

# SWKLS Technology Handbook

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A collection of technology terms, policies,  
and best practices to help SWKLS libraries  
conquer technology.



Updated March 10, 2021

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## Technology Management and Consulting Services

- Antivirus / Anti-Malware software management
- Time & Print management software support
- Deep Freeze software management
- Backup software, storage solutions, design, monitoring, management
- Cloud infrastructure design, management
- CIPA / KS-CIPA filtering software management
- Wireless Access Point (WAP) statistics management
- Virtual Private Networking (VPN) technologies
- Website hosting, design, training, management, Monitoring
- Digital archive design & management
- Network (LAN / WAN / WLAN) design, security, management, monitoring
- Local server / virtualization management
- Telephone & remote desktop support
- Software licensing management
- Hardware & software procurement / vendor relations
- Operating system and office productivity suite training & support
- Video conferencing support
- Google Suites / Apps training & support
- Gmail / Email troubleshooting & support
- Digital signage solutions & support
- Desktop / laptop imaging & deployment
- 3D Printer training & support
- Social Media platform training & support
- E-Rate planning
- Hardware recycling / data storage destruction
- Emerging technology research
- IT asset inventory management
- E-content platform training & support
- ListServ management & support
- Technology planning & review, lifecycle management
- Networked peripherals (printer, fax, etc.) installation, configuration, and support
- Tablet, iPad, eReader device support
- Online training
- Sound / audio / recording system support
- Technology policy consultation

## Southwest Kansas Library System Technology Staff

**Steve Andrews, Technology Supervisor, Ext. 203, [sandrews@swkls.org](mailto:sandrews@swkls.org)**

- Telephone & remote technical support
- CIPA Filter support
- Website maintenance and design
- Video conferencing support
- Network specialist
- Server installation, maintenance, troubleshooting
- Cloud solutions administration
- Hardware and software support
- Hardware and software purchasing
- Inventory and license management
- E-rate support
- Digital archive support
- Backup & antivirus administration
- Time and print management software support (SAM)

**Jody Hattrup, Technology Trainer, Ext. 202, [jhattrup@swkls.org](mailto:jhattrup@swkls.org)**

Telephone & remote technical support

- Technology training and course development
- SWKLS listserv support
- Manage online web conferencing room
- Technology support for system workshops and other events
- Social networking specialist
- Hardware and software support
- eReaders/eContent specialist
- Website maintenance and design

**Bernardo Gamboa, System Administrator , [bgamboa@swkls.org](mailto:bgamboa@swkls.org)**

- Telephone & remote technical support
- Hardware and software support
- Website maintenance and design
- Advanced programming & scripting
- Assist System Administrator and Technology Trainer
- Cloud solutions administration
- Desktop / laptop imaging & deployment
- 3D printer support
- Digital signage

## SWKLS Things

We started 12 Things SWKLS in the spring of 2016 and continued it for a year. The idea behind 12 Things is to introduce a new technology topic every month. These topics or things are all available online and library staff members can work on them at their own pace. 12 Things SWKLS was changed from 12 Things SWKLS to SWKLS Things in January 2020. Due to member request, the number of topics covered from 12 to 6 each year in 2019 and 2020 which led to the name change.

## 3D Printer

A device follows instructions from 3D Slicer software that uses a 3D model file as the base to manufacture three-dimensional objects with filament material provided by the user that can come in plastics, metals, and other materials. If you are interested in 3D printers, please contact the SWKLS office for more information about demoing a 3D printer or other recommendations.

## Amazon Web Services (AWS)

In 2018, SWKLS began using AWS for hosting member library websites as well as the SWKLS website. SWKLS purchases a discount voucher from TechSoup yearly to fund this service. In addition to hosting websites, SWKLS also leverages Amazon Simple Storage Service (S3) to house copies of backup datasets and files for our members and our office. Member libraries with network attached storage devices (NAS) or archive servers (FreeNAS) are eligible for offsite backup and file copies utilizing this service, dependent on their available bandwidth and storage consumption. In cases where the member library needs an above average amount of storage (currently 500Gb), we recommend the purchase of their own AWS discount voucher through TechSoup. In these cases, SWKLS will manage their AWS account.

