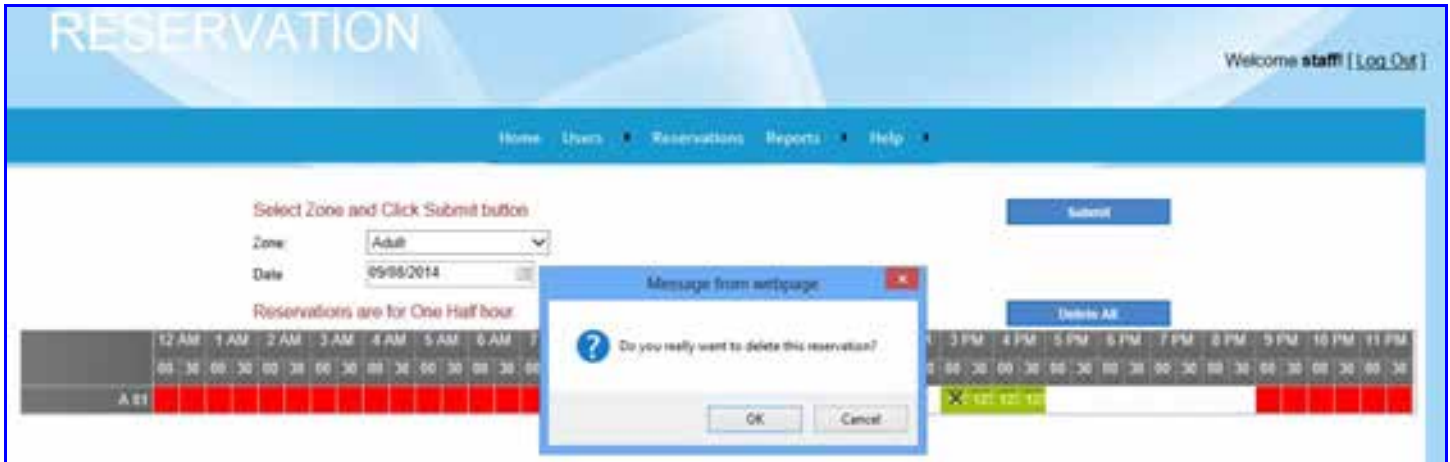
Field Description - Staff Reservations			
Add Block Reservations			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Date		Enter date	Click Calendar to open and select future date.
Submit		Open Make Block Reservations Screen	
Main		Return to Main screen	
Zone		Zone Name for reservation	
Date		Date for reservation	
Account/ID Number	19 character limit	Enter Account/ID Number for reservation	
Start Block Reservation at:		Select reservation start time	
End Block Reservation at:		Select reservation end time	
PC's		List of all reservable PCs in Zone.	
Make Reservations		Box for selected PC ID and time will be filled in with user name. Reservation will be added to database	PC will be unavailable for other users
Clear		Reservation selection will be cleared	

Confirmation		Message confirming Reservation will be displayed on top of screen	PC ID
--------------	--	---	-------

## DELETE A SINGLE ONE OF A BLOCK RESERVATION (STAFF RESERVATIONS)

To delete a single one of a block reservation:

1. Click on the "X" for the time slot
2. Click [Yes] at the confirmation box
3. Reservation deleted message will display

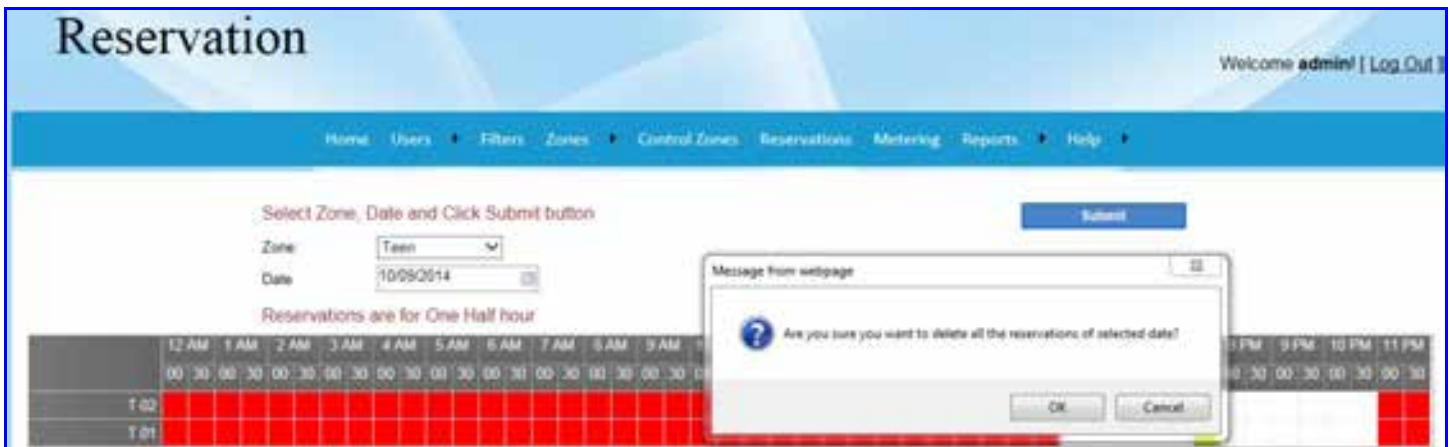


**Reservation deleted successfully.**

## DELETE ALL RESERVATIONS (STAFF RESERVATIONS)

To delete all reservations:

1. Click [Delete All]
2. Click [Yes] at the confirmation box
3. All the reservations have been deleted message will display



**All the reservations in 10/9/2014 have been deleted.**

Field Description - Staff Reservations			
Delete Block Reservation			
Field Label	Field Specifications	Description	Notes
Submit		Open Make Single Reservation Screen	
Zone		Select Zone	
Date		Enter date	Click Calendar to open and select future date.
PC ID's and Time Grid		Select PC ID and Time of reservation to be deleted	
Dele Reservation confirmation box		Click [OK] to confirm deletion. Reservation selection will be cleared from PC ID/Time grid	PC will become available for other users
Cancel		Reservation will not be cleared from PC ID/Time grid	PC will not be available for other users
Delete All		Click [OK] to confirm deletion of ALL . Reservations from PC ID/Time grid	PC will become available for other users

#### ADD MULTIPLE (STAFF RESERVATIONS)

To add a Multiple Reservations, choose a Zone and date at the top of the screen then click on [Submit].

The next screen will display the resources of the Zone and the times available. Select Zone, Date, enter the library card number, Select start times for each of the Multiple Reservations, then, click [Save].

A confirmation message: "New Reservation created successfully" displays for each reservation created, and the time is blocked out for that particular reservation period, making it unavailable to other users to select for that time.

**New reservation created successfully.**

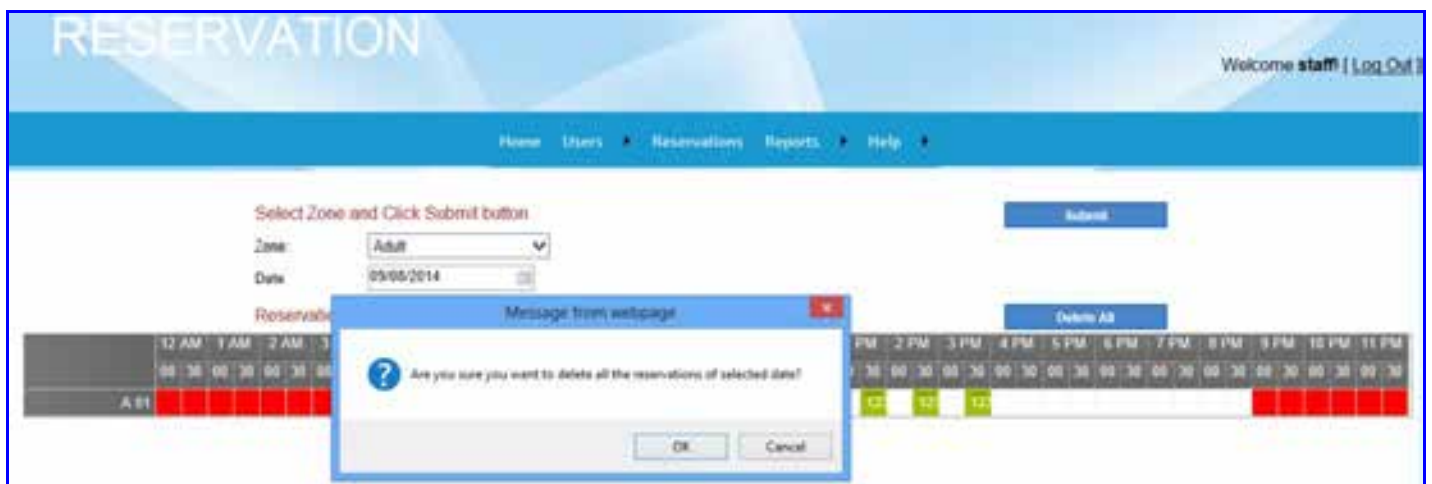


Field Description - Staff Reservations			
Add Multiple Reservations			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Date		Enter date	Click Calendar to open and select future date.
Submit		Open Make Multiple Reservations Screen	
Main		Return to Main screen	
Save		Boxes for selected PC ID and times will be marked with the card #. Reservation will be added to database	PC will be unavailable for other users
Clear		Reservation selection will be cleared	
Zone ID		Zone ID for reservation	
Zone Name		Zone Name for reservation	
Date		Date for reservation	
Account/ID Number	19 character limit	Enter Account/ID Number for reservation	
Refresh		Reservation information will be Refreshed	
PC's and Time Grid		Select PC ID and Time of reservation	
Save		Boxes for selected PC ID and times will be marked with the card #. Reservations will be added to database	PC will be unavailable for other users
Clear		Reservation selection will be cleared	
Confirmation		Message confirming Reservation will be displayed on the screen	Reservations have been made.

## DELETE MULTIPLE (STAFF RESERVATIONS)

To delete all reservations:

1. Click [Delete All]
2. Click [Yes] at the confirmation box



3. The Multiple Reservations will be removed for the selected PC and times.
4. All the reservations have been deleted message will display

Field Description - Staff Reservations			
Delete Multiple Reservations			
Field Label	Field Specifications	Description	Notes
Zone		Select Zone	
Date		Enter date	Click Calendar to open and select future date.
Submit		Open Delete Multiple Reservations Screen	
Main		Return to Main screen	
Delete		Reservations for selected PC ID and times will be deleted from database	PC will be available for other users
Delete All		Delete all of the Reservations for the selected day	Confirm deletion at pop box. PCs will become available for other users.
Cancel		Reservation selection will be cleared	
Zone ID		Zone ID for reservation to be deleted	
Zone Name		Zone Name for reservation	
Date		Date for reservation to be deleted	
Refresh		Reservation information will be Refreshed	
PC's and Time Grid		Select PC ID and Times of reservation to be deleted	
Delete		Reservations for selected PC ID and times will be deleted from database	PC will be available for other users
Clear		Reservation selection will be cleared	



Confirmation		Message confirming deletion of Reservations	Reservations have been deleted will be displayed on top of screen
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STAFF REPORTS

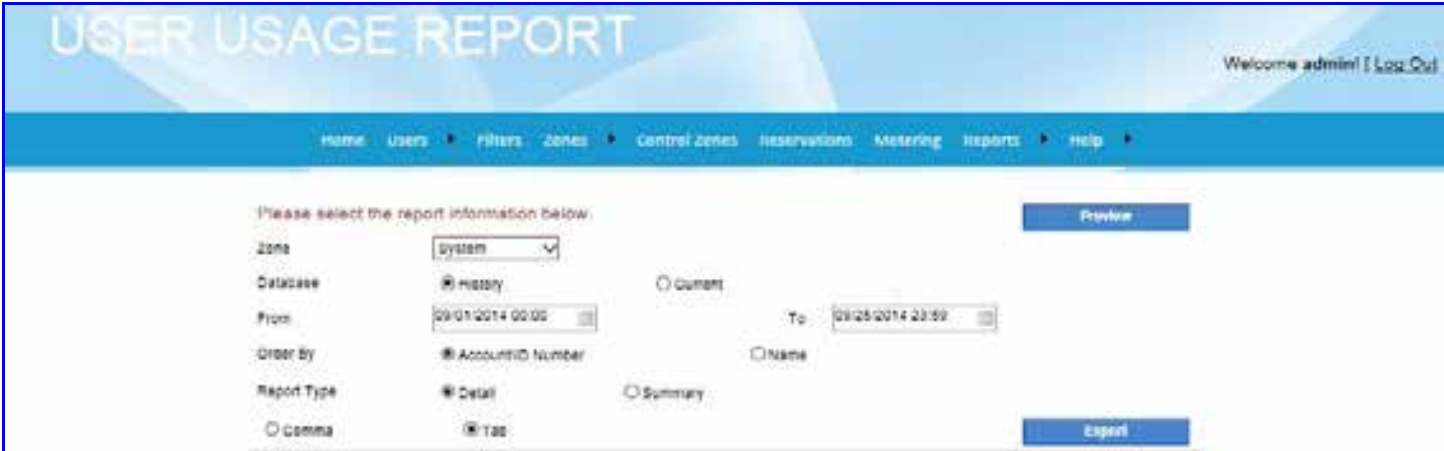


USER USAGE REPORT (STAFF REPORTS)

The User Usage Report shows how much time the library computers are being used by patrons. The report identifies who uses the computers, the length of time the computers are used for, per session or multiple sessions. Also included are statistical averages of session time. This report can be run for any date range.

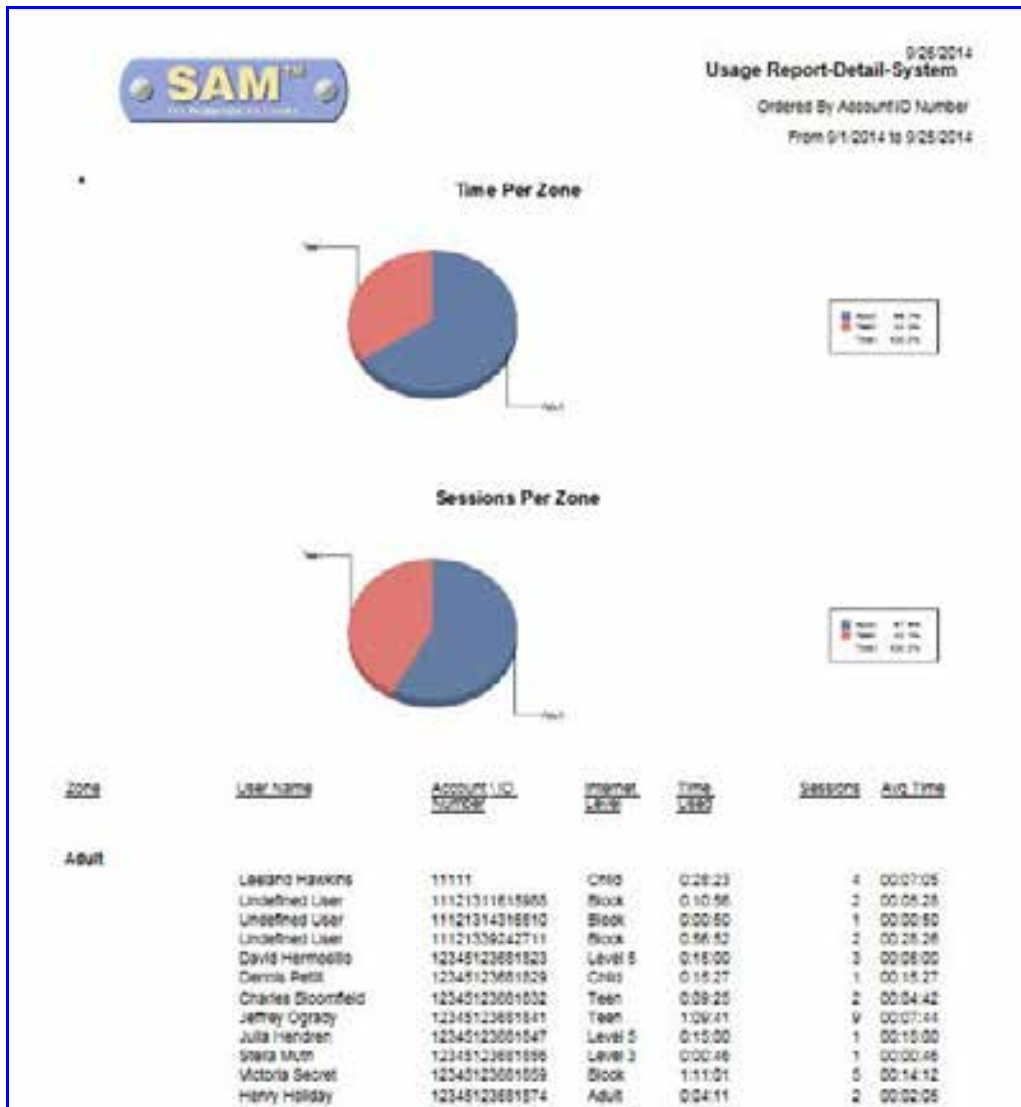
User Usage Report (History / Account / Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].



