

Library Computer Use - FAQs

Phase 3 Computer Use

As part of the Library's plan to safely reintroduce services during the COVID-19 pandemic, we are now offering public computer use by appointment in Phase 3.

We recognize that community members want access to the Library's computers, scanners and printers for a variety of reasons. Use computer sessions to find job and career support, file or check for unemployment claims and benefits, connect to services from the Michigan Secretary of State, scan and print documents, and for other priority needs. Computer sessions are not intended to be used for entertainment purposes, such as watching TV shows or YouTube videos.

1. Are Library computers available for use?

A) Yes. Patrons with a Library card in good standing may use computers at the Main Library and Westacres. Westacres computers are available only to West Bloomfield and contract community residents. A mask must be properly worn at all times when using Library computers.

2. What can computers be used for?

A) Patrons can use the Library computers for scanning, printing, work and learning support, using Library resources and other productivity services patrons may not otherwise have access to.

3. Do I need to reserve an appointment to use a computer?

A) Yes. One reservation per day can be made on the day prior. A computer can be reserved on the Services page of the Library's website. A reservation can also be made by calling the Main or Westacres Information Desk.

4. Is there a time limit on computer usage?

A) Yes. Each cardholder will be allowed one appointment of up to 45 minutes of computer usage per day, regardless of the Branch. Appointments will begin on the hour and will end 45 minutes after the hour. This allows all computers to be cleaned to ensure the next person always has a disinfected station.

5. May I use a computer even if I don't have a reservation?

A) A reservation is the best way to ensure a computer is available at the time you need. If you do not have a reservation when you arrive at the Library, we may not be able to accommodate. If a station is available, a Library card in good standing in the system is still required.

6. Will I have 45 minutes of computer time if I arrive late for my appointment or walk-in after the beginning of the hour?

A) No. A late arrival will result in a shortened session. Extensions to a session will not be possible, as the final 15 minutes of the hour are reserved for disinfecting all computers.

7. What do I do when I arrive for my appointment?

A) Please visit the Information Desk with your Library card. The Librarian will check you in, assign you a station, and give you a USB key. This key, along with your Library card number, will activate your station.

8. Will I be able to print?

A) Yes. Printing is available from all stations. Please bring coins, \$1 bills, a credit card or tap to pay method to pay for print jobs, as no change will be available.

9. Will I be notified when my session is about to end?

A) Yes. The station will display a warning 5 minutes prior to the end of the session. At 45 minutes after the hour, the session will automatically end. At the end of the session, please return the USB key to the Information Desk. Please save often to your own flash drive, as staff cannot retrieve lost files.

10. Will staff be able to offer assistance?

A) Staff can provide very limited assistance, as social distancing guidelines will be strictly enforced.

11. Will headphones be available for use?

A) No. You must supply your own headphones, flash drives or other external devices.

12. How will the computers be cleaned?

A) Computer equipment, chairs and work surfaces will be disinfected with appropriate cleaning solutions after each use.

Print from Home

Send documents to Library printers and then pick them up at the Main Library or Westacres Branch. No appointment needed! Go to www.westbloomfieldlibrary.org, click on "Services" and then "Print from Home."



MAIN LIBRARY
4600 Walnut Lake Road
(248) 232-2290
Fax: (248) 232-2291
TTD (248) 232-2292
Email: wbref@wblib.org
wacref@wblib.org
Text: (248) 648-3368

WESTACRES BRANCH
7321 Commerce Road
(248) 363-4022
Fax: (248) 363-7243

ONLINE LIBRARY
Open 24 hours every day
www.westbloomfieldlibrary.org

