

## Pre-Workshop Assignment

This pre-workshop assignment is REQUIRED for all students participating in the Infopeople workshop on *Helping the Public Use Public Access Computers*. Answer as many of the questions as you can and bring your written answers to the workshop.

A. For a few weeks prior to the workshop, pay attention to the problems encountered by the public using your library's public access computers. What are the three most common problems that cause your computer users to ask for assistance?

- 1.
- 2.
- 3.

B. Please find answers to as many of these questions as you can:

1. What application software is installed on your public access computers?
  - a. Web browser \_\_\_\_\_Yes \_\_\_\_\_No
  - b. Word \_\_\_\_\_Yes \_\_\_\_\_No
  - c. Excel \_\_\_\_\_Yes \_\_\_\_\_No
  - d. PowerPoint \_\_\_\_\_Yes \_\_\_\_\_No
  - e. Other (please list) \_\_\_\_\_
2. Which utility software is installed on your Public Access Computers?
  - a. Virus scan \_\_\_\_\_Yes \_\_\_\_\_No
  - b. Time-out software \_\_\_\_\_Yes \_\_\_\_\_No  
If yes, which time-out software is installed? \_\_\_\_\_
  - c. Print-management software \_\_\_\_\_Yes \_\_\_\_\_No
  - d. Desktop security software, e.g. Drive Shield, Deep Freeze, Win Select  
\_\_\_\_\_Yes \_\_\_\_\_No  
If Yes, which security software is installed? \_\_\_\_\_
3. Are your library users allowed to save files they create or download to:
  - A floppy disk or CD? \_\_\_\_\_Yes \_\_\_\_\_No
  - A USB storage device, like a flash drive, that plugs into a USB port?  
\_\_\_\_\_Yes \_\_\_\_\_No
  - A place on the hard drive like a temp folder or the desktop \_\_\_\_\_Yes \_\_\_\_\_No
4. If your library users can save to the hard drive, are their files eliminated
  - On logout? \_\_\_\_\_Yes \_\_\_\_\_No
  - On reboot? \_\_\_\_\_Yes \_\_\_\_\_No
5. Are your library users allowed to use the mouse to access right-click menus?  
\_\_\_\_\_Yes \_\_\_\_\_No \_\_\_\_\_Some places
6. Are your library users allowed to change the mouse settings? \_\_\_\_\_Yes \_\_\_\_\_No