Criteria Field Description – Reports (Staff)		
User Usage (History, Account ID/Number, Detail)		
Field Label	Description	Notes
Preview	Click to [Preview] generate User Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	Select Date Range for History	
From	Select start date for report	Required for historical report
To	Select end date for report	Required for historical report
Order By		
Account / ID Number	Sort report by Account / ID Number	
Report Type		
Summary	Select for Summary Report	

## Sample User Usage Report (History / Account / Detail)



Report Field Description – Reports (Staff)		
User Usage (History, Account ID/Number, Detail)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Time Used Per Zone	Percent of total computer usage	
Sessions Per Zone	Percent of total number of sessions	
Zone	Zone name	
User Name	Name of user	
Account/ID Number	Account/ID Number of user	

Internet Level	Filter Level of user	
Total Time	Total computer usage time	
Number of Sessions	Total number of sessions	
Report Field Description – Reports (Staff)		
User Usage (History, Account ID/Number, Detail)		
Field Label	Description	Notes
Average Session Time	Average session time	
Sub-Total (Zone)		
Distinct Users	Number of unique users	
Total Time	Total computer usage time	
Session Count	Total number of sessions	
Avg Time	Average of session time	
Total (System)		
Total Time	Total computer usage time	
Session Count	Total number of sessions	
Avg Time	Average of session time	

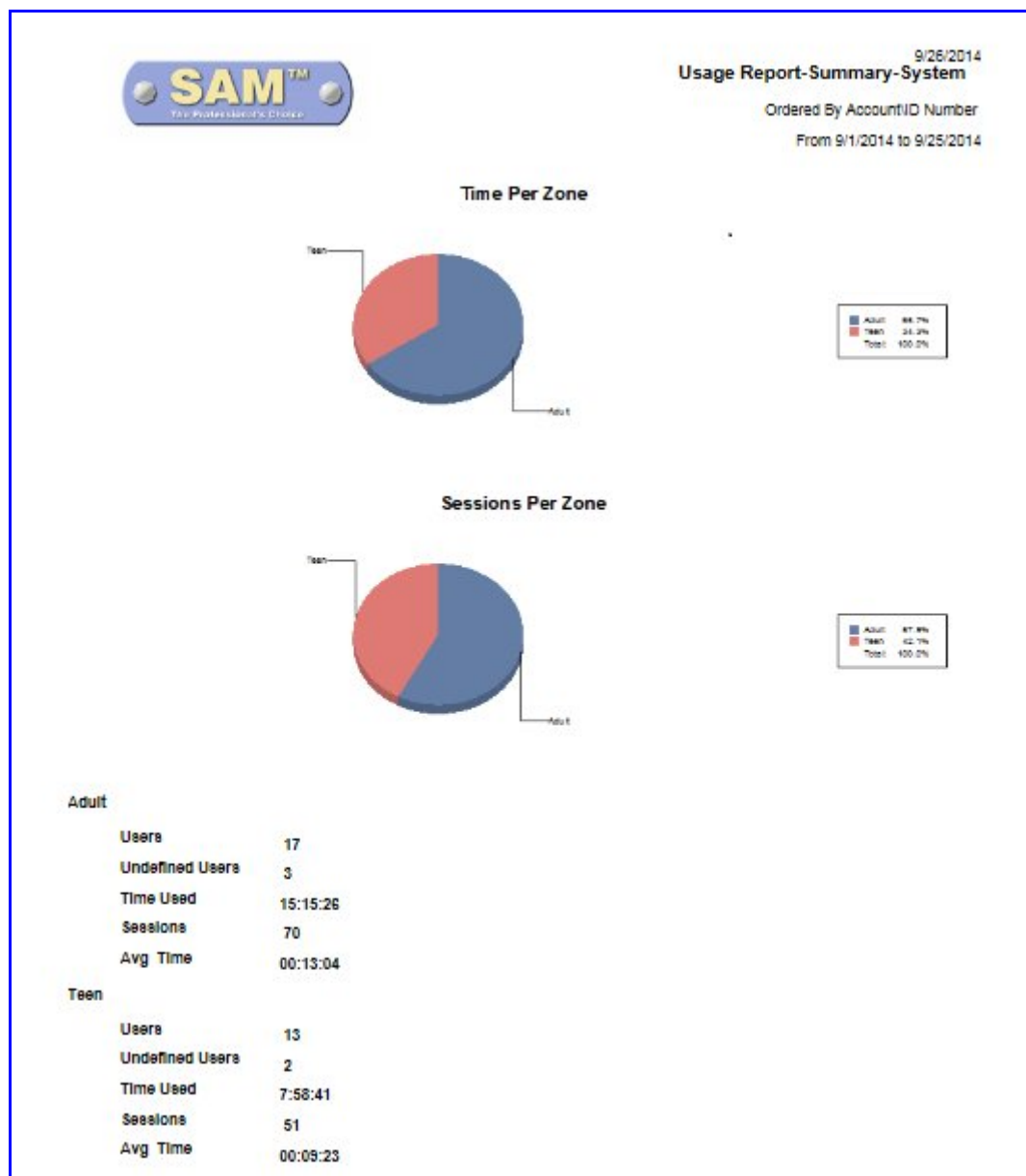
User Usage Report (History / Account / Summary) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Staff)		
User Usage (History, Account ID/Number, Summary)		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate User Usage Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
Order By		
Current	Select for Current	
Account / ID Number	Sort report by Account / ID Number	

Report Type		
Detail	Select for Detail Report	

Sample User Usage Report (History / Account / Summary)



Report Field Description – Reports (Staff)		
User Usage (History, Account ID/Number, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Time Used Per Zone	Percent of total computer usage	
Sessions Per Zone	Percent of total number of sessions	
Sub-Total (Zone)		

Zone	Zone name	
Distinct Users	Number of unique users	
Report Field Description – Reports (Staff)		
User Usage (History, Account ID/Number, Summary)		
Field Label	Description	Notes
Total Time	Total computer usage time	
Session Count	Total number of sessions	
Avg Time	Average of session time	
Total (System)		
System	System	
Total Time	Total computer usage time	
Session Count	Total number of sessions	
Avg Time	Average of session time	

## PRINT CONTROL REPORT (STAFF REPORTS)

The Print Control Report gives a detailed history of print jobs by invoice. You can choose the dates to run it.

Print Control Report Criteria Selection


Print Control Report (History / Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Staff)		
Print Control (All, History, Detail)		
Field Label	Description	Notes
Preview	Click to [Preview] generate User Report	Report will be generated per selected criteria
Zone	Select Zone	
Report On	Select Balance type	All, Paid, Unpaid
Database		
History	Select Date Range for Historical report	
From	Select start date for report	Required for historical report

To	Select end date for report	Required for historical report
Report Type		
Detail	Select for Detail Report	

Sample Print Control Report (History / Detail)

<div>  <div> <b>Print Control Report - System - All Balances</b> <div>9/26/2014</div> </div> </div>								
From 9/1/2014 to 9/25/2014								
Zone	Account/ID Number	User Name	Invoice Number	Amount	Pages	Free Pages	Status	Date
Adult	11111							
	11111	Leeland Hawkins	10119	\$0.00	1	1	Paid	09/04/2014
	11111	Leeland Hawkins	10120	\$0.00	1	1	Paid	09/04/2014
	11111	Leeland Hawkins	10121	\$0.15	1	0	Paid	09/04/2014
	11111	Leeland Hawkins	10122	\$0.05	1	0	Paid	09/04/2014
	11111	Leeland Hawkins	10125	\$0.05	1	0	Paid	09/04/2014
	11111	Leeland Hawkins	10126	\$0.15	1	0	Paid	09/04/2014
	11111	Leeland Hawkins	30134	\$0.00	1	1	Paid	09/10/2014
	11111	Leeland Hawkins	30135	\$0.15	1	0	Paid	09/10/2014
	11111			\$0.55	8	3		
	11121311615988							
	11121311615988	NOT AVAILABLE	30156	\$0.00	1	1	Paid	09/11/2014
	11121311615988	NOT AVAILABLE	30157	\$0.15	1	0	Paid	09/11/2014
	11121311615988	NOT AVAILABLE	30158	\$0.10	3	1	Paid	09/11/2014
	11121311615988			\$0.25	5	2		
	11121339242711							
	11121339242711	NOT AVAILABLE	30144	\$0.00	2	2	Paid	09/11/2014
	11121339242711	NOT AVAILABLE	30145	\$0.30	2	0	Paid	09/11/2014
	11121339242711	NOT AVAILABLE	30146	\$0.05	1	0	Paid	09/11/2014
	11121339242711	NOT AVAILABLE	30147	\$0.15	3	0	Paid	09/11/2014
	11121339242711	NOT AVAILABLE	30148	\$0.45	3	0	Paid	09/11/2014
	11121339242711	NOT AVAILABLE	30149	\$0.10	2	0	Paid	09/11/2014

Report Field Description – Reports (Staff)		
Print Control (All, History, Detail)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone name	
Invoice Number	Print job invoice number	
Amount	Cost of print job	
Pages	Number of pages printed	
Free Pages	Number of free pages	
Status	Payment status	paid, unpaid
Date	print job date	
Account/ID Number	Account / ID Number of user	
User Name	User Name	

Sub-Total (User)		
Account/ID Number	Account / ID Number of user	
Report Field Description – Reports (Staff)		
Print Control (All, History, Detail)		
Field Label	Description	Notes
Amount	Total Cost of print job for user	
Pages	Total Number of pages printed by user	
Free Pages	Total Number of free pages for user	
Total (All Users)		
Amount	Total Cost of print jobs	
Pages	Total Number of pages printed	
Free Pages	Total Number of free pages	


Print Control Report (History / Summary) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Staff)		
Print Control (All, History, Summary)		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate Print Control Report	Report will be generated per selected criteria
Zone	Select Zone	
Report On	Select Balance type	All, Paid, Unpaid
Database		
History	Select Date Range for Historical report	
From	Select start date for report	Required for historical report
To	Select end date for report	Required for historical report
Report Type		
Summary	Select for Summary Report	



Sample Print Control Report (History / Summary)

<div>  <div> <b>Print Control Report - System - All Balances</b> <div>9/26/2014</div> </div> </div>								
From 9/1/2014 to 9/25/2014								
Zone	Account/ID Number	User Name	Invoice Number	Amount	Pages	Free Pages	Status	Date
Adult	11111							
	11111			\$0.55	8	3		
	11121311615988							
	11121311615988			\$0.25	5	2		
	11121339242711							
	11121339242711			\$1.05	13	2		
	12345123661829							
	12345123661829			\$1.20	18	4		
	12345123661841							
	12345123661841			\$0.30	8	4		
	12345123661847							
	12345123661847			\$0.00	1	1		
	12345123661850							
	12345123661850			\$0.80	12	2		
	12345123661859							
	12345123661859			\$0.10	4	2		
	12345123661868							

Report Field Description – Reports (Staff)		
Print Control (All, History, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Sub-Total (User)		
Account/ID Number	Account / ID Number of user	
Amount	Total Cost of print job for user	
Pages	Total Number of pages printed by user	
Free Pages	Total Number of free pages for user	
Total (All Users)		
Amount	Total Cost of print jobs	
Pages	Total Number of pages printed	
Free Pages	Total Number of free pages	

## RESERVATION REPORT (STAFF REPORTS)

The Reservation Report produces a printed schedule of PC reservations for both staff and patron use. The run date is shown at the top of the report.

Reservation Report (History / Detail) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

The screenshot shows a web application interface for the 'Reservation Schedule Report'. At the top, there is a navigation bar with links: Home, Users, Filters, Zones, Control Zones, Reservations, Metering, Reports, and Help. The 'Reports' link is highlighted. Below the navigation bar, the page title 'Reservation Schedule Report' is displayed on the left, and 'Welcome admin! | Log Out' is on the right. The main content area contains a form with the instruction 'Please select your criteria, then click Preview:'. The form includes the following fields and options: 'Zone' (a dropdown menu currently showing 'System'), 'Database' (radio buttons for 'History' and 'Current', with 'History' selected), 'From' (a date/time picker showing '09/15/2014 00:00'), 'To' (a date/time picker showing '10/05/2014 23:59'), 'Report Type' (radio buttons for 'Detail' and 'Summary', with 'Detail' selected), and 'Comma' (a checkbox). There are two buttons: 'Preview' (top right) and 'Export' (bottom right).

Criteria Field Description – Reports (Staff)		
Reservation Report (History, Detail)		
Field Label	Description	Notes
Preview	Select report criteria and click [Preview] to generate Reservation Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	Select for historical report	
From	Select start date for report	Required for historical report
To	Select end date for report	Required for historical report
Report Type		
Detail	Select for Detail report	

# Sample Reservation Report (History / Detail)

10/8/2014  
Reservation Report - System

From 9/18/2014 to 10/8/2014

Zone	Date	StartHour	Finish	ComputerIP	PCID	UserName	SmartCardID
Adult	9/19/2014	2:00 pm	2:30 pm	192.168.2.122	A01	Leeland Hawkins	11111
		2:30 pm	3:00 pm	192.168.2.122	A01	Mike Samuels	33333
		3:00 pm	3:30 pm	192.168.2.122	A01	Betty White	55555
		4:00 pm	4:30 pm	192.168.2.122	A01	Tony Laramy	77777
		4:30 pm	5:00 pm	192.168.2.122	A01	Davey Jones	99999
		Number of Reservations		5			
		Percentage of Zone		55.56%			
	9/24/2014	9:30 am	10:00 am	192.168.2.122	A01	Jeffrey Ogrady	12345123681841
		12:00 pm	12:30 pm	192.168.2.122	A01	Jeffrey Ogrady	12345123681841
		Number of Reservations		2			
		Percentage of Zone		22.22%			
	9/25/2014	10:30 am	11:00 am	192.168.2.122	A01	Jeffrey Ogrady	12345123681841
		Number of Reservations		1			
		Percentage of Zone		11.11%			
	9/26/2014	12:30 pm	1:00 pm	192.168.2.122	A01	Jeffrey Ogrady	12345123681841
		Number of Reservations		1			
		Percentage of Zone		11.11%			
Number of Reservations		9					
Teen	9/19/2014	2:00 pm	2:30 pm	192.168.2.123	T01	Russell Fincher	22222
		2:30 pm	3:00 pm	192.168.2.123	T01	Tom Clarke	44444
		3:00 pm	3:30 pm	192.168.2.123	T01	Justin Speath	66666
		4:00 pm	4:30 pm	192.168.2.123	T01	Ryan Phillips	88888
		4:30 pm	5:00 pm	192.168.2.123	T01	Dennis Petit	12345123681829
		2:00 pm	2:30 pm	192.168.2.123	T01	Russell Fincher	22222
		2:30 pm	3:00 pm	192.168.2.123	T01	Tom Clarke	44444
		3:00 pm	3:30 pm	192.168.2.123	T01	Justin Speath	66666
		4:00 pm	4:30 pm	192.168.2.123	T01	Ryan Phillips	88888

RFS = Removed For Service

RFS = Removed For Service

Report Field Description – Reports (Staff)		
Reservation Report (History, Detail)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Zone	Zone Name	
Date	Reservation date	
StartHour	Reservation start time	
Finish	Reservation end time	
ComputerIP	Computer IP address	
PCID	Computer ID	
UserName	Last Name, First Name of User	
SmartCardID	Account / ID Number of user	

Report Field Description – Reports (Staff)		
Reservation Report (History, Detail)		
Field Label	Description	Notes
Sub-Total (Date)		
Number of Reservations	Total number of reservations for Date	
Percentage of Zone	Percentage of total reservations of zone	
Sub-Total (Zone)		
Zone	Zone Name	
Number of Reservations	Total number of reservations for Zone	
Total (System)		
System		
Number of Reservations	Total number of reservations	

Reservation Report (History / Summary) Criteria Selection:

1. Select the criteria for the report.
2. Click [Preview].

Criteria Field Description – Reports (Staff)		
Reservation Report (History, Summary)		
Field Label	Description	Notes
Preview	Click to [Preview] generate User Report	Report will be generated per selected criteria
Zone	Select Zone Name	
Database		
History	Select Date Range for History	
From	Select start date for report	Required for historical report
To	Select end date for report	Required for historical report
Report Type		
Detail	Select for Detail report	

# Sample Reservation Report (History / Summary)

10/6/2014  
Reservation Report - System

From 9/16/2014 to 10/6/2014

Zone	Date	StartHour	Finish	ComputerIP	PCID	UserName	SmartCardID
Adult	9/19/2014						
	Number of Reservations			5			
	Percentage of Zone			55.56%			
	9/24/2014						
	Number of Reservations			2			
	Percentage of Zone			22.22%			
	9/25/2014						
	Number of Reservations			1			
	Percentage of Zone			11.11%			
	9/26/2014						
	Number of Reservations			1			
	Percentage of Zone			11.11%			
Number of Reservations		9					
Teen	9/19/2014						
	Number of Reservations			5			
	Percentage of Zone			100.00%			
	Number of Reservations		5				
System	Number of Reservations						
			14				

RFS = Removed For Service

RFS = Removed For Service

Report Field Description – Reports (Staff)		
Reservation Report (History, Summary)		
Field Label	Description	Notes
Date	Report generation date	
Title	Report Title	
From / to Date	Report Time frame	
Sub-Total (Date)		
Date	Total for date	
Number of Reservations	Total number of reservations for Date	
Percentage	Percentage of total reservations of zone	
Sub-Total (Zone)		
Zone	Zone Name	

Report Field Description – Reports (Staff)		
Reservation Report (History, Summary)		
Field Label	Description	Notes
Number of Reservations	Total number of reservations for Zone	
Total (System)		
System		
Number of Reservations	Total number of reservations	

## SIGN UP STATION

SAM's Sign-Up Station (Self-Service Sign-Up) minimizes the wait time and optimizes public access to PC resources. It allows Users and/or Visitors to sign up for PCs on a 1<sup>st</sup> available basis. Users are not required to register at the Sign Up Station if PCs are available, but if they do SAM will immediately assign a specific PC to them. When implemented on a dedicated PC, the Sign-Up information display can support multiple Zones without regard to the number of PCs.



### Sign Up Station Requirements

- Implement on a dedicated PC.
- Set a static IP on the Sign Up Station.
- Must be on the same local network as the Client PCs.

## ADD MULTIPLE ZONES TO SIGN UP STATION

To add multiple Zones to the Sign Up Station, you need to modify the Clntinfo.ini file located in the C:\Sam directory.

