

# SCLS Hardware and Software Support Policy

---

*Limitations on Support for Non-Standard and Obsolete Hardware and Software  
(Last Modified October 19, 2010)*

SCLS and its member libraries recognize and acknowledge the rapid pace of library technologies and the need to provide adequate hardware and software to our patrons and library staff. In order to provide the best possible service, computer hardware and software must meet a minimum standard of performance, capacity, speed, and standardization to function successfully.

Maintaining PC hardware and software past its lifecycle negatively affects both member libraries and SCLS staff through the increase in work needed to support obsolete hardware and the inability to provide the applications needed by patrons. Moreover, non-standard hardware increases workload by requiring SCLS staff to maintain a unique parts inventory, create specialized installation packages, and acquire additional training on non-standard equipment.

Member libraries should be aware that obsolete hardware most likely will not meet the minimum requirements of today's standard software applications and therefore such applications cannot be installed on obsolete hardware.

## Hardware and Software Obsolescence Policy

The obsolescence of computer workstations, computer peripherals, and computer software applications will be measured by the following criteria:

- A. PC Workstations and laptops are obsolete when any of the following milestones occur:
  - 1. The unit is five or more years old.
  - 2. PC components such as RAM, CPU chipset and processor speed, and hard drive capacity do not meet the minimum requirements of necessary software applications.
  - 3. The manufacturer's web site no longer offers support for that model.
- B. PC Peripherals are obsolete when any of the following milestones occur:
  - 1. The model has been discontinued for three years (unless warranted).
  - 2. The manufacturer folds or is bought by a competitor (unless they support it).
  - 3. The manufacturer does not provide suitable device drivers for the operating system(s).
- C. PC Applications are obsolete when any of the following milestones occur:
  - 1. The software version is three or more generations out of date.
  - 2. The manufacturer folds or is bought by a competitor (unless they support it).
  - 3. The manufacturer fails to correct any significant security flaw in a timely manner.
  - 4. The application will not install cleanly or run safely on the current OS.

## Grandfather Clause

Libraries with obsolete hardware and software may continue to use such products. However, in the event of any problem where the obsolescence of the hardware or software is implicated as a contributing factor,

the SCLS Technical Support cannot spend time repairing any obsolete hardware or software that is malfunctioning.

### **PC Hardware Standardization Policy**

PC Hardware will be considered non-standard and therefore not supported by SCLS, if one or more of the following criteria are met:

1. Hardware manufacturer is not consistent with SCLS-approved manufacturer
2. Model is not consistent with the current SCLS-approved model line(s) and numbers
3. Components such as video cards, network interface cards, and processors are not consistent with the current SCLS-approved components

*(Current SCLS-approved manufacturers, model lines, and numbers can be found at [http://www.scls.info/technology/scls\\_pc\\_support\\_policy.html](http://www.scls.info/technology/scls_pc_support_policy.html))*

### **PC Spare Pools Policy**

The SCLS Technology Team maintains a small pool of spare PCs, utilized when a library workstation is in the process of repair. This pool provides a basic level of service to patrons and staff but is not intended to fully replicate all services, such as personal bookmarks or e-mail.

The spares pool will be used for PCs that conform to the overall support policies laid out previously in this document. Spares cannot be used to temporarily replace PCs out of compliance with the Support policy.

In the case where a PC cannot be repaired, libraries need to show a good faith effort in ordering a new PC. After SCLS determines that a new PC needs to be ordered, libraries have one month to place an order with SCLS for a replacement PC. Libraries can continue to use the spare PC until the new PC arrives and is ready to be used in the library.