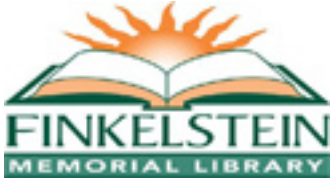




## Userful Desktop\* for Libraries Simplifying Public Access in Libraries



**“We turned to  
Userful Desktop\*  
because we needed  
to add more public  
access stations, but**

**didn’t want to increase the burden on our  
IT staff.”**

Vera Curry, Head,  
Automated Services  
Finkelstein Memorial Library

### The Library

Finkelstein Memorial Library sits in the heart of Rockland County, just up the Hudson from New York City. The library is one of the largest in the county and regularly sets records for annual visits, serving 400,000 visitors last year alone. The library prides itself on its substantial collection, the variety of community programs offered, and their commitment to providing cutting-edge opportunities for learning. Public computer access has been an integral part of Finkelstein’s services for the past ten years.

### The Need

With the growth of the Internet, demand for computer access has grown exponentially. Initially, Finkelstein was prepared for the problems presented by this new technology, but found challenges emerging in places they never expected.

As Internet use increased at the library, Vera Curry, Head of Automated Services, and her staff began to run out of both physical space and IP addresses. Deploying computers for public use quickly became a necessity but was increasingly becoming a burden on both the library’s resources and the IT staff’s time. In order for Finkelstein to maintain the high quality of service provided, they needed a comprehensive solution.

### The Solution

Initially, it was the space savings of Userful Desktop\* that caught Ms. Curry’s eye when she saw the system at the Computers in Libraries Conference, 2004. This provided an answer to many of the challenges that Finkelstein was

facing. “The fact that Userful Desktop\* allows multiple people to work from a single computer means we can install more stations on our current budget and space availability. Our patrons appreciate the additional stations. I appreciate that I can offer them without increasing the number of IP addresses and, more importantly, not creating more work for my staff.”

Included with Userful Desktop\* is a comprehensive support package which drastically reduces the time library staff spends managing their public stations. Every year libraries invest thousands of hours patching, upgrading and updating their public computers. Public computers typically require lockdown software to protect patrons’ privacy, making public computing far more time-consuming to update than personal computers. Userful Desktop\* is unique because Userful supplies all patches, upgrades and updates remotely, with no additional charge to the library. Librarian workload is greatly reduced so that staff can spend more time helping patrons.

While Finkelstein Memorial Library found Userful Desktop\* a “time saver”, Ms. Curry and her staff also appreciated the comprehensive public access features bundled with the system. Features such as: a Print Cost Control pop-up window to prevent unwanted printing, a flexible session timer that ensures patrons stick to their allotted time, and an End of Day Logout feature to ensure the library can close on time. It also comes with privacy protection, lock-down software, and CIPA compliant web filtering. Patrons also benefit from Userful’s comprehensive system. Over 40 applications are pre-installed at each station including an office suite, web browser, photo editor, email client, chat, games, and more, all with multilingual options.

### The Future

With Userful Desktop\*, Finkelstein Memorial Library has found a way to expand their public computer services within their space restrictions and without creating more work for the staff. With the implementation of Userful Desktop\*, Finkelstein is ready for the future; a future that will inevitably demand more from their public access computers. Reviewing Finkelstein’s decision to implement Userful Desktop\*, Ms. Curry concludes that, “It is always nice to get more for your money.”

\*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%.
- **Simple**: Requires little to no IT expertise and time to maintain.
- **Turnkey**: Includes hardware, software and support integrated into a single system.

Userful Desktop features a complete suite of productivity software and a worry-free -- secure, private, and locked-down -- public computing environment to minimize IT costs.

Contact us today to discuss how our products and services can help you.



Userful is rapidly becoming the standard for green computing worldwide. Attaching 10 monitors, mice and keyboards to a single computer reduces CO2 emissions by up to 15 tons per year per system and reduces electronic waste by up to 80%. During 2007 our software saved over 29,000 tons of CO2 emissions, the equivalent of taking 5,000 cars off the road.



Conventionally the centralized control offered by Userful required hundreds of thousands of dollars of investment in PCs, Citrix, Terminal Services, thin client software, and IT administrators. Userful software brings this kind of control and enterprise level service within reach of everyone.



Userful's expanding network of partners and resellers has enabled our software to be used daily on over 30,000 desktops worldwide.



Privately held and founded in 1999, Userful was recently named Alberta's 10th fastest growing company under \$20 million in revenue.

## Contact Us Today!

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