## Antivirus Software

SWKLS provides and maintains antivirus software for member libraries on all staff and patron computers. In addition, staff computers are actively monitored for instances of malware as indicated by the installed antivirus suite and will take the necessary steps to remediate any issues.

It is highly recommended that member library staff not disable antivirus programs or features for any reason, and that they contact SWKLS before attempting any intervention or remediation involving antivirus software and / or suspected malware on either staff or patron computers.

Currently (December 2020), staff computers have installed a paid antivirus solution (ESET Endpoint Antivirus) while patron computers with Windows 7 use a free antivirus solution (Panda Cloud). Patron computers running Windows 10 use the built in Windows Defender antivirus solution.

### Computer Account Privileges

Staff and patron computer login accounts are given 'Standard' user permissions on the local computer. As a result, some programs will fail to install or update properly as they may require 'Administrator' permissions. SWKLS will set up an account (unique to each library) on every computer that has 'Administrator' privileges and will provide each member library Director with the credentials and information on how it is to be used for purposes of installing or updating software. We request that member library Directors not share these credentials with anyone other than trusted staff who may need to perform actions that require elevated privileges on computers.

To ensure the safety and security of library computers and network resources, under no circumstances will a staff or patron account be given 'Administrator' level privileges for daily use. This is to prevent such things as malware infections from spreading further within the local computer or network, and to restrict unauthorized software installation (as determined and agreed upon by the library Director and SWKLS).

### Computer Backups

SWKLS will install, maintain, and monitor backup software on all member library staff computers, with the exception of those computers identified by the library director as not requiring data backups (ex.

circulation computers). It is the responsibility of member libraries to purchase and replace as needed any devices and / or media that the backup software uses as its target storage (external hard drives, network attached storage, etc.).

Backup software will generally be set to protect any data stored within the user directory (c:\users\) on a staff computer. Data placed outside of this directory structure are not guaranteed to be protected. A fourteen (14) day retention policy is generally used for backup sets.

Member libraries that use a network attached storage device (NAS) as a backup target will also be considered for off-site copies of their backup files. Depending upon the library's total storage consumption and available bandwidth, SWKLS can host off-site copies of backup and file data in our Amazon Web Services account using S3 storage.

### Computer Decommissioning

It is the responsibility of member libraries to properly dispose of computers that are to be decommissioned (replaced or eliminated).

SWKLS will remove the hard drive of any computer that is to be decommissioned to ensure that licensed software is not used or redistributed outside of the library network. Member libraries may request that a hard drive be wiped clean of all software (operating system, programs, etc.) so that it may be disposed of with the computer being decommissioned. It will be at the discretion of SWKLS staff as to whether a hard drive wipe will be performed on-site during physical decommissioning or taken off-site and returned at a later date.

It is not the policy of SWKLS to reload or restore decommissioned computers to an original factory state for purposes of sale or gift by member libraries to staff, patrons, or the general public.

SWKLS will not reload / re-image a decommissioned computer to replace another library computer (down-cycling).

### Computer Purchasing and Replacement

SWKLS will advise and help in purchasing computers and other technology equipment for member libraries. We currently recommend

purchasing hardware equipped with the Professional edition of the current mainstream version of the Microsoft Windows operating system. Hardware specifics such as CPU, memory, etc. are determined per machine usage.

After purchase, we prefer to have new computers shipped first to our office for re-imaging and preparation before being delivered and deployed by SWKLS staff at the member library. This is to ensure an efficient and consistent machine state prior to library usage. With the bulk of the preparation being done at our office prior to the onsite delivery and setup, we can reduce the amount of time spent in the field and reduce disruptions to member library staff or services. To this end, we also require each member library purchase one (1) volume license matching the current mainstream supported version of the Windows desktop operating system so that we may leverage re-imaging rights as outlined in the Microsoft Volume License brief covering this topic.

