

POLICY: INFORMATION TECHNOLOGY
SECTION E: Standards & Services

Committee responsible: Standards & Services
Committee approved: September 26, 2017
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STATEMENT OF INTENT

Marigold Library System maintains and supports information technology hardware, software and networked services to enhance and support the delivery of public library services to member libraries and Marigold's service population through online access.

CONDITIONS

This policy applies to Marigold headquarters, member libraries and other service locations.

PROCEDURES

Marigold will maintain and support the IT systems and infrastructure used by member libraries as follows:

- Ensure current software, services and equipment are available to member libraries
- Maintain the central hardware and software in good working order
- Respond to support requests within a reasonable time frame and resolve issues in an appropriate and timely manner
- Provide notice of known system interruptions due to scheduled maintenance or updating procedures
- Aid member libraries in creating hardware replacement/upgrade plans
- Collaborate with vendors or partners to provide the most seamless and effective service possible to member libraries

Member libraries must comply with the following Marigold-wide infrastructure and services:

- SuperNet
- Network and domain infrastructure
- Integrated Library System (ILS)
- Internet access
- Wireless network access
- Videoconference network and support
- Software for headquarters and member library computers
- IT Capacity Fund
- Backup and recovery
- Email hosting and cloud-based file storage
- Website administration and hosting

Additional Marigold-supported services, subject to Marigold's budget affordability, include:

- Print management software
- Public computer management software
- Document management software
- Minecraft servers
- Mobile laptop labs
- Interlibrary loan lockers

IT support for other service locations in Marigold (e.g. paperback deposits) will be negotiated as required.

Marigold is not able to provide support for:

- Any non-library owned hardware or software (equipment set up in the library by and for another organization)
- Wide area networks other than SuperNet
- Legacy hardware and software (more than five years old or past “end of life” vendor support)
- Non-Windows operating systems (Apple, Unix/Linux)
- Wireless equipment other than equipment provided by Marigold
- Custom website development or hosting beyond what is offered by Marigold
- Custom computer programming or software development beyond what is contracted by TRAC
- Personal computer systems or devices (GPS, game consoles, cell phones, camcorders, digital cameras, photocopiers, etc.)
- Electrical and cable installations requiring an electrician

Software and/or hardware that is being used for illegal purposes will not be supported by Marigold.

Marigold IT staff will provide support whenever possible. Support may be denied if:

- IT system problems are caused by using equipment, software or services in an unauthorized manner
- Member library staff or third parties have made unauthorized changes to the configuration or set up of equipment, software or services
- IT staff are not allowed access to the library to perform required maintenance and/or updates
- Hardware and/or software was purchased without consultation with and agreement of Marigold IT staff
- Unplanned network cabling changes or network infrastructure alterations have been made by someone other than Marigold IT staff

If an IT visit is required as a result of actions taken at a local library that are not supported or endorsed by Marigold IT, Marigold may bill the member library for IT staff time and travel expenses (see Schedule A – Fee Schedule).

IT staff will make every possible effort to rectify and keep member libraries informed of network downtime related to power outages, upgrades and other unforeseen circumstances.

Marigold collaborates with member library staff to determine IT priorities at each member library by providing purchasing advice and annual technology reports.

Member libraries will use Marigold’s IT systems and infrastructure as intended. Additionally they will:

- Provide a point of contact to whom Marigold IT staff can forward notices and information
- Notify Marigold IT staff of issues or problems in a timely manner
- Provide Marigold IT staff with access to equipment, software and services
- Keep Marigold IT staff informed about potential changes to the library’s IT infrastructure
- Distribute Marigold IT updates to affected staff members and patrons
- Consult with Marigold IT staff prior to purchasing any equipment, or making any changes to the current infrastructure configuration, whether these changes are made by library staff or a third-party provider
- Create and maintain IT policies related to computer use and security
- Work with Marigold to arrange for hardware and software replacement according to the local upgrade schedule as the local budget and the IT Capacity Fund allow
- Ensure that only authorized staff or volunteers are permitted to use the staff workstations and access staff resources
- Keep all passwords and access methods secure

Schedule A: Fee Schedule

The fee schedule may be charged at the discretion of the CEO following the investigation of a situation where the local library has taken actions not supported or endorsed by Marigold IT. The member library board and library manager will be advised when the fee schedule will apply.

FEES

Description	Notes	Charge
Travel	Mileage will be billed at the current provincial guidelines per kilometre, to a maximum of \$100 per visit.	\$100.00
Labour	This is an onsite hourly fee.	\$80.00