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Library Electronic Services
Windsor Public Library

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A Case Study by UserfulTM Corporation.

The Library

Windsor Public Library serves a bustling community of 300,000 south of Detroit, Michigan. Like many North American libraries, Windsor has found its public access computer stations a very popular asset. Use of their public computers grew so quickly the library had to work hard to keep up with demand, and a lot of public access stations meant a lot of staff time invested in maintaining and managing them. Windsor realized early on that, though an



important asset, their public access computers were proving extremely labor intensive for the library.

Thin Clients Didn't Deliver

In 1999, Windsor deployed a thin client solution for public use. It was a technology intended to solve their public access woes. After all, centralized administration should result in less IT work.

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QUICK FACTS

Userful DesktopTM at a Glance

ECO SAVINGS

based on this case study

Electricity Saved: 238,597.92 KWh = \$8,303

CO₂ Saved: 369,827 lbs of CO₂

Cars off the Road: 31 cars off the roads

Trees planted: 45 acres of trees

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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Unfortunately, this wasn't the case. The Microsoft server, the Citrix application and the 65 thin client devices were hard to set up and hard to secure. Windsor's IT staff found them difficult to make safe and secure for public access. Users were limited to a web browser with catalog and Internet access. According to Marc Pillon, Supervisor of Library Electronic Services, the thin clients simply "never did what we wanted them to. And so we began looking for a better option."

"We wanted a secure system that was scalable, one that was not difficult to configure and support. It also had to provide users with a rich environment," explained Mr. Pillon. Like so many libraries, Windsor also wanted a cost-effective solution; one that not only provided up-front savings, but ongoing labor savings. The library



administration valued staff time and knew that public access computers could be an enormous drain on staff hours.

The Solution

Userful Desktop's comprehensive support guarantee immediately caught Mr. Pillon's eye. Userful fully supports the hardware and software for Userful DesktopTM. Should a component fail, Userful immediately sends replacement

hardware by courier. Userful also guarantees the software and takes care of all problems no matter what the cause. Updates, upgrades, patches and support costs are all included; there are no hidden costs. Userful Desktop offers all the applications a user could want: a full office suite, HTML editor, photo editor, games, chat and much more in 30+ languages. Userful also includes the public access management features that thin clients lack: session timer, automated desktop clean-up, print cost recovery, auto log-out, and the crown jewel of time management -- a computer reservation module.

Allowing clients to reserve computers was important to Windsor. Along with the 65-seat Userful Desktop purchase, Windsor also invested in Pre-BookTM, Userful's comprehensive PC computer reservation product. Loaded with features including e-mail reminders, grace periods, walk-up bookings and "next best choice," Pre-BookTM would now allow library staff to throw away paper sign-up sheets.

The Future

Userful DesktopTM does everything as promised. The patron's stations continue to run hour after hour, day after day without intervention from the library IT staff. Patrons are happy and library staff are free to return to their duties. Their days of worrying about their public access stations are over.

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