

Outagamie Waupaca Library System

Computer Support Policy

Background

For many years OWLS member libraries have used computers to assist with library operations. With the exception of Appleton Public Library, the system resource library, member libraries rely on OWLS for technical support.

Policy Statement

OWLS will provide member libraries with computer support services as time and resources permit. Generally, this support is provided through visits to member libraries for scheduled maintenance or at the request of member libraries. Libraries requesting assistance from OWLS must be committed to developing general computer literacy among staff in order to effectively utilize the computer resources available to them.

Guidelines

1. OWLS will assist member libraries in developing plans for computer projects.
2. OWLS will provide advice and assistance in the selection of computer hardware and software.
3. Member libraries are encouraged to purchase recommended hardware or supported software through OWLS or from vendors recommended by OWLS. Member libraries may purchase hardware or software from other vendors, but all hardware purchased from other vendors should comply with OWLS minimum recommended hardware specifications.
4. Member libraries are expected to perform routine hardware and software maintenance including performing regular data backups, performing operating software updates, and cleaning keyboards and monitors. OWLS is not responsible for the loss of data resulting from failure to perform routine backups.
5. OWLS will assist with the installation and non-routine maintenance of supported software and recommended hardware. Requests for assistance with non-supported software or hardware will be evaluated on a case-by-case basis, and assistance may be provided at the discretion of the OWLS staff.
6. OWLS will provide and maintain software required to secure and protect member library computers and the OWLS computer network, e.g., firewall and antivirus software.

8. OWLS will provide training or documentation to assist member library staff in the use of computer applications related to OWLS services or requirements.
9. OWLS will make continuing education scholarships available to member library staff for computer training beyond that provided directly by OWLS.

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