Technical Support Policy

Approved by the IFLS Board of Trustees May 28, 2014

In order to provide a fair level of support to our member libraries, we are now asking libraries to meet certain requirements to receive a certain level of support.

Basic Support

All IFLS-member libraries in compliance with the requirements for library system membership as outlined in Wisconsin Statutes 43.15 (4) (c) receive a base level of IFLS tech support, which includes consulting, group purchases, and training.

Requirements: Libraries must be in compliance with the requirements for library system membership as outlined in Wisconsin Statutes 43.15 (4) (c).

Network Support

Libraries that would like to be a part of the IFLS Wide Area Network (WAN) and receive network support must comply with the terms in the *Network Support Requirements* document. IFLS will provide configuration and troubleshooting of network devices, private or public network connections, and internal networks including wireless networks. When possible, IFLS will seek grant funds to help offset the cost of network equipment. Libraries that do not comply with the *Network Support Policy* can still receive support, but they will be charged for time and travel. Rates will be posted on the IFLS website and libraries will be informed of any charges before they occur.

Requirements: Libraries must qualify for *Basic Support* and comply with the terms of the *Network Support Requirements* document.

Hardware and Software Support

Libraries that would like to receive hardware and software support must comply with the terms in the *Hardware and Software Support Requirements* document. For those libraries, IFLS staff can help select, purchase, set up, and install hardware and software. IFLS staff will also troubleshoot computers, other devices, and software that have a legitimate library use. Libraries that do not comply with the *Hardware and Software Support Requirements* document can still receive support, but they will be charged for time and travel. Rates will be posted on the IFLS website and libraries will be informed of any charges before they occur.

Requirements: Libraries must qualify for *Basic Support* and comply with the terms of the *Hardware and Software Support Requirements* document.

Other Software or Services

Please see our website for a description and cost sheet for other services or software that can be purchased through IFLS (such as antivirus software or public computer time management software).