1. First, terminate the Sign Up Station application.
2. Open the Clntinfo.ini file from C:\Sam.
3. There will be a section labeled [Branches]. Type the Zone ID followed by a "%" sign. Without adding any spaces, type the next Zone ID followed by a "%". For example:

[Branches]

Names=Zone1%Zone2%Zone3%

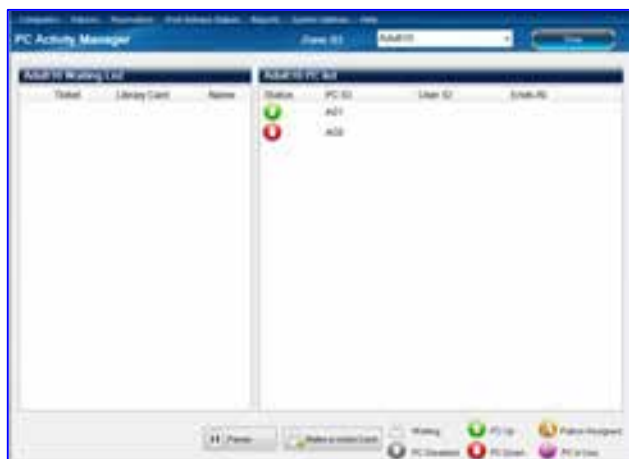
*Each time you add a new zone to a single sign up station, just remember to separate the Zone IDs with a "%", and always make sure that there is a "%" after the last one.*

4. There is another heading in the Clntinfo.ini file called [Branch]. No changes need to be made here.
5. After adding the Zones, save the Clntinfo.ini file and restart the Sign Up Station to see the additional Zones displayed.

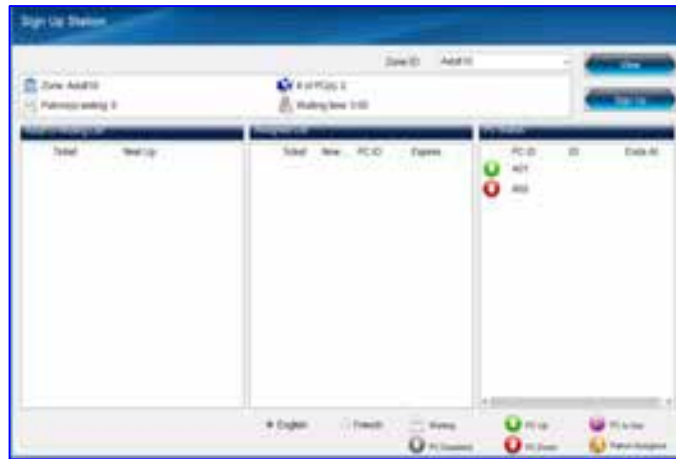
The Sign Up Station can also relay information to large LED or Flat Screen displays.

If all Public PCs are in use, users or visitors can enter their library card number to get on line for a PC. When a PC becomes available, either because a user logs off or SAM ends a session, the Sign Up Station automatically assigns that PC to the next user on the list. It is each user's responsibility to monitor the Sign Up Station for their PC assignment.

The PC Activity Manager will indicate when a PC is down and unavailable to be assigned (A02).



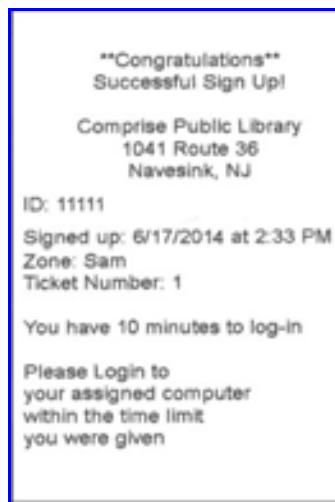
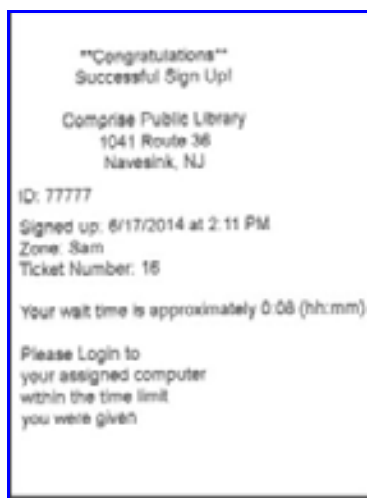
The Sign Up Station will also indicate when a PCs is down and unavailable to be assigned (A02).



## SIGN UP TICKET



The library can elect to have a Sign Up Ticket print each time a user signs up at the Sign Up Station. This ticket will indicate the date and time when a user signed up, the zone, ticket #, approximate wait time, and the duration of the grace period that the user has to log in at the assigned computer. Note: The printer name has to be "SignUp Printer".



Wait time is calculated based on the number of patrons waiting, divided by the number of computers, multiplied by the average session time, plus the shortest of (the time left of the earliest session end OR the time left on Assigned List). Please note: The wait time is an estimate.



## SAM SIGN-UP CAN BE USED IN TWO WAYS:

SAM PC Sign Up can be used in two ways:

1. From a Sign Up Station
2. From a Smart Kiosk

Self Service Kiosk  
(Requires a Dedicated PC)



Sign Up Station

Self Service Station  
(runs from a Smart Kiosk)



Smart Kiosk



both make it easy to find a PC!

The library can determine what personally identifying information is displayed in the User ID field.

For example:

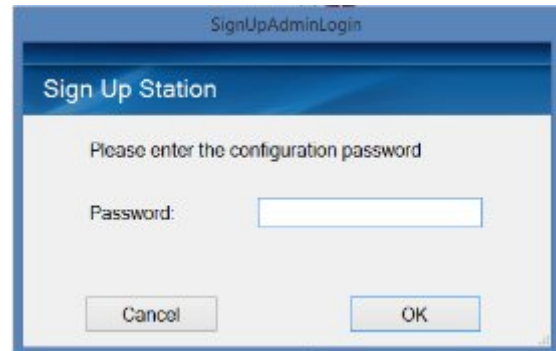
- 1 ticket number
- 2 first 4 letters of last name, first letter of first name (i.e., Curt,P)
- 3 partial bar code

## SIGN UP STATION CONFIGURATION SCREEN

Libraries can select what information as well as the format of the information displayed on the Sign Up Station screen on the Sign Up Station Configuration Screen. To access the Sign Up Station Configuration Screen:

1. From the main Sign Up Station screen, press "Ctrl+S"
2. Enter the Staff Password when prompted.
3. Click [OK].

This will open the Sign Up Station Configuration screen.



## SIGNUP

### LIBRARY CARD INFORMATION

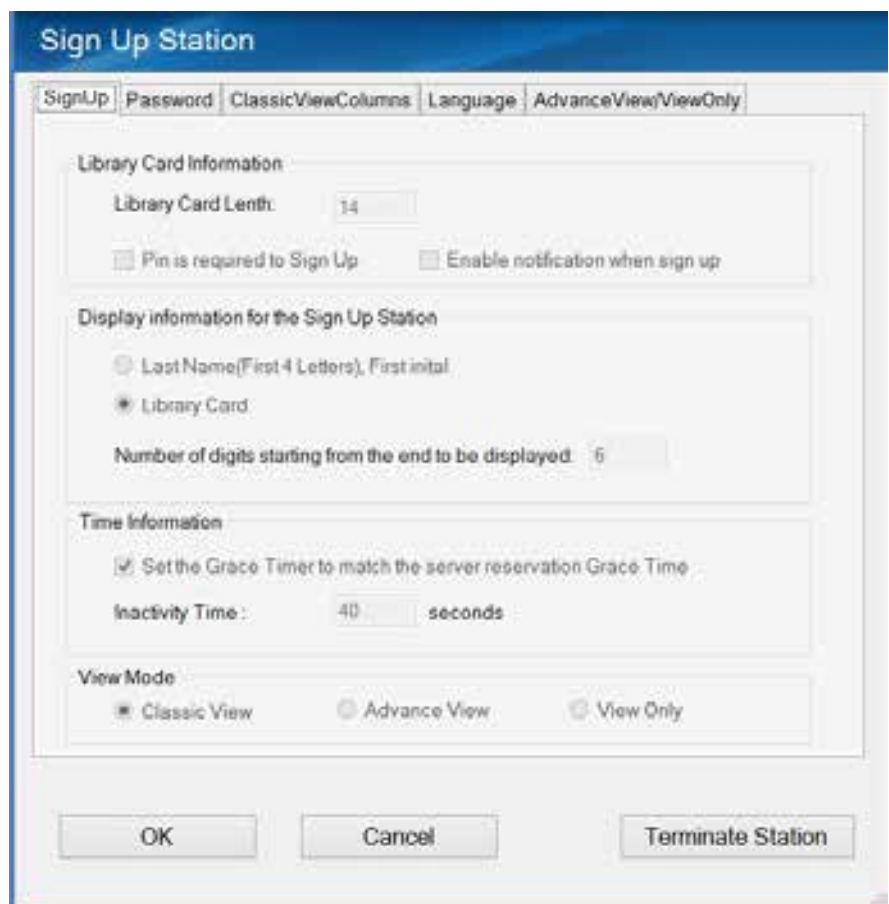
- The default length for the library card is 14 digits. However, a different length can be entered in the configuration screen.
- Libraries can also select whether or not a PIN will be required to Sign Up.
- Enable notification when sign up- Sign Up notification can be sent to user via Email or text message

### DISPLAY INFORMATION FOR THE SIGN UP STATION

Libraries have the option to display:

- Last Name(First 4 Letters), First initial - users' concatenated name, first 4 letters of the last name and first initial.
- Library Card - display a specific number of digits starting from the end of user' library card.

This information will be displayed in all 3 sections where the user information is displayed on the Sign Up Station.



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## TIME INFORMATION

- Set the Grace Period Time to match the server reservation Grace Time – check to set
- Inactivity Time – number of seconds for application to close due to inactivity

---

## VIEW MODE

Gives Library the option to select the Sign Up Station View Mode

- Classic View



- Advanced View



- View Only



OK – save changes

Cancel – cancel changes

Terminate Station – Close Sign Up Station application

## PASSWORD

To change the Staff Password:

- Current Password – Type the current staff password
- New Password – Type the new staff password
- Re-Enter Password – Re-type new Password

OK – save changes

Cancel – cancel changes

Terminate Station – Close Sign Up Station application

The screenshot shows the 'Sign Up Station' application window with the 'Password' tab selected. The window has a title bar 'Sign Up Station' and a menu bar with 'Sign Up', 'Password', 'ClassViewColumns', 'Language', and 'AdvanceViewViewOnly'. The main area contains three text input fields labeled 'Current Password', 'New Password', and 'Re-Enter Password', followed by a 'Reset' button. At the bottom are 'OK', 'Cancel', and 'Terminate Station' buttons.

## CLASSICVIEWCOLUMNS

To change size of selected columns:

### WAITING LIST

- Waiting List Width - Total section size
- Column 1, Column 2, and Column 3 - column sizes

### ASSIGNED LIST

- Assigned List Width - Total section size
- Column 1, Column 2, Column 3, Column 4, and Column 5 - column sizes

### PC STATUS LIST

- Column 1, Column 2, Column 3, and Column 4 - column sizes

OK – save changes

Cancel – cancel changes

Terminate Station – Close Sign Up Station application

The screenshot shows the 'Sign Up Station' application window with the 'ClassicViewColumns' tab selected. The window has a title bar 'Sign Up Station' and a menu bar with 'Sign Up', 'Password', 'ClassViewColumns', 'Language', and 'AdvanceViewViewOnly'. The main area is divided into three sections: 'Waiting List', 'Assigned List', and 'PC Status List'. Each section has a 'Width' input field and a table with columns and sizes. The 'Waiting List' section has columns 1, 2, and 3 with sizes 33, 134, and 140. The 'Assigned List' section has columns 1, 2, 3, 4, and 5 with sizes 33, 33, 43, 55, and 55. The 'PC Status List' section has columns 1, 2, 3, and 4 with sizes 33, 100, 100, and 100. At the bottom are 'OK', 'Cancel', and 'Terminate Station' buttons.

## CONFIGURATION INFORMATION

Select Language(s):

- Enable Language1 / English – Check to enable
- Enable Language2 / Spanish – Check to enable
- Enable Language3 / French – Check to enable

OK – save changes

Cancel – cancel changes

Terminate Station – Close Sign Up Station application



## ADVANCED VIEW/VIEW ONLY

Branch List (Advanced View)

- Column 1, Column 2, Column 3, Column 4, and Column 5 - column sizes

### WAITING LIST (ADVANCED VIEW / VIEW ONLY)

- Waiting List Width - Total section size
- Column 1, Column 2, and Column 3 - column sizes

### ASSIGN LIST (ADVANCED VIEW/VIEW ONLY)

- Column 1, Column 2, Column 3, Column 4, and Column 5 - column sizes

OK – save changes

Cancel – cancel changes

Terminate Station – Close Sign Up Station application



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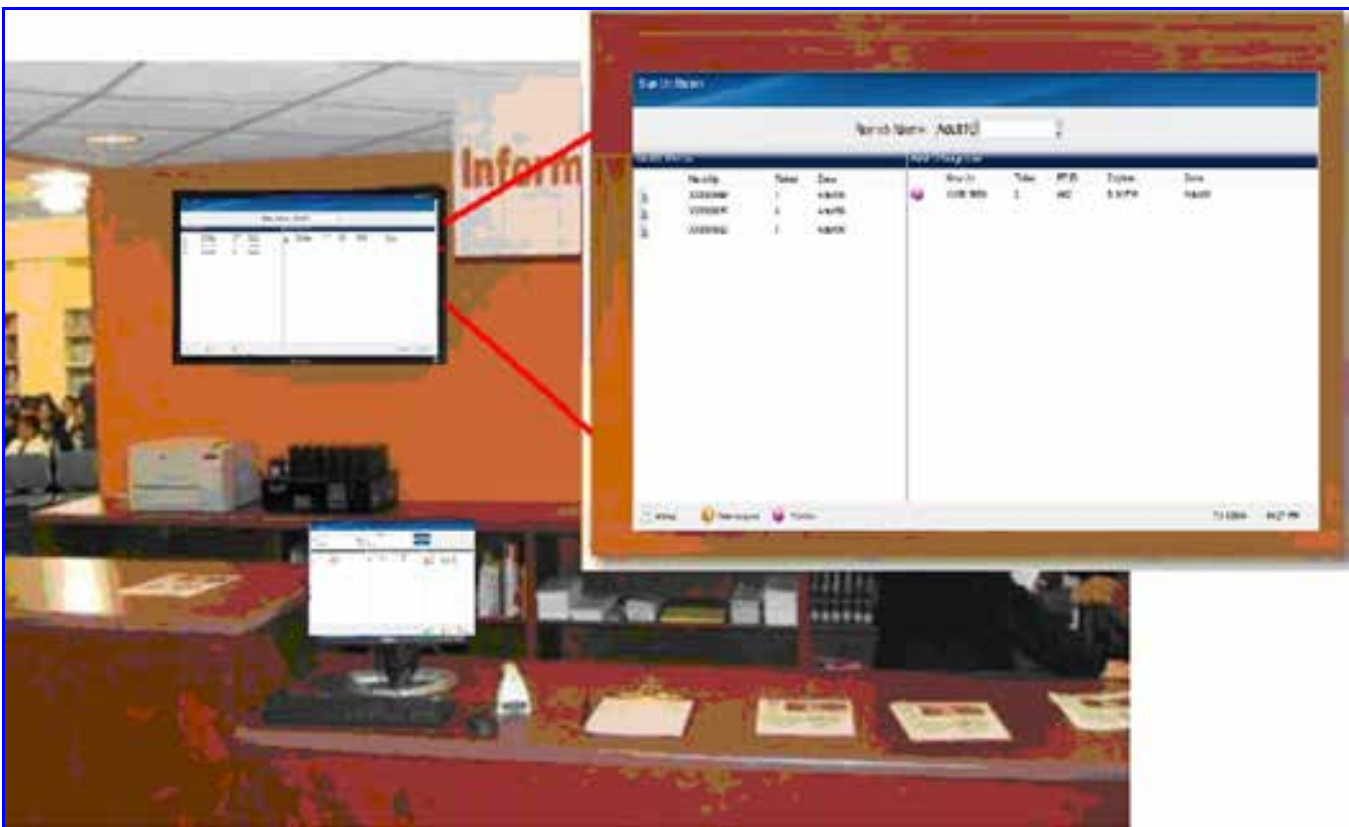
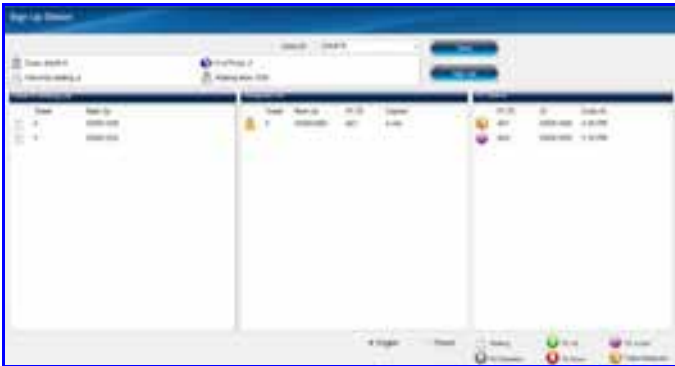
## CLOSE THE SIGN UP STATION APPLICATION

To close the Sign Up Station application, click [Terminate Station] at the bottom of the Sign Up Station configuration screen.

Sign Up Station Configuration Screen	
Field Label	Description
Library Card Information	
Library Card Length	Default is 14 digits
PIN is required to Sign Up	Select whether or not PIN will be required to Sign Up
Enable notification when sign up	Enable option to send sign up confirmation via email or text message
Display information for the Sign Up Station	
Last Name (First 4 letters), First Initial	This is the information that will be displayed in the user sign up station within 3 sections where the user information is displayed
Library Card	
Number of digits starting from the end to be displayed	If Library Card is selected to display, specify the numbers of digits starting from the end
Library Card	
Number of digits starting from the end to be displayed	
Time Information	
Set the Grace Timer to match the server reservation Grace Timer	Selecting this option will make the Sign Up Station wait for the time specified as the Grace Period in System Options.
Inactivity Time	Set time in seconds for closing application due to inactivity
View Mode	Select the mode for the Sign Up Station
Classic View	
Advance View	
View Only	
OK	click to save changes
Cancel	click to cancel changes
Terminate Station	Close the Sign Up Station

## SIGN UP STATION FLAT SCREEN / LCD TV DISPLAY CONFIGURATION

Flat Screen / LCD TV Displays can integrate with the Sign Up Station. The Sign Up Station information can be projected onto the large Flat Screen /LCD TV display to keep patrons informed.