It is recommended that any given desktop computer, whether for staff or patron, be replaced within three to four years of purchase. As the Microsoft Windows desktop operating system only receives mainstream support from Microsoft for a maximum of five years from the date of release, and as outdated hardware often precludes any upgrade options, the maximum time before replacement of any given desktop computer should not exceed five years.

Computers being replaced should not be re-purposed or down-cycled for usage in the library. The exception to this is dedicated kiosk computers that have limited functionality (card catalog, kids / ABC Mouse, etc.). In these cases, the computers are reloaded with a non-Windows software and typically do not require any updates or maintenance afterwards.

### Computer Purchasing: Why We Don't Recommend the Cheapest Option(s)

The question of why computers and related technology equipment (printers, tablets, etc.) should not be purchased without consultation comes up from time to time. In the case of desktop computers, it is

indeed possible to purchase units at a lower cost than what the system recommends. The issues with doing so are as follows:

- Our member libraries are able to take advantage of contract pricing through an agreement between the State of Kansas and vendors such as Dell and Lenovo. Typically, these prices are inline or lower than advertised prices.
- These machines typically a three (3) year warranty with 24x7 support and next business day onsite service or parts dispatch after remote diagnostics. This alone is worth several hundred dollars if purchased outside of contract pricing. It is also an invaluable service in terms of hardware failure and resolution time. It is also worth noting that computers used in a business or public access setting are operating and actively used far more than a typical home computer.
- The computers recommended by SWKLS are business-class units with appropriate management functionality and lifecycle support. Consumer-grade computers do not typically include out-of-band management capability, business-stable hardware drivers, and other features that differentiate them from business class machines.
- Major OEM computer companies such as Dell, Lenovo, and HP supply pre-built software driver packages for purposes of re-imaging their business class computers. The process of re-imaging is a method we use to initially set up and deploy all new computers, and is used in the event of needing to reload a computer. This significantly decreases the amount of time taken to deploy new computers or to reload in case of issues, thus minimizing disruptions in our library's workflows.
- SWKLS has a baseline recommendation for minimum specs (CPU, memory, software, etc.), and we have found that many consumer grade computers fall short of meeting these criteria. As an example, one criteria that we strongly recommend is the Professional version of the Windows desktop operating system.

Half of consumer grade computers are shipped with the Home version which lacks much of the functionality that we rely upon to manage our member library computers.

The fact that we advise on computer purchases also gives an advantage in consistency. Having the same brand and models of computers throughout the system makes management far easier than if we were dealing with a highly diverse computing ecosystem.

Pursuant to the Library Accreditation and Development Accreditation Application approved December 2020, Technology purchased outside of consultation and compatibility with the Southwest Kansas Library System WILL NOT receive system support.

## Computer Updates

Staff computers are set to install Windows Updates automatically. Windows 10 will prompt you if a restart is necessary due to pending updates and will allow for scheduling the restart during off-hours. We recommend leaving staff computers on and **logged off** most nights so updates and backups can run.

In most instances, patron computers or any computer with DeepFreeze installed are set to thaw and install updates every Saturday night through the DeepFreeze Enterprise Console. After the updates are installed, the DeepFreeze machines will then be set to frozen and turn themselves off. In most cases, the installs should be completed by Sunday night, if not sooner. If you happen to come in on Monday morning and a patron machine is still on, it is still most likely performing updates. In this case, please do not let any patrons on the machine (since it will be in a thawed state) until the computer finishes its updates, freezes itself, and shuts itself down. If you ever have any issues or concerns about a computer taking a long time to do updates or whether updates are finished, please contact the SWKLS office.

## Content Filtering, CIPA and KS-CIPA

Under the rules of the [Kansas Children's Internet Protection Act](#) (KS-CIPA), all public libraries providing public access to a computer must implement and enforce measures to:

- Ensure that no minor has access to visual depictions that are child pornography, harmful to minors, or obscene
- Ensure that no person has access to visual depictions that are child pornography or obscene

In addition to KS-CIPA requirements, libraries applying for and receiving federal E-rate funding must certify that they are enforcing a policy of Internet safety that includes measures to block or filter Internet access for both minors and adults to certain visual depictions. More information can be found here:

<https://www.fcc.gov/consumers/guides/childrens-internet-protection-act>

SWKLS provides Internet content filtering to all member libraries that is enabled on both internal LAN / library-owned devices and on open public wireless access for patron-owned devices. In addition, the current solution blocks the following categories defined collectively as 'security risk': warez, anonymous VPN, spyware, redirectors.

