

FLLS Computer Network Services Department Services List to Member Libraries (2023)

1. Polaris ILS Support (fee based)
 - a. Provide access to Polaris via Remote Desktop, LEAP and the Polaris Client
 - b. After hours support for circulation emergencies
 - c. Assist in Polaris Offline support during upgrades and extended outages
2. Group purchasing (reduces cost for everyone)
 - a. Annual Computer Bulk Buy (May-June) which includes staging, configuration, security and remote or on-site support for installation
 - b. Equipment purchases (emergency off cycle computers, printers (receipt, spine label and other printers), Barcode scanners, miscellaneous peripherals
 - c. Supplies (Receipt paper, spine labels, barcodes and patron cards)
3. Website (fee based)
 - a. Hosting with email
 - b. Hosted site backup
 - c. Support during open hours
 - d. Domain name (we will retain your Domain Name at our registrar with automatic renewals with DNS service so the library doesn't lose their Domain Name because of staff or board transitions (no charge for this service and is available regardless of where the library website is hosted)
4. LibData PC Time and Print Management Software (Fee based plus annual maintenance)
 - a. Authentication to the Polaris Patron Database
 - b. Multiple configuration options based on library needs
 - c. Print cost recovery for multiple printers including black and white or color with individual pricing for each
 - d. Support
5. Computer support, troubleshooting, repair and reinstallation
 - a. This is limited to computers purchased through FLLS on the annual bulk computer buy or an emergency off cycle purchase
6. Network (limited to Cisco/Meraki equipment licensed through FLLS)
 - a. Licensing (Enterprise or Advanced w/Filtering based on what the member library purchased initially or upgraded to)
 - b. Design, Configuration, Installation (not including network cable runs)
 - c. Troubleshooting and configuration modifications
 - d. Monitoring connectivity
7. Internet (limited to CIPA compliant libraries with FLLS Cisco/Meraki Advanced Security License)
 - a. Erate application with discount/subsidy applied to annual cost of library Internet with unsubsidized balance billed to library (historically a 70-73% discount)