INFORMATION TECHNOLOGY PROCEDURE MANUAL

Contents

Introduction

Northern Lights Library system provides and maintains a Supernet wide area network giving access to an Integrated Library System (Polaris), an ISP connection for Internet connectivity, and RISE videoconferencing. NLLS IT staff also provides technical support to 46 member libraries each with an internal network, wireless access points and a total of over 500 computers. IT staff and support are available via telephone, email and the helpdesk. Remote troubleshooting tools are in place to provide efficient service to member libraries from a distance. In scenarios where remote troubleshooting is ineffective, on site troubleshooting will be considered on an as-needed basis.

IT staff recommend the following troubleshooting steps to ensure maximum efficiency:

- Create a helpdesk ticket
- Call for more urgent issues such as a network outage
- Use the remote desktop software with IT staff
- Send hardware to IT staff at NLLS
- An onsite site visit from IT staff

It is the goal of IT staff to resolve technical issues as quickly as possible in a manner which best suits both IT staff and member library staff.

Services Provided

Northern Lights Library System will endeavor to support existing and emerging technologies. For this service to be provided Northern Lights Library System will require the necessary resources.

Resources mean: a supply of materials, staff, training and other assets that can be drawn upon by Northern Lights Library System in order to function effectively**.**

Support

The following items are supported by the Northern Lights Library System IT Department with the install and proper functionality.

Software
- Integrated Library System (ILS) – Polaris
- Microsoft Office
- Microsoft Windows Operating Systems
- N L L S Anti-virus
- Internet Explorer/Firefox/Chrome
- Adobe Reader
- Oracle Java
- Deep Freeze
- Email
- Polaris
- IT will do their best to help with install of software not listed here but the onus is on the library to learn how to use the software.

Hardware

- Member Library Computers – both staff and public workstations
- Printers (use and setup)
- Receipt Printer (use and setup)
- Barcode Scanners (use and setup)
- Customer Edge Devices (Fortigate/Firewall)
- Aruba wireless access points
- Network Switches

Unattended Support

As part of IT maintenance we must be able to install unattended support via fast support on all of our public computers in all libraries.

IT will also be able to access staff computers unsupported via Dell Desktop Authority with permission from library manager/staff.

NLLS IT Staff will not connect to any library computer without verbal permission from a staff member.

With unattended support we will be able to connect to the public computers with little or no assistance from the librarian/staff. This means that if they are not in the library and their computer is on we can do any important updates or do requested maintenance even if they are not available to assist. This will free up their time as some processes can take time and without unattended support we may need to keep the librarian on the phone until the procedure is done. It can also ensure that any work needing to be done by IT staff to allow for continued service and can be done without much interruption to the library staff.

On Site Visits

Each member library is entitled to site visits as needed by NLLS IT Staff. IT visits typically consist of general assessment and maintenance and may include, but not limited to:

- Hardware Setup
- Network Evaluation
- Preventative maintenance
- Basic IT training

IT visits are scheduled at a mutually convenient time between IT staff and the member library. In the event of poor weather conditions it is at the discretion of the IT staff to reschedule the visit. However, if network outage occurs and attempts to rectify it remotely fail, than an emergency site visit will occur to reestablish network connectivity.

NLLS IT is not responsible for any electrical or wiring (including Network Cables), it is the responsibility of the library to get a contractor to do this work. NLLS IT will offer advice to the librarian if requested, on how many network cables need to be pulled and where but all finished work is the sole responsibility of the contractor.

After Hours Support

After hour IT support is provided by Yellowhead Regional Library Support staff when member libraries are unable to carry out **critical** functions relating to the ILS. **Critical** functions are defined as:

- Login
- Check in/out
- Tracpac Searching
- Patron Registration

Problems with single items are not considered an emergency. Non-emergencies should be directed to NLLS on the next business day.