SWKLS also maintains a custom category that is used to blacklist sites that are not included by the blacklist supplier and that are found to fall within the category of either pornography or security risk. Libraries may request a site reviewed by SWKLS for blacklist consideration at any time provided that the site in question also falls under the category of either pornography or security risk.

SWKLS does not and cannot blacklist sites for individual libraries as our current solution is shared by all members. SWKLS will not blacklist sites that do not fall under the category of either pornography or security risk as described above. It is the responsibility of the library Director or library Board to set policy defining appropriateness of website access by staff members for all other categories (ex. Social Media).

SWKLS maintains records for proof of compliance in the event of an audit. In addition to records of what software, vendor, or product we have historically used, as of July 2017 we will collect and maintain monthly reports detailing all occurrences of the filter blocking access to any website that falls within the categories listed above.

## DeepFreeze

A program installed on all patron computers to maintain a desired state. Once patron computers are initially set up by SWKLS staff, DeepFreeze protects the computer from modifications by the patron. Any changes made to the computer (file creation, etc.) are erased upon reboot. As a result, any changes which the library wishes to implement on patron computers (additional desktop shortcuts, etc.) require contacting SWKLS staff to implement.

In addition, DeepFreeze manages operating system updates (typically on Saturday evening).

SWKLS pays for continuing maintenance fees for this software, however member libraries are responsible for the initial purchase of any licenses added to their current license counts.

## Digital Book eLending

Digital Book eLending are electronic versions of books also known as audiobooks or/and ebooks. Digital Books eLending is a service the State Library of Kansas gives access to platforms such as cloudLibrary, Enki Library and Freading. Youth materials platforms include BookFlix, and E-Stax (Britannica). All Kansas residents have access to Digital Books eLending platform by asking for Kansas State ecard.

To find out more information and instructions go to <https://kslib.info/128/Digital-Book-eLending>

Platform stats are able to be viewed with this following link. <http://kslib.info/178/Statistics>.

Kansas State Ecard for all Kansas Residents following link. <https://kslib.info/277/Kansas-Library-eCard>

## Digital Audiobooks (books you listen to)

Digital audiobooks are books in a digital format that can be listened to on a portable device or a computer. Portable devices include cell phones, tablets, iPads and Kindles.

- **cloudLibrary**

The platform cloudLibrary provides ebooks and audiobooks service containing mostly fiction from larger publishers and larger-name authors from the State Library. All functions from searching, checkout, to reading can be done inside the software/app. You need a Kansas Library eCard to login to the app or software. cloudLibrary Directions, <https://my.nicheacademy.com/kslib/course/1301>

## EBooks (books that are read)

EBooks or electronic books are books in a digital format that can be read on portable devices or computers. In order to provide eBooks to patrons they will need access to their personal Kansas State ecard or one can be created for them.

- **Enki Library**

EBooks service - has a wide variety of fiction and nonfiction, also including self-published books available through the State Library of Kansas. Very large selection, but doesn't include as many best sellers as cloudLibrary does. Users log in to this service with a Kansas Library eCard and can use this service from an app, software, or read a book in the browser. Instructions: <https://my.nicheacademy.com/kslib/course/9242>

- **Freeding eBooks**

EBooks service -has a variety of fiction & nonfiction available from the State Library of Kansas. Patrons access this service with an app or software and log in with Kansas eCard. All books on Freeding have unlimited copies, so there are no holds. You are allowed 5 checkouts per week. Instructions: <https://my.nicheacademy.com/kslib/course/368>

## Email

SWKLS staff can assist you with email setup, usage and training. Our current recommendation and fully supported platform is Google Mail, preferably included within the G-Suite business platform. While we cannot fully support other email platforms or services, we will strive to help you where possible.

