



“Userful is a highly responsive partner in our Public Access Computing program. They listen to us. They attend to our needs. Their product attends to our needs.”

-Karen Harrison, Director
Coquitlam Public Library

Userful DesktopTM for Libraries: Creating Solutions for 21st Century Challenges

A Case Study by UserfulTM Corporation.

The Library

Coquitlam sits in the heart of the Lower Mainland on the west coast of British Columbia—one of the fastest growing regions in Canada. The city boasts an ethnically diverse population and prides itself on being a good place to raise a family. The public library, with almost 80,000 patrons in a city of 113,000, is a source of civic pride.



The Need

Like many North American libraries, Coquitlam's public access program depended on a fleet of aging computers bought on grants that didn't provide funds for their upkeep or replacement. By 2003, the computers purchased between 1996 and 1999 had become a drain on staff time and energy. Years of hard use and tight budgets meant machines were regularly out of action. Just keeping them in working order was a full time job. As if that weren't enough, a few patrons were misusing Coquitlam's computers.

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QUICK FACTS

Userful DesktopTM at a Glance

ECO FACT

Switching 1% of the world's computers to Userful DesktopTM is equal to taking 26 million cars off the road.**

** Based on 5243.53 kg (11560 lbs) of CO2 per car per year; one billion PCs worldwide.

TOTAL COST OF OWNERSHIP

We can help you achieve more with less. Userful Desktop saves up to 80% of the IT and administrative time usually spent on computing.

USERFUL DESKTOP FEATURES

Userful Desktop includes over 40 applications in 30+ languages. Users can surf the web, catch up on work, burn CDs, or just play games. There's even a large-print option for those with vision impairment.

If you would like to know more about UserfulTM and our products please visit:

www.userful.com

e-mail

info@userful.com

or call

1-866-USERFUL



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The Challenges

People changed screen-savers, altered system files, added and deleted applications. A few computers were even vandalized. Coquitlam's public access program had become a burden on librarians and on the IT staff. They began looking for a better way to do things.

The Solution

At the 2003 American Library Association conference, Systems Supervisor, Nancy Collins, visited the Userful booth and was impressed by Userful Desktop--a turnkey solution. The system included all the software a patron could ask for (full office suite, graphics editor, web browser and email client) as well as all the necessary public access management tools and security fea-



tures (session timer, print cost recovery options, privacy protection, web filtering and an optional computer reservation module). Its ability to power up to ten stations from a single box made it financially attractive,

and the fact that Userful fully supports all the hardware and software ensured they would always have the most up to date computers and applications.

The Future

In September 2003 CPL installed its first 6 terminal system. The fact that all of the terminals shared a single computer allowed the library staff to secure the computer box to prevent vandalism. Userful's locked down desktop prevented unwanted downloads and accidental or deliberate damage to the operating system. The time management software and session limits ensured equitable access to the computers and reduced time spent by library staff policing time sheets and sign-up sheets.

Userful Desktop freed systems staff from constantly supporting the public access stations, enabling them to focus on supporting other library applications. The system's multi-lingual capabilities (over 30 languages supported) offered Coquitlam's many non-English speaking patrons computer access in their first language.

Coquitlam Public Library was so pleased with the performance that in December 2003, that they purchased Userful Desktop for all their public access stations across their library system.

**To learn more about Userful DesktopTM
please visit:
www.userful.com/products**