

PEACE LIBRARY SYSTEM**INFORMATION TECHNOLOGY
(IT) SERVICES FOR MEMBER
LIBRARIES**

CATEGORY: Programs and Services

POLICY: S8-17

DATE APPROVED: November 25, 2017

REVIEW IN: 2022

Peace Library System (PLS), as a member of The Regional Automation Consortium (TRAC), provides access to the Integrated Library System (ILS); and an online public access catalogue. PLS provides member libraries with support for hardware, software, and networked services.

The provision of IT services is based on available resources and current circumstances.

1. PLS Responsibilities (Headquarters):

- a) PLS is responsible for the computers and network equipment located at System headquarters.
- b) PLS will maintain a current five-year Technology Plan.
- c) PLS provides access to an Integrated Library System (ILS) for member libraries. PLS is responsible for supporting and troubleshooting the ILS.
- d) PLS acts as the SuperNet administrator for member libraries and is responsible for supporting and troubleshooting SuperNet customer edge devices.
- e) Through its SuperNet connectivity, PLS may act as Internet Service Provider for member libraries.
- f) PLS will provide consultation and technical support for the hardware and software in each member library as outlined in Peace Library System IT Service Agreement.
- g) PLS provides wireless internet service to member libraries. PLS manages and maintain the wireless service and infrastructure.
- h) PLS provides backup and recovery services for network files.
- i) The System will not support equipment deemed to be of questionable use due to (but not limited to) obsolescence, poor quality, or questionable legal status, or because it is a peripheral to basic library service. The System is unable to support this equipment due to legal liability and limited resources.

- j) Support will be offered as economically as possible in the following ways:
- by offering information and instructions on the System's web site;
 - through the Help Desk;
 - over the phone and by e-mail;
 - via remote desktop software;
 - by having the hardware sent to System headquarters; and
 - by means of an on-site visit by a qualified System staff member.
- k) PLS will provide access to electronic resources for member libraries as funding permits.
- l) PLS will provide an electronic mail (e-mail) service for member libraries, and a means for member libraries to have an online presence on the Internet.
- m) PLS will manage and maintain a website platform for member libraries.
- n) Training relating to ILS functions, e-mail, website content management, electronic resources and technology planning will be provided for staff of member libraries.
- o) PLS will administer technology-based grant programs on behalf of member libraries.
- p) Planned outages and other downtime will be communicated in advance. Any unplanned outages will be remedied as quickly as possible. Information will be communicated as it becomes available.

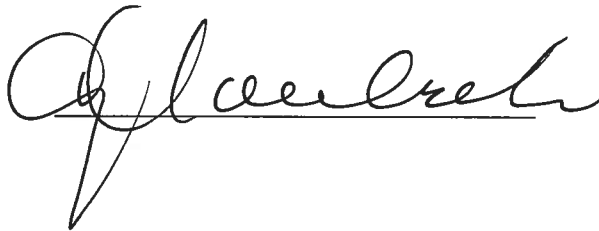
2. System Responsibilities, in partnership with TRAC

- a) TRAC contracts with its ILS vendor for the use, support and upgrading of the automation software.
- b) PLS pays the annual ILS maintenance costs on behalf of member libraries.
- c) PLS assists TRAC in maintaining the Online Public Access Catalogue (TRACpac) and making it accessible on the Internet.
- d) PLS will set up each member on the network and provide security and technical support as outlined in the *PLS IT Service Agreement* with each member library.
- e) PLS is responsible for troubleshooting and other general technical matters pertaining to the ILS.
- f) PLS will pay for any costs incurred for database merging and retrospective conversion for new member libraries.

3. Member Library Responsibilities

- a) Member libraries are responsible for having in place the necessary hardware to establish and maintain the SuperNet connection. Adequate computer hardware and software is required in order to maintain system standards. It is the responsibility of the member library to cover the costs of hardware and software.
- b) Member libraries will cooperate with PLS to ensure that all library staff are adequately trained. Training topics will include the ILS, the online public access catalogue (TRACpac), software packages, updating the member library website, and basic hardware troubleshooting.
- c) To ensure technical support, member libraries will cooperate with PLS, as outlined in the *IT Service Agreement*.
- d) In the event that the member municipality withdraws from participation in the Peace Library System, the municipal library would be responsible for the costs, administration, and maintenance of their own automation system. The individual library could be provided with a copy of its library's holdings and would be responsible for any associated costs for data extraction. The library would be responsible for network reconfiguration fees charged by Axia.

Chair's Signature:

A handwritten signature in black ink, written over a horizontal line. The signature is cursive and appears to read "J. L. ...".