# Information Technology (IT) Services Parameters
## Fall 2020

## Contents

## 1.  Services provided for YRL member public libraries

Yellowhead Regional Library (YRL) maintains and supports information technology hardware, networked services, and software and applications to member libraries to enhance and support the delivery of public library services.

The provision of IT services is based on available resources and subject to change.

YRL provides the following core services to member libraries:

- Domain services and required server infrastructure to support an enterprise environment.
- SuperNet administration for member libraries on YRL network, in accordance with Alberta Municipal Affairs Public Library Services Branch SuperNet operational policy.
- Internet connectivity through wireless infrastructure to provide both public and staff wireless access to the Internet.
- Integrated Library Software (ILS).
- Software licensing, including productivity suite and anti-virus for all domain joined computers.
- Centralized purchasing of computers and peripherals.
- Backup and recovery services for network files.
- Email service.
- Website platform, web domains and SSL certificates.
- Library chat application.
- Hot spare and loan equipment.
- Technical support for software, services and equipment to member library staff.

YRL is responsible for:

- Training library managers and staff on ILS functions, website content management and electronic resources.
- Collaborating with vendors and partners to provide effective service.
- Liaising with third-party vendors working in partnership with the local library for compatibility with and connectivity to network and/or ILS.
- Providing training and information on cybersecurity awareness.
- Notifying member libraries in advance of planned system interruptions due to scheduled maintenance. YRL will communicate to libraries about unplanned system interruptions, such as power outages or other unforeseen circumstances, and will remediate as quickly as possible.

**General support information**

The YRL Technology Services team provides support to member public libraries for the following:

Hardware:

- Networked devices
  - FortiGate Firewall
  - Routers
  - Switches
  - Aruba Wireless Access Points
- Workstations (PC or Mac)
- Printers, scanners and other computer-related peripherals
- Barcode scanners

Software and applications:

- Integrated Library System (ILS): Polaris desktop client, Leap web client, Polaris ExpressCheck
- Operating system: Microsoft Windows Professional (current version)
- Antivirus software: Sophos Endpoint Security and Control
- Microsoft applications on staff workstations: Microsoft Office 365
- Library chat application: LibraryH3lp
- Web browsers: Firefox, Google Chrome, Microsoft Edge, Safari (Mac)

YRL Desktop and Network Administrators, referred to henceforth as "IT staff," will provide support to best effort for member libraries utilizing applications outside of the list above, including but not limited to:

- Print management software: Envisionware
- Public computer management software: Cybrarian, Deep Freeze, Envisionware
- Mac and Google operating systems

**YRL IT helpdesk support**

Helpdesk support can be reached:

- By phone: 1-877-962-2003
- By email: helpdesk@yrl.ab.ca
  - Both are monitored Monday to Friday, 8:30 a.m. to 4:30 p.m., excluding statutory holidays.

On-site assistance will be arranged at the earliest possible convenience, pending availability of IT staff and vehicles.

**YRL after-hours emergency support**

Member library staff may contact after-hours emergency support when they are unable to carry out related critical functions, defined as:

- SuperNet outage
- Logging in
- Circulation functions (check in, check out, patron registration)
- TRACpac errors
- Website unavailable

When experiencing an emergency issue, call 1-877-452-8722 and leave a detailed message, including your name, library, date and time, phone number and description of the problem. The IT staff person on call will respond to your call as soon as possible.

Coverage parameters for after-hours emergency support are as follows:

- Monday through Thursday: 4:30 p.m. to 8:00 p.m.
- Friday: 4:30 p.m. to 6:00 p.m.
- Saturday: 9:00 a.m. to 5:00 p.m.
- Sunday: 1:00 p.m. to 5:00 p.m.
- Regular hours on days that YRL HQ is closed.
- No support on statutory holidays.

**On-site visits**

Member public libraries are entitled to on-site visits from Technology Services staff that encompass a wide scope of tasks. Visits are scheduled based on the library needs and YRL staff availability. Common examples for visits include but are not limited to:

- General assessment and maintenance.
- Hardware setup.
- Network evaluation.
- Basic training on software and applications.

## 2. Unsupported services

While YRL strives to offer first-rate technical support and other IT services, YRL cannot fully support all technologies. Certain limitations have been identified as a result of staffing resources and legal obligations. YRL is not able to provide support for:

- Any non-library owned hardware or software (equipment set up in the library by or for another organization).
- Legacy hardware and software (more than five years old or past "end of life" vendor support).
- SuperNet, Internet or wireless services to any third-party organization.
- Unix/Linux operating systems.
- Wireless equipment other than equipment provided by YRL.
- Custom website development or hosting other than that provided by YRL.
- Custom computer programming or software development beyond what is contracted by TRAC.
- Personal computer systems or devices (gaming consoles, GPS, cell phones, camcorders, digital cameras, photocopiers, etc.)
- Local backup systems.
- Electrical and cable installations requiring an electrician.
- Software and/or hardware that is being used for illegal purposes.

Questions about whether or not YRL will support a particular service or product can be directed to helpdesk@yrl.ab.ca.

## 3. Member public library responsibilities

Member public libraries are responsible for:

- Using the provided hardware and other technology in the way that it was designed to be used. Any use that may have a negative impact on the performance or security of the hardware or network is strictly prohibited.
- Consulting with YRL IT staff to confirm compatibility and specifications before making decisions regarding hardware purchases. If a member library chooses to make purchases outside of YRL, support may not be available.
- Notifying YRL IT staff of all staff turnover, issues or problems with sufficient details.
- Ensuring that only authorized staff or volunteers are permitted to use the staff workstations and access staff resources.
- Keeping YRL IT staff informed about library moves, renovations or potential changes to the library's IT infrastructure with as much advance notice as possible.
- Providing YRL IT staff with access to equipment, software and services.
- Consulting with YRL IT to confirm compatibility and support capacity before making any changes to the current infrastructure configuration, whether these changes are made by library staff or a third-party provider.

- Working with YRL to ensure library managers and staff are adequately trained.
- Creating and maintaining local IT policies related to computer use, Internet access, and security and file storage.
- Keeping all passwords and access methods secure. Staff members will not share their logins and passwords.
- Ensure adequate insurance coverage for in-house technology and network components.

## 4. User access to the Internet

Users accessing the Internet or WiFi provided by YRL, including the general public, are responsible for the information they access. Use of public access computers is at the sole risk of the user. They are responsible for protecting their wireless devices from viruses and other security threats.