For client access to any email service or platform, SWKLS recommends browser-based access. Desktop client access such as Outlook, Windows Mail, and Thunderbird are not fully supported by SWKLS staff.

As many of our member libraries opted to take advantage of the free G-Suite / Google Apps offering and to associate their library domain names on that platform (ex. [staff\\_member@library\\_name.org](mailto:staff_member@library_name.org)), SWKLS staff may need to assist you in adding / changing / deleting email accounts.

## E-Rate

E-Rate is a federally funded program that provides public libraries and schools with funding to help provide internet access for patrons. E-Rate has two has 2 levels of funding. Level 1 is phone and internet and level 2 is funding for hardware to provide internet access to patrons and students. SWKLS contracts with eRate Solutions LLC to oversee and file the necessary paperwork on behalf of our member libraries. In turn, eRate Solutions charges 12% of the total funding amount as their fee, half of which SWKLS pays for. If the funding amount is at least \$2500, the percentage fee is reduced to 9%. Our consultant at eRate Solutions is Toby Sykes.

## KnowBe4

KnowBe4 is a technology and policy training platform purchased by the system in 2020 for our member libraries. The online training provided by this platform focuses primarily on security awareness, but also has content related to HR and policy-focused training.

## Legacy Devices and Peripherals

Legacy devices or computer peripherals (printers, scanners, etc.) that are no longer supported by the vendor or that are no longer compatible with the current mainstream version of the Windows operating system should be either upgraded or replaced. SWKLS staff cannot fully support legacy devices, but we will endeavor to find a replacement or upgrade option when possible.

## Line of Business Software

Line of Business (LOB) software is defined as any software packages or set of related packages that serve a particular customer transaction or business need. In our member libraries, the list of LOB software is diverse and encompasses such things as:

- Web browsers such as Chrome
- Accounting software such as QuickBooks or Quicken
- Time and print management software such as SAM
- Productivity software such as Microsoft Office
- Antivirus / Antimalware suites

The SWKLS staff has worked with and vetted many LOB software programs and continues to research and recommend new software for particular needs as they arise. We recommend particular LOB software in many cases due to vendor support. An example of this would be the Chrome web browser as it is currently the preferred web browser per Auto-Graphics, the vendor for the VERSO automation system. When installing new computers, we will include all baseline LOB packages on the machine and install additional packages as needed.

Due to the risk of detrimental effects caused by the installation of non-vetted software packages, we ask that member libraries contact us before attempting to install any new / unknown software on their computers.

If you know of or have found a software package that you think would be beneficial, we welcome your suggestions and will test it for safety and functionality either for or with you so that others might benefit as well.

While SWKLS staff cannot support all non-vetted, non-LOB software, we will make a reasonable attempt to resolve any issues with the installation and usage of such software packages if they are deemed to be safe and have no vetted alternative.

Legacy software products that are no longer supported by the vendor or that are no longer compatible with the current mainstream version of the Windows operating system should be either upgraded or replaced. SWKLS staff cannot fully support outdated software, but we will endeavor to find a replacement or upgrade option when possible.

### ListServe(s) or Email Lists

A listserv is a way to communicate with a group of people via email. To use it, a person sends an email to the list email address and the email is distributed to the group of people subscribed. This is an easy way to send an email to a whole group of people quickly at one time. The SWKLS electronic listserv lists are a service of the Southwest Kansas Library System for the discussion of issues relating to libraries and news of general interest to SWKLS member library staff and trustees. You may request a subscription by sending an e-mail to Janelle Mercer, [jmerc@swkls.org](mailto:jmerc@swkls.org). Be sure to include name, position and library affiliation. The listserv lists will be the preferred method for distributing time-sensitive information to the Southwest Kansas Library System members. The various lists and the posting addresses are listed below. More information about our lists can be found on our website, <https://swkls.org/about/swkls-listservs/>

The lists SWKLS manage:

