How to use Computer Works / Computer Works FAQ

Computer Works Usage Policy

You must read and agree to the Computer Works Usage Policy to be allowed to use Computer Works.

Please be aware that the computers are self-serve. WBRL staff will offer limited help with technical issues like printing or hardware issues, but we do not offer help with usage of the computers such as document writing or email issues. Patrons are advised to have standard computer literacy to use Computer Works. There are links to a Tutorial/FAQ, and websites to learn computer skills accessible directly from the desktop.

WBRL also does not offer help with patron-owned devices, other than help with logging into our public Wi-Fi.

Our computers completely reset after you are done using them, no information, files, passwords, or anything else is saved once the computer reboots. If you want to save a file, make sure you either:

- Save it to an USB stick/Flash drive
- Send it to yourself through email
- Save to a personal cloud storage account (Dropbox, Google Drive, OneDrive, etc.)

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How to Sign Up and Use Computer Works

See a staff member at the Customer Service desk and they will sign you up for a computer.

On weekdays there is a 2 hour maximum usage time, and on weekends there is a 1 hour maximum. If there is no-one waiting for a computer, you may be allowed extra time at the staff's discretion.

When you have 5 minutes of reserved time, if there is no reservation after yours, the computer will prompt you if you want more time.

There are 16 full use computers, and one Express computer that only allows 15 minute reservations. It is great if you only need to quickly print something.

We also offer a fully accessible computer for patrons with disabilities. It is equipped with accessible software and accessories. Ask at the Customer Service desk for more information.

After being signed up, you will be given a slip of paper that has your username, PIN code, and what computer you are signed up for.

- Your username will be your first name that you gave to the staff.
- Your PIN code is a randomly-created 4 digit number that is your password for the computer.

Go to the computer you are signed up for and follow the instructions on-screen to log in.

When you are done with the computer, make sure you click the labelled "End Session" button. Do not click Shutdown, Logoff, Lock, or press the power button on the computer.

The Desktop

Here is a visual guide to the parts of the desktop.

1. "System Links"

- Recycle Bin – Where deleted files go before being completely deleted. You can restore accidentally deleted files from here.
- Computer – You can access removable media like USB sticks/Flash drives and CD/DVDs from here.
- Downloads – Files downloaded from online will be saved here.
- USB Drive – A shortcut to an attached USB stick/Flash drive.

2. "Software/Programs"

- Quick access to the software/programs we have installed for public use.
- See "Programs We Offer at Computer Works" section for more information about each program.
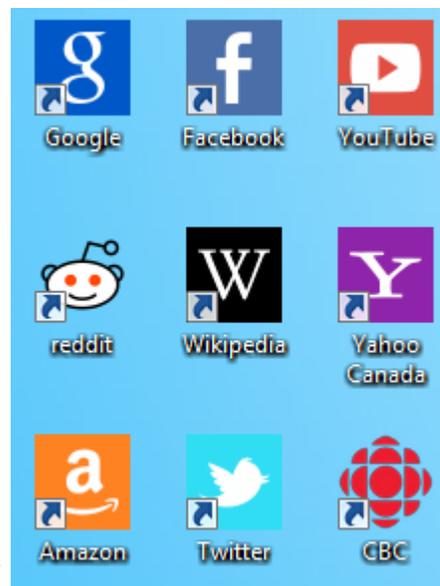
3. "Website Links"

- Quick access to popular websites.
- Google, Facebook, Youtube, Reddit, Wikipedia, Yahoo Canada, Amazon.ca, Twitter, and CBC.
- These are also saved as bookmarks on both Google Chrome and Mozilla Firefox.

4. "Computer Help"

- Links to help and tutorials on how to use the computers.
- The blue and white "?" icon goes to this how-to/FAQ.
- There is also an icon for GCFLearnfree.org, an online resource for technology tutorials.

GCFLearnfree.org

There is a wide range of computer and technology based lessons on "gcflearnfree.org" that are all completely free and easy to use. We recommend going through the lessons here if you are new to using computers, want to learn more, or just need a refresher course.

Computer Tutorials – Computer use basics.

Internet Basics – Using the Internet.

Windows Tutorials – Using Microsoft Windows.

Email Basics – How to use Email.

Microsoft Office 2010 Tutorials – How to use Microsoft Office (Word, Excel, Powerpoint, etc.)

Online Safety – How to keep yourself, and your kids safe online.

Digital Skills – How to Search better, use Information correctly, and become more "Tech Savvy".

5. "Taskbar"

- - The taskbar gives quick access to popular programs and the Start Menu, where you can also open programs from.

Programs We Offer at Computer Works

Our computers are all running Windows 7.

