

Sidekick™ delivers real-time access to statistics and hardware status that optimizes the performance of QuickCheck™ self-service systems.

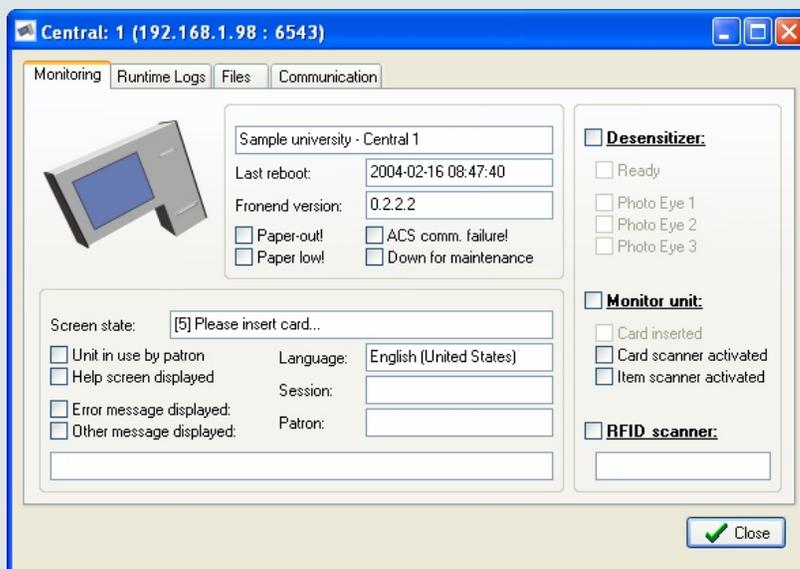
This unique program monitors the activity and performance of single or multiple self-check stations and provides staff the ability to customize, edit, and configure screens and receipts.

Management staff generates and receives statistical reports at programmed intervals including access to information for special reports.

Sidekick™ can be installed in an unlimited number of computers. Access levels are controlled by user passwords.



## Sidekick™ Stats and Admin Software for QuickCheck™ Self-check Systems



All QuickCheck™ self-service systems include the Sidekick™ remote monitoring, administration, and report generating software package.

Sidekick™ software provides library staff with complete remote surveillance from multiple access points at a minimum of three monitoring/administration levels:

1. Online monitoring for staff: Allows Library Staff to monitor the stations from their terminals. Sidekick™ will alert staff that a patron needs assistance or that QuickCheck™ needs attention (i.e. low paper notifications).
2. Remote Maintenance: Allows IT Staff full access for monitoring, editing and configuring QuickCheck™ stations and receipts. All screen elements are completely customizable (fonts, colors, layout, etc).

There are virtually an unlimited number of configurations possible for remote administration and surveillance, permitting the IT staff complete flexibility.

3. Reporting & Statistics: Allows Library Management to generate and receive statistical reports at scheduled intervals and can also allow staff access to information for special reports.

## FEATURES

### Monitoring

Sidekick™ monitors in real-time the status of every piece of system hardware providing information such as on-line/off-line, ready/ not ready, plus detailed information including current program status (i.e. expecting pin code, checking out items, any error messages displayed on the screen, etc.).

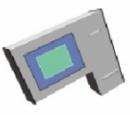
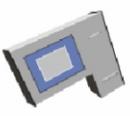
QuickCheck™ stations are represented on workstations™ screens by icons. These icons indicate the current status of the station. Sidekick™ runs in the background and is generally minimized in the side-bar so library staff can concentrate on other tasks. Sidekick™ provides instant notifications to Library staff regarding patron assistance requests, error messages, failed transactions, and low or out of paper status.

