



INDEPENDENT LIBRARY INFORMATION

I. Definition

An Independent Library is a library which relies on in-house or third-party vendor IT services without consultation or services from RCLS. The member library IT infrastructure is maintained and safeguarded from cybersecurity threats by the in-house or third-party vendor without consultation or service from RCLS.

II. Infrastructure Changes

Once a member library has decided to become an Independent Library as defined above, the member library IT infrastructure will be removed from the RCLS IT Service.

To ensure a successful transition, a meeting between RCLS and the library in-house or IT provider is required to create a IT Plan to convert the member library IT infrastructure configuration. The required configuration transition is expected, on average, to take five hours of RCLS IT team time at the current hour rate (\$96/hr. as of 01/01/23) and will include:

- a.** All RCLS support software will be removed from member library's PC and Laptop infrastructure as listed:
 - RCLS Group Policies
 - Vipre Antivirus
 - Reboot and Restore
 - RCLS KACE client
 - TeamViewer
 - Workflows client

- b.** Change/revise or adjust PC and Laptop network configuration to use member library existing or new IP Addresses (DHCP).

- c. ILS will be deployed via SymphonyWeb only. A cost per license will be applied. RCLS will only support the ILS. The library's IT provider is responsible for its IT network and broadband to ensure the SymphonyWeb works effectively.
- d. Conversion of cash drawers to the SymphonyWeb.
- e. Set-up of cash drawers profiles before the separation by the new library IT provider.
- f. RCLS will archive the firewall configuration before the cutover to the production firewall.
- g. Configuration of firewall changed to allow the LAN to access the library's internet.
- h. RCLS will assist in setting up receipt printers formatting and notice printing via SymphonyWeb.

III. Transition Responsibilities

The Independent Library shall provide RCLS with a list of staff names and emails to enter into Symphony as unique user logins. This process will permit access to SymphonyWeb.

The Independent Library IT provider will work with RCLS IT on migrating and taking responsibility for the following **Infrastructure items**:

- a. SonicWall firewall and access points support, maintenance, and configuration.
- b. Creation of the Independent Library's own "my SonicWall" account and acceptance of the SonicWall equipment licensing and management responsibilities.
- c. Prepare for an orderly transition of all RCLS supported equipment to the Independent Library's network managed in-house or by the library IT provider.

This would include, but is not limited to:

- Reconfigure the library network to migrate from RCLS IP addresses to the library IP address class structure, allowing continued access the internet and the SymphonyWeb.
- Manage and support the Independent Library's Envisionware.
- Reconfiguration of security camera systems, HVAC systems, phone systems, and alarm systems to work in the Independent Library network.

- Purchase a go-back software such as reboot-restore and anti-virus software (Vipre) and an inventory management system to be managed by the library's IT provider.
- RCLS Group Policy configurations will be removed from the library equipment to allow the library IT provider to develop their own based on the Independent Library's needs.
- Any RCLS supported servers, and their backup processes will transition to the Independent Library's IT provider. Domain/local administrative rights for the server and PCs will be transitioned to the library's IT system and provider.
- Implementation of a business continuity plan for the Independent Library by the IT provider.
- Support for all barcode readers and receipt printers.
- Configurations and management of cash drawers.
- Increase the ISP Bandwidth.
- RCLS recommends as a best practice, that the library public WIFI and staff WI-FI be separated, and the library public and staff local area network (LAN) be separated.

NOTE: MS365 multifactor authentication subscription is required for each email account if the Independent Library decides to continue the RCLS email service.

IV. Independent Library Return to RCLS IT Services

An Independent Library must give RCLS at least six (6) months' notice to transition to a Fully Supported Library or Hybrid Library. There will be a one-time fee (TBD) plus the equipment necessary to return.

In coordination with the library, RCLS will create an IT Plan to transition back to RCLS IT Services.

The process will include:

- a. A site review before developing the IT Plan.
- b. The IT Plan will include the required software, hardware, and infrastructure changes, a work timeline, and costs to transition back into RCLS IT Service.

- c. If the library chooses to move forward, the *Information Technology Services Contract* must be executed, the *Menu of IT Services* will need to be submitted and accepted by RCLS, and the *RCLS Equipment Order Form* for software, hardware, and infrastructure purchases will need to be submitted and approved by RCLS before further transition work begins.
- d. Supported switches will be installed by RCLS to transition back.
- e. The IT Plan will identify PCs or Laptops that qualify for use in the RCLS Infrastructure. To qualify, the equipment must have been purchased through RCLS and cannot be more than 4 years old at the time of implementation. If a PC or Laptop does not meet these requirements, a new PC or Laptop will need to be purchased through RCLS.
- f. The current library IT provider, at the cost of the library, will work with RCLS staff to transition the following items back to RCLS:
 - SonicWall Firewall and access points support, maintenance, and configuration transitioned back to RCLS support.
 - Transfer management of the firewall and all SonicWall equipment back to the RCLS's "my SonicWall" account.
- g. To prepare for an orderly transition of the library's IT supported equipment to the RCLS network, the following will be implemented:
 - Reconfigure the library's network to use RCLS IP address class structure.
 - Transition the responsibility for Envisionware support, if necessary, to RCLS and perform any knowledge transfer for supporting Envisionware in the library.
 - Purchase RCLS licenses for Reboot and Restore, Antivirus, and the KACE inventory management system installed on the RCLS supported PCs and Laptops.
 - Reinstall Group Policy configurations onto the RCLS supported equipment.
 - Servers and their backup processes will transition back to RCLS from the Independent Library's IT provider. Domain/local administrator access rights will be transferred to RCLS IT Services. The backup process does not imply business continuity planning/plan. That is the responsibility of the library.
 - Cash drawer configurations and support will transition back to RCLS.

NOTE: Security camera systems, HVAC systems, phone systems, and alarm systems will continue to work in the library's network and use a separate IP connection to the internet. RCLS does not support these systems.