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## SIGN UP STATION CONFIRMATION CHECKS

When a user attempts to sign up for a PC at the Sign Up Station, the system performs several confirmation checks to make sure that the user will be able to login at the assigned PC.

1. The user will not be allowed to sign up in more than 1 Zone at the same time.

For example:

One SUS for multiple Zones:

- 1) 1 SUS pointing to 2 different Zones (HPL and NPL).
- 2) (PC 1) is in HPL and (PC 2) is in NPL.
- 3) Select HPL from the Zone drop down and get assigned to (PC 1).
- 4) Then, select NPL from the Zone drop down and try to sign up for (PC 2) with the same card #. Message: User Card already assigned to a PC. Please see Sign Up Station.

2. The user will not be able to sign up for another PC at the Sign-Up Station while still logged onto a PC.

For example:

One SUS for one Zone with multiple PCs:


- 1) 1 SUS with 2 PCs in the same Zone.
- 2) Sign up at SUS and get assigned to (PC A)
  - A. Then log onto open unassigned (PC B) with same card #. Message: User is already working at another computer.

3. The user has not used all the allotted daily time the zone allows (Daily Time).
4. The user has not used all the available logins the zone allows (Daily Logins).
5. The user status is not Inactive.
6. The user card is not expired.
7. ILS Link restrictions will also affect the sign up process. The Library can specify "allowance" rules. For example, a person whose ILS record indicates excessive fees, or a child in an adult zone, can be blocked from signing up for a PC.



## PC ACTIVITY MANAGER

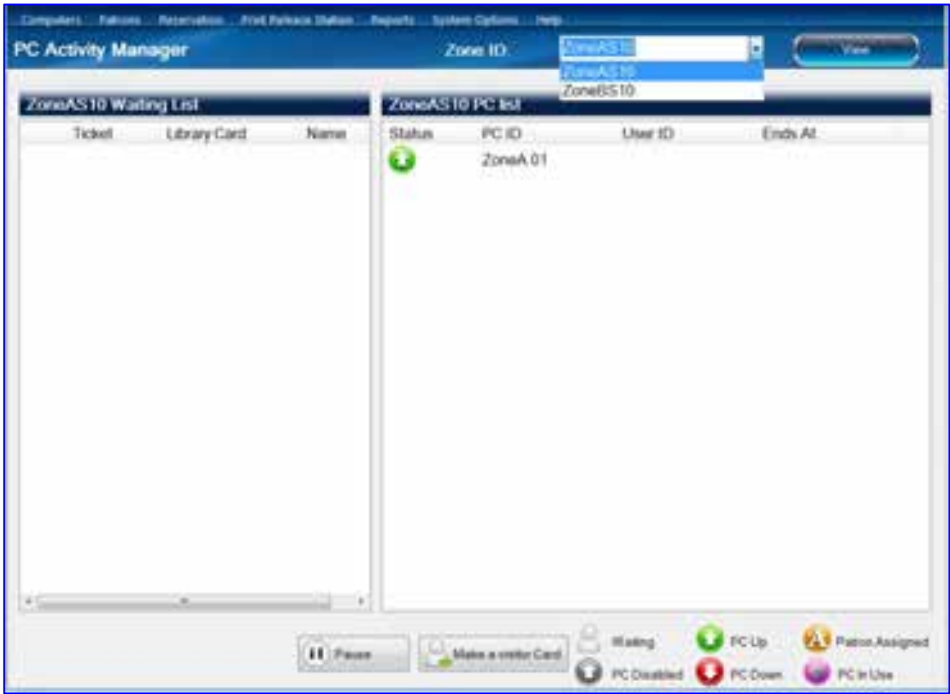
Staff members can exercise a great deal of control over user computers from their desk via the PC Activity Manager. Staff has the ability to perform functions such as Add User to Waiting List, Send Messages to Client PCs, View PCs and Waiting List by Zone, Pause and Resume user queue, as well as Make Visitor Cards.



Comprise Best Practice recommendations:

PC Activity Manager must be on the same local network as the Client PCs.

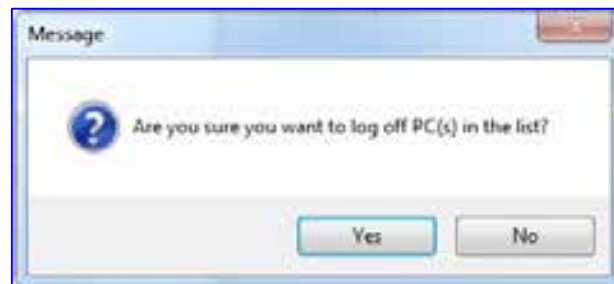
PC Activity Manager must have access to Client PCs (exception for port 2002 and firewall)



Field Description - PCAM	
Field Label	Description
Zone ID	Zone ID to view PC activity from
View	Click to View updated information
Zone Waiting List	
Ticket	Ticket assigned to user in wait queue
Library Card	Library Card Number of user
Name	User Name
Zone PC List	
Field Description - PCAM	

Field Label	Description
Status	Current PC status
PC ID	List of all available PCs in Zone
User ID	Library Card Number of user
Now Up/End at	Ticket # or the session end time of assigned user
Status	status of the PC Activity Manager queue
Paused	queue is Paused
Resume	click to Resume queue
Make a Visitor Card	click to Make a Visitor Card

Staff will be prompted to confirm the selected action each time.

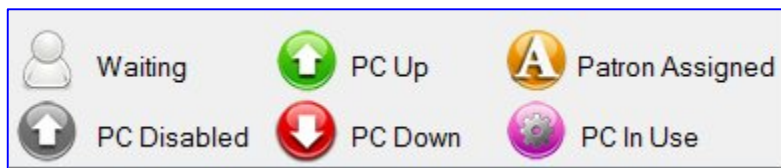


A message will appear indicating the successful completion of the selected action.

Log Off successful

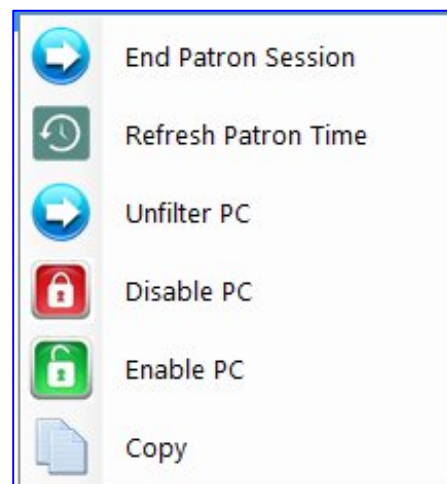
The PC Activity Manager displays the current status of each PC.

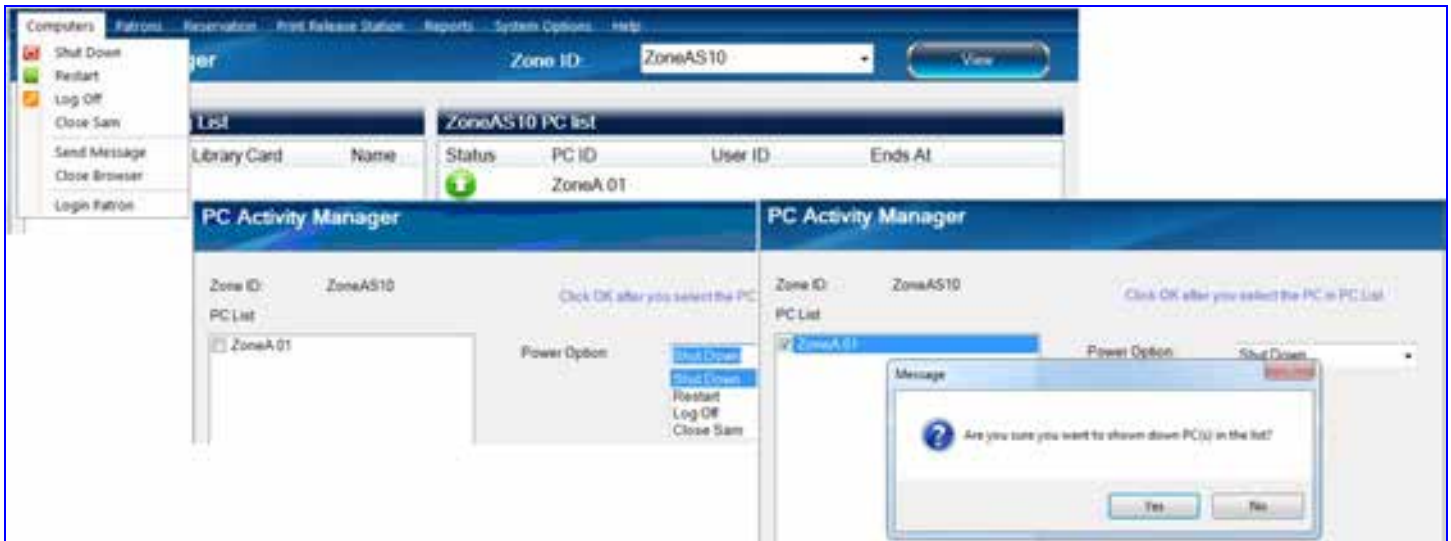
- Waiting: indicates a user is waiting to be assigned to a PC.
- PC Up: indicates the PC is up and available for user assignment.
- Patron Assigned: indicates the user has been assigned to the PC waiting to get logged in.
- PC Disabled: indicates staff has temporarily disabled the PC.
- PC Down: indicates the PC is down and unavailable for user assignment.
- PC In Use: indicates the PC currently has a user logged on.



Staff can also double click on any PCs in the list and have access to:

- End Patron Session - Patron session will be ended on PC
- Refresh Patron Time – Patron time can be refreshed on PC
- Unfilter PC – PC will be unfiltered for the session
- Disable PC – PC will be disabled (for repairs etc), not available for patron assignment.
- Enable PC – PC will be enabled, made available for patron assignment
- Release Assignment – Patron assignment from the Sign Up Station will be removed from the Client PC.





Shutdown - PC will shutdown

Restart - PC will restart

Log Off - PC will end the patron's session and will do a Windows Logoff and get to the Desktop

Close SAM - PC will end the patron's SAM session, close the Sam client and close SAM

Send Message - Staff can send message to selected PC(s). For example, . "I have the book you requested."



Close Browser - Staff can close Browser on Client PC. For example, if user is viewing inappropriate content.



Login Patron - Staff can login a single library card number at a single selected PC(s).

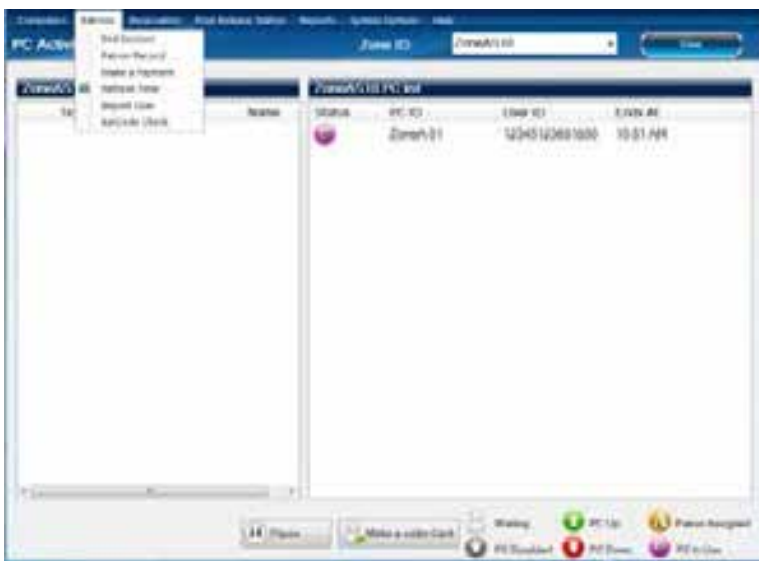
OR

Staff can click [Select All] to simultaneously login with the same library card number on all the PCs.

1. Select "Login Patron"
2. Select a PC to log a customer into.
3. Enter your customer's Library Card and Password and click [OK].
4. A confirmation message will appear, "Send log patron in action successful."

The screenshot shows the 'PC Activity Manager' dialog box. At the top, it says 'Zone ID: ZoneAS10'. Below this is a 'PC List' section with a list box containing 'ZoneA 01' and 'ZoneA 02', both of which are checked. To the right of the list box is a text input field for 'Library Card Number' containing '12345123681850' and a password field with '\*\*\*\*\*'. Below the password field are 'Cancel' and 'OK' buttons. At the bottom left, there is a 'Select All' checkbox which is checked. A note at the top right says 'Do not input password if is not required'.

## PATRONS



End Session - Double Click the PC ID and OK on confirmation box to end user session on selected PC.



Patron Record - Opens Modify User screen on Web Interface.



Make a Payment - Opens the Payments, etc. page on the Web Interface.

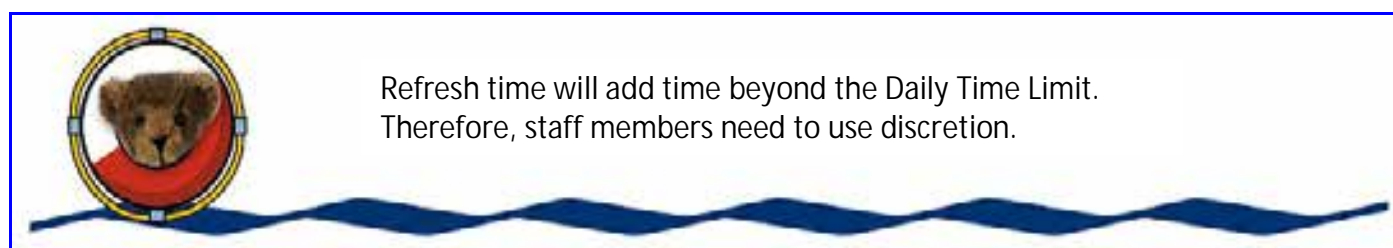
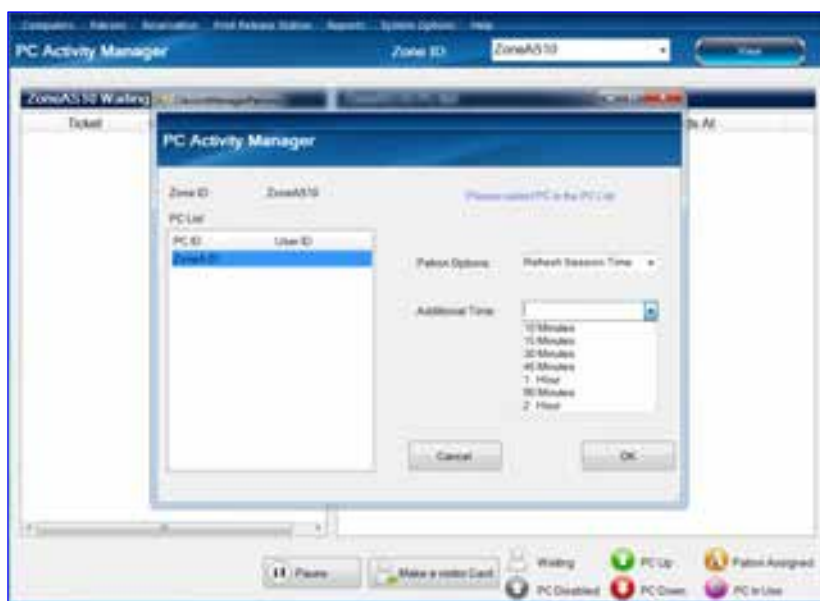


Refresh Time - Staff can select Additional Time from the drop down options and double click the desired PC ID.

Then, click [OK] when prompted for confirmation. Refresh Time will not extend beyond the scheduled close time. This means, if library close time is 9:00 PM and PCs are set to close 10 minutes Before Library Closing time, then time will not be extended past 8:50 PM (10 minutes before Library Closing).

The additional time selected is added to the patron's current time. For example, if a user has 5 minutes remaining and time is refreshed for 15 minutes; the user's total new time will become 20 minutes (5+15=20 minutes).

When user time is refreshed from the PC Activity Manager, the change occurs in real time. This means, the "Ends at" time on the PC Activity Manager and the Time Remaining on the client PC session manager will be instantly updated to the new time.



Import User - Opens Import User screen on Web Interface. To import Users from the ILS, enter the Account Number and PIN then click [Submit].

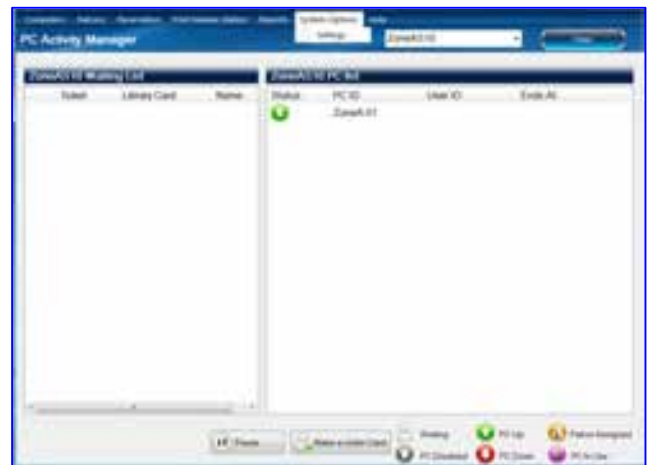
A screenshot of the 'IMPORT USER' web interface. The title 'IMPORT USER' is at the top. Below it, the text 'Please enter the User's information below' is displayed. There are two input fields: 'Account/ID Number' and 'Pin'. A blue 'Submit' button is on the right.

Barcode Check		Check ILS
Enter Patron ID Number	<input type="text"/>	
Enter PIN	<input type="text"/>	

Make a reservation - Opens Make a Single Reservation page on the Web Interface.



Settings - Opens Setup Option window





## SETUP OPTIONS

The settings for the PC Activity Manager Setup Options have to be configured from the Web Interface under Application Configuration for Zones. Settings can only be viewed from the PC Activity Manager Setup Options.

