**MARKHAM PUBLIC LIBRARY**

## WHAT IS PC RESERVATION

MPL is pleased to be able to offer self services to our customers, accessible from wherever there is an internet connection.

**PC Reservation** is a self service that will allow MPL customers to reserve a Public Access Computer (PAC) to ensure that it is available to them when they come to the library. This service will allow customers to reserve up to 2 sessions a day, and up to a week in advance of their need. This has been done to ensure that all customers have a fair share of computer time.

## HOW TO GET STARTED

**STEP 1:** From the Library Catalogue:
- Click on the **Self-service** drop down menu
- Click on **Book a Computer**



OR go to https://mplonlineservices.markham.ca/PCResWeb/pcres
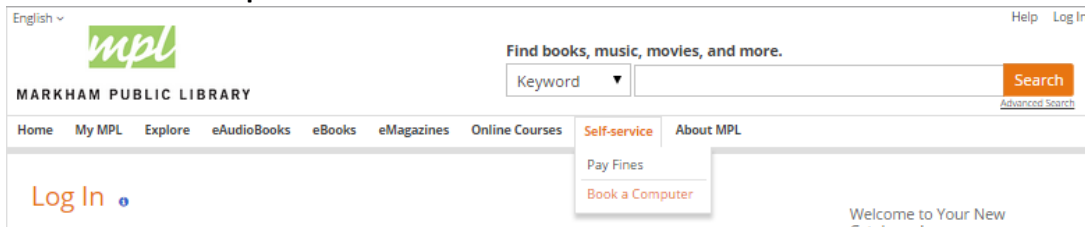
## HOW TO RESERVE A PAC

**STEP 1:** To reserve a PAC, Click on the **Make a Reservation** link along the top of the page.

**STEP 2:** Select the library that you would like to reserve a PAC at.
Click the **Reserve a PC** button.



**STEP 3:** Enter the details to reserve a PAC at the location selected in STEP 2
1. **Library Card Number**: enter your 14 digit card number
2. **Select Area:** determines both the Area in the library, as well as the profile on the computer.

   **NOTE:** Computers in the children's area are set up with net filtering technology to prevent certain content from being available around children. All other computers have full access to all content.

3. **Select Date:** The default is "Today," but customers can select any date up to a week from today's date.

4. **Time**: input the time that you would like to start your PAC reservation

   **NOTE:** Computers can only be reserved during open hours. If you accidentally reserve a computer before open hours, the reservation will automatically be adjusted for the opening hours.

5. **Submit**: processes your request



**STEP 4:** Review and confirm your reservation:
1. This screen displays your Reservation information (Location, Library Card Number, Reservation Number, PC, Date, Time, Length) as well as a Map of PAC locations.

   **IMPORTANT:** Save the **PC name** that is assigned to your reservation. The PACs are named in such a way that there are clues about how to find it. For example COR2FADULT04

   | COR | 2F | ADULT | 04 |
   |-----|-----|-------|-----|
   | Cornell Library | Second Floor | Adult Computer Profile | Adult Computer No. 04 |

2. The PAC can be located by looking up the **PC name** on the map provided on this screen
3. Click **Agree** to confirm booking
4. Click **Cancel this Reservation** to return to the main page

**Markham Public Library**      *PC Reservation*

Make a Reservation    Manage Existing Reservations    Library Home Page

The following Reservation has been made:

| | |
|---|---|
| Location: | Cornell |
| Library Card Number: | 23287004482945 |
| Reservation Number: | 0894 |
| PC: | COR2FADULT04 |
| Date: | 7/31/2015 |
| Time: | 12:30 PM |
| Length: | 60 minutes |

**Cornell Library Floor Plan**

Accept

Cancel this Reservation

**STEP 5:** A final confirmation message will be displayed.
Click **Return to the main page**
If any other screen appears contact branch staff for help



**Markham Public Library**      *PC Reservation*

Make a Reservation    Manage Existing Reservations    Library Home Page

The Reservation has been confirmed.

Return to the main page

Web Module for PC Reservation® (Version: 1.20.1-3.5.12) Copyright© 2002-2013, EnvisionWare, Inc. All rights reserved.

## HOW TO VIEW AND CANCEL RESERVATIONS

**STEP 1:** To view and cancel reservation made on for a PAC, Click on the **Manage Existing Reservations** link along the top of the page.

**STEP 2:** Select the library that you have reserved a PAC at.
Click the **View or Cancel Reservations** button.
**NOTE:** You need to select the location that you previously made the reservation for.

**STEP 3:** Enter your **Library Card Number** and Click **Submit**



**STEP 4:** Review your reservation:

This screen displays your Reservation information (Library Card Number, Reservation Number, PC, Date/Time, Length) as well as a Map of PAC locations.

**IMPORTANT:** Save the **PC name** that is assigned to your reservation. The PACs are named in such a way that there are clues about how to find it. For example COR2FADULT04
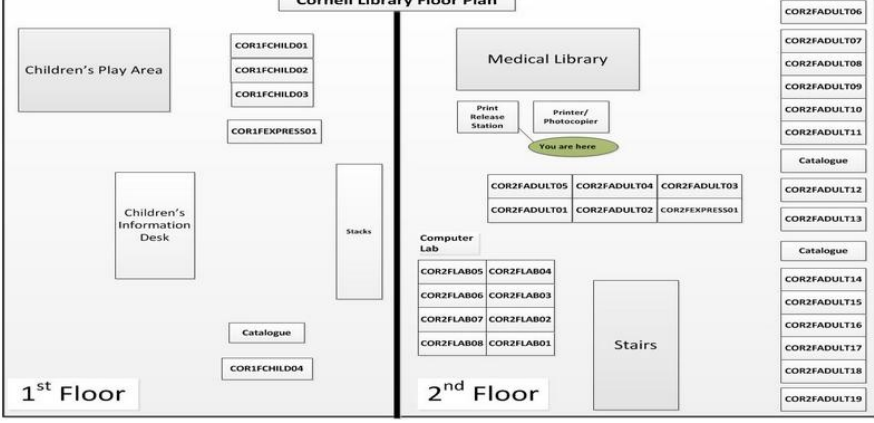
| COR | 2F | ADULT | 04 |
|---|---|---|---|
| Cornell Library | Second Floor | Adult Computer Profile | Adult Computer No. 04 |



**To Cancel a Reservation**:
1. Press the **Cancel** button beside the reservation you would like to cancel.
2. Confirm that you are canceling the reservation by clicking the **OK** button in the popup.

The page at https://mplonlineservices.markham.ca says:

Are you sure you want to cancel this reservation? Click "Ok" to cancel the reservation. Click "Cancel" to keep the reservation.

OK   Cancel

| PC | Start Time | Length |
|---|---|---|
| ADULT01 | 7/31/2015 12:00 PM | 60 |
| ADULT04 | 7/31/2015 12:30 PM | 60 |

There are 2 pending reservations.

Refresh this list

3. Click **Return to Reservation List**

**Markham Public Library**                                    PC Reservation

Make a Reservation        Manage Existing Reservations        Library Home Page

The Reservation has been cancelled.

Return to Reservation List

**STEP 5:** Exit your reservations page by clicking on any of the links, or closing the window.

**NEED HELP?**

Library Staff are available to help.