



Parkland Regional Library

I.T. Service Parameters

support.prl.ab.ca

helpdesk@prl.ab.ca

403.782.3850

July 2019

Table of Contents

1	Services Provided for All Parkland Member Libraries	3
1.1	General Support Information	3
1.2	Software Licensed by Parkland.....	3
1.2.1	Microsoft Home Use Program (HUP).....	3
1.2.2	Microsoft E-Learning.....	4
1.3	Computer & Network Management.....	4
1.4	Purchasing.....	4
1.5	SuperNet Administration.....	5
1.6	Internet Service.....	6
1.7	Wireless Internet.....	6
1.8	Email Hosting.....	6
1.9	Website Hosting.....	6
1.10	After-Hours Support.....	7
1.11	I.T. Visits.....	7
2	Acceptable Use of Parkland I.T. Resources.....	8
3	Services Parkland Will Not Provide.....	9
4	Local Library Responsibilities.....	9
4.1	Technical Competence.....	9
	Appendix A: SuperNet Operational Policy.....	9

1 Services Provided for All Parkland Member Libraries

1.1 General Support Information

Parkland Regional Library provides all member libraries with technical support during regular business hours, 8:30am-4:30pm. Please email all inquiries to helpdesk@prl.ab.ca. The following are fully managed and supported by the Information Technology (I.T.) department:

Software

- Polaris (Leap) integrated library system
- Microsoft Windows 10 Enterprise Edition
- Microsoft applications such as Microsoft Office Professional 2019
- Faronics Deep Freeze
- Envisionware's PC Reservation (when installed as per Parkland guidelines)

Hardware

- Computer desktops, monitors, and laptops
- Printers, scanners, and other computer-related peripherals
- Barcode scanners and receipt printers
- Network switches, FortiGate firewalls, and wireless devices

While the I.T. department will always strive to provide support for software/hardware not listed above, there may be occasions where support will be limited or declined. Please refer to Section 3, *Services Parkland does not provide*, for more details.

1.2 Software Licensed by Parkland

Parkland licenses a significant amount of software for the region at no cost to local libraries. Those software products include:

- Faronics Deep Freeze - Deep Freeze is security software for public computers that prevents library patrons from making permanent changes.
- Microsoft Office Professional Edition - The current standard is Microsoft Office Professional 2019, Parkland installs this for both staff and public use computers.
- Microsoft Windows Enterprise Edition - The current standard is Microsoft Windows 10 Enterprise, Parkland installs this for both staff and public use computers.

1.2.1 Microsoft Home Use Program (HUP)

Parkland's Microsoft subscription allows member library staff to purchase the latest version of Microsoft Office Professional at a significant discount for use on a personal Windows or Mac computer. This benefit is available to library staff only, not to board members or other library affiliates. If you are a library staff member and are interested in purchasing Microsoft Office Professional for your personal computer, please send an email to helpdesk@prl.ab.ca.

Parkland provides no technical support for this benefit, and library staff must abide by the *Microsoft Office Home Use Program Terms and Conditions*.

1.2.2 Microsoft E-Learning

Parkland offers member library staff access to a collection of online courses for Microsoft Windows Operating Systems and Microsoft Office applications such as Word, Excel, etc. For instructions on accessing these courses, please send an email to helpdesk@prl.ab.ca.

1.3 Computer & Network Management

Parkland is responsible for the management, purchase, and replacement of the following:

- Computers (desktops & laptops)
- Firewalls (i.e. FortiGate)
- Wireless infrastructure (i.e. access points)

The Parkland Regional Library System Board provides these services for the following reasons:

- Due to Parkland's licensing agreement with Microsoft, we are responsible for knowing what computers are in use at member libraries at all times.
- Firewalls and wireless infrastructure must be installed in accordance with Alberta SuperNet-related policies.
- Centralized management and purchasing allows for reduced costs and greater overall efficiency for Parkland and member libraries.

1.4 Purchasing

As detailed in the above section, Parkland is responsible for the replacement of specific computer and network equipment for member libraries. Parkland will do its best to ensure that member libraries meet or exceed best practices for public libraries in Alberta.

Parkland uses the following criteria to determine which computers are replaced and when:

- Computers that are 4-6 years old. However, computers may be replaced early if they do not meet Parkland's minimum technical specifications or are faulty and cannot be repaired under warranty.
- The replacement schedule does not include computers that are used specifically for children, the online catalogue, or other utility-type purposes. If/when those computers need to be refreshed, Parkland will replace them upgraded used computers.