\*\*Please refer to PC Activity manager Application Configuration Screen.

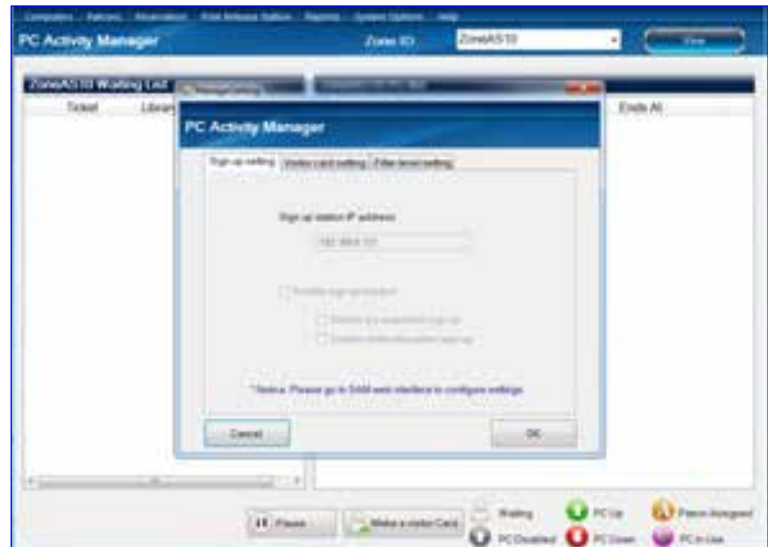
## SIGN UP SETTINGS

**Sign Up Station IP Address:** IP Address of this Sign Up Station

**Enable Sign Up Function:** If checked, the wait queue will be enabled at this PC Activity Manager.

**Enable PIN required to sign up:** PIN will be required to sign up.

**Enable Notification when sign up:** If checked, the sign up confirmation message will show upon sign up.



## VISITOR CARD SETTINGS

- **Library Prefix:** Could be used to designate Location Prefix for Visitor Card. (For example – 77)
- **Branch Prefix:** Could be used to designate Zone Prefix for Visitor Card. (For example – 11)
- **Upper Limit Number:** Enter the upper limit for Visitor Card number. (For example – 99999)
- **Lower Limit Number:** Enter the lower limit for Visitor Card number. (For example – 00000)

Example Visitor Card # generated – 77110010199001





## FILTER LEVEL SETTINGS

Assign filter levels and date of birth for Visitor Cards printed.

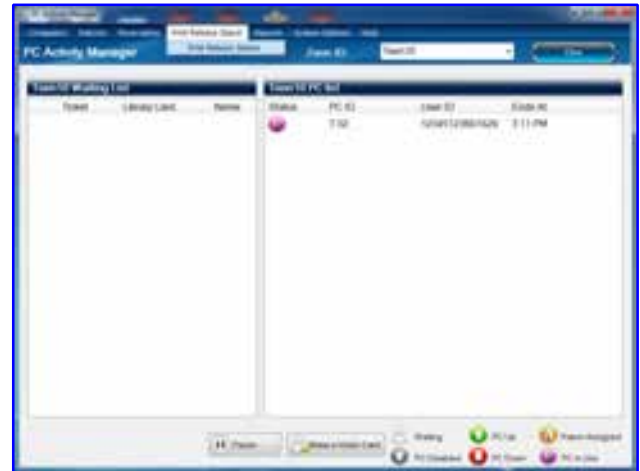
- View Filter Level and Date of Birth for each level.
- Only the checked Filter Levels will display to select from when printing Visitor Cards.



## PC ACTIVITY MANAGER WITH PRINT RELEASE STATION FUNCTION

One of the new features of SAM 10 PC Activity Manager is the addition of the Print Release Station function at the PC Activity Manager. There is a Print Release Station link on the PC Activity Manager. The Library can set up the PC Activity Manager to allow staff to:

1. Re-print print jobs for users.
  - \*\*This feature requires only one directory:
    - i. C:/ACM directory (staff PCAM functions)
2. Release print jobs for users from the PC Activity Manager.
  - \*\*This feature requires 2 directories:
    - i. C:/ACM directory (for staff PCAM functions)
    - ii. C:/Sam (for staff Print Release functions)



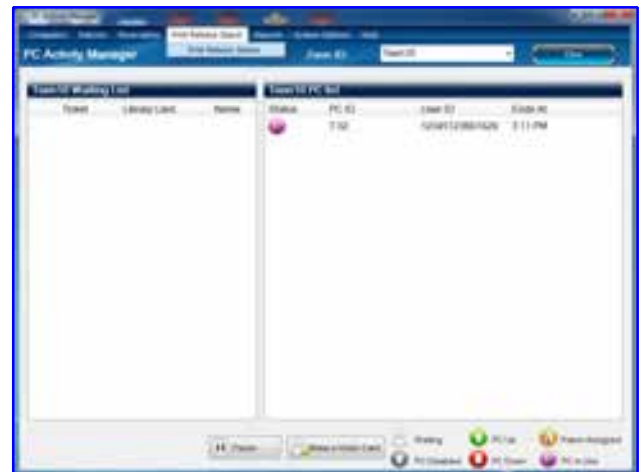
## PRINT RELEASE STATION WITH RE-PRINT ONLY FEATURE

This feature will allow staff to ONLY re-print jobs for users.

Select the Zone

Click the Print Release Station link

Select Print Release Station



## SEARCH PRINT JOBS

Zone - select the correct Zone from the drop down options.

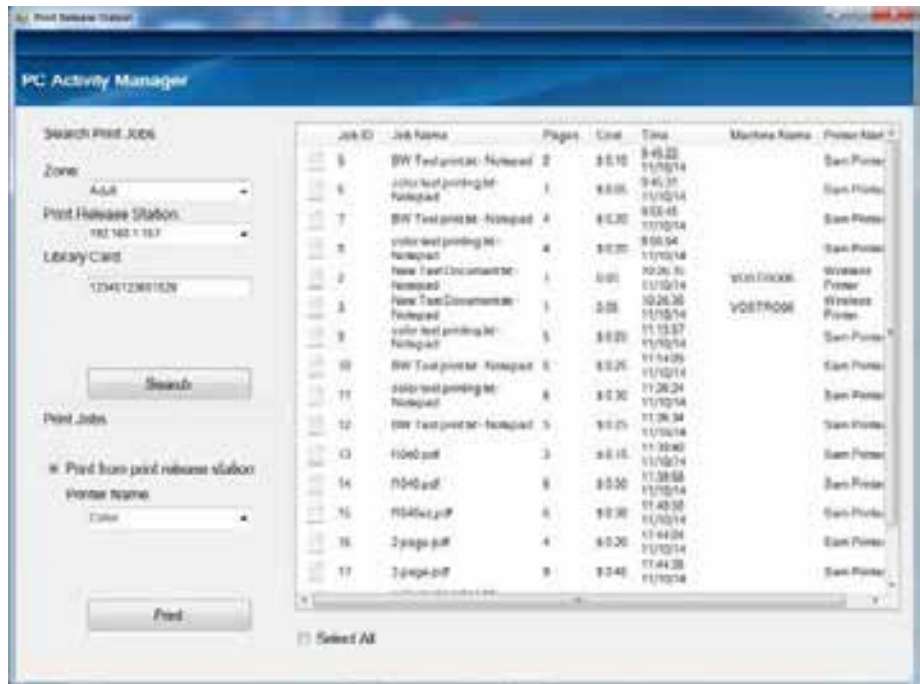
Print Release Station - select the IP address of the machine where the Print Release Station resides.

Library Card - scan / enter Library Card Search - display print jobs for the Card # in the right window

## PRINT JOBS

Print from print release station

Printer Name - select the correct printer from the drop down



## PRINT JOB LIST (RIGHT WINDOW)

Job ID - corresponds to the Job ID on the Print Release Station

Job Name - name of document to the printed

Pages - Total number of pages (# of pages X # of copies)

Cost - Total cost

Time - time user logged on at the Print Release Station

Machine Name - machine name where print job was submitted

Printer Name - name of printer where print job will be spooled to.

Highlight each print job to re-print selected print jobs.

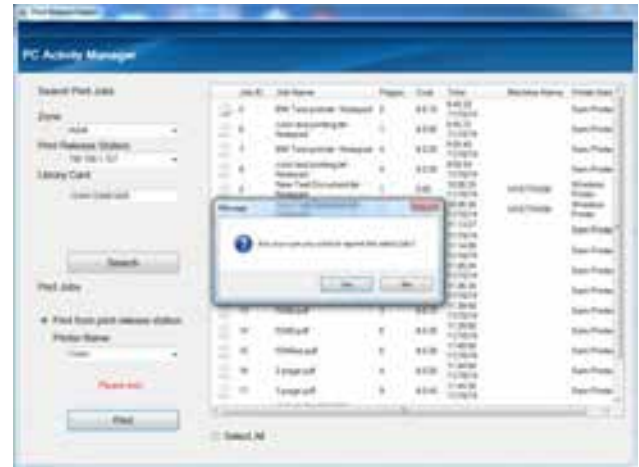
Click [Select All] to select all the print jobs to re-print.

Click [Print] one time to re-print the selected print job(s) once.

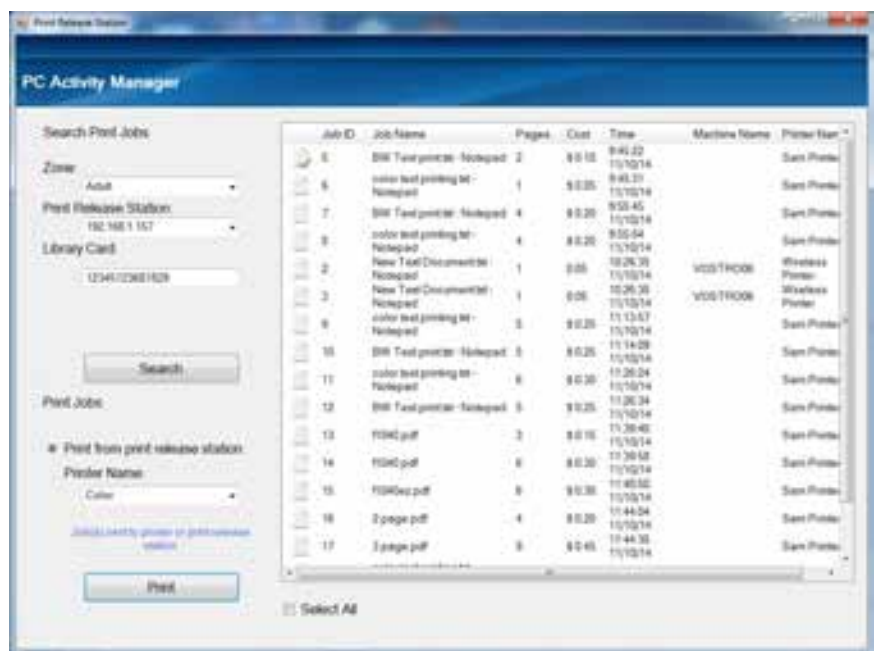
Click [Print] multiple times to re-print selected print job(s) multiple times.



Click [Yes] at the re-print confirmation box.



Message: Job(s) sent to printer or print release station will display.



The selected print job(s) will print at the printer.

## PRINT RELEASE STATION FEATURE

This feature allows staff to utilize as a Print Release Station with the ability to release print jobs for users.

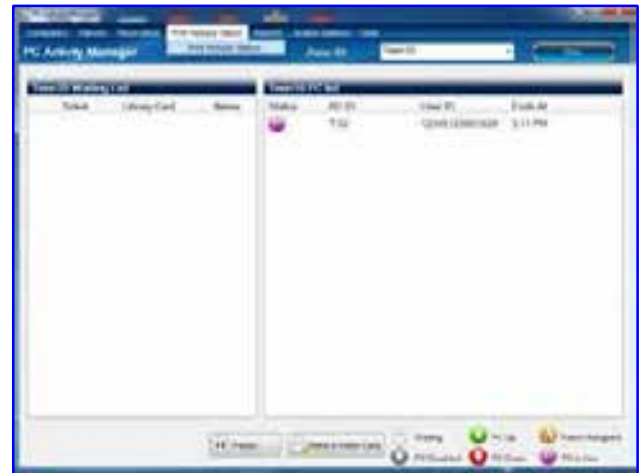
\*\*This feature requires 2 directories:

1. C:/ACM directory (for staff PCAM functions)
2. C:/Sam (for staff Print Release functions)

Select the Zone

Click the Print Release Station link

Select Print Release Station

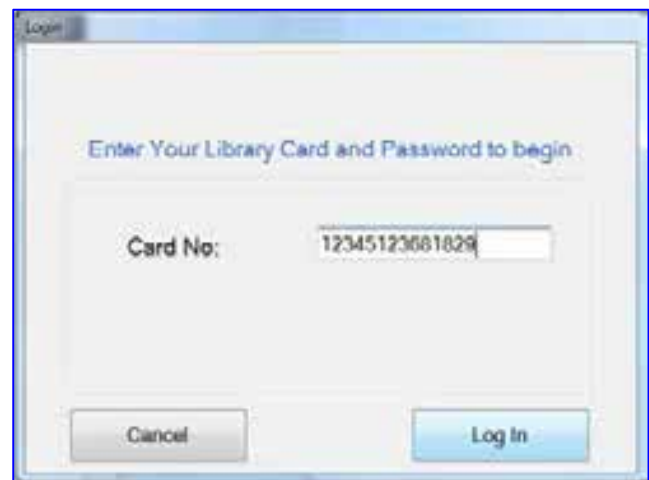


## PRINT RELEASE STATION LOG IN

Click [Log In]

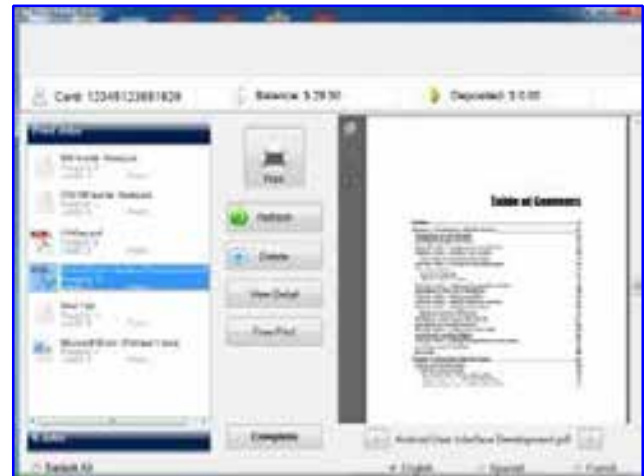


Enter Card No (and Pin if required) and click [Log In]

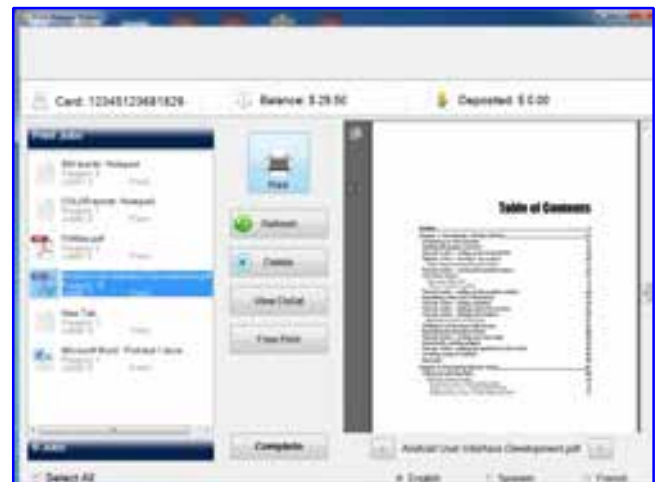


## PRINT RELEASE STATION PRINT JOBS LIST

The next screen will display all the print jobs submitted for the Card No. When a Print Job is selected, a preview is displayed in the right pane.



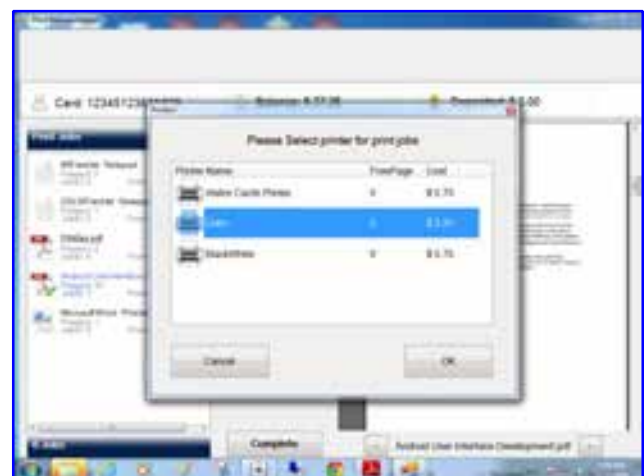
Click the Print button.



## PRINT RELEASE STATION PRINTER SELECTION WINDOW

This will bring up the printer selection window with the cost for the total print job for each printer.

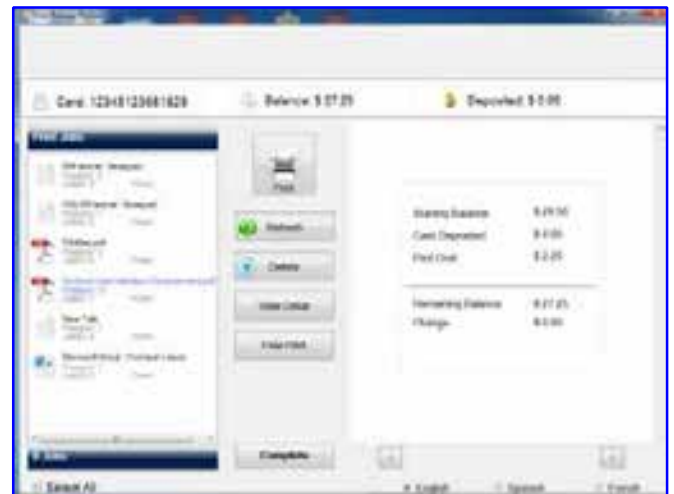
Select the printer and click [OK]



The print job will print at the selected printer associated with the Print Release Station.

