

Superiorland Library Cooperative
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Skype – (also would be used for any video interaction software – facetime, Google Hangouts (video chat), VOIP).

Things for the library to consider before offering or encouraging use on patron's own machine:

1. Does the library have a quiet place for an individual to participate in this type of interaction
 - a. Privacy for the person making the call
 - b. Less disruption for others if you don't have an isolated spot
2. Does the library have the equipment – Computer (or laptop) with, microphone and video camera. Best to use on a machine with Deep Freeze so personal information does not get saved onto the local computer.
3. Bandwidth needed (skype):
 - a. Normal Video Calling is 500 Kbs recommended, 400 Kbs minimal
 - b. HD Video Calling is 1.5 Mbs (a full T1) recommended
 - c. Normal Wireless access point does between 200 and 300 kbs at full capacity, so you may need to look at using a machine that you can plug into the network (Ethernet) or realize that if someone is making a Skype call through the wireless access point they will need the full capability of the access point (no one else connected)
4. Staff time for assistance with setup
 - a. Equipment setup
 - b. Reserving equipment for specific time
 - c. Helping setup an account for the patron
 - d. Helping patron understand what they need from the other person to make the call

Installation of Skype on a computer

1. Thaw machine
2. You can download either from skype.com or from our ftp site: <ftp://www.uproc.lib.mi.us>
3. After downloading run setup
 - a. **Uncheck** install skype click to call - continue
 - b. **Uncheck** Make Bing and uncheck Make Msn - continue
4. Once you get to the point of it asking for account, you can setup an account for the library or you can leave it here for people to enter information.
5. Configuring so it won't launch each time the computer comes on:
 - a. Go to the Start button, in run/search box type msconfig
 - b. Click on the Startup Tab
 - c. Find the Skype entry and uncheck the box in front of it

- d. Click on Apply, then ok
 - e. If you receive a warning box
 - f. Click on don't show this and restart
6. Now freeze the machine again and it is ready for a patron to use
 7. You will want to test skype to make sure no port within the firewall needs to be open

Possible advertisement for Skype within library for webpage, flyer, etc.

Skype family and friends from your Public Library

Like the phone booths of old, Library Name now has a Skype room (or computer) available for public use.

Skype is an internet-based telephone and live video service using a webcam. You can use Skype to see and talk to friends and family members around the world with both video and audio at no charge. Skype can also be used to hold teleconference meetings with business associates, college entrance interviews, job interviews, etc. *Our Skype laptop includes a live camera and microphone to make face-to-face chatting simple! or Our Skype-enabled computer includes a live camera and microphone to make face-to-face chatting simple.*

If you would like to use Skype connection, you must already have a Skype profile or set one up during your initial usage. You should also have, or be able to find, contact information for the persons you want to connect with immediately. Alternatively, you can also use emails to send invitations in advance of future connections.

Skype is free to use, unless you wish to use Skype to call directly to a telephone or wish to connect to multiple users at one time. In these cases, you will need to have a valid credit card to complete the call.

To use Skype, please stop by the Library Service Desk. You must be above the age of ____ and present either a library card or government-issued ID. Private library Study Room sessions may be up to 2 hours in length. Persons who need extra help to get started may schedule an appointment with the library's Internet Technology Manager.

Guidelines

- Individuals who wish to use Skype must set up their **own Skype user ID**. Reference Librarians are available to help with this. If you do not have a Skype user ID, please arrange to meet with a librarian 15 minutes before your scheduled call.
- The person on the other end of the call must also have a Skype ID and software. They should be ready to receive the call at the scheduled time.
- Individuals may sign up for one _____ minute session at a time. If no one is waiting and the classroom (computer) is available, the session can be extended.
- The Library cannot guarantee that the hardware and software, needed to run Skype, will function smoothly but will make every effort to keep the system up and running.

**To minimize disruption to other library patrons, Skype and other video or VOIP calling will be limited to the _____ room.*