



## IT SERVICES DESCRIPTION

### Appendix A

#### 1. INTRODUCTION

RCLS IT Services provided to Supported Libraries within the system are divided into four sections: Hardware, Software, Support Services (Help Desk), and Data Center – Central Site. Each section describes the services offered for that category.

#### 2. HARDWARE SERVICES

RCLS IT only facilitates equipment purchases listed on the RCLS Equipment Order Form. Only equipment purchased through RCLS qualifies to be attached to the RCLS IT infrastructure and Support Services. Substitutions, such as pen scanners cannot replace the standard barcode scanner.

RCLS IT will provide loaner hardware equipment under limited circumstances, as capacity allows.

2.1 **Personal Computer** - A PC is defined for staff or public use. The services included are:

- PC installation
- Software Installation and setup
- Data transfer during PC replacement
- Connection to a fully supported library network

- Shortcuts to files on Library Server (provided the library has an RCLS supported Server with a Microsoft domain)
- Printer driver installation
- Public use lockdown to prevent the saving of user data
- Participation in the PC replacement program is mandatory
- The PC will be replaced every five years plus one quarter

2.2 **Laptop** - A Laptop is defined for staff or public use. The services included are:

- Laptop installation
- Software Installation and setup
- Data transfer during Laptop replacement
- Connection to a fully supported library network
- Shortcuts to files on Library Server (provided the library has a supported Server with a Microsoft domain)
- Printer driver installation
- Public use lockdown to prevent the saving of Patron user data
- RCLS IT does not recommend the use of a laptop as a circulation computer but will set it up as per Supported Library request. When using wireless with a laptop to use the workflows client, a staff WIFI network is required
- Participation in the Laptop replacement program is mandatory
- The Laptop will be replaced every five years plus one quarter

2.3 **Monitors** – Monitors can be ordered through RCLS IT:

- The monitor can be used with a PC or connected to a docking station for use with a Laptop
- The monitor is an optional addition to the PC or laptop
- RCLS IT strongly recommends the purchase of a new monitor when purchasing a new PC

2.4 **Docking Station** – A docking station can be set-up for use in conjunction with a Laptop to connect a Monitor and expand the amount of USB ports available to the Laptop. A docking station is an optional addition to the Laptop.

2.5 **Library Server** – A Server can be configured as a host for printing, file sharing, group policy, and DNS (Domain Name Service). It can be purchased in a tower or rack configuration depending on if the library has an appropriate server rack. The use of a server is optional.

2.6 **Receipt Printer** – A Receipt Printer is an optional USB peripheral to the PC and Laptop. Upon purchase, RCLS IT will install the printer and ensure it is functional.

2.7 **Barcode Scanner** - A Barcode Scanner is an optional USB peripheral to the PC and Laptop. Upon purchase RCLS IT will install the Barcode Scanner and ensure it is functional.

2.8 **Keyboard** – A USB Keyboard is included with the purchase of the PC. If a wireless Keyboard is preferred, it can be purchased through RCLS Equipment Order Form. If a USB or wireless Keyboard is preferred for use with a Laptop, it can be purchased through RCLS Equipment Order Form.

2.9 **Mouse** – A USB Mouse is included with the purchase of the PC. If a wireless Mouse is preferred, it can be purchased through RCLS Equipment Order Form. If a USB or wireless Mouse is preferred for use with a Laptop, it can be purchased through RCLS Equipment Order Form.

2.10 **Firewall** – A Sonicwall firewall is required for all Supported Libraries. RCLS IT will configure the Sonicwall to direct network traffic over the RCLS fiber and the library's internet connection. Two Sonicwall firewalls will be required for a Hybrid Library, one of which will not be maintained or configured by RCLS IT.

**2.11 Sonicwall WIFI Access Point** – A WIFI access point is an optional purchase. RCLS IT will (upon purchase) configure the WIFI access points(s) when requested if an ethernet line is present. RCLS IT does not run ethernet cables. RCLS IT will configure the access point once plugged in with a password protected staff SSID for library business use and a public SSID with no password for public use. RCLS IT requires a SonicWall access point to use the Symphony Client wirelessly connecting to a staff WIFI network. A WIFI access point can also be ordered for outdoor use.

RCLS IT configures the access points, and recommends an electrician to mount, install, relocate, or run cabling for WIFI access points.

