



## **SCKLS Computer Support Policy**

The South Central Kansas Library System (SCKLS) provides limited support, to its membership, for desktop and laptop computers that have been purchased through SCKLS within the last 5-years and use a supported version of a *Microsoft or Chrome* operating system.

SCKLS recommends, but does not require, member libraries purchase computers with a 4-year Professional Support Warranty through the SCKLS State and Local Government Account with *Dell*. *Dell* allows SCKLS technology staff to work on warranted devices without voiding the *Dell* warranty. *Dell* will also send a *Dell* certified technician on-site, at no charge, during the warranty period to resolve hardware related issues that cannot be resolved directly through SCKLS.

There may be circumstances in which SCKLS is unable to resolve a computer issue. In those circumstances SCKLS will provide a list of third party vendors your library may choose to contract with to resolve the issue.

SCKLS will not support technology (hardware/software/network/ISP) beyond SCKLS member library owned devices or subscription services dedicated solely for library use.

Limited support for other non-server operating systems may be provided at the discretion of the technology staff.

## **Servers**

The South Central Kansas Library System (SCKLS) does not purchase, install, support or troubleshoot servers of any type. SCKLS will consult with third party vendors, contracted with by the library, and in instances of automation and/or patron management system upgrades in which servers are involved. SCKLS may provide assistance on a consultant basis only. If your library needs server support, SCKLS may provide a list of vendors.

## **AWE Stations**

See also, SCKLS AWE Early Learning Station Guidance sheet

**Questions regarding this policy should be directed to one of the following SCKLS staff:**

- a. SCKLS Director of Information Technology
- b. SCKLS Automation and Technology Services Coordinator