

Outagamie Waupaca Library System

Computer Support Policy

Background

For many years OWLS member libraries have used personal computers to assist with library operations. They have also continued to express a need for training and assistance from OWLS. 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 personal computer support services as time and resources permit. Generally, this support is provided through regular visits to member libraries 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 personal computer projects.
2. OWLS will provide advice and assistance in the selection of personal 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. Recommended hardware specifications and supported software are listed on OWLSweb.
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 any member library personal computer software required to secure and protect OWLS computer network, e.g., antivirus software.

7. OWLS will work with member libraries to assess personal computer skills and training needs in order to develop individualized plans for training staff in the use of personal computers.
8. OWLS will give priority to training 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.

Adopted December 17, 1992
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