



SCKLS Software Support Policy

SCKLS provides software support for the solutions detailed below.

Adobe - Acrobat Reader and Adobe Acrobat Pro

Automation systems with an active/paid vendor support contract

Microsoft - Windows 11 and Windows 10 Professional, Office 2019 & Office 2021

Ninite Pro

DATA443 Ransomware Recovery Manager (SmartShield) and Deep Freeze

*Cassie, Cybrarian, Envisionware, LibData & Princh - Time and Print Management *with active vendor support*

Webroot SecureAnywhere Antivirus

WordPress and Omeka - Website and Digital Project solutions

SCKLS may offer basic troubleshooting assistance for software products beyond the standard solutions outlined above, subject to individual circumstances.

Non-Supported Software

SCKLS does not support any financial solution.

SCKLS does not support any software that has been discontinued or has reached end-of-life by its developer.

SCKLS does not support any software that does not have a valid license.

SCKLS does not purchase, install, support or troubleshoot server software 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. If your library needs server support, SCKLS may provide a list of IT vendors your library may contract with for service.

SCKLS does not install or support software that is “free” for home use only.

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