Given the significant cost of licensed software and hardware, Parkland must be diligent in ensuring that all computers are being used to their fullest extent possible. Therefore, please be aware that:

- If a library requests that Parkland purchase additional computers, the library must submit a business case justifying the addition. The business case must include the reasons why the library wishes to significantly increase the number of staff or public-use computer stations.

- If a library requests Parkland to replace a laptop or purchase additional laptops, it must submit a business case. The business case must include the reasons why the library wishes to have a replacement laptop or additional laptops.
 - a. Loaner laptops are available from Parkland if they are needed for temporary situations (i.e. summer students).

If a library's business case is denied and the library still wishes to purchase those items, they must do so from their own budget and in compliance with Parkland's current desktop and laptop standards.

Local library boards are responsible for budgeting and purchasing items not provided by Parkland. Items that libraries are responsible for include computer peripherals such as monitors, printers, tablets, receipt printers, barcode scanners, etc.

Parkland will assist libraries in purchasing hardware and software where possible. Items purchased through PRL will be subject to a small administration fee:

- For any purchases under \$250.00, there will be a \$5.00 administration fee.
- For any purchases over \$250.00, there will be a 2% administration fee.

Libraries should coordinate all of their computer hardware and software purchases with Parkland's I.T. staff. This allows us to maximize compatibility with other Parkland services and take advantage of bulk pricing discounts. If a library does not follow Parkland's recommendations for its computer hardware, software, and network configurations, Parkland may not be able to provide technical support for those items.

Parkland reserves the right to reallocate used or replaced equipment to other libraries throughout the region.

1.5 SuperNet Administration

The Parkland I.T. department is responsible for the administration of each member library's SuperNet connection. Parkland provides the following SuperNet related services:

- Configuration of SuperNet Edge Devices
- Administration of Customer Edge Devices (e.g. Fortigate-60E)
- Assisting member libraries with quotes from the SuperNet provider for physical location moves or renovations
- Troubleshooting SuperNet connectivity problems
- Internet connection setup and administration

Monthly connection fees to the Alberta SuperNet are paid for by Alberta Municipal Affairs - Public Library Services Branch (PLSB). Local libraries are responsible for fees associated with physical library moves or enhanced SuperNet services. If your library is planning on moving or renovating, please speak with your Parkland Consultant Librarian and/or the Manager of Technology Infrastructure regarding any SuperNet implications.

All libraries connected to the Alberta SuperNet must abide by the *SuperNet Operational Policy* which has been implemented by Alberta Municipal Affairs – Public Library Services Branch. See Appendix A.

1.6 Internet Service

Parkland provides Internet service to all member libraries that are connected to the Alberta SuperNet, as long as the SuperNet service is in the library's name. This service is free of charge. Parkland will not pay or reimburse libraries for separate Internet services from other Internet Service Providers (ISPs).

In an effort to safeguard Parkland and member libraries from copyright infringement, malware, hackers, etc., Parkland will block certain types of network traffic or applications (i.e. BitTorrent). This is an ongoing practice and changes will be made in accordance with best practices.

Parkland may also implement traffic shaping to ensure core library services are given priority within our Internet bandwidth limits. For example, depending on available network bandwidth, Parkland may prioritize business critical traffic above YouTube or gaming traffic, to maintain business continuity.

1.7 Wireless Internet

Parkland provides wireless network equipment for all member libraries to help ensure that member libraries do not conflict with Alberta Municipal Affairs – Public Library Services Branch's *SuperNet Operational Policy*.

This is a Parkland managed service in which every library is provided with two wireless networks, *LibraryGuests* and *Park_Net*. Patrons may connect their own devices to the guest network. The staff network (*Park_Net*) is for library owned computers and devices only.

1.8 Email Hosting

Parkland offers email accounts to all public libraries and will host email addresses for library staff. All email addresses will use the *prl.ab.ca* domain name. Libraries may access these email accounts through a web browser, Microsoft Outlook, or the native email apps found on smart phones and tablets.

1.9 Website Hosting

Parkland offers website hosting for all member libraries using a licensed content management system. The templates provided are not individually customizable, but Parkland will certainly take design recommendations into account as part of the ongoing maintenance.

1.10 After-Hours Support

Parkland provides support outside of our normal business hours for emergency issues that affect core library services. Polaris Leap and SuperNet outages are the best examples of those types of core services. Routine tasks such as password resets, installing or upgrading hardware or software, etc. should be handled during normal Parkland business hours.

After-hours support is provided on the following schedule:

- Monday to Thursday 4:30 pm – 9:00 pm
- Friday 4:30 pm – 7:00 pm
- Saturday 10:00 am – 6:00 pm
- Sunday 12:00 pm – 5:00 pm

After-hours support is not provided on days designated as holidays by Parkland, or days when the office is closed in lieu of a holiday that falls on a Saturday or Sunday. If a library calls during a time when after-hours support is not provided, Parkland staff will assist the library as soon as possible when support is again available.

