## Request to raise the system time limit

Some libraries have expressed interest in changing the MyPC daily time limit from 2 hours to something higher ("more like 4 hours"). They noted that the patrons who come in to use the computers generally do not have access to other computers/technology equipment and need longer to do the tasks they need to do, and that since those who bring in laptops are able to use the internet for as long as they'd like, this creates an inequity issue for the folks who cannot afford their own devices.

## Background

The system before MyPC was Library Online, and it allowed per-site time limits.  When we moved to MyPC in 2015, we only had an option of an overall system limit instead of individual library limits.  We looked at the individual library time limits and settled on a middle ground of 120 min, providing this information to libraries:

***My library used to allow patrons to have more than 2 hours of time. Now the system-wide limit is 2 hours. What can we do to work around this?***

*There are a few options: 1) Time Extensions. MyPC can be configured to offer patrons more time as they near the end of their initial booking, as long as there isn't a booking scheduled immediately after theirs, 2) Guest Passes. A guest pass will give a patron an extra 2 hours of time, or 3) Staff intervention. Staff can manually override the system limits and create a longer booking for a patron.*

We do recognize that PC usage behavior has changed over the past 8 years, so we believe this would be worth revisiting.

## The juicy technical details

If libraries do opt to increase the MyPC system time limit, this will not automatically provide patrons with longer sessions. Libraries will likely want/need to make adjustments to their library's MyPC settings to take full advantage of the changes.  Read on for details…

The 2 hour (120 min) daily time limit is an upper limit.  There are a number of different settings that come into play for MyPC sessions:

- **Max Booking Duration** (how long a booking is by default  --  this is set per-library and per-PC-type and usually ranges from 30 min up to 2 hrs)
- **No Return Time** (how long a patron must wait between bookings to give other patrons a chance at the PCs)
- **Can Extend** (whether the patron will be offered additional time at the end of their session if there are no pending bookings on the PC --- the "Can Extend" option comes along with a collection of related settings --- how long should the extension be? how many extensions will the patron be offered? etc)

Currently the system limit is 120 min.  If a library normally offers patrons a 2-hour session, after the patron uses their 2-hours they will not be able to log in again unless they're given a Guest Pass or a staff person makes them a booking and overrides the limit.  If a library wanted to be able to offer a patron more time without staff intervention, we can do this by configuring extensions.  With extensions

configured, if at the end of the patron's session there were no pending bookings on the PC, they would automatically be offered an extension (amount of time and number of extensions can be set to whatever meets the library's needs).

If we raise the system limit to 240 minutes and a library normally offers patrons a 2-hour session, those patrons will still be offered a 2-hour session. After they are logged off and the PC reboots, they will now be able to log back in for a 2nd 2-hour session.   If the library instead wanted to offer the patron a 4-hour session by default, we would need to make settings adjustments for that library.

If we raise the system limit to 240 minutes and a library does not want patrons to be able to log in for additional sessions, we would need to implement a "no return time" setting for that library that would prevent the patron from logging back in for some amount of time to free up the PC for other patrons.

In either case --- a library wants patrons to have longer sessions by default, or a library doesn't want patrons to be able to log in again for more time beyond 120 min ---  settings changes will likely be needed.   This could be done through a helpdesk ticket (a settings change for a library is fairly simple), or we could possibly just revisit all libraries' desired PC usage behaviors like we did when we originally went live with MyPC in 2015/2016.


**Requested action**

The topic of raising the MyPC daily time limit from 120 min to a higher amount will be discussed at the April 10 Technology Committee meeting.

**If you have questions about any of the above information** or how it may apply to your library, please let *Brian or Kerri* know.

**Please give your feedback** on raising the system time limit to your *TC Cluster rep*.