

# Product Guide



## iCAM Workstation Control

iCAM Workstation Control is a PC booking system designed to give organisations complete control over the access and pre-booking of publicly accessible workstations. Our unique interface provides flexible management of computer access and advance bookings for individual users and groups.

To reduce workload for staff, users can manage their own bookings directly on the workstation, but staff retain the ability to manage reservations from a central workstation if required. Staff can always clearly see which PCs are being used and by whom, and which are available for bookings. If all computers are in use then staff can see at a glance how long before the next computer is available and, if necessary, add borrowers to a waiting list.

Computer bookings are easily started, extended and ended by staff but will also automatically end when the allocated time has expired. If a borrower walks away early without ending their booking, the software will detect no activity after a specified time and automatically make the PC available for someone else.



iCAM Workstation Control can be configured to automatically close all open application windows when a user's session ends and, when used in conjunction with applications such as Faronics Deep Freeze, can prevent internet history and sensitive information from being visible to the next user.

iCAM also allows users to book their own sessions remotely via the Internet Booking Module, or at the branch using a self-service kiosk, without staff losing the flexibility to monitor and control PC access.

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An extra feature, has been developed specifically in response to COVID-19 and allows users to book sessions in the library, e.g. click and collect, PC use, or browsing. This means library staff can manage and control numbers of visitors to the library at any time, and report on visitors for track and trace purposes.

## Key Features

- Real-time integration with the LMS for user validation (SIP2, Web Services, LCF)
- Management information in line with CIPFA requirements
- Customisable screensaver to promote library events and services
- Customisable access and displays for different types of user
- Configurable PC usage limits per day/week, with the option of different profiles for each type of member or guest
- Self-service access and web interface for advance bookings
- Ability to send messages and notifications to users
- Maintenance mode prevents faulty PCs from being booked
- Automatically power workstations on and off based on opening hours

## Benefits

- Configurable open hours prevent PC access and bookings outside of opening times and holidays
- Booking restrictions ensure a fair use policy
- Self-service functionality allows iCAM to fully manage public access with no staff intervention
- SIP2 and XML validation ensures iCAM validates users with up-to-date information
- Charging options for computer time and usage
- Comprehensive management and auditing information

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