



# I.T. Service Parameters

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# 1 Services Provided for Member Libraries

## 1.1 General Support

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](mailto:helpdesk@prl.ab.ca). The following are managed and supported by the I.T. (Information Technology) department:

### Software

- Polaris (Leap) integrated library system
- Microsoft Windows 11 Enterprise Edition
- Microsoft applications such as Microsoft Office Professional 2021
- Faronics Deep Freeze
- PC Reservation
- Sentinel One

### 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 provides best effort support for software/hardware not listed above, there may be occasions where support will be limited or refused. 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 member library use at no cost to local libraries. Software products include:

- **Faronics Deep Freeze** - Deep Freeze is security software for public computers only.
- **Polaris Integrated Library System** – The Polaris ILS software and related components are licensed for the Parkland region.
- **Microsoft Office Professional Edition** - The current standard is Microsoft Office Professional 2021. Parkland manages this for both staff and public use computers.
- **Microsoft Windows Enterprise Edition** - The current standard is Microsoft Windows 11 Enterprise. Parkland manages this for both staff and public use computers.
- **Sentinel One** – The Sentinel One Endpoint Detection and Response security software installed on all staff computers throughout the region.

### 1.2.1 Microsoft Workplace Discount Program

Parkland's Microsoft license subscription allows member library staff to purchase Microsoft Office 365 subscriptions and Microsoft Surface devices for personal use at a discount.

This benefit is available only to library staff. If you are a library staff member and are interested in this service, please send an email to [helpdesk@prl.ab.ca](mailto:helpdesk@prl.ab.ca).

Parkland does not provide technical support for this benefit and library staff must abide by Microsoft's Terms and Conditions.

### 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 reporting 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 standardization allows for reduced costs and greater overall efficiency for member libraries.
- To help ensure that member libraries meet or exceed best practices for public libraries in Alberta.

In general, desktop and laptop computers that are 4-6 years old will be replaced however there may be exceptions.

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 Parkland to purchase additional desktop or laptop computers, the library may be asked for reasonable justification as to why the increase is necessary.
- If a library's request is denied and the library still wishes to purchase the item(s), 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, barcode scanners, etc.

## 1.4 Purchasing

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

- Purchases under \$250.00, there will be a \$5.00 administration fee.
- 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 I.T. to ensure compatibility with other Parkland services and take advantage of pricing discounts. If a library does not follow Parkland's recommendations for its computer hardware, software, and network configurations, Parkland may refuse to provide technical support for those devices.

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

## 1.5 SuperNet Administration

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

- Coordination with Bell regarding configuration of SuperNet Edge Devices.
- Administration of Customer Edge Devices (Fortigate firewalls).
- Assisting member libraries with quotes from Bell for facility moves or renovations.
- Troubleshooting SuperNet connectivity problems.

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 facility 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 have a direct connection to the Alberta SuperNet. 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. Parkland may also block Internet traffic that is deemed illegal. 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 library operations.

### 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 managed service in which every library is provided with two wireless networks, “*town/city Library Guests*” and “*librarycode-NET01*”. Patrons may connect their own devices to the guest network. The staff network (*librarycode-NET01*) is only for library owned devices.

### 1.8 Email

Parkland provides Office 365 email accounts to all public libraries and library staff. All email addresses will use the *prl.ab.ca* domain name. Library staff may access these email accounts through a web browser and/or Microsoft Outlook.

### 1.9 Website and Content Management

Parkland offers a website and content management service. Content updates are to be submitted through the “website forms” located on the PRLS Support Site (<http://support.prl.ab.ca>).

Parkland will not provide support for any third-party websites or domain services. Any of those responsibilities will be assumed by the local library.

## 1.10 After-Hours Support

Parkland provides support outside of normal business hours for emergency issues that affect core library service. 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.

To contact the staff person on duty, call the main 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 be addressed 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 scheduled by Parkland I.T. staff to implement new hardware and/or perform routine maintenance tasks.

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

## 2 Acceptable Use of Parkland I.T. Resources

To ensure that Parkland I.T. resources 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:

- Purchased or subscription software provided by Parkland such as Microsoft Office, Microsoft Operating Systems, Deep Freeze, Sentinel One, etc.
- 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, file servers, etc.
- Access to vendor websites or other relevant purchasing services.

The above resources are 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 consultant/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.



### 3 Services Parkland Will Not Provide

Parkland cannot fully support everything that the technology industry encompasses. Certain limitations have been identified as a result of limited staff resources, security risks, cyber insurance, budget constraints, and legal obligations. Specifically, Parkland will not provide support for the following:

- Working from home and VPN (virtual private network) support.
- Software and hardware support for end-of-life products as defined by the vendor.
- Parental controls and/or Internet content filtering.
- Apple (Mac), Chrome OS, Linux, or any other non-Microsoft Windows based computers.
- Patron owned devices.
- SuperNet, Internet, or wireless services to any third-party organization.
- Hardware or software not specifically endorsed by Parkland I.T. staff.
- Custom website or software development.

Any questions about whether or not Parkland will support a particular product can be directed to: [helpdesk@prl.ab.ca](mailto: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 technical skills. Member library staff should exhibit a basic understanding of:

- Computer hardware
- Windows operating system (i.e. Microsoft Windows 11)
- Computer software (i.e. Microsoft Word, Excel, etc.)
- Email
- Internet browsers
- Basic security principals (i.e. not revealing passwords, private information, etc.)
- 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-network.aspx>