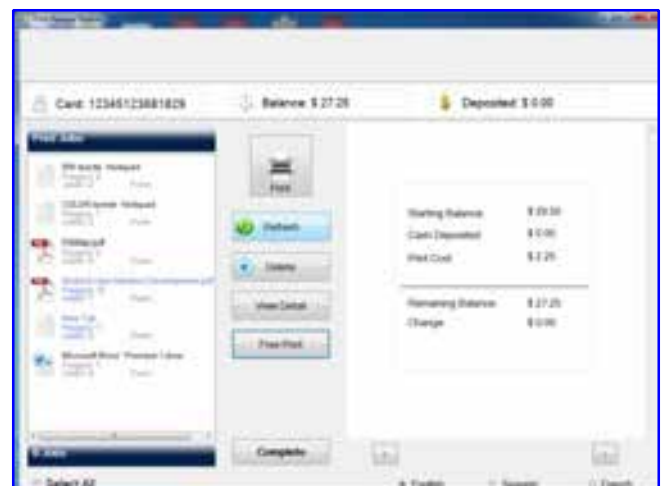


The updated Account Balance detail will be displayed in the right pane.



PRINT RELEASE STATION REFRESH PRINT JOBS LIST

To view the updated print jobs list, click [Refresh]



The screenshot shows the NetBackup console interface. The top status bar indicates 'Client: 123456789', 'Release: 5.17.05', and 'Completed: 0:00'. The left pane shows a list of clients, with '123456789' selected. The right pane displays the 'Install' button, which is highlighted in blue, indicating it is the active operation. Other buttons visible include 'Remove', 'Verify', 'Install/Uninstall', 'Find Files', and 'Complete'.

Select the print job and click [Delete]



Card 1234567891029 Balance \$ 27.25 Expiration 01/01/2010

**Transaction List**

Transaction	Amount	Date
ATM Withdrawal	\$ 20.00	01/01/2010
POS Withdrawal	\$ 5.00	01/01/2010
Online bill	\$ 10.00	01/01/2010
Transfer to	\$ 10.00	01/01/2010
Withdrawal	\$ 10.00	01/01/2010
Deposit	\$ 10.00	01/01/2010
Withdrawal	\$ 10.00	01/01/2010
Deposit	\$ 10.00	01/01/2010
Withdrawal	\$ 10.00	01/01/2010
Deposit	\$ 10.00	01/01/2010

**Card Summary**

Current Balance	\$ 27.25
Cash Disbursed	\$ 5.00
First Cost	\$ 2.25
Pending Balance	\$ 27.25
Change	\$ 0.00

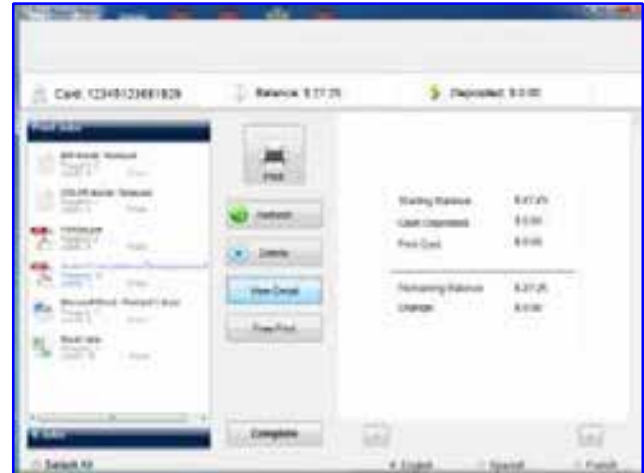
Buttons: Add, Edit, Delete, Refresh, Cancel, View Detail, Print, Complete.



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## PRINT RELEASE STATION VIEW DETAILS

To see the updated account details, click [View Detail].  
The account details will be displayed in the right pane.



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## PRINT RELEASE STATION FREE PRINT

In an instance where a user gets charged for a print job but the print job does not print (for example, because there was a problem with the printer such as a paper jam, printer out of paper, etc.) staff have the ability to re-print patron print jobs for free.

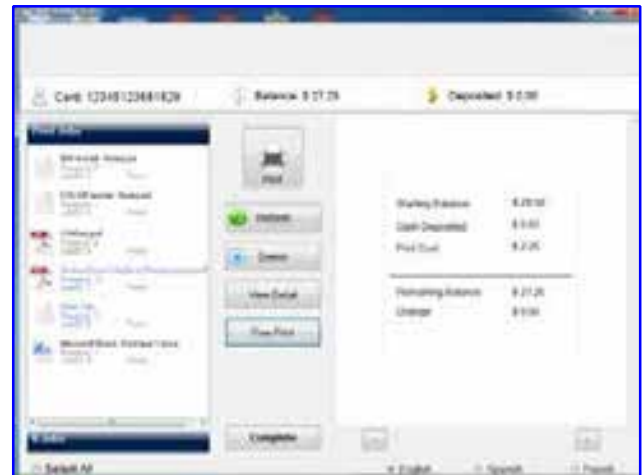
To re-print a print job for free:  
Select the Print Job from the Print Jobs list  
Click [Free Print]



The Printer Selection window will come up with \$0.00 charges.  
Select the printer  
Click [OK]

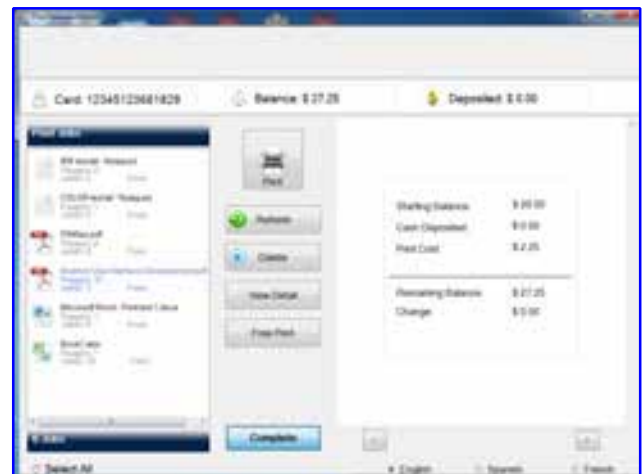


The print job will be printed at the selected printer.  
The updated account balance will indicate no charge for the print job.



PRINT RELEASE STATION COMPLETE

When done with printing, click [Complete] to close the Print Release Station application.



## REPORTS

Staff members have the ability to generate 2 reports from the PC Activity Manager. These reports are run from the Sam Web Interface.



User Reconciliation - Opens User Reconciliation Report on the Web Interface



Account Activity - Opens Report Criteria Screen



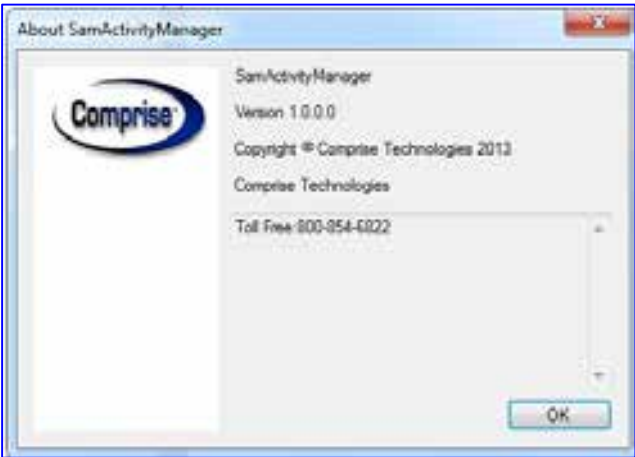
## HELP



Go to Web Interface - Opens Web Interface login screen. Staff will be required to enter the appropriate credentials for access.

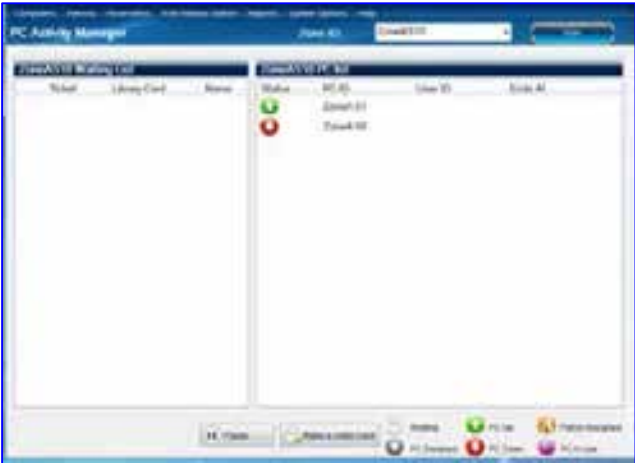


About SAM – View the current SAM PC Activity Manager version and Toll Free Comprise Technologies phone number.



STATUS

The current status of the PC Activity Manger Queue is displayed. When the queue is in Running mode, the button will show Paused. When the queue is in Paused mode, the button will show Resume.



## MAKE A VISITOR CARD

From the Staff PC Activity Manager, staff can click [Make a Visitor Card] to create and print anonymous Visitor Card(s). Card entitlements will be those defined for Group 1 (Visitor Cards). Visitor Cards are valid for one day by default, but the expiration period can be changed as specified by the library. Cards are unique in their combination of card number and PIN. Use of PINs is optional, but the default is to have them issued.

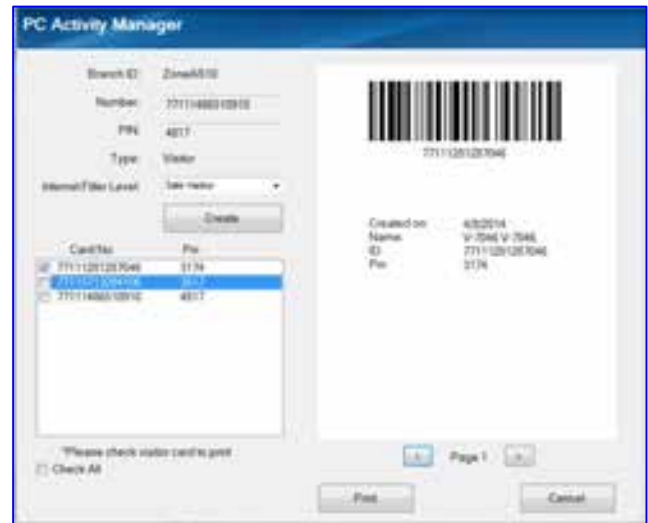
The Visitor Card configuration screen:


The left pane of the screen shows:

- Branch ID: Zone ID
- Number: Visitor Card #
- PIN: Visitor Card PIN
- Type: will be Visitor by default
- Inter Filter Level: Select the appropriate Internet Filter Level for the Visitor Card(s) being generated.
- Click [Create] multiple times to create multiple Visitor Cards.
- Click specific ones to print only selected Visitor Cards. [Check All] to select and print all the Visitor Cards at once.

The right pane of the screen shows a preview of the actual Visitor Card(s) generated. Use the left / right arrows to scroll back and forth.

- Click [Print] to print the selected Visitor Cards.
- Click [Cancel] to cancel out of the screen.





Comprise Best Practice recommendations:
<ul style="list-style-type: none"><li>• Library can use a receipt printer to print Visitor Cards.</li><li>• The printer name has to be "Visitor Cards Printer".</li></ul>

Visitor Cards can take the form of printed receipts or be preprinted with unique library information. Either way they should contain a bar code and other information to make their use as self service as possible. Visitor Cards can contain up to Ten Lines of customized text.



## PRINTING

SAM's Print Manager is intended to manage user printing and depending upon your library's policy, to recover some or all of the costs for paper and print cartridges. To achieve this control, SAM changes the printer port to a local port. If SAM does not recognize the printer driver or if access rights are not set correctly, SAM will not be able to configure the printer(s). To confirm correct printer configuration, launch SAM and submit a test print job from each connected Client PC. The Printer Management window should appear each time the user submits a print a job.

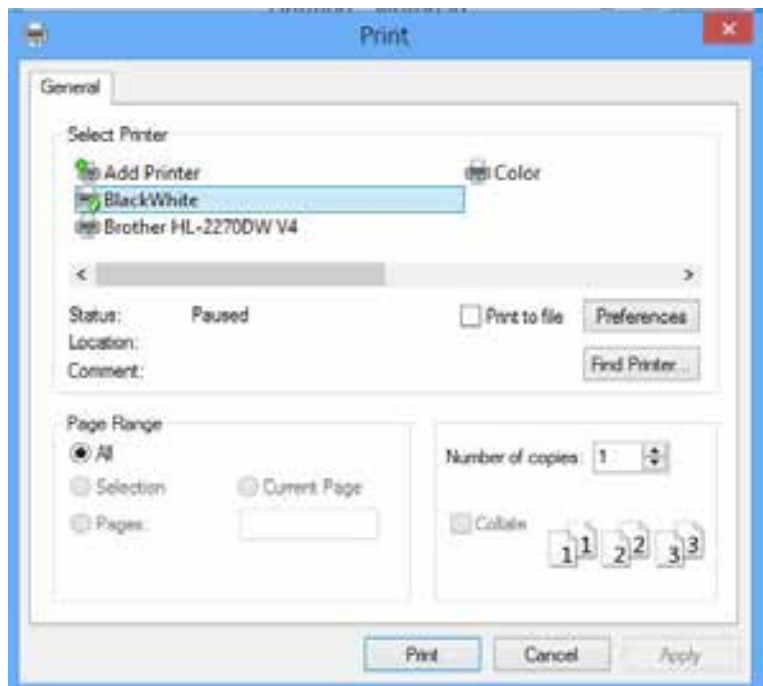
### Comprise Best Practice recommendations:

Add printer on PC prior to installing SAM.  
Use PCL or Post Script printer drivers  
Host-based printing is not supported by SAM

## PRINT EXPRESS MODE

Print jobs are sent directly to the printer for printing.

1. After a user clicks on print, the standard MS Windows print dialog box appears where they select the printer and click [Print].
2. When SAM is running, (the SCClient icon appears in the task bar system tray) the printer(s) will be paused.



## SAM PRINT MANAGER

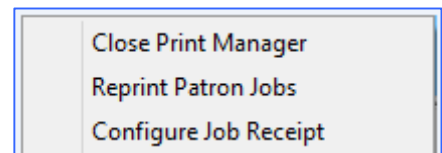
The SAM Print Manager enables staff to Close Print Manager, Reprint Patron Jobs and Configure Job Receipt. Staff will be required to enter the Staff SAM password for each function.



## REPRINT PATRON PRINT JOB

To reprint a print job:

1. Right click the Print Manager icon in the system tray and select Reprint Patron Jobs.
2. Enter the Staff SAM password when prompted.
3. Then enter the Patron Card Number and click [Search for Jobs]. Enter the correct Job ID and click [Print Job]. The selected document will be sent to the printer. Please note all print jobs are deleted from the Jobs Directory upon PC reboot.



\*\*Reprint Patron Jobs feature applies to both Print Express Mode as well as Print Release Station Mode.





## CONFIGURE JOB RECEIPT

The Print Job Receipt can be configured to print selected information.

To Configure Job Receipt:

1. Right click the Print Manager icon in the system tray and select Configure Job Receipt.
2. Enter the Staff SAM password when prompted.
3. {Print Receipt} – will print a print job receipt with the selected information.
4. [Do not print receipt] – will not print a print job receipt.



## PRINT RELEASE STATION

The Print Release Station operates on a dedicated computer, usually located next to the printer, and functions entirely from your library card number. No magnetic stripe or vend-it card is required. Users simply enter a card number and PIN to review and print their documents from a client PC. They will only see their own documents and can choose to print or delete them. Please note when using multiple Print Release Stations, documents are sent to all the Print Release Stations. However, documents are only deleted from individual Print Release Stations. All undeleted documents remain at all the Print Release Stations until they are cleared by a staff member, or when PC reboots at the end of the day.

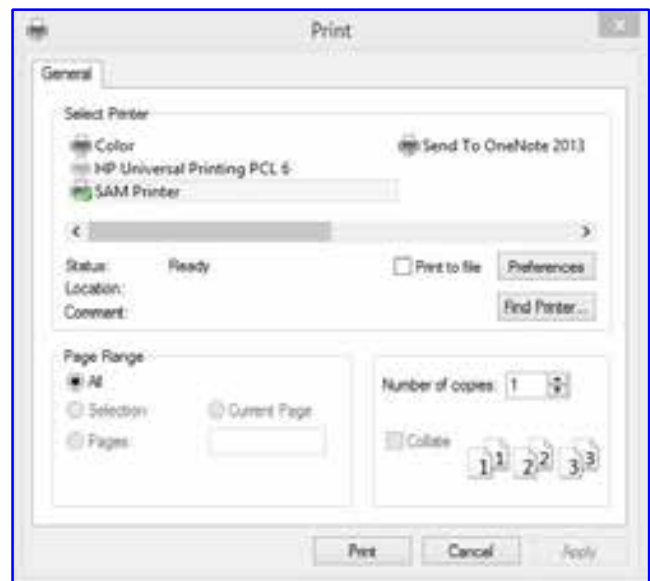
### Print Release Station Requirements

- Must be installed on a dedicated PC, preferably close to the printer.
- Set a static IP on the Print Release Station.
- Must be on the same local network as the Client PCs.
- Client PCs must be able to access the shared jobs directory on the Print Release Station, which is included during installation.
- Must have the same printers (names and drivers) installed as the Client PCs.

## PRINT RELEASE STATION PROCESSING FROM SAM 10 CLIENT PC

When users submit a document for printing on a Client PC, print jobs are sent to the Print Release Station to be released for printing.

1. After a user clicks [Print], the standard MS Windows print dialog box appears. They have to select SAM Printer and click [Print].
2. The actual printer selection will take place at the Print Release Station.



3. The SAM "Print Manager" window appears each time the user submits a print job.

Since users have to release print jobs and print from the Print Release Station, Total Cost for print job will be determined at the Print Release Station based on the:

- # of pages in print job
- # of free pages remaining
- Cost per page

Note: Print Express mode deducts free pages at the client PC.