You are able to use USB sticks/Flash drives, and CDs/DVDs.

Web/Internet Browsers

These are used to browse the internet, view webpages, etc.

Google Chrome - the default web browser.

Mozilla Firefox - an alternative to Chrome.

Document Writers/Editors

These are used to write documents, prepare spreadsheets, and create presentations.

Microsoft Office

- Word is for writing documents/resumes, etc. It has a blue icon with a W.
- Excel is for making spreadsheets/graphs. It has a green icon with an X.
- Powerpoint is for making presentations. It has an orange icon with a P.
- Publisher is for making brochures, labels, calendars, greeting cards, business cards, newsletters, and postcards. It has a green icon with a P.

Apache Open Office – An alternative to Microsoft Office.

- All the OpenOffice programs are accessed through one icon.
- Has all the functionality of Microsoft Office.

WinWay Resume Builder

- Made just for writing resumes. It will help you step by step.

PDF Readers

These are used to view PDF files either downloaded from the internet, or converted from other files.

Adobe Reader

- Adobe Reader software is the free trusted standard for reliably viewing, printing, and annotating PDF documents.

Foxit Reader – An alternative to Adobe Reader

- Foxit Reader is a small, lightning fast, and feature rich PDF viewer which allows you to create, open, view, sign, and print any PDF file.

Media Viewers

These are used to watch videos or listen to music.

VLC Player

- VLC is a free and open source cross-platform multimedia player that plays most multimedia files as well as DVDs, Audio CDs, VCDs, and various streaming protocols.

Art/Design Programs

These are used to create or edit pictures.

Paint.Net

- Paint.NET is free image and photo editing software. It features an intuitive and innovative user interface with support for layers, unlimited undo, special effects, and a wide variety of useful and powerful tools.

Microsoft Paint

- Paint is a simple graphics painting program that has been included with all versions of Microsoft Windows.

Printing

Printing in both Black and White, and in Colour is available from all of the Computer Works stations.

Printing is 10 cents a page for Black and White, and 20 cents a page for Colour.

Printing can be done differently in each program, but it is generally under "File" and then "Print". You will see these menus at the top of the program.

After clicking print, a box will pop up asking what printer you want to print to. Choose "B&W" to print in Black and White only, and choose "Colour" to print in colour.

Once you have sent your print job, go to the "Print Release Terminal" and follow the instructions there. If the "Print Release Terminal" is out of service or you only have debit or credit, you can pay at the Circulation desk.

We have brochures made to help you learn the steps to printing. You can find them at the "Print Release Terminal" or ask a staff member when you sign up for a computer.

You may also print from an USB stick/Flash drive at our Public Use Copier beside the Customer Service Desk.

- Insert your USB stick/Flash drive into the slot on the printer and follow the instructions on the screen.
- You can only print PDF and JPEG files at this printer. Microsoft Office documents will not print.

Common Issues/Fixes

When computers are involved, there are always little issues, some of which that can't be fixed easily. We do have a few at our computer works stations, but we do have fixes for most, if not all of them.

"My USB stick/Flash drive is not being recognized."

- It may take up to a minute for the computer to recognize your USB stick/Flash drive. Please be patient until it loads. It should automatically open when it has loaded. If after a minute it hasn't opened, try removing and re-inserting it. There is a shortcut on the desktop for easy access to any USB stick/Flash Drive.

"My document isn't showing up correctly when I open it from my email."

- Try saving the file/document to the computer first, and then try opening it. Sometimes browsers can have issues with formatting and file types, especially with PDFs, but opening it with an installed program will almost always fix the issue.

"Why does my print job come out blank, or have extra blank pages at the end?"

- If you're printing a document from online, try saving it to the computer first and print from an installed program (like Microsoft Office or Adobe Reader) instead of from online. Make sure the document doesn't have any blank pages at the end, because those will print like any other page.

Internet Policy

-The Internet user is responsible for all of their activity and actions, including when using any Library wireless Internet access service.

-A breach of the library's rules and policies may result in a suspension of library privileges and exclusion from the library.

-The library's wireless access points are unsecured connections to the Internet. The library is not responsible for data transmitted or loss of information over the wireless network.

-Users should be aware that third parties may be able to obtain information about users activities when using the wireless service to connect to the Internet.

-The library assumes no responsibility for the security and privacy of on-line transactions.

-In accordance with the library's policy on Intellectual Freedom, the library is not responsible for monitoring the quality, accuracy or content of information found on the Internet.

-Library patrons should be aware that not all information sources found on the Internet provide accurate, complete or current information.

-It is prohibited to use Internet access for illegal, actionable or criminal purposes or to seek access into unauthorized areas.

-Infringement of copyright is prohibited.