Name of List	Posting Address
SWKLS Catalog (list specific to cataloging topics)	cataloglist@swkls.org
SWKLS Public (list specific to public libraries)	public@swkls.org
SWKLS Main (list for all SWKLS Members)	swklslist@swkls.org
SWKLS Director (list for all public Directors)	<a href="mailto:directors@swkls.org">directors@swkls.org</a>
ILL List (list to communicate ILL issues or questions)	ill_group@swkls.org
Full Board (list for communication for the Full Board)	fullbd@swkls.org
Executive Board	execbd@swkls.org

The State Library also has several email lists. These lists are a good way to stay on top of information happening at the state level. More information about the State Library of Kansas lists can be found here: <https://kslib.info/974/Join-Email-Lists>

Name of List	Posting Address
Kanlib-I (main Kansas Library List)	kanlib-l@lists.ku.edu
KANILL-L (interlibrary loan list)	kanill-l@lists.ku.edu

Auto-Graphics (our automation vendor) also hosts a VERSO list. Information about the list can be found on their website, <http://lists.auto-graphics.com/mailman/listinfo/versousers>

## Network and Internet

SWKLS staff will actively monitor member library networks (LAN) and Internet (WAN) for issues such as outages, bandwidth contention, and

connectivity. We ask that member libraries contact us first with any issues prior to contacting their respective ISP (Internet service provider).

It is our preference to have a clear demarcation of the equipment owned by any ISP providing service to a member library and the equipment owned by either the member library or SWKLS. Member library network equipment (routers, switches, wireless access points, etc.) is maintained and monitored by SWKLS. While it is the responsibility of the member library's ISP to manage and monitor their own equipment, SWKLS will actively work with member library ISPs to resolve any issues relating to connectivity.

SWKLS will configure wireless access connectivity at each member library for two distinct uses. First, a secured wireless signal to be used for library owned equipment (computers, printers, etc.). Second, an open (password-less) public signal that may be accessed by patrons using their personal devices.

We ask that the secured wireless signal never be used for personal devices (patron or staff). While we strongly discourage doing so, an exception to this may be authorized by the library Director for library staff only. In this case, we ask that SWKLS be given notification that a non-library owned device will be given access to the secured wireless. In the event that access is granted by the library Director without notifying SWKLS staff, the device may be deemed as harmful by SWKLS and be blocked from network resources and connectivity. As we have no control or oversight on non-library owned devices, we cannot guarantee the safety of the library LAN in the event that this exception is made.

SWKLS staff will attempt to remediate network connectivity issues for patrons accessing the open public wireless signal. However, it is not within our scope to troubleshoot and diagnose actual patron owned devices experiencing connectivity issues. While we may suggest options for troubleshooting, under no circumstances will we physically interact with or touch patron owned devices.

### [Network Attached Storage \(NAS\)](#)

SWKLS recommends network attached storage (NAS) devices to our members for use as a backup target for staff machines. A NAS is a

specialized device that contains one or more storage drives (disks or SSD) and is accessed via a network connection. These devices offer options such as

- As the NAS does not rely upon a physical USB connection to your computer (using the network instead), we can configure this to be secure against crypto-malware. The backup sets from your computer(s) are often the last layer of defense against these forms of malware.
- They provide options to relay copies of your files offsite and into our secure cloud backup infrastructure (or your own).
- They provide a backup target for multiple staff computers.

### New Director Technology Training

The SWKLS Staff Technology Team offers technology training for any new directors. This training helps cover the description of services and programs offered by the technology staff at SWKLS.

### Other Network-Connected Equipment

SWKLS recommends that member libraries contact us for consultation before purchasing any equipment that may require network connectivity. Examples include time clocks, door counters, and postage machines. This is to ensure that:

- 1) Adequate means are available to connect the device (network drop, switch port, etc.)
- 2) Network security practices are adhered to (traffic segmentation, firewall rules, etc.)
- 3) Other network resources are available if required (server, backup space, etc.)

In most cases the installation, training, and ongoing maintenance of these devices would be outside of the scope of SWKLS operations. However, we may be able to assist or consult during these steps.

