Section F: Finance

Policy F.10: Technology Software/Equipment Support – Service & Financial Support

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Background

The Shortgrass Library System and its member libraries share in the <u>service support</u> of the telecommunications system and the Integrated Library System (ILS) software and equipment. This policy and accompanying guidelines detail the responsibilities of SLS and the individual libraries as well as details about the cost sharing arrangements.

Policy

The Shortgrass Library System will ensure that each member library receives full maintenance support to enable public access to the SLS Online Resources. SLS will also ensure library staff have relevant access to the ILS client software to enable them to perform their duties.

The telecommunications costs relating to the public access, circulation, and communication functions plus the maintenance of the ILS are shared by Shortgrass Library System and the libraries on a 50/50 basis.

Guidelines – Service Support

These guidelines outline the service support expectations for technology equipment used by SLS and its member libraries.

A. **Supporting Computer Equipment and Setup at Shortgrass Member Libraries**

1. Libraries may purchase additional equipment. SLS strongly encourages libraries to purchase equipment that matches specifications and standards provided by SLS. SLS will not support any hardware, software, printers, or network devices if libraries purchase equipment not meeting those standards.

2. When libraries purchase their own computer equipment, they should use consistent computer suppliers who can supply long term hardware support. A consistent operating system version should also be acquired to ease support and troubleshooting.

3. If outside funding sources become available, SLS may provide assistance in purchasing additional equipment.

4.   Each library is expected to provide a protected environment for technology equipment.

B.   <u>Shortgrass Library System Responsibilities</u>

1.   <u>Hardware Purchase</u>

- Provide hardware specifications to libraries when they are planning purchases of technology equipment
- Provide operating system specifications for staff and public technology equipment
- May purchase additional hardware on behalf of member libraries if funds become available.

2.   <u>Hardware Support</u>

SLS Staff will provide hardware support for the following:
- Circulation and Public Access technology equipment, including Wi-Fi.
- Network equipment (router, hub, phone connections) for CIRC/PAC connections
- Older PCs supplied by SLS that function as PAC.
- System Printers
- Other support for technology hardware maintenance, repairs and installation support may be offered if time and resources permit.

3.   <u>Software Support</u>

SLS Staff will provide software support for the following:

- ILS software maintenance is provided by SLS.

4.   <u>Network Support</u>

SLS Staff will provide network support for the following:

- Support for technology equipment obtained by direct library purchases or grant purchases is limited to solving software and hardware problems to maintain existing network connectivity
- SLS Staff will monitor the network to ensure network health.

5.   <u>Internet Connectivity</u>

SLS Staff will provide support to ensure internet connectivity as follows:

- Assist with the technology setup involved with firewall and hub setup as well as the network settings on technology equipment.
- Internet connectivity charges are shared by SLS and member libraries.

- Monitor network usage and allocate bandwidth to optimally suit local needs

C.   Member Libraries Responsibilities

1.   Member libraries are strongly encouraged to train their staff to support and maintain all technology equipment housed in their library.

2.   Hardware Purchase

- Libraries are responsible for purchasing their own technology hardware. However, SLS has the following recommendations:

  - SLS strongly encourages libraries to purchase equipment that matches specifications and standards provided by SLS.

3.   Hardware Support

SLS Member libraries are responsible for supporting any hardware not mentioned in Section B. 2 of this policy.

- Libraries should work with the original supplier of any equipment not supported by SLS.
- For any equipment not supported by SLS, staff will assist member libraries in finding appropriate help.

4.   Software Support

SLS Member libraries are responsible for supporting any software not mentioned in Section B. 3 of this policy.

- Library purchased software is the responsibility of the library
- SLS Staff provide training in the use of ILS software.
- For any software not supported by SLS, staff will assist member libraries in finding appropriate help.

5.   Network Support

SLS Member libraries are responsible for supporting any network issues not mentioned in Section B. 4 of this policy.

- Network cabling within the library is the responsibility of the library
- Libraries should follow general equipment guidelines provided by SLS Staff when dealing with network equipment.

6.   <u>Internet Support</u>

- Libraries may be required to purchase a firewall device or a hub if an additional internet feed is purchased for the library (the Library is expected to contact SLS and allow SLS to participate in the equipment setup)
- SLS will only support technology equipment that has been approved by SLS Staff

<u>Guidelines – Cost Sharing</u>

The calculations for cost sharing are conducted as per Appendix A to this policy.

1. **Telecommunications - Cost Sharing Formula**

- The telecommunications annual cost will be reduced by the amount charged to contracts before the 50/50 cost sharing formula is applied (SLS 50% and Member libraries 50%)
- Billing dates for the period of January to June will be July 15th and for the period of July to December will be December 15th.

2. **ILS Maintenance - Cost Sharing Formula**

- The ILS maintenance annual cost will be reduced by the amount charged to contracts before the 50/50 cost sharing formula is applied (SLS 50% and Member libraries 50%)
- SLS will bill the libraries July 1st for annual ILS maintenance.
- As per the Shortgrass agreement, the population figures most recently published by Alberta Municipal Affairs will be used to calculate per capita costs.