SCLS Hardware and Software Support Policy

Limitations on Support for Non-Standard and Obsolete Hardware and Software, third-party ILS system, and gifted PCs

(Last Modified August 1, 2013)

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 The software version is three or more generations out of date.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.

Non-Standard Software Policy

SCLS will attempt to install non-standard software if the following conditions are met:

   1. The software is not obsolete
   2. The software was legally acquired

3. The software is free of malware
4. The library has provided the vendor's installation instructions
5. The library has provided the specific requirements for installing the software
6. The library has provided the vendor's installation files
7. The computer's hardware and operating system can support the software

Once installed, SCLS cannot support the configuration or use of the software. Libraries need to work with their software support vendor regarding configuration and use. The library is also responsible for coordinating any subsequent updates to the software.

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)

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.

Technology Support for third-party ILS Systems Policy

The following section details the level of support the SCLS Technology Team can offer SCLS-member libraries who utilize an ILS system other than the SCLS supported model

PC and Peripheral Support

- SCLS will attempt a base install of any third party ILS client software but cannot configure, manage, or provide technical support for such clients
- SCLS will install appropriate printer drives needed for various printers but will not be able to support further customization
- SCLS cannot support peripheral equipment associated with the third-party ILS such as RFID or barcode readers

- Libraries that need to configure software related to a third-party ILS can participate in the SLCS Partnership Program

Servers

- SCLS will not support any aspect of an ILS server including
    - Hardware support
    - OS configuration
    - Licensing of and Operating Systems, database services, or other software need to support the ILS
    - Backup services for data housed on either the ILS server or client PCs
    - Database management or tuning
    - Connectivity to additional services such as e-commerce, enhanced cataloging records, discovery layer
    - Web server configuration or troubleshooting
    - (*This included PCs that are not technically "server-grade" hardware or are not running server-level operating systems*)
- If the ILS server requires Internet connectivity, SCLS can act as ISP only. Any PCs that require a direct connection to the ILS server must also be ISP only and will not be supported by SCLS.

Third-Party Hardware

- Self checks, RFID stations, security gates, and/or Automated Materials Handling equipment not directly associated with the SCLS-supported ILS service will not be supported by SCLS.

Network Support

- SCLS will provide full network support for SCLS-supported PCs
- ILS servers, clients, and other networked devices associated with third-party ILSs will receive basic network connectivity troubleshooting.

SCLS support for PCs gifted from an outside Organization

SCLS member libraries may receive financial assistance in the form of PCs provided by a local organization. The SCLS Technology Team can offer support for these PCs when **all** the following conditions are met:

Hardware requirements

- The PCs must be newly purchased, with an SCLS-approved OS license included
- The PCs must be purchased all at the same time in order to accommodate the installed image created by SCLS
- The PCs must be at or better than the SCLS current model specs (Intel-based motherboards with Intel processors)
- The PCs must be designed to run Microsoft Windows natively (*PCs are not Apple Macintosh's, Linux-based PCs, or other Operating system*)
- The PCs must be the identical model

Support Requirements

- The gifting organization must have a formalized IT department made up of technology professionals that support PCs and technology on a daily basis
- The Library will be responsible for all coordinated communication between the Library and the organization's IT department
- The gifting organization's IT department is responsible for all hardware support
- The gifting organization agrees to ship PCs to SCLS Headquarters directly
- Prior to action, SCLS and the member library will enter into a Memorandum of Understanding, laying out hardware requirements, support requirements, and any other issues in greater detail

Legacy Wireless Support

Legacy Wireless Support is defined as support for the wireless equipment (access point and antenna) configured and left in place on the SCLS network after Public IP ceased offering services.

SCLS will offer limited support for Legacy Wireless equipment as follows:

a. If problems occur with Legacy Wireless equipment, SCLS will send out replacement equipment from a limited inventory of Legacy equipment on-hand
b. SCLS cannot diagnose problems or troubleshoot settings with the equipment
c. Member libraries can replace the equipment with library-supported equipment and SCLS will continue to offer access to the Internet over SCLS-supported Network lines