

**St. Joseph County Public Library**  
**Frequently Asked Questions**  
**For Patrons Using Main Library Children's Services Computers**

**1. Does a child have to have a St. Joseph County Public Library (SJCPL) card to use a Children's Services computer?**

No, adults can use their SJCPL cards to sign up the child they are accompanying for an Internet computer. Games computers do not require an SJCPL card for sign-up; we keep a paper sign-up sheet for Games computers at the Children's Services front desk.

Children 14 or younger who do not have an SJCPL card can either sign up for an SJCPL card (with a parent's signature) at the Circulation Desk or ask a children's librarian to sign them up with a Children's Services temporary card. A library card from another library system (a Mishawaka-Penn-Harris Public Library card, for example) will not work.

**2. Can people of any age use the computers in Children's Services?**

No, we restrict the use of Children's Services computers to children 14 and younger. Other patrons can use computers in Sights & Sounds on the 3rd floor, or on the 1st or 2nd floors.

Please note: We do allow adults accompanied by children to use the 15 minute Express Terminal in Children's Services. We ask that the adults who use the Express Terminal respect the time limit and make sure that children under 7 are directly supervised at all times.

**3. How much time will a child get on the computer?**

A session will last 30 minutes.

**4. If a child wants to stay on the computer for longer than 30 minutes at a time, can they do this?**

Yes, but only if no one else is waiting. We want to make sure that everyone gets at least 30 minutes per session, and we want to make sure that children don't have to wait very long to use a computer.

If a child needs more than 30 minutes in order to do homework, they must let the children's librarian know before the session ends, and the librarian will make sure that the computer will not shut down after only 30 minutes.

**5. If a patron is under 15 and uses a computer in Children's Services, can they also use a computer in a different part of the library later that day?**

Each patron is allowed up to one 1 hour on Children's Services computers per day, if no else is waiting. Each patron is allowed a total of 2 hours on public library computers per day. For example, if a patron has completed their 1 hour in Children's Services, they would still have 1 hour left to use on other public library computers at the Main Library or at the branches.

**6. If a patron's library card has overdue fines, can they still use Children's Services computers?**

Yes, unless the Collection Agency is involved. If a patron's card were blocked for this reason, they would need to talk to someone in the Circulation Department about their overdue fines.

**7. What if a child forgets his/her password?**

If a child forgets his/her password, the child can ask a librarian to enter a new password in Pharos. The computer will not allow librarians to look up a patron's Pharos password. We ask that children choose a password that they have used before or choose something easy to remember (a pet's name, their birthday, etc.) Parents should help their children to choose and remember their passwords.

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