Pharos FAQ

How does a patron log onto Pharos?
Library card number and pin. The pin number is usually the last 4 digits of the patron's phone number.

How does a patron log off of Pharos?
They must hit ctrl+alt+del on the keyboard simultaneously and then click on the 'Logoff' button. I can also put a 'double-click to log off' icon on the desktop.

What if a patron is from out of town?
Each library should have guest cards set up that can be used to log temporary patrons in. DO NOT share the log in information with the patron.

Can a patron's card be used on more than one computer at a time?
No, Pharos does not allow this.

What happens if a patron walks away without logging off?
If nothing happens on the computer for 10 minutes, it will log itself off. But nothing will prevent another patron from sitting down in their place if they do it before the 10 minutes is up. Encourage patrons to sign off, which will clean off the computer.

How much time is each patron given per day?
60 or more* minutes per day.

How can a patron tell how much time is left?
There is a blue clock-shaped icon in the lower right-hand corner of the screen that turns red as time runs out. If you hold a mouse cursor over the icon it will tell you exactly how many minutes are left. Patrons are also warned via popup message when there are 10 minutes and 2 minutes left in their session.

How many sessions can a patron have per day?
Up to 5 sessions, if they don't use more than allotted minutes.

What if a patron can't log on?
There could be several reasons. Check Workflows to see if they checkout privileges. Or check the Pharos Nerve center to see if they've been suspended from the Pharos system for bad behavior, or if they've already used their allotted time for the day. Are they using the keyboard number pad with the 'numlock' off? Did someone unplug the network cable?

What if nobody can log on?
First determine if the network down on staff and public computers, or just the Pharos computers. If just the Pharos computers won't let patrons on then call Pete (920-236-5273) and let him know. If everything is down then consult your "What to do when the library is down" checklist.

How do I ban/suspend a patron from the Pharos system?
You can look up the patron in the Pharos Nerve Center and set the 'Active' box to 'No.' It is also **important** to fill in the 'Comment' field with information about who is banning the patron and for how long in case another library looks up that particular patron.

If a banned patron gets a new card, will that patron still be banned?
No.

How long before a card just entered in the Sirsi system can be used on Pharos?
It should not take longer than 5 to 10 minutes, depending on network traffic.

How long after someone has regained checkout privileges before they can use the Pharos system?
Again, not more than 5 to 10 minutes.

*Currently, some larger libraries' patrons are set to have 120 or 180 minutes per day. Sessions are still limited to 60 minutes unless there are open computers. If there are open computers, Pharos will give the patron the option of continuing their session until their 120 minutes are up, or all the computers are in use.

Please call Pete with any questions: 920-236-5273