The YRL after hours emergency number is:	1 (877) 452-8722	
YRL Emergency support availability	Monday to Thursday	4:30 – 8:00 pm
	Friday	4:30 – 6:00 pm
	Saturday	9:00 am – 5:00 pm
	Sunday	1:00 – 5:00 pm

All other after hours technical issues not related to the functioning of the ILS (Polaris), such as downed internet should be reported to NLLS for assistance during the next business day.

Supernet Administration

Supernet is the NLLS standard for network connectivity to support the ILS, wired and wireless internet access, Rise video conferencing services, websites and email service. Supernet is paramount to being able to provide seamless, reliable network connectivity.

Connection fees for the Alberta Supernet are currently paid for by Alberta Municipal Affairs Public Library Services Branch. Fees associated with a physical library move or enhanced Supernet Services are the libraries responsibility. NLLS IT staff must be informed of any move as soon as possible so that we may secure quotes from Axia in a timely manner and inform Alberta Municipal Affairs Public Library Services Branch of the move as is required.

NLLS will provide full support to member libraries with Supernet connectivity.

NLLS Axia Support

- The administration of each libraries Supernet connection with the support of Supernet provider
- Acquiring quotes for physical location moves or renovations
- Disconnections via Axia
- Trouble shooting Supernet connectivity problems
- Internet Connection setup and administration

Customer Edge Device

NLLS purchases and maintains the Customer Edge Devices (Fortigates/Firewallls) which are essential as an entry point for Supernet services. It also allows for the separation of the staff and public sides of the library which adds extra security to your local area network.

In an effort to safeguard NLLS and all member libraries against Copyright infringement, malicious attacks, viruses/malware we are obligated to block P2P (peer to peer) network traffic. This means that network traffic from software Bit Torrent, LimeWire or any other similar P2P software will be blocked. NLLS will continue to monitor potential security threats and block them where appropriate.

As well, all streaming media will be allotted the bandwidth it will be allowed to use on our network. This ensures that you and other member libraries will have the appropriate speed for Polaris and other work related needs; as well as allowing all patrons internet access and speed.

CED Support

- Installation
- Configuration
- Upgrades
- Repair/Replacement

Wireless

NLLS pays for and maintains wireless access for both the staff and public. The wireless we use in our libraries is Aruba. Each access point is securely setup and no other wireless access point is allowed access to our network for security reasons. Any unauthorized wireless access point will be disabled for use on our network and will not be allowed back on.

Access to library wireless is through:
Staff – This is only for staff with library owned devices needing full access to the Network/Domain. (Not for use with public computers, personal devices, or given out to anyone under any circumstance. A library may lose access to the Staff wireless if unauthorized access is given to anyone)
BYOD – This is only for library staff to use with their personal devices (this is not to be given out to anyone who is not direct library staff and or library board members)
Library Public – This is for any patron who would like access to the library wireless network

Internet Service

NLLS pays for regional internet services through an ISP provider. This service is delivered to NLLS member libraries through the Supernet. NLLS provides full support for this internet service and recommends that all libraries use it.

Email Hosting

NLLS offers email to its member libraries via Office 365.

Websites

NLLS offers websites to its member libraries via Boxclever previously TownLife.com. All member libraries have a website dedicated to their library. All website contents and maintenance must be managed by the owning library. Training for library staff will be provided by NLLS staff as needed.

Purchasing

NLLS will get quotes for computers, hardware, or software upon request of a member library and ensure that all purchases are fully compatible with our network and existing services. We will look for the best deal and offer those deals to our libraries. NLLS IT will fully support all computers purchased through NLLS IT, and deal with vendors for any warranty issues.

You may purchase your own computers, hardware, and software but we highly recommend that all such purchases be coordinated with NLLS IT to ensure that they are compatible with the network and existing services. NLLS IT will offer basic support (e.g. troubleshooting for all purchases coordinated with NLLS IT) but will not be responsible for any warranty with the vendor; this will be the responsibility of the owning library.