To print the document:

1. Click [Print]
2. After the user clicks [Print], the document will be sent directly to the printer that is setup for that PC in the library.
3. A confirmation box will display.



If the user clicks [Don't Print], the document will not be printed. However, the print job is still available in the Jobs directory. Therefore, a staff member can print the document even after ending their session, as long as the PC is not restarted.

A window titled "SAM Smart Access Manager @ your library 10.0". The main text asks "Are you sure you want to print?". Below this is a form with several fields: "Account Balance:", "Number of Pages:", "Pages Printed:", "Charge per Page:", "Remaining Free Pages:", and "TOTAL CHARGE:". Below these fields is a note: "Final charges will be determined at the Print Release Station." At the bottom are two buttons: "Print" and "Don't Print".

## USING THE PRINT RELEASE STATION

At the Print Release Station, enter the required information to login. The SAM 10 Print Release Station offers a preview of the selected print jobs prior to printing.

Card Number: enter Library Card

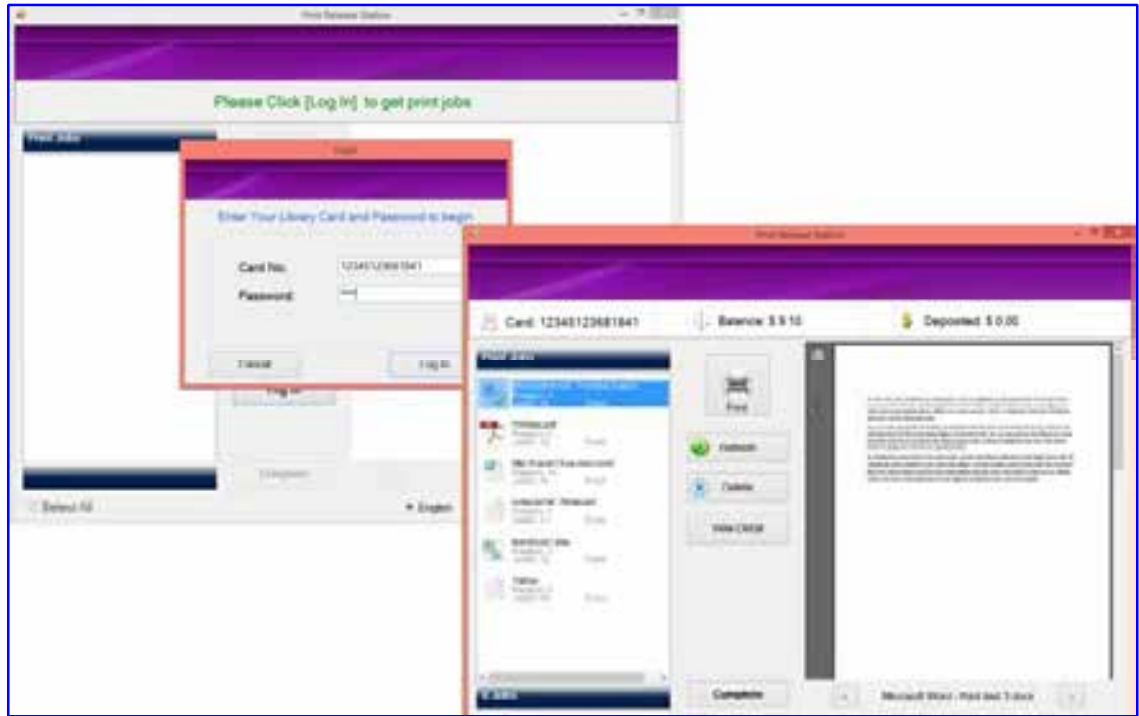
PIN: enter PIN (if required by Library)

[Cancel]: will close window.

[Login]: will display all print documents only for this user

Users can select document(s) to print.

Select desired language at the bottom of the screen: English, Spanish or French.



Select the appropriate print job(s) or click [Select All] to select all the print jobs.

[Print]: to open the printer selection window with:

- Cost: for printing selected print job (based on the printer selected, # of pages and cost per page)
- Free Pages: the number of free pages (if allowed by library).

[Refresh]: to refresh the print jobs

[Delete]: delete selected or all print jobs




[View Detail]: display cost details:

- Starting Balance: User account balance
- Cash Deposited: amount of cash deposited in the coin box (if applicable)
- Print Cost: total cost for print job
- Remaining Balance: remaining User account balance
- Change: amount of change due

Starting Balance:	\$ 9.10
Cash Deposited:	\$ 0.00
Print Cost:	\$ 0.15
<hr/>	
Remaining Balance:	\$ 8.95
Change:	\$ 0.00

[Complete]: to close screen when done with printing

If Library is using multiple Print Release Stations, documents are sent to all the Print Release Stations as shown above. When users either print or delete documents, they will no longer display in the queue on this Print Release Station. However, those documents still remain at all the other Print Release Stations.



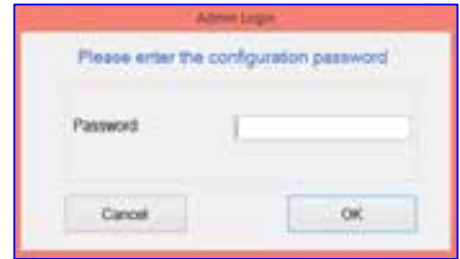
To protect the integrity of User account balances, users will be blocked from logging onto the Payment Center, Print Release Station and Copy Controller concurrently. Users can only log onto one of these devices at a time.

## PRINT RELEASE STATION CONFIGURATION

The Library can customize the Print Release Station settings from the Print Release Station Configuration Screen.

To access the Print Release Configuration Screen:

1. From the main Print Release Station screen, press "Ctrl+S"
2. Enter the Staff Password
3. Click [OK]



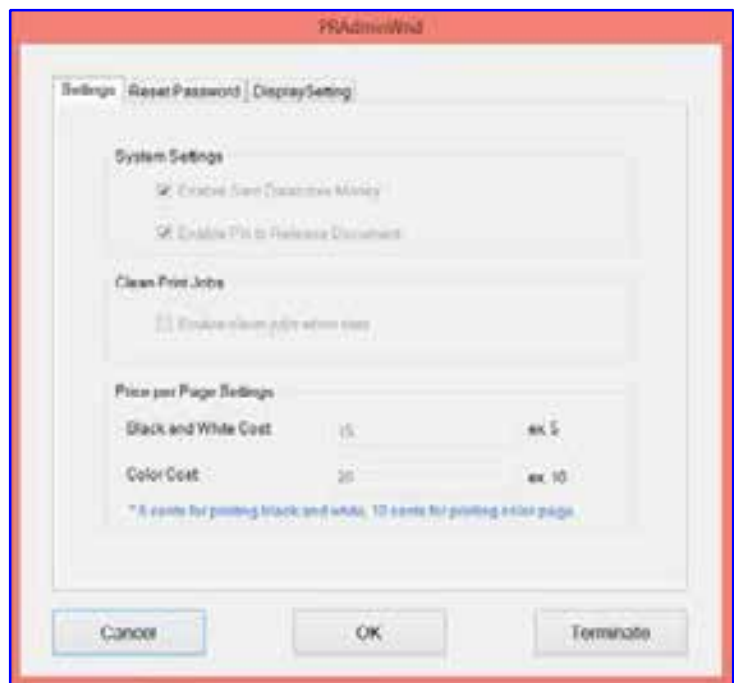
This will open the Print Release Station Configuration screen. Configuration settings can only be viewed here. Settings have to be configured from the Web Interface under Application Configuration

### SYSTEM SETTINGS

- Enable Sam Database Money: allow users to utilize user account money.
- Enable Pin to Release Document: require PIN to release print job.

### CLEAN PRINT JOBS

- Enable clean jobs when start: display a pop up box requiring a confirmation to delete print jobs from the Print Release Station.
  - [Settings]  
CleanJobshidden=0 or 1  
(0 won't delete jobs on startup if the pop up prompt is disabled, 1 deletes jobs on startup).  
Default is 1



### PRICE PER PAGE SETTINGS

- Black and White Cost: price per page for Black and White printer.
- Color Cost: price per page for Color printer
- Cancel: to close screen
- OK: to accept settings
- Terminate: close the Print Release Station application

### RESET PASSWORD

- Old Password: enter the old password
- New Password: enter the new password
- Confirm Password: confirm the new password
- [Reset] – reset password

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## DISPLAY SETTING

- Print Job List Width: width of Print Job List column
- Button Group Width: width of buttons

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## CLOSE THE PRINT RELEASE STATION APPLICATION

To close the Print Release Station application, click [Terminate] from the Print Release Station Configuration screen.

## ADD A PRINTER

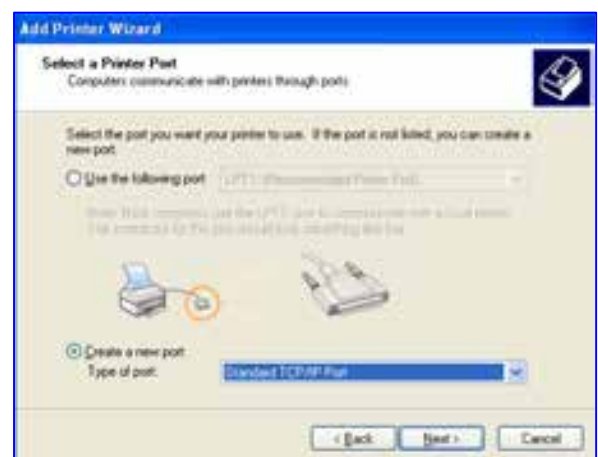
1. Start / Settings / Printers and Faxes / Add a Printer, will launch Add Printer Wizard. Click Next.



2. Select Local printer attached to this PC. Click Next.



3. Select either Use the following port to use existing port or Create a new port (Standard TCP/IP Port).

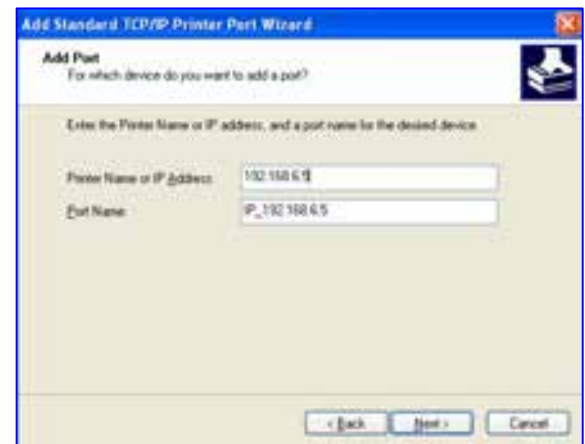




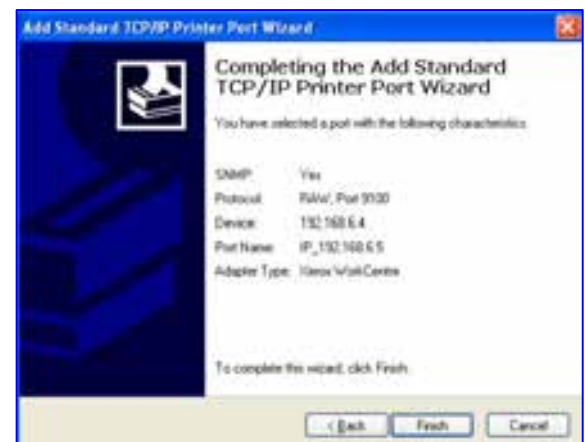
4. Click Next to run the Add Standard TCP/IP Printer Port Wizard



5. Enter the Printer IP Address and Port Name



6. Click Finish

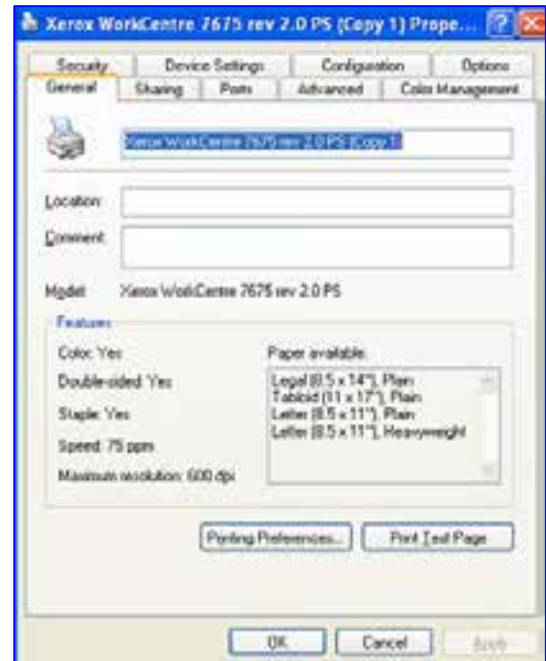


7. Once the printer driver has been added, the icon will be added in the Printers and Faxes window.



## PRINTER CONFIGURATION

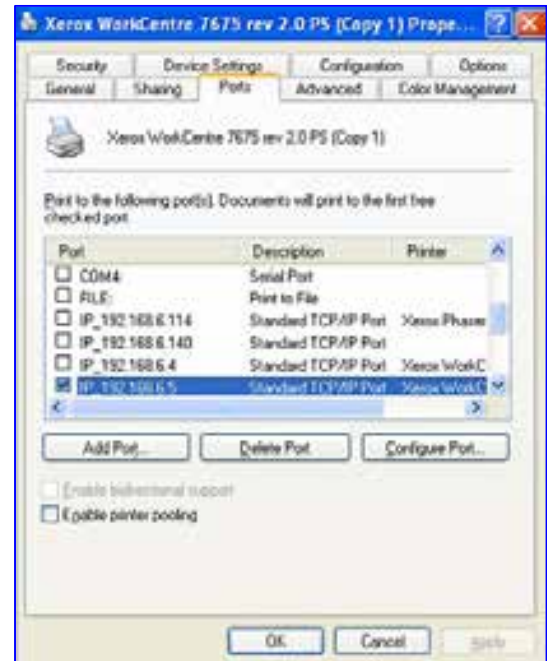
1. If SAM does not recognize the printer driver or if access rights are not set correctly, SAM will not be able to configure the printer(s). To confirm correct printer configuration, right click on the printer icon and select properties. On the General tab, confirm the printer name (Cannot contain special characters (i.e. \$, %, etc). Dash (-) is ok) and click OK.



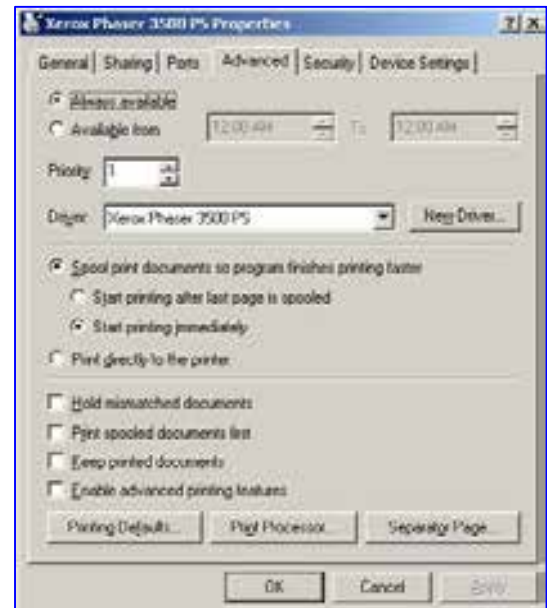
2. On the Sharing tab, select the: Do not share this printer option and click OK.



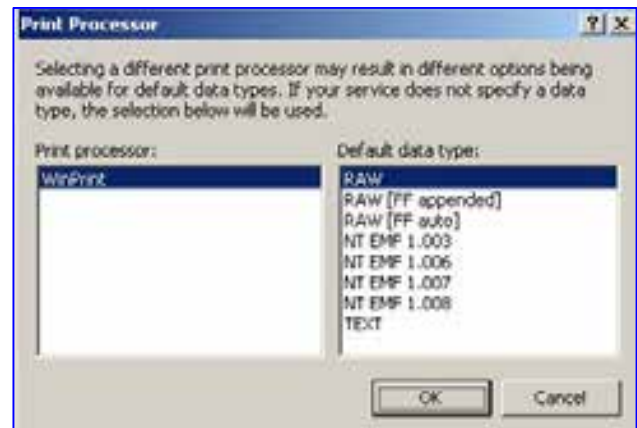
- On the Ports tab, select the correct port configured for this printer and click OK.



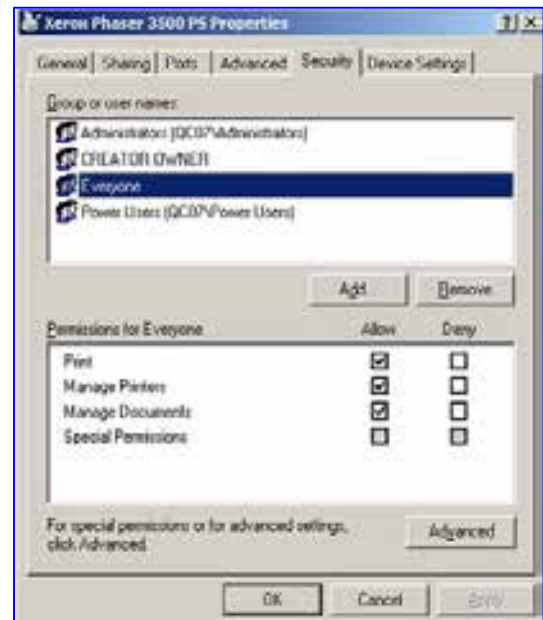
- On the Advanced tab, ensure the last 4 options are not selected and click the Printer Processor button.



5. The Print processor should be set to WinPrint with the Default data type: RAW and click OK.



6. On the Security tab, add the Everyone group if not there. Set the Permissions for Everyone to allow full control (select all options) and click OK.



7. Confirm successful printing of a Windows Test Page from the printer.

The Director's Report is a summary of all aspects of the technology managed by SAM. Library management can understand in a snapshot, the number and frequency of computer sessions, use of Internet and catalog resources, document printing, as well as exactly how much money was collected, spent and remains in SAM prepaid accounts.

The User Report is a list of patron records within SAM along with statistical detail.

