

SAM AND APM PROCEDURES AND POLICIES

SAM (Smart Access Management) is the innovative software program used in libraries across the nation to better facilitate a more balanced use of public computers through increased privacy and time management. **APM (Automatic Payment Machine)** is used for computer printing management.

HOW TO USE SAM TO SCHEDULE COMPUTER TIME IN REFERENCE SERVICES & THE HOMEWORK CENTER:

- If a computer is available, you do **not** need to use the SAM Sign-Up Station computer. **You can walk over to any available computer, type in your library card number and four digit pin number, and begin using the computer immediately.** (Your four digit pin number is usually the last four digits of your phone number. **If you are having problems with the pin number, please ask staff for assistance.**)
- You can change your pin number. Please ask staff for assistance.
- You are allowed a one-hour session. The computer will give you a 10-, 5-, and 2-minute warning before you are automatically logged off the computer. If you want another one-hour session on a computer, you must either approach an empty computer (if one is available and re-enter your library card number and pin number) or schedule another session at the SAM Sign-Up Station computer.
- **To use SAM to schedule computer time, you must approach the SAM Sign-Up Station computer and scan (or manually type) in your library card number and pin number.**
- You will be assigned a ticket number and automatically put on a waiting list for the next available computer.
- To know when your assigned computer time is available, you must check the SAM Sign-Up Station computer screen for your computer assignment. The assignments are listed by the first four digits of your last name and the ticket number.
- Once the ticket number and assigned computer are listed on the screen, your ticket number will move to the middle column on the screen. **You will have five (5) minutes to log on to the assigned computer.** If you walk away from the area when your assigned computer time is listed, and it's been longer than 5 minutes, your computer time is no longer available. You will need to re-enter the Waiting List using the SAM Sign-Up Station computer.

NOTE: If you do not have a library card, you may purchase a temporary Access Card for \$1.00 using the APM. Temporary Access Cards expire at the end of the business day, therefore, you may not want to purchase a Temporary Access Card or apply printing to your account within 30 minutes of closing.

HOW TO USE THE APM FOR PRINTING AND PURCHASING TEMPORARY ACCESS CARDS:

- You must have money in your printing account in order to print. Your account is your library card number. **However, money cannot be put into a your account until you have logged onto a library computer at least ONE time.**

- Printing costs are .10 cents for black and white printing and .25 cents for color printing.
- **Money is put into your account using the APM. Scan (or manually types) in your library card number.**
- **You then put money (cash up to \$20.00) into the machine which goes into your account. You must press Enter to apply the money to your account.** The APM does not make change when you insert money.
- **If you are putting printing money onto a Temporary Access Card, in order to get any remaining printing money back, you need to CASH OUT before leaving for the day. At the end of the day, the SAM system removes the temporary Access Card accounts.**
- **At any time, regardless if you have applied printing money to your library card or a Temporary Access Card, you can cash out to get your money back. However, the money will be given in quarters and nickels.**
- **If you have pre-purchased printing tokens, you must go to the Reference Services desk and have a staff member apply the token amount to your printing account. NOTE: However, it still applies that if you haven't logged on at least once to a computer, you will need to do so in order for the token money to be applied to your printing account.**
- Printing is done from the computer. The cost of the printing is automatically deducted from your library card (or Temporary Access Card) printing account.
- To check to see how much printing money remains on your account, you can check this at the APM by scanning (or typing) in your library card number.
- **When you are done using the computer, please turn in your Temporary Access Card as we can reuse it.**

NOTE: *The APM is located near the stairs in Reference Services in the Lower Level. ALL patrons must use this machine to apply money to their library card (or Temporary Access Card) printing account.*

POLICIES:

- Children cannot log in to a computer in Reference Services. However, this is where the APM is located which they must use to apply money to their printing account.
- **You may use the computers for two (2) hours per day or six (6) log-ins per day.**
- **You can only have three (3) consecutive log-ins within one hour.** On your fourth try, the computer will not allow you to log-in until one hour has passed. You will receive an "exceeded log-in" message telling you this.
- If you are over the fine limit threshold (\$3.00) on your library card, you cannot use a computer until your fine amount is under \$3.00.

***REMINDER:** *With the new SAM software, we no longer take advanced reservations. The only way for you to schedule computer time is to walk-in and sign up using the SAM Sign-Up computer.*