

Photo ID and Age Requirements

- Individual must present a valid government-issued photo ID which includes name, full address, and date of birth
 - If the individual is a New Jersey resident and needs an ID, they may obtain a non-driver ID from NJMVC
 - Non-driver ID from NJMVC: <http://www.state.nj.us/mvc/Licenses/NonDriverID.htm>
 - Non-government IDs (issued by private employers, religious groups, shelters, etc.) are not accepted
 - Letters, bills, receipts, and other non-IDs are not accepted
- Individual must be at least 18 years of age to obtain an account
 - Parent/guardian may obtain an account and supervise the minor’s usage of the computer

Searching for Pre-existing Account(s)

- Before creating an account, search the database for pre-existing accounts
 - In “Manage Users” select the “Enter User’s Last Name” radio button
 - Enter the last name and choose the magnifying glass

Forming the Username

- The username is a combination of the individual’s first name and nine-digit ZIP code
 - If the ID does not include nine-digit ZIP visit: <http://zip4.usps.com/>
- If the individual lives in an apartment or unit, include a # sign and the unit number at the end
- Examples:

John Doe 123 Main Street Gotham City, NJ 08087-5467	john080875467
Jane Doe 345 Delaware Avenue Apt 6A Gotham City, NJ 08087-7890	jane080877890#6A

Creating the Account

- In “Manage Users” select the “Use User ID” radio button, enter the new username, and press Next
 - Press Yes on the “User Not Found” window that appears
- In the first window (first box is “First Name”), enter all available information and press Next
- In the second window (first box is “Birth Date”) only enter the month and date using the format MM/DD/1900
- Again in the second window, ask user to create a PIN (four-digit number for simplicity) and then press Next
- In the third window (first box is “Group”) select the appropriate group for the user and press Next
 - “Community Borrower” is the default; some libraries make use of UMDNJ group
- Press Next three more times and then Finish

Explaining the Policies

- Individuals have a two-hour time limit per day, which is a condition of authorized usage
- Bypassing or attempting to bypass the time limit and/or security software is in violation of the university’s Acceptable Use Policy (Policy 70.1.1), available at <http://policies.rutgers.edu/PDF/Section70/70.1.1-current.pdf>
 - A printed copy should be kept at the reference desk
- Violators are subject to loss of computer privileges as well as banning from the Rutgers University Libraries

The Software

Why was time-management software implemented?

Time-management software is being used to ensure that all visitors have a chance to use the reference computers without excessive wait times. The software also aids the staff in enforcing the library policy that no child may use a reference computer unless accompanied by a parent.

How much time does a patron get each day?

Each patron receives two hours per day, which they may use all at once or in increments of their own choosing.

Patrons seem to have 130 minutes each day, not two hours. Is this a problem?

Due to a technical limitation with the software, an extra ten minutes per day was allotted in an effort to guarantee that visitors would always receive at least their full 120 minutes.

Must a patron check-in with a library staff member before using a reference computer?

No, the visitor computers are self-service. The patron chooses which computer they would like to use and logs in right at that computer. It is not necessary to check-in with staff, but we do welcome research questions.

The Visitor Account

What information is recorded when creating a visitor account?

We only record name, address, and the month and day of birth (as MM/DD/1900) when creating an account. Complete date of birth is not recorded, but used to verify that the individual is eighteen years of age or older.

What usage logs are kept and how often are they cleared?

The usage logs record username, computer name, date, and time for each session. This is done for maintenance and utilization reports. The library does not monitor or record the information accessed or websites visited. Logs are cleared weekly.

Why must a patron present a government-issued, photo ID to obtain an account?

Visitors must present an ID in order to verify that they do not have a pre-existing visitor account with the library.

What if a patron doesn't have their address on their government-issued, photo ID?

Some government-issued photo IDs (such as passports) do not include address. If this is the only photo ID the patron has, then we will accept it in conjunction with an additional government-issued ID that includes address.

What if the patron doesn't have a government-issued, photo ID?

A patron must have a government-issued, photo ID to obtain a visitor account. Here is some information on how New Jersey residents may obtain a photo ID from the State of New Jersey:

- Non-driver ID from NJMVC: <http://www.state.nj.us/mvc/Licenses/NonDriverID.htm>
- NJMVC Locations: <http://www.state.nj.us/mvc/Location/>

What if the patron is not a resident of the United States and their address has no ZIP Code?

If the patron is not a US resident, then use the relevant Postal Code for their country.

How long is an account valid?

Accounts do not expire and are valid for as long as the PC Reservation system is in use.

Other

What are the "participating Rutgers Libraries" mentioned on the username/PIN cards?

Alexander, Art, Douglass, Kilmer, and LSM in New Brunswick; Dana in Newark; Robeson in Camden.

When visiting a different Rutgers Library, must a patron obtain a new ID or register their current ID with the staff?

No. A patron may only obtain one visitor account. That visitor account is valid at all participating libraries without any need to re-register or activate at the individual libraries.

Can a Rutgers student, faculty, or staff member obtain a visitor account?

Normally, no. Rutgers affiliates are to use NetID-protected PCs and are not be issued visitor accounts. However, some libraries do provide temporary visitor accounts to Rutgers affiliates during finals period.

If a child needs to use the computer what accommodations can be made?

Under current policies no child may use a computer without direct parental supervision.

To whom does a patron speak if they have questions or concerns about PC Reservation?

Direct the patron to the Reference Desk. Escalate to the local reference team leader as necessary.