



Userful Desktop[™] for Libraries Userful Desktop[™] Speaks Your Language



“Userful Desktop[™] reduced our time spent administering the public computers by 95%. I’m not paying much attention to Userful Desktop[™], that’s what’s great about it.”

- Dr. Rebecca Brown,
Coordinator of Public Services
Takoma Park Maryland Library

The Library

Takoma Park Maryland Library serves one of the most linguistically and ethnically diverse neighborhoods in the United States. The growing community is home to 17,299 residents, a significant portion of whom are recent immigrants from over 50 countries as far apart as Grenada and Romania. The majority of the library’s public computer users seek jobs, take on-line classes, send emails and check soccer scores and news back home.

The Need

The library was one of the first in the area to offer Internet access in the late 1990s. As an early adopter, Dr. Rebecca Brown was on her own finding ways to secure the library’s on-line public computers. Dr. Brown found out early what many librarians have discovered since: locking down public computers is a headache. Even with CenturionGuard[®], she found problems. It took a reboot to return the stations to their original settings and some patrons still managed to tamper with the computers. Patrons often left files on the desktop, changed settings or altered parts of the system and staff didn’t have time to reboot the stations after every patron. Still, Dr. Brown was extremely satisfied with CenturionGuard —until she found Userful Desktop[™].

The Solution

While researching public computing solutions for the city’s new community centre, Dr. Brown found and embraced Userful Desktop[™]. Once Userful Desktop[™] was installed in the library, there was no mistaking the amount of staff time the system saved. “It’s really infrequent that I have to do anything at all. I reboot the Userful Desktop[™] about once a month, that’s it,” Dr. Brown says. “We don’t want staff fiddling around with the computer—time spent on fixing PCs wasn’t actively helping anyone.”

The library had not budgeted for Userful Desktop[™] that year, but the public and staff had made up their mind. Ease of use, the system’s multilingual options and access to Userful Desktop’s[™] suite of over 40 software programs kept patrons coming back for more. “The Friends of the Library raised money to purchase it. It was not part of the regular library budget,” says Dr. Brown. Building on the success at the library, the City of Takoma Park installed 24 additional Userful Desktop[™] seats in their Community Center in November 2005, added patron authentication and Userful’s Usage Tracker to ensure patrons couldn’t stay on the computers for more than an hour a day. To recover the costs of printing, Takoma Park also purchased Print Cost Recovery through Userful—a print release kiosk that accepts coins and bills to pay for print jobs. Best of all the reliability and simplicity of Userful Desktop[™] means only a single person is required to staff the labs which are spread out over three rooms.

Userful Desktop[™] multilingual features are one of the most popular features for the city’s multilingual community (31% of the population). From the Welcome Screen, library patrons select a language of their choice, which is used by all programs for the duration of the session. Browsing the web, using email, and editing and printing Microsoft Office documents is easy in many languages on Userful Desktop[™]. Switching between English and another language requires only a simple key combination on the keyboard. “It met the needs of all these disparate groups—from young people in their 20s and people in their 60s. They just use Userful Desktop[™] and switch languages themselves with no discussion,” says Dr. Brown. The change was easy; moving from Windows computers to Userful Desktop[™] was just as easy. Userful Desktop’s[™] intuitive desktop and familiar start menu layout, combined with extensive program help, enable most patrons to use the stations almost without effort. Kids and seniors alike take easily to Userful Desktop[™]. “There was no period of training for public or staff,” recalls Dr. Brown. “Patrons often didn’t know they weren’t using MS Office. They just sat down and started using it.”

Learn more about Userful Desktop[™] on page 2, or visit www.userful.com/products/userful-desktop today!

*formerly DiscoverStation

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Userful Desktop is the world's leading public computing solution



Userful Desktop is the world's leading public computing solution

Join the many people who have made their public computing programs more efficient with Userful Desktop, a comprehensive solution that saves both IT time and costs.

Userful Desktop is:

- **Affordable** : Our customers using Userful Desktop report average total cost savings of 54%.
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