## Printers and Multi-Function Printers (MFPs)

SWKLS fully supports any printer or MFP that we have advised on before purchase for the lifecycle of the device. We have worked with many vendors in the past, and can recommend manufacturers, models, or leasing options to fit your needs. In all cases prior to purchase, we ask that you consult with us to ensure that the device will function properly within your environment.

## Remote Access

SWKLS will provide and install remote desktop software on all member library computers to aid in training and troubleshooting issues. This software runs in the background at all times. As of June 2017, SWKLS installs and uses ConnectWise Control / ScreenConnect as the preferred remote desktop software. In addition, some machines (ex. servers) will have Microsoft RDP (Remote Desktop Protocol) enabled for secondary / failover access.

SWKLS staff will contact member libraries before initiating a remote desktop session to desktop computers unless an issue is deemed critical and warrants a remote session without prior notice.

Servers in member libraries are set up as 'headless', meaning that they typically do not have a monitor, keyboard, or mouse attached for local interaction. Therefore, the only means of access to servers are via remote desktop software. Servers may be accessed at any time via remote desktop as part of normal or off-hours maintenance without prior notification when that maintenance will have no impact on the library network or desktop computers.

In addition to remote desktop access, SWKLS maintains remote network access via both virtual private network connection (VPN) and secure shell (SSH) to each member library network for purposes of management, monitoring and maintenance of network equipment (routers, switches, printers, etc.). As this connectivity does not provide computer desktop access, SWKLS staff will generally initiate a remote VPN or SSH session without prior notice to the member library.

## Software Purchasing and Management

SWKLS staff purchases and manages Microsoft licensed computer software such as Microsoft Office for member libraries through two different vendors depending on whether the computer is for patron or staff use. For patron computers, software is purchased through TechSoup.org which provides charity and discounted licensing for non-profits and public libraries. In addition, TechSoup provides Intuit QuickBooks to public libraries at a considerable discount. For staff computers, Microsoft products are purchased through SHI.com under a licensing agreement between the State of Kansas and Microsoft that reduces those costs considerably. SWKLS manages Microsoft license counts and keys through the Microsoft Volume License Service Center and can provide member libraries with information regarding their current licensing status and future needs.

## Staff Computers – Personal Usage

In general, it is left to the library Director and / or library Board to set policies pertaining to the use of library-owned computers by staff members for non-work related activities. SWKLS expects that all member library staff adhere to common rules of conduct and usage in regards to legal and ethical computer usage.

In regards to personal files and data that are stored on staff computers, we highly recommend that individual staff members avoid storing large amounts of personal data on their work computers as this may adversely affect backups. We also strongly recommend that personal data be placed on removable media (USB thumb drive or external hard drive, etc.) rather than the computer itself.

In the event of employee termination, resignation, retirement, or any other reason ending employment at a member library, it will be solely the responsibility of the member library to determine, retrieve, remove, or copy personal files from a staff computer. SWKLS staff is unable to assist in this task.

## SWiftnet and VERSO

SWiftnet is the consortium catalog of the Southwest Kansas Library System offering holdings from 36 member libraries. SWiftnet is a fully integrated, 100% web-based library management system providing patrons access to library resources through the web anytime, anywhere. SWiftnet is powered by Auto-Graphics's Integrated Library System (ILS) VERSO™.

VERSO™ (ILS) Integrated Library System is the software we use to check-in, check-out and add books and patrons to our system.

SWKLS provides our member libraries with technical support for any issues with Verso. We ask that member library staff contact the system with any VERSO related issues rather than Auto-Graphics so that issues can be properly entered into the vendor support ticketing system.

## SWurl

SWurl is the shortened version of SWKLS URL (Universal Resource Locator) and is the coined name we use for the library websites the SWKLS office helps host. These websites are hosted in our AWS (cloud) server space that the system pays a fee to use. These websites all use the WordPress web-based software and were formerly known as KLOW or My KLOW. In the past the KLOW or My KLOW sites were hosted by the Northeast Kansas Library System (NEKLS) Office. Training and regular working days for SWurl are provided throughout the year.

