Technology Services

Technology services from SCLS are provided by a full-time team of nine technology professionals, plus one coordinator who oversees both Technology and ILS.

PC Support

SCLS offers "cradle to grave" PC support, managing all aspects of both the staff and patron PCs located in member libraries.

✔ Purchasing—SCLS coordinates the purchases of PCs through a standard web-based form and handles all aspects of the ordering and receiving process. SCLS provides inventory reports of supported PCs which include PC age, model, Windows version, etc.

✔ Installation—SCLS preps and installs each library computer for our member libraries, including a transfer of data from the old PC to the new one, saving significant library staff time.

✔ Repair & Warranties—SCLS coordinates warranty repair work for PCs under warranty, and repairs PCs for cost of parts for PCs out of warranty.

✔ Peripherals—SCLS researches network printers, spine label and receipt printers, as well as barcode scanners for member libraries, recommending optimal models. SCLS also installs the appropriate software on SCLS-supported PCs.

✔ Help Desk—SCLS offers a Help Desk staffed 8:30 a.m. to 5:00 p.m. weekdays. Additional pager support is provided during all other library hours. The Help Desk can remote into any SCLS network computer and fix most issues at the time of any call. If the problem cannot be rectified remotely, SCLS will arrange the transportation of the PC back to SCLS headquarters for repair.

✔ Centralized antivirus service—SCLS maintains a central antivirus service (Kaspersky) which automatically updates all network clients. The annual cost of the antivirus software is included in the annual Technology software fee.

✔ Microsoft Office—Through our Microsoft Select agreement, we're able to offer the full Microsoft Office Professional Suite on every patron and staff computer. SCLS maintains all aspects of the licensing, upgrade and maintenance of the software as well. An annual software fee covers the cost of Office, as well as all the other software purchased or licensed on the library's behalf.

✔ Software updates—SCLS provides automatic updates for Staff and Patron PC software, including updates to the operating system, web browsers, applications specific to the shared ILS, and add-ons such as Flash, Java, Adobe Reader, and Silverlight. Firefox browser upgrades are thoroughly tested for compatibility with Koha.

✔ Loaner PCs—SCLS maintains an inventory of PCs to be used as loaners, in cases where PCs need to be serviced at SCLS. When a technician determines that a PC cannot be fixed remotely, a loaner PC is prepped and immediately shipped to the library for use.

✔ Patron PC expertise including PC locking software—SCLS has extensive experience maintaining PCs for public (patron) use. Each PC is securely locked down, while making sure that all patron data is secure and removed after each use. SCLS also purchases proprietary PC locking software, included in the Technology software fee. SCLS also provides an option for restricted browsing computers that only have access to the catalog, online databases, and select library and government websites.

- ✔ Partnership Program—Libraries can sign up for the Partnership Program to receive administrator rights over staff PCs they designate.

- ✔ PC Time Management & Print Management software (optional service)—SCLS provides installation, configuration, and support for PC Time Management software (MyPC) and Print Management Software (Papercut) for public PCs.

- ✔ Technology planning and consulting—SCLS staff can provide libraries assistance with a wide range of technology planning, from "What printer should I buy?" to "What will we need for cabling in our new building?"

Network Support

Subsidized TEACH lines and WiscNet membership—Each library benefits from a BadgerNet TEACH internet connection to their library (costs included in membership). In addition, SCLS and its member libraries have collective membership in the WiscNet consortium, our Internet Service Provider. SCLS Technology staff serve as the primary contacts for both BadgerNet and WiscNet and support the network technologies on the libraries' behalf.

- ✔ Standardized network equipment—Each library and branch supported by SCLS utilizes enterprise grade Cisco switches and routers provided and maintained by SCLS.

- ✔ Windows environment—SCLS maintains a complex Windows environment, connecting all member library PCs to a centralized network.

- ✔ Firewall—SCLS maintains and supports a firewall on behalf of member libraries and their supported PCs.

- ✔ Inventory of spare network hardware—SCLS maintains a complete inventory of all switches and routers, and can swap out any defective piece of equipment in a matter of hours.

- ✔ Erate and filtering—SCLS offers a filtering service and will apply for erate on behalf of interested member libraries.

Email and mailing lists

SCLS provides the Office365 web-based e-mail and calendaring solution as well as a mailing list service at no cost for all member libraries.

Wireless support

SCLS supports a robust, enterprise-grade wireless service for our members. Monthly statistical reports of wireless activity are delivered via email, and the service includes multiple signals for patrons, staff, and library-owned devices. There are two centralized servers that communicate with the libraries' Wireless Access Points, building redundancy.

Technology equipment: free for lending

SCLS purchases and maintains a wide variety of electronic gadgets such as Kindles, Nooks, other e-book readers, iPads, digital video cameras, GPS units, maker kits, and many other gadgets—all available for member libraries to use.

Database Authentication

SCLS provides authentication for databases that libraries subscribe to through WiLS. Vendor requirements and SCLS staff availability will determine authentication set up time and SCLS may reject databases with requirements that will cause technical difficulties. SCLS also provides per-library database statistics from the authentication system.