**2.12 External DVD Drive** - A USB DVD Drive can be purchased for use with the Laptop if required.

**2.13 Networked Printers** – Network ethernet wired connected printers (not Wi-Fi connected) shared between PCs and servers. Network printers are configured to use Envisonware for patron printing within the library, use Printer-On remote services provided by the library, function as a multi-function printer for scanning to server/emails and faxing capabilities.

### **3. SOFTWARE SERVICES**

**3.1 Windows 10 Professional** – Windows 10 Professional is the operating system that RCLS IT provides on all supported PCs and Laptops. Updates to the operating system will be evaluated and if approved by RCLS IT, will be deployed. RCLS IT pushes Windows security and critical updates on Monday nights around 10pm.

**3.2 Microsoft Office** – RCLS IT supports Microsoft Office 365 and Office Standalone software. MS Office 365 requires a MS365 email account and access to Microsoft Office

365 services. Microsoft requires MS365 account licensing and must be approved by the library director. The Licenses that are offered are:

- A1 – Web based access to the online versions of MS Office 365
- A3 – Both Web and Downloadable versions of MS Office 365 are available with minimal security provided. Library directors are required to have at minimum an A3 license
- A5 - Both Web and Downloadable versions of MS Office 365 are available with maximum security provided by MS Office 365
- A standalone license can be purchased and installed by RCLS IT for Supported Libraries. This standalone license does not support access to MS365. The standalone version is used by patrons on public PCs
- RCLS IT will recommend an upgrade at the time of service or replacement of the PC / Laptop if a version of the operating system or Microsoft Office is no longer supported by Microsoft

**3.3 Symphony Client (Workflows)** – The Symphony Client will be provided and configured on all required PCs and Laptops that are supported by RCLS IT. The use of Symphony Web can be setup at a cost for its license per user, for Supported Libraries.

- The Symphony Client is only intended for staff use
- If the use of the Symphony Client is needed on WIFI, RCLS requires:
- A SonicWall Access point with the staff WIFI configuration

**3.4 Browsers** – RCLS IT supports:

- Firefox
- Microsoft Edge
- Google Chrome

RCLS IT does not guarantee that bookmarks will be retained in the event of a replacement of the computer or a broken hard drive / Solid State Drive (SSD).

RCLS IT does not guarantee access to a website should a network, website or software failure occur.

3.4 **Adobe Reader** - A free version of Adobe Reader will be configured as the default PDF reader.

3.5 **Teamviewer** – Teamviewer will be installed on all Supported PCs and Laptops for RCLS IT to be able to service and support the devices remotely.

3.6 **Quest KACE** – Quest KACE client software communicates with RCLS HQ. It is installed on all RCLS IT Supported PCs and Laptops. This software enables RCLS IT to provide the library with inventory of their supported PCs and Laptops. KACE is also the core RCLS IT service ticketing system and is the platform from which security and critical updates for PC and Laptops are initiated.

3.7 **Reboot Restore** – Reboot Restore is intended for use on Supported public facing PCs and Laptops and will restore the operating system to a baseline state during a restart. This is intended to prevent retention of data on devices used by the public.

3.8 **Envisionware** - Envisionware is an optional software add-on to existing PCs, Laptops, and Servers. Envisionware allows the library to manage patron printing and public access computer usage. This software is only installed on PCs, Laptops, and Servers that meet the Envisionware and RCLS Supported PCs specifications.

Envisionware is verified for use on the Windows 10 Professional operating system. An Envisionware software upgrade is required as the upgrade is approved for use by the Envisionware vendor. The upgrade is a cost to the library as is the service charge to use RCLS IT to upgrade the software. RCLS IT can provide quotations to the library for Envisionware upgrades.

3.9 **Envisionware Mobileprint** - Envisionware Mobileprint is an optional service available on a subscription basis at a cost to the library. This option requires Envisionware version 4.9 or higher. RCLS IT will install Mobileprint upon purchase at the RCLS IT standard rate. Call for quotation.

