

# Hardware and Software Support Requirements

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IFLS can provide support for the hardware and software needs of its member libraries. In order to provide this support efficiently, we ask that libraries meet some simple standards:

- All computers connected to the network have appropriately licensed and updated antivirus software installed.
- All computers connected to the network stay up to date with software and security patches (i.e. Windows Updates).
- All computers the public use except computers that only access the library's online catalog must have drive protection software such as Faronics Deep Freeze or Centurion Technology's DriveShield.
- All computers meet the minimum requirements posted on the IFLS website. The operating systems of these computers must be the business version if there is one (i.e. a computer with Microsoft Windows 7 Home Premium does not belong in a library).
- Do not allow library users to install software on the library's computers.
- If a library wishes to use a third party (volunteer or contractor) for hardware or software support, that third party will cooperate with IFLS staff and provide advance notice for any work done.

Additionally, it is recommended that libraries:

- Use the online HelpDesk ticketing system, which helps ensure a prompt response by the appropriate staff member.
- Consider the technical qualifications of prospective employees. Most, if not all, duties in a library require the use of a computer. Advanced knowledge is not required, but library employees should be comfortable with a word processor (i.e. Microsoft Word), the Web, e-mail, and printing.