iCAM
WORKSTATION CONTROL

iCAM Internet Booking Module

The iCAM Internet Booking Module works alongside iCAM Workstation Control to allow the public to make, amend, manage and cancel PC bookings remotely via the internet, or at the branch whilst using a PC.

This frees up library staff from managing bookings for users whilst offering the flexibility to monitor and control PC access when required. Library users can manage bookings and reserve a PC in advance and know that they won't have to wait for an available PC when they arrive at the library.

The solution offers both a public and a staff (administration) web interface to remotely allow access to all the iCAM controlled PCs to check availability and manage bookings. Staff can always clearly see which PCs are being used, which have been booked 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.

Our unique interface provides flexible management of computer access and advance bookings for users.

"We found that the internet booking system was helpful to our customers, especially during Covid restrictions, as it enabled customers to be sure that they were able to access a machine before making a journey... we have found that many customers continue to use the IBM to book ahead so that they can get the machine they want, where they want and at a suitable time."

INSIGHT MEDIA

Key Features

- Provides staff and public with the ability to manage bookings for public PCs from any location

- Simple to use - links to the Internet Booking Module are published on the library website

- Supports call centre type environments as well as libraries, for example when council staff are signposting the public to libraries for computer access

- Meets the Web Content Accessibility Guidelines 2.0 (WCAG 2) level AAA

Benefits

- Provides increased self-service functionality, freeing up library staff

- Offers a more convenient service for library users

- Flexibility to configure the system to allow for different session lengths, access depending on borrower type, and to make PCs unavailable as required, for example to allow for Covid-safe spacing of bookings