To contact the staff person on duty, call the Parkland phone number and leave a message in the Helpdesk voicemail box. When leaving a message, be sure to record your name, library, date and time, phone number, and a description of the problem. The I.T. staff person on duty will respond to your call as soon as possible. Depending on the severity of the problem and staff availability, the problem may not get resolved until the next business day.

1.11 I.T. Visits

Member libraries are entitled to one free visit per year from Parkland I.T. staff. Visits are normally scheduled by Parkland I.T. staff in order to implement new hardware and/or routine maintenance tasks.

Libraries may request additional visits. Visits are generally a free service of the system however Parkland reserves the right to charge fees for labour, mileage, and/or materials depending on the type of work or service requested. Please see the following fee schedule for details:

Description of service	Special notes	Charge
Flat mileage charge	Regardless of actual geographic location, Parkland charges a flat mileage charge per visit.	\$50.00
Labour	This is an onsite hourly fee. Parkland does not charge for travel time.	\$80.00

2 Acceptable Use of Parkland I.T. Resources

To ensure that Parkland I.T. services are being used appropriately and securely in accordance with policies and best practices, we are required to specify who can use them and how they should be used. Parkland I.T. resources include the following:

- Software provided by Parkland such as Microsoft Office, Microsoft Operating Systems, Deep Freeze, etc.
- Subscriptions such as the Microsoft Home Use Program, Microsoft E-Learning, and other online resources.
- Hardware provided by Parkland such as desktop computers, laptop computers, mobile equipment, SuperNet equipment, wireless equipment, etc.
- Knowledge of resources essential to the operation and security of the regional network including:
 - Software and hardware licensing
 - Username and password information
 - Knowledge of library local area networks – both wired and wireless
 - Knowledge of the regional network (i.e. SuperNet)
 - Knowledge of Parkland servers such as Polaris Leap, Polaris PAC, hosted websites, etc.
- Access to vendor websites or other relevant purchasing services.

The above expertise is provided to member libraries to help them better serve the needs of their communities. By no means are any of the above resources to be used by a third party. Moreover, if a third-party I.T. consultant or technician is hired to work on any aspect of a member library's I.T. network, Parkland must be notified in advance as to what changes are being made. If an I.T. visit is required as a result of actions taken at a member library that are not supported or endorsed by Parkland I.T. staff, Parkland reserves the right to bill the library for I.T. staff time and expenses. Under no circumstances without express permission by Parkland I.T. staff, are member library staff or third parties allowed to service or make changes to the following:

- SuperNet Edge Devices (SEDs)
- SuperNet Customer Edge Devices (CEDs)
- Wireless access points installed in member libraries
- Any of the software packages installed by Parkland I.T. staff on library computers

By no means are third parties, including patrons, allowed to physically connect devices such as desktops, laptops, printers, etc. to a library's internal network. Patrons must use the *LibraryGuests* wireless network only.

3 Services Parkland Will Not Provide

While Parkland strives to offer first-rate technical support and other I.T. services, Parkland cannot fully support everything that the Information Technology industry encompasses. Certain limitations have been identified as a result of limited staff resources and legal obligations. Specifically, Parkland will not provide support for the following:

- legacy software and hardware (more than 5 years old for hardware and “out of vendor” support for software)
- services peripheral to core library services
- automated parental controls and/or Internet content filtering
- participation in the use of illegal software, hardware, or other services
- Apple (Mac) and other non-Microsoft Windows based computers
- products or services outside Parkland expertise
- custom website or software development
- patron devices
- SuperNet, Internet, or wireless services to any third-party organization
- hardware or software not specifically endorsed by Parkland I.T. staff
- hardware or software installed by a third party not approved by Parkland I.T. staff

If you have any questions about whether or not Parkland will support a particular product, please email helpdesk@prl.ab.ca.

4 Local Library Responsibilities

4.1 Technical Competence

In order for Parkland to best support the technology in your library, it is expected that local library staff have a minimum level of skills or core competencies. Member library staff should exhibit a working level of competency with:

- computer hardware
- computer software (i.e. Microsoft Word)
- operating system (i.e. Microsoft Windows)
- Internet & email
- database searching
- networking
- security
- troubleshooting and maintenance
- responsible & ethical use
- assistive technology

Appendix A: SuperNet Operational Policy

The latest version of the SuperNet Operational Policy for Public Library Services Branch can be found here:

<https://www.alberta.ca/Public-library-service-policies.aspx>