## Tablet or eReader Purchasing

SWKLS will advise and help in purchasing any tablets or eReaders. We currently recommend libraries purchase iPads or name brand Android tablets. Most of these are compatible with the State Library of Kansas eContent services as well as other eContent providers.

A Note about regular Kindles: The only library eBook platform that works with regular Kindles (Kindles like the Paperwhite) is OverDrive. The eBook platforms available through the State Library of Kansas are not compatible with regular Kindles. Regular Kindles are a special locked down type of eReader. Most Kindle Fires are compatible with the eBook platforms available through the state library. To see a

list of the platforms and compatible devices go to: <http://kslib.info/799/Instructions-Devices> If you ever need help with helping a patron decide which device(s) will work with which service, please don't hesitate to contact the SWKLS office. The SWKLS office strongly encourages you to call before purchasing any library devices to be used with the digital book services.

## Tech Day

Tech Day is an annual all day SWKLS event usually held in January or February. The day focuses on technology related topics and is open to all library staff to attend. In 2019 we changed Tech Day to also include other library related topics and it is sometimes referred to as Tech Day+. Previous Tech Day information including presentations and handouts can be found on the SWKLS website, [www.swkls.org](http://www.swkls.org) under Resources | Workshop Resources.

## Technology Plan

A technology plan must be developed to ensure that the library has the ability to use the services once they are purchased. The plan should cover a period of no more than four years. Make the plan general enough to be flexible, but specific enough to show how the library plans to integrate the use of these technologies into its programs and services. It should contain an assessment of the plan equipment, staffing, and training requirements and identify the one-time and recurring costs of the plan. The plan should be responsive to opportunities (e-rate, LSTA) and open to revision. The technology plan should not be separate from the overall library plan or objectives. SWKLS requires member libraries to develop a technology plan once every four years and SWKLS staff are available to help libraries with their plan.

### **Technology plans should meet five criteria:**

1. Establish clear goals and realistic strategies for using telecommunications and information technology to improve library services
2. Have a professional development strategy to ensure staff knows how to use these new technologies

3. Must include an assessment of hardware, software, and services needed to improve library services
4. Provide sufficient budget to acquire and maintain hardware, software, and training to implement strategy
5. Include an evaluation process that enables the library to monitor progress toward the specified goals and make mid-course corrections in response to new developments and opportunities as they rise

## TechSoup

TechSoup.org provides discounted software to non-profits and public libraries through agreements with partners such as Microsoft and Intuit. Each member library has an account with TechSoup which is managed by SWKLS staff.

## Technology Supplies

The SWKLS Office bulk orders the following for our libraries:

- Barcode book labels
- Receipt paper

The SWKLS office no longer purchases toner or other related small technology supplies on a regular basis. We encourage libraries to purchase printer toner on their own since we do not purchase enough to receive a large discount. We recommend all libraries purchase certified print cartridges. We do not support the use of refilled or recycled cartridges. The SWKLS Technology Staff will be more than happy to help with purchases or assist in guided purchases. Please call if you ever have questions or need help ordering. Special ordering may be worked out if needed.

## Technology Training

The SWKLS staff offers several technology related trainings or workshops throughout the year on various topics. These topics are decided based on new software, technology trends, needs in the system, etc. In most cases technology training is encouraged to be held in a class format with more than one person. The SWKLS Technology Team also offers director orientation for new library directors.

## VOIP

Voice over IP. VOIP is the latest replacement for traditional telephone lines and utilizes computer network infrastructure and the Internet to facilitate telephone calls.

## WordPress

WordPress is an open-source blogging or website software that can be accessed online. The SWKLS SWurl sites use this software for their library websites. SWKLS has the SWurl sites set up so we can manage them through a central management console plugin called MainWP. Plugins and themes are updated regularly through this console when there are available updates. Plugins are add-ons that can be added to your WordPress site to do certain functions such as add an image widget, prevent spam comments, collect stats, etc. After a theme or plugin hasn't been updated in a year, WordPress considers them abandoned. If you ever need any help with updating your website or have questions, please don't hesitate to contact the SWKLS Technology Team.