The Duplicate Names Report is a list of patron records within SAM with matching last names.

Account Reports provide a list of all monetary transactions.

- Account by User: provides a Detailed or Summary list of all monetary transactions by user.
- Account by Group: provides a Detailed or Summary list of all monetary transactions by group.
- Account by Zone: provides a Detailed or Summary list of all monetary transactions by Zone
- Account by Device: provides a Detailed or Summary list of all monetary transactions by device.

The Group Report shows how various Groups are using the library computers. This report defines group level, # of patrons, total hours, average session for a group (as defined by run dates), and the average usage time per day for a given group. This is a cumulative report and does not show details, just the sum of each group by date range specified. Note: This report is only available if you are using SAM's Internet Filtering.

The Computer Report allows you to learn about the number of users using a particular computer and the duration of their use. This report also provides cumulative totals.

The Agency Report identifies who was on what PC in which Zone at any given time. The report shows usage data for individual users by Zone, date, time and computer ID (if machine data is available). The Computer ID will only be displayed if this information is entered at the time of install.

The Statistic Report displays which computers are being reserved and for what amounts of time for the date range specified. The report can be show data by PC or by Zone.

The Missed Reservation Report allows you to view missed reservations by patron name. Report could be helpful to implement a policy regarding reservation cancellations. Simply select the Zone and timeframe you wish to view data for.

### The App/Web Site Report

**\*\*Metering has been discontinued in SAM 10. Please contact Comprise Technical Support for information.**

The Visitor Report shows the number of Visitor Cards that were printed during the selected time frame.

The PC Usage Report shows the computer usage by hour as well as percentage of total usage.

The Sign Up Station Report provides Sign Up Station statistics such as number of users signed up, users denied, total wait time, etc.

The User Usage Report shows how much time the library computers are being used by patrons. The report identifies who uses the computers, the length of time the computers are used for, per session or multiple sessions. Also included are statistical averages of session time. This report can be run for any date range.

The Print Control Report gives a detailed history of print jobs by invoice. You can choose the dates to run it.

The Reservation Report produces a printed schedule of PC reservations for both staff and patron use. The run date is shown at the top of the report.

Escheat Report displays inactive user accounts based on the selected criteria. As part of the escheatment process, user accounts: a) with a balance greater than an amount , and b) that have remained inactive for the period of time, specified by state law must be reported to the state where the account is held. The state then claims the account through a process called "escheatment," whereby the state becomes the owner of the account.

## SAM 10 TROUBLESHOOTING GUIDE

### SAM CLIENT ISSUES

Issue	Cause	Resolutions
SAM does not start on a single PC	<ul style="list-style-type: none"> <li>The SAM Client Remote Manager Service is not running on the PC.</li> <li>SAM is not enabled for this Zone in the Administrative Interface.</li> <li>Firewall is blocking access between the Client PC and the SAM server.</li> </ul>	<ul style="list-style-type: none"> <li>Double click clientsrv.exe in the C:/SAM folder to start the service.</li> <li>Log onto <a href="http://&lt;SAM SERVER IP&gt;/sam/index.html">http://&lt;SAM SERVER IP&gt;/sam/index.html</a>. From Zones / System Options, check [Enable SAM].</li> <li>Turn off all firewalls. SAM cannot send / receive information to the server, staff PCs or sign up stations with firewall enabled.</li> </ul>

### SCREEN DISPLAY

Issue	Cause	Resolutions
SAM image is skewed or covers the Library Card # and PIN boxes for logging in.	<ul style="list-style-type: none"> <li>The Theme image is not loading correctly due to the screen resolution.</li> </ul>	<ul style="list-style-type: none"> <li>The Theme images are saved in C:\SAM\Themes. Depending on your screen resolution, you may have to make adjustments to display the image properly.</li> </ul>
SAM welcome screen has "Sorry" and users cannot login.	<ul style="list-style-type: none"> <li>Your internet service has been interrupted briefly.</li> <li>Your internet service is down at this computer, in house or at your Internet Service Provider (ISP). Without Internet service, SAM cannot contact the server to authenticate users logging in.</li> </ul>	<ul style="list-style-type: none"> <li>Wait a moment. The screen refreshes every 5 seconds or so. This could be a temporary aberration.</li> <li>If only this PC is displaying the "Sorry" screen, check the network cable connection on this PC.</li> <li>Contact your network administrator to find out if there have been any network changes that may have affected this PC.</li> <li>Contact your Internet Service Provider.</li> </ul>
A gray box is displaying on the desktop and will not go away	<ul style="list-style-type: none"> <li>Windows or other automatic updates are trying to run.</li> </ul>	<ul style="list-style-type: none"> <li>Turn off automatic updates. You can set the PC to bring down the updates, but, wait for you to manually install them. Or, install them after exiting SAM.</li> </ul>

## USER LOGIN ISSUES

Issue	Cause	Resolutions
User cannot login	<ul style="list-style-type: none"> <li>User exceeded their total daily time (this could be an accumulation of time at this zone and time used at another zone over the course of the day).</li> <li>User has used their total sessions per day.</li> <li>Login privilege has been disabled for one session.</li> <li>User access is blocked by SAM</li> <li>User record is in use by SAM either because a previous session did not end correctly or the new session was not started completely.</li> <li>SAM is scheduled to shut down PCs.</li> <li>User is not successfully authenticated.</li> <li>User is not using the correct PIN.</li> <li>User is does not have a library card fully entered in the ILS system.</li> </ul>	<ul style="list-style-type: none"> <li>Access user's SAM patron record to check time used. Update time used by selecting a new allotment of time from the dropdown options. Or, reset time by selecting Reset Timer from Update Patron's time.</li> <li>Check the Reset User's Logs box to reset Sessions to zero. Click [Save] at the top right corner.</li> <li>Check consecutive sessions for this Zone.</li> <li>Check the user's SAM record and confirm the user status is not Inactive.</li> <li>Check ILS record (Innovative, Sirsi, Polaris, etc.) to see if user's ILS account status is not blocked, barred, expired, etc.</li> <li>If library blocks users who owe more than a particular amount of money, check the user's ILS account to see how much they owe in fines/fees.</li> <li>Access the SAM user record, uncheck the [User is logged on PC] box, and Click [Save]</li> <li>Check the library schedule.</li> <li>Confirm user entered library card # and PIN correctly.</li> <li>Check the [Change PIN /Password Next Time] box. Click [Save] at the top right corner. User will be required to enter a new PIN/Password on next login.</li> <li>Check user's ILS record, including all required fields. Variations in the ILS barcode field or typographical errors will cause SAM to not be able to locate and verify the user's library record for the SAM authentication process to execute.</li> </ul>



## SESSION ISSUES

Issue	Cause	Resolutions
User was kicked off of SAM before a full session was used.	<ul style="list-style-type: none"> <li>User has used their daily time.</li> </ul>	<ul style="list-style-type: none"> <li>Access the user's SAM record to check if user has accrued enough time to be blocked from SAM.</li> </ul>
	<ul style="list-style-type: none"> <li>SAM is scheduled to shut down PCs.</li> </ul>	<ul style="list-style-type: none"> <li>Check the schedule and shut down instructions from Zones / Schedule Options on the Administrator Interface</li> </ul>

## ACTIVITY MANAGER ISSUES

Issue	Cause	Resolutions
Users are logged in but they are not displayed on the PC Activity Manager or the Sign Up Station	<ul style="list-style-type: none"> <li>Windows fire wall or some other firewall is blocking network communication.</li> <li>Sign Up Station or PC Activity Manager PC has a different IP address than the address set as Station in the Administrative Interface.</li> </ul>	<ul style="list-style-type: none"> <li>Turn off all internal firewalls on your PCs. It could be the client PC or the PC Activity Manager.</li> <li>Set a static IP on your Sign Up Station or PC or the PC Activity Manager PC that matches the Station setting. Restart Sign Up Station or PC Activity Manager PC first. Then restart client PCs.</li> </ul>
	<ul style="list-style-type: none"> <li>Changes have not been saved properly on the SAM server creating a conflict.</li> </ul>	<ul style="list-style-type: none"> <li>Contact Comprise to check the SQL table for your Zone.</li> </ul>
Blank line(s) on top of the PC list	<ul style="list-style-type: none"> <li>Resource list for Zone is incorrect</li> </ul>	<ul style="list-style-type: none"> <li>Correct the resource list for the Zone</li> </ul>
Pause / Resume queue function not working correctly	<ul style="list-style-type: none"> <li>Sign Up Station IP address may be missing or incorrect</li> </ul>	<ul style="list-style-type: none"> <li>Confirm Sign Up Station IP address</li> </ul>
Send message and other staff functions do not work.	<ul style="list-style-type: none"> <li>A firewall is enabled on the PC Activity Manager and/or the client PC blocking communication between the PC Activity Manager and client PC.</li> </ul>	<ul style="list-style-type: none"> <li>Check PC Activity Manager first and disable firewalls confirm Port 2002 settings. Do the same with the client PCs.</li> </ul>
Zone ID does not display on the PC Activity Manager.	<ul style="list-style-type: none"> <li>The C:\SAM\clntinfo.ini file does not have the correct information.</li> </ul>	<ul style="list-style-type: none"> <li>Check C:\SAM\clntinfo.ini file. It should have: [Branch] Name=&lt;Zone ID&gt; – <i>Should match SAM Administrator Interface.</i> [Branches] Names=&lt; Zone ID&gt;%. The “%” is required!</li> </ul>
Cannot print Visitor Cards	<ul style="list-style-type: none"> <li>A printer named “Visitor Cards Printer” does not exist on your staff PC.</li> </ul>	<ul style="list-style-type: none"> <li>Rename your current printer or install another copy of the printer using “Visitor Cards Printer” as the printer name.</li> </ul>

## SIGN UP STATION ISSUES

Issue	Cause	Resolutions
PC IDs are not displayed correctly or are missing.	<ul style="list-style-type: none"> <li>Resource list for Zone is incorrect</li> </ul>	<ul style="list-style-type: none"> <li>Correct the resource list for the Zone</li> </ul>
Cannot print SignUp Ticket	<ul style="list-style-type: none"> <li>A printer named "SignUp Printer" does not exist on your Sign Up Station.</li> </ul>	<ul style="list-style-type: none"> <li>Rename your current printer or install another copy of the printer using "SignUp Printer" as the printer name.</li> </ul>

## PRINT ISSUES

Issue	Cause	Resolutions
No one can print from SAM	<ul style="list-style-type: none"> <li>First, confirm that this is a SAM issue by closing SAM and printing.</li> <li>The printer is off, unavailable, unplugged, disconnected from the network, out of paper, or has an error (paper jam).</li> <li>The printer has been renamed or it has had its IP address changed on the network.</li> <li>Internal network is down. You can ping the printer from any PC on that network to see if there is communication.</li> <li>SAM printing did not start when the PC started up. The SAM Print Icon is not present in the system tray.</li> </ul>	<ul style="list-style-type: none"> <li>If you cannot print without SAM, printing problem is unrelated to SAM. If this is the case, contact your network administrator.</li> <li>Check printer status.</li> <li>Verify that the printer is at the IP address that is indicated in the "Print Options" in Sam Administrator Interface. Change either Interface settings or printer settings to match.</li> <li>Check network cable connections. Reset your switch. Contact your network provider.</li> <li>Restart the PC and ensure that SAM Printing is started. If not, check to see if there is any blocking software (Symantec or other brand) blocking this program and check the firewall.</li> </ul>
Error: "Due to printer settings, you cannot print this document..."	<ul style="list-style-type: none"> <li># of pages in print job is greater than page limit set in the Web Interface under Print Options.</li> <li>The printer driver language in the Interface does not match with the driver selected on the client PC</li> </ul>	<ul style="list-style-type: none"> <li>Page limit may be set to 0 pages (0=can't print). Change page limit to greater than 0.</li> <li>Confirm printer driver language is same on Interface and client PC.</li> </ul>

## PRINT ISSUES (CONT)

Issue	Cause	Resolutions
SAM print manager window displays and print job is interrupted because the user has no \$.	<ul style="list-style-type: none"> <li>User cannot print because they do not have money in their account. User thinks they should have sufficient funds.</li> </ul>	<ul style="list-style-type: none"> <li>Use print preview to see the page count of the document. Have user exit and re-enter the account.</li> </ul>
SAM print manager window displays, user approves job, but nothing happens.	<ul style="list-style-type: none"> <li>Printer Security does not have the user: Everyone.</li> </ul>	<ul style="list-style-type: none"> <li>In the printer properties, go to the Security tab. Confirm Everyone exists with all Allow boxes checked. If not, just add Everyone and check all Allow boxes.</li> </ul>
SAM Print window displays, user approves job, the status box progresses, but nothing prints.	<ul style="list-style-type: none"> <li>Print Processor is not set to WinPrint with Data Type RAW.</li> </ul>	<ul style="list-style-type: none"> <li>In the Print Processor window, select WinPrint with Data Type RAW.</li> </ul>
SAM Print window displays, user approves job, the status box progresses, but the print job prints several pages of random characters.	<ul style="list-style-type: none"> <li>Printer driver not compatible with SAM.</li> <li>Printer PCL language not set or correct on SAM administrator interface.</li> <li>Enable Advanced Features box may be checked in printer properties.</li> </ul>	<ul style="list-style-type: none"> <li>Load PCL driver from manufacturer's web site or disk.</li> <li>In the SAM administrator interface, try PCL5, PCL6, or PCL7. Restart your computer and test.</li> <li>Confirm the Enable Advanced Features box is not checked.</li> </ul>
# of pages and/or cost not accurate	<ul style="list-style-type: none"> <li>PCL language is not correct.</li> <li>Word may have background printing enabled.</li> </ul>	<ul style="list-style-type: none"> <li>Try changing PCL language to PCL5, PCL6, or PCL7</li> <li>Confirm Word does not have background printing enabled.</li> </ul>
SAM print manager window does not display. Or, Print document encountered error... message comes up.	<ul style="list-style-type: none"> <li>SAM administrator interface has not been set up for this printer. Parameters need to be set each time a printer is added.</li> <li>Any change in the name (spaces, caps, etc) will create another instance of the printer on the SAM server. Printer names should be consistent under Print Control on the SAM administrator interface and SAM client PCs.</li> </ul>	<ul style="list-style-type: none"> <li>Update administrator interface with correct printer parameters. Printer list with correct price per page, page limit, applications, and PCL language.</li> <li>Check the printer name on PC. Rename it to match the printer name on the SAM administrator interface under Print Control.</li> </ul>

## FREQUENTLY ASKED QUESTIONS

How is the wait time at the Sign Up Station calculated?

Wait time is calculated based on the number of patrons waiting, divided by the number of computers, multiplied by the average session time, plus the shortest of (the time left of the earliest session end OR the time left on Assigned List).

Please note: The wait time is an estimate.

What is the Free Page priority?

1. Control Zone
2. Modify User
3. Group Options
4. Free Page Options

## GLOSSARY OF TERMS

Branch (Term no longer applicable)	A Branch is a term used to describe library locations in earlier versions of SAM. It is no longer used in SAM version 9.0 and later.
Client (Unchanged from earlier versions)	A Client is any PC on which Comprise proprietary software is installed; it is the secondary licensing unit for SAM software.
Control Zone (Term referred to Zone in SAM v8.5 and earlier)	A Control Zone is another way to configure SAM differently for certain PCs without acquiring additional Location licensing. Control Zones offer a limited subset of configuration options.
Location (Term unchanged from earlier versions)	A Location is a physical description; it is the primary licensing unit for SAM software.
OPAC	SAM Catalog PC. SAM offers flexibility in selecting links displayed within the catalog. For example, a user can click on a link and go to an author's website. SAM will recognize the click to the author's website as acceptable. The user will not be allowed to go past the number of "Clicks Beyond" specified in OPAC Options. If a user tries to go past the allowed clicks, SAM will automatically redirect the user to the Catalog Start Page URL.
Region (Term unchanged from earlier versions)	A region consists of one or more locations that are configured under the same Administrative authority but organized together so that their data and reports can be viewed by a specific authentication level.
Zone (Term referred to Virtual Location in SAM v8.5 and earlier)	A Zone is a way to configure SAM differently for certain PCs without acquiring additional Location licensing. A Zone is typically a section of a Location in which SAM is configured differently than elsewhere in that Location, for example, <i>The Kids Section</i> . Another use of a Zone differentiates PCs by purpose. For example, <i>Express Computers</i> can be configured under common Zone settings regardless of their physical location. All SAM configuration options resolve to the Zone level.

An access management, point of sale, or self-service solution from Comprise is an investment in a flexible, expandable [Smart](#) web-based architecture. All Comprise' solutions can be leveraged from a single SmartServer linked with your library's ILS or organizations database. All Comprise solutions communicate with leading ILS databases, Microsoft SQL, and integrate seamlessly with each other offering unparalleled flexibility.



Today you might be interested in access management, but tomorrow you find that you also need a financial management solution. Comprise offers you the flexibility to upgrade and expand with one server that can manage multiple locations from one central location. *To purchase these add-on products contact your Comprise Sales Representative at 800-854-6822.*

#### PC ACCESS MANAGEMENT

[SAM Professional](#) is our flagship access management solution. It is available in two versions to meet the needs and objectives of different library and public service organizations. 100% centralized management, access automation, and privacy protection are core to both versions.

[Simpler SAM](#) is our hosted version of SAM. It is our entry level access management program that allows smaller organizations to implement the core features of SAM without the overhead of a server or other networking hardware.

#### POINT OF SALE

[Smart Money Manager](#) is a point of sale solution specifically designed for the library environment. It links with your ILS to clear fines/fees in a single step, as well as handling waivers and multiple family member payments.

#### SELF-SERVICE SOLUTIONS

[Convenience Centers \(Pictured Right\)](#) enable anyone to make self-service payments and purchases without any staff involvement. They fully automate the handling of bills, coins, and bankcards, and return change for unspent funds. Use them to let patrons or visitors pay for fines, print, copy, or other charges.

[SmartPay](#) allows patrons to make fine/fee payments and anyone to make donations to your library over the Internet. It's easy to use, convenient, and runs from your website.





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