3.10 **Antivirus Software** – Antivirus software is provided on all RCLS IT Supported PCs and Laptops. Libraries can opt to upgrade their antivirus solutions at an additional cost. Antivirus software is updated every four hours as needed and immediately upon the recommendation of the vendor. The RCLS IT antivirus selectable solutions are:

- Vipre Endpoint Security – Standard antivirus software solution
- Sonic Wall Capture – Second Tier Vipre upgrade
- CrowdStrike Falcon Suite – Second Tier antivirus

3.11 **QuickBooks** – RCLS IT provides infrastructure support for QuickBooks. RCLS IT does not provide any QuickBooks technical application support. RCLS IT is not responsible for any data loss within the QuickBooks database(s). RCLS does provide QuickBooks user application support upon request to the RCLS Business Office.

3.12 **Other Software** – RCLS IT may recommend and support other software as needed.

3.13 **Help Desk** - Please contact the RCLS IT Help Desk before installing any software not listed in RCLS IT Software Services. Any installation or configuration of software not listed may result in billing at the hourly rate or be considered an IT Contract violation.

#### **4. RCLS IT SUPPORT SERVICES - (Help Desk)**

All communication to RCLS IT regarding service requests must be made by calling 845-243-3747 x230 or emailing the RCLS IT Help Desk at [helpdesk@rcls.org](mailto:helpdesk@rcls.org). The services provided by the Help Desk are:

- Troubleshooting problems with supported PCs and Laptops
- Resolving network connection issues and outages
- Central service call operation for RCLS IT for fiber network outages
- Database maintenance for library Supported PC and Laptop equipment inventory reports
- Scheduling library visits to install / troubleshoot supported hardware
- Provides WIFI reporting for supported libraries used in their annual reports

RCLS IT Help Desk hours are:

- Monday through Friday – 8 a.m. – 5 p.m. Full Support
- Monday through Friday – 5 p.m. – 8 a.m. On Call Support for emergencies
- Saturday through Sunday – On Call Support for emergencies

Emergencies are defined as:

- Workflows Client or SymphonyWeb services are not functioning
- Network outages where an entire library cannot connect to its critical systems
- EnvisionWare issues that require RCLS IT for resolution

#### **5. DATA CENTER – RCLS Central Site**

It is the core operations center for the servers that allows RCLS IT to provide support to the libraries. The supported functions are:

- Provides a virtual server environment to support:
  - Antivirus management
  - Quest KACE management



- Reboot Restore management
- Domain management for the following Domains:
  - RCLS Trust
  - RCLS Data Center
  - RCLS MS Office 365
- Backup of critical central site systems only
- Provides off site backup of critical systems
- Virtual Platform for Symphony servers
- SonicWall Firewall and Global Management Systems
- Provides backup connectivity via the RCLS fiber network for Supported Libraries

## **6. FIBER NETWORK – RCLS Fiber Network**

The RCLS Fiber network physically connects RCLS with Supported Libraries to provide the services above. The supported functions are:

- The connection which facilitates software & security updates and services that are provided on a cost-effective remote basis
- RCLS manages a Federal E-Rate program designed specifically for Schools and Libraries. This program offsets much of the cost of the fiber network
- Internet backup connection for critical supported PCs and laptops
- Direct access to the ILS via an ILS client on supported PCs and Laptops



## POINTS FOR CONSIDERATION: THE MENU OF IT SERVICES COST FULLY SUPPORTED (FS) OR HYBRID SUPPORT (HS)

- ✓ Telecommunications costs for 2023 will be ZERO and covered by the RCLS e-rate support as a one-time courtesy to help ease the transition of libraries preparing to go IT Independent.
- ✓ The Menu of IT Services represents your **annual support cost**. Both FS and HS will require a one-time hardware cost.
- ✓ In May, RCLS provided member libraries with an individualized **Schedule B (Participant's RCLS Supported Equipment Inventory)**.

In addition to listing RCLS-supported equipment, this document identified Public Access Computers (PAC) that can be redeployed as staff computers and highlighted limited or partial PCs/Laptops eligible for RCLS support. The Schedule B inventory worksheet will help you evaluate your library IT infrastructure.

- ✓ IT equipment quantities are based on:

Equipment currently supported by RCLS + Equipment RCLS <b>does not</b> support (identified in the IT AUDIT)
--



RCLS encourages you to explore IT options with the following team members and their corresponding areas.

John Hurley (ext. 228) about networking and security.

Ryan Smith (ext. 236) for dropping, adding, moving, and verifying PC/Laptop quantities/options.

Stephen Hoefer (ext. 223) regarding reviewing and revising your 2023 Menu of IT Services selected.

