

Hedberg Public Library
A112 SAM Accounts
Board Policy
Last update – March 2010

The library uses Smart Access Management (SAM) software to time computer sessions and allow patrons to have money in online accounts that is used to pay for printing from photocopiers, microform reader printers, and laser printers. In addition, SAM interfaces with the integrated library system (library catalog) to determine the Internet privileges of patrons and allows access accordingly. Patrons are required to log on to SAM using their own library card bar code or a library-provided guest card.

Money is added to a patron's account at the Account Payment Machine or in person at the Checkout or Reference Desk. Patrons may put up to \$20 on their SAM account. The Checkout desk will take checks up to \$10.00 in value to add to a patron's account. Reference and Service desk staff accept money to add value to a guest card.

Value added to SAM accounts is non-refundable.

Staff at service desks may make computer printouts and, at their discretion, provide a limited number of free pages to patrons.

Patrons who misuse or abuse SAM procedures or interfere with other library patrons' computer use may be asked to leave the library and may have their computer privileges suspended.