

North Country Library System Technology Service and Support to Member Libraries

Service Overview

The goal of the North Country Library System (NCLS) Information Technology Department is to provide our membership with support for and access to secure, cost-effective technology to fulfill the needs of their communities. To that end, we use our expertise to procure and support their hardware and software purchases and licensing as requested. This document details the services that will be provided for all technology products purchased through the North Country Library System.

Cost

For any purchase where NCLS is acting on behalf of the member library, the member library will be responsible for the cost of the equipment. *

What's Included

Procurement consultation and purchase planning is a core service of NCLS. Additional services provided by NCLS IT staff include:

- Purchase equipment to fulfill the specific need of the member library in a timely manner.
- Install purchased equipment at the member library.
- Troubleshoot and service supported operating systems, software, applications, and approved peripherals.
- Manage any cases that fall under manufacturer warranties on behalf of the member library.
- Support installation, reinstallation, upgrade, performance, administrative, and configuration assistance on hardware and software.

On average, hardware performance begins to decrease between 3 and 5 years, depending on the environment. Libraries are encouraged to replace computers at least every 5 years. While NCLS IT staff does their best to support all library computers in the system, some devices cannot be supported because of their age, lack of repair parts available, cost of repair, etc.

NCLS reserves the right to deny support for devices that are older than 5 years from the initial installation date if it is deemed cost ineffective. These devices will be evaluated on a case-by-case basis.

What's Not Included

- Service and support for equipment not originally purchased through NCLS. Libraries are welcome to purchase equipment through other vendors. Libraries are encouraged to support local businesses when utilizing this option and purchase a maintenance agreement for service and support.
- Support or service for any self-inflicted, malicious, or willful sabotaging of equipment.

Support/Response Prioritization

- Priority 1: Circulation desk staff equipment and connections to ILS
- Priority 2: Non-circulation desk staff equipment and connection
- Priority 3: Public equipment and connections to the internet
- Priority 4: Wireless connections for the staff

- Priority 5: Wireless connections for the public
- Priority 6: Printer Connectivity
- Priority 7: Connections for 3rd party applications.

Supported Products

The list of supported products will change over time and the following list is not meant to be exhaustive. Due to the fluctuating prices of technology equipment, NCLS will provide members with an updated selection of equipment and prices to choose from. This list will be posted on the NCLS website.

Hardware –	Software
Dell Products	Polaris LEAP
Receipt Printers	Microsoft Office
Barcode Scanners	Windows (Current supported version)
Printers (Basic install on office/commercial grade)	LibKi
Network equipment (routers, access points, etc – NCLS owned)	
Projectors	

Device Security and Software Updates

NCLS will periodically update any equipment purchased through the agreement in order to fulfill its obligation to member libraries to maintain the security and integrity of its IT network and infrastructure.

Member Library Responsibilities

- Cooperate and communicate with NCLS IT staff: member library will assist NCLS IT staff with the maintenance and support of devices purchased.
- Equipment/network performance notification: member library will notify NCLS IT staff of problems with network performance, connectivity, computer equipment, or software as soon as possible after the problem is experienced.
- Damaged equipment/security notification: member library must report any damaged or compromised equipment purchased to NCLS either by phone or designated email. It is the responsibility of the member library to ensure all security issues are reported in a timely manner.
- 3rd party connections: member library will consult with NCLS IT staff well in advance before making 3rd party connections to the network. NCLS reserves the right to refuse such connections if it is determined that they will degrade the performance or security of staff or public computers.

** No additional fees are implemented at this time; however a cost-share model may be adopted at some point in time. If this happens, member libraries will be given ample notice and the cost-share formula will be brought to the Director’s Organization for approval.*