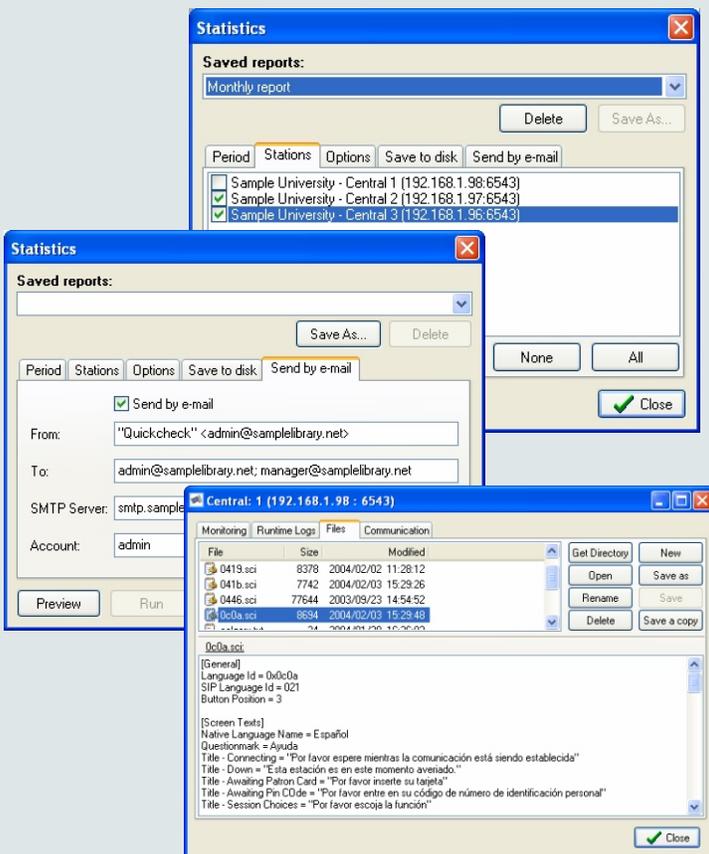
### Administration

Sidekick™ offers a wide range of programming options including text, graphics, language choices, color, reports, and receipts. Changes are easily made to all patron interface and help screens from a remote location by administrative staff.

### Reporting and Statistics

Through Sidekick™ the Library is able to obtain a complete breakdown of every aspect of the self-check system, including a total number of items borrowed, types of material borrowed, number of sessions, timing per session, number of error messages, type of error messages, printer and network connection issues. Information is available to be imported into an excel spreadsheet or .pdf file complete with graphs. In addition to required scheduled statistics, the Library can manually request statistics for any time period.

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|  | QuickCheck™ is down. This means that the patrons can not use this station at this time. This could be caused by either the printer being out of paper or the communication failure between the QuickCheck™ and the Automated Circulation Software.                   |
|  | Red rectangle on the screen indicated an error message displayed. This could be combined with yellow or blue screen.   |
|  | Green rectangle on the screen indicates other message displayed (such as a question or information). This could be combined with yellow or blue screen.  |
|  | Gray rectangle on the screen indicates a help screen displayed. This could be combined with yellow, blue, or red screen.   |
|  | In combination with any of the above screens, green figure means that the station is in use. This is true if either of the photo-eyes is covered, a card is inserted in the card reader slot, or the QuickCheck™ status is anything other than "Please insert card". |



The screenshots illustrate the reporting and statistics capabilities of Sidekick™. The top window shows the 'Statistics' interface with a 'Saved reports' dropdown set to 'Monthly report' and a list of stations. The middle window shows the 'Statistics' interface with 'Send by e-mail' checked and email details. The bottom window shows the 'Central: 1 (192.168.1.98 : 6543)' interface with a file list and screen text configuration.

### Reporting capabilities include:

- Hourly, daily, weekly and monthly reports
- E-mailing reports to different individuals at different times
- Download data in .pdf format or excel format for further customization
- Storing reports on a network drive in a common folder

### Reports include:

- Check-out and check-in statistics
- Renewal statistics
- Fines and payment statistics
- Total number of patron log-ins
- Number of checkout transactions by material media type
- Checkout error messages
- Successful check-out operations and refused check-out operations
- Number of receipts printed
- Average number of items processed in one session
- Total number of check-in and check-out operations