When a member library chooses not to obtain or follow NLLS IT recommendations in the purchasing of computers, hardware, software and the configurations used, NLLS IT will not provide support for that part of the member library operations and it will not be allowed to access the network.

Security Software

NLLS will purchase Deepfreeze and anti-viruses for our libraries and will charge the base charge for license of software one time. The license can be transferred to a new computer purchased through headquarters at no extra charge. The old computer that the license is being transferred must be sent to I.T. staff within 1-2 months. If the old computer that the license is being transferred from does not get set to I.T. in a timely manner the library will be charged for the purchase of new security licenses.

This is due to the fact that we have a limited number of licenses with only a few extra to allow for this transfer, if we can't clear off the old computer then that license is no longer available and we can no longer prepare computers for our libraries without purchasing more.

Unsupported Services

While NLLS strives to provide the best technical support and IT services; limited resources, legal implications and outdated technology create limitations on the support that NLLS IT can provide.

NLLS will not support the following:

- Windows versions pre-dating Windows 7 pro (after Jan 15 support will not be supported for Windows versions pre-dating Windows 10 pro)
- Obsolete hardware and software (5 years old for computers and hardware, "out of vendor" support for software)
- Participation in the use of illegal software, hardware or other services
- Wireless internet equipment other than the Aruba Wireless Access Points
- Network cabling changes

- Patron owned devices (e.g. laptops, cell phones, e-readers)
- Printer repair, photo copier repair
- Barcode scanner repair

All inquiries regarding NLLS IT support for specific products can be directed to the IT Manger or the Network Analyst.

Member Library Responsibilities

For NLLS to provide effective service, member libraries must adhere to the following procedures:

- Inform NLLS IT staff (daytime hours) or YRL IT staff (after hours) as soon as a problem with the ILS occurs
- Monitor access to the ILS software, only library staff authorized by the library manager may have access
- Monitor access to the staff computers, under no circumstances should a patron be permitted to use staff computers
- Monitor, as much as possible, the use of public computer and guard against any tampering with library software
- Create an Internet Acceptable Use Policy
- Keep all passwords private and secure
- Keep public computers frozen anytime they are available for public use
- Notify NLLS immediately when employees leave or new employees are hired, so accounts can be created/deleted/disabled as needed
- Notify NLLS if there are external factors which may affect a library's access to the Network (e.g. power outage)
- Inform NLLS in advance of any library moves or renovations
- Do not remove or change NLLS IT users/passwords
- Don't change computer names as I.T. uses that to track age of computer and it is how it has access to network.
- NLLS IT must be notified in advance of any changes being made on the network to avoid any unnecessary IT complications. If a visit is required as a result of actions taken at a local library that are not supported by NLLS IT, NLLS will bill the member library for the IT staff time
- Inventory and budgeting for computer/hardware/software replacement
- Member libraries should have a hardware replacement /upgrade plan (based on a 3 to 5 yr. replacement schedule)

Glossary of terms

Supernet –The Alberta Supernet is a high speed performance network connecting 429 communities in both urban and rural Alberta. It is the foundation for all network communication between libraries and the outside world.

AXIA – The service provider of Supernet

Supernet Edge Device – SED, Supernet owned edge device that provides a network entry point into our libraries

Customer Edge Device – CED, NLLS owned customer edge device that gives access to

the supernet and internet.

ILS – Interlibrary Loans Service.

ISP – Internet Service Provider

Wireless access point –A networking hardware device that allows a Wi-Fi device to connect to a wired network

Emerging Technologies – New technologies becoming available in today's world

Goto Assist – A remote support tool that enables IT Staff to access and control remote computers in order to provide technical support. AKA Fast support

Desktop Authority – A desktop management software that in part also allows IT Staff to access and control remote computers in order to provide technical support.

Unattended Support – Setup through go to assist, unattended support allows IT Staff only access to a computer without having library staff sitting in front of it; allowing technical support at anytime