



# The Library Network

## Libraries Working Together

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Phone: (248) 536-3100 Fax: (248) 536-3098  
Online: <http://tln.lib.mi.us>

### Technology Services

#### PC Support Packages

- PC Support would include Software support, Hardware support, upgrades, equipment moves, equipment installation, computer imaging, troubleshooting
- Prepaid packages are valid from October 1 through September 30 (project-based packages are available throughout the year)
- Minimum 1 hour charge would apply for requests
- All packages include on site and/or remote support during normal business hours\*
- After hours support will be a 1.5 hour charge per hour

***Packages available in 25, 50, 75 and 100 hours***

***Hourly Rate will be charged when a library requests a service and does not contract with TLN for prepaid hours***

#### **\*Normal Hours of Operation**

Monday through Friday – 8am-9pm

Saturday – 9am-6pm

Sunday – 12 noon – 5pm

### **Network Support**

- Network Support would include support of firewalls, routers, servers, switches, wireless networks and web site support. In addition, hours can be used for network consulting and network design.
- Prepaid packages are valid from October 1 through September 30 (project-based packages are available throughout the year)
- Minimum 1 hour charge would apply for requests
- All packages include on site and/or remote support during normal business hours\*
- After hours support will be a 1.5 hour charge per hour

***Packages available in 25, 50, 75 and 100 hours***

***Hourly Rate will be charged when a library requests a service and does not contract with TLN for prepaid hours***

**\*Normal Hours of Operation**

Monday through Friday – 8am-6pm

***Itemized Technology Services***

- DNS Hosting                      annual charge per domain
- Email Accounts                      annual charge per email account
- Filter Support                      setup fee and annual maintenance fee plus cost of hardware appliance if applicable.
- Firewall                              setup fee plus cost of the hardware appliance. Annual maintenance fee.
- Technology Audit                      Project fee set after initial consultation
- Telecommunications Administration – annual fee for non-SAS libraries
- Virtual (Chat) Reference      annual fee
- Web Site Hosting                      annual fee per website domain
- Web Site Setup                      Initial setup fee

## **TLN Covered Technology Services**

This document outlines the level of technical support guaranteed to the TLN WAN Members and the Shared Automation libraries as outlined in the appropriate sections below. Covered services are paid for by telecommunications and/or shared system operating revenue.

### ***Covered TLN Services for TLN WAN Members***

- TLN wide area network (WAN) support including router support
- Support of TLN hosted services
- Troubleshooting and consultation of network telecommunications lines
- Initial consultation for network-related additions/changes
- Consultation for planning building renovations and new construction for telecommunications and network requirements

### ***Covered TLN Services for Shared System Members***

- All of the above services, **PLUS***
- Assistance with installation of Workflows
  - Troubleshooting and consultation of Workflows, bar code scanners and receipt printers
  - Symantec Endpoint software licenses