

**THE OAKVILLE PUBLIC LIBRARY BOARD AND THE TOWN OF OAKVILLE
MEMORANDUM OF UNDERSTANDING**

SCHEDULE B – INFORMATION SYSTEMS SERVICES AGREEMENT

WHEREAS *Schedule B – Information Systems Services Agreement* forms part of *The Oakville Public Library Board and the Town of Oakville – Memorandum of Understanding* (MOU) agreement. The MOU agrees to services provided by the Town of Oakville (Town) to the Oakville Public Library Board (Library) and acknowledges each party's role and relationship as it pertains to the delivery of library services under the *Public Library Act*.

NOW THEREFORE THE LIBRARY AND THE TOWN HEREBY STATE AS FOLLOWS:

1. General Agreement

- a. The Town will provide the Library with information systems services for infrastructure, hardware, software and technical support to assist the Library in the delivery of library services.
- b. All infrastructure, hardware and software provided by the Town for use by the Library remains the property of the Town.
- c. The Town will designate a primary support contact trained in library specific technology, most importantly software. The primary support contact will be onsite at the Library on a regular and as agreed upon basis.
- d. In the event that the Town elects to outsource technology, the Library will express its service level requirements or review its options for alternate service provision.

The Town will provide the Library with information systems services in summary as follows:

2. Information systems infrastructure

- a. Networking between the Town servers and Library branches.
- b. Security protection including firewall and anti-virus.
- c. Disaster recovery and business continuity planning as part of the Town plan.
- d. Public internet access for use at Library branches. For desktop public access computer (PAC) stations, the Library provides filtered internet access whereby the user is presented with the Library's policy on *Internet Access & Acceptable Use* including consequences if this is not followed. In addition, wireless public access is provided and accessed through private mobile devices.
- e. Employee internet access for use in the Library administrative office and branches.

3. Information systems hardware

a. For Library operations

- i. Servers for hosting of library specific software where needed. The Library may choose to utilize vendors who provide off site hosting.
- ii. Collection management devices such as check out, check in, sorters, bar code scanners, receipts printers.
- iii. Collection protection devices such as security gates.

b. For public use at Library branches

- i. Public access computer (PAC) stations including desktop computer, mouse, screen, keyboard.
- ii. Printers, copiers, scanners and wireless access points.

c. For Library employee use in the administrative office and branches

- i. Computers – desktops including mouse, screen, keyboard, laptops and tablets.
- ii. Printers, copiers and scanners.
- iii. Projectors.
- iv. Telephony equipment.
- v. Cellphones.

d. Library website and mobile services

- i. The Town will provide technical support for the Library website, internet and mobile services.
- ii. The Library website is hosted with an external partner and primarily managed by the Library. The website features a content management system which allows the Library to create and manage digital content thereby not requiring development resources from the Town.

e. Any secondary devices or acquisitions by the Library are the responsibility of the Library to maintain unless an arrangement and agreement has been made with the Town.

f. For leased equipment, the Library will have the opportunity to participate in Town proposals for leased equipment such as printers and photocopiers.

4. Information systems software

a. For Library operations

- i. The Library utilizes library specific software, such as the integrated library system (ILS), in order to efficiently and effectively operate the Library.
- ii. In conjunction with the Library, the Town will procure, install, host if required and provide support for library specific software.
- iii. The software may be hosted on Town or external partner servers.
- iv. The Library will maintain full administrative access to all software and will maintain the ability to configure and revise policy tables.

b. For public use at Library branches

- i. PAC stations will be equipped with an operating system and MS Office. In order to provide optimal service to the public, the Town will ensure PAC station are enabled with releases no less than two older than current.

g. For Library employee use in the administrative office and branches

- i. Town employee standard operating system and application software.
- ii. Specialized software for select Library users if supported by the Town.

c. The Town manages and funds software licensing for all standard Town software and that unique to the Library.

5. Information systems support

a. Library specific technology

- i. The Town will designate a primary support contact trained in library specific technology, most importantly software.
- ii. The primary support contact will work closely with the Library on development, fixes and updates as required. Town backup support will work in conjunction with the primary support and will be available when the primary support contact is unavailable.
- iii. To facilitate a successful hire, the Library will provide the Town with core competencies required for the primary support contact role.

b. Information system support requests.

- i. The Town will provide support for infrastructure, hardware and software.
- ii. The Town will provide a standard of service comparable to that of Town departments and agencies served. Where possible, the Town will make best efforts to achieve a higher standard to sustain optimal Library service operations.
- iii. Support hours are Monday – Friday 9 am to 6 pm EST, excluding holidays. After hours' emergency support is available at the on call number. Emergency support is provided for lack of service for large business functions such as inoperability of the ILS, phone system, network and internet connections, all PAC stations and wireless. Library

emergency support may be higher than in Town departments as the Library operates 24/7 year round, in person and/or virtual.

- iv. The Library will submit support requests using the Town's Help Desk ticket system. The Town will evaluate the requests and determine if they can be addressed by the Help Desk or require additional development and resources to resolve.
- v. In general, most support request should be resolved in 1-3 business days. Large scale requests and project work will be discussed and reasonable performance targets and timelines will be negotiated.
- vi. The Library can prioritize support requests as they see fit based on business priorities.
- vii. The Town will advise the Library of any planned downtime or maintenance that will effect Library services, acknowledging the Library is effectively open 24/7 year round.

c. Information systems Library employee access

- i. The Town will mirror the Town process for new Library employee set up and access to Town technology including email and access to Town shared network resources, financial systems and online utilities. The Library will inform the Town of employee departures and they will disable access and archive email.
- ii. The Town will provide training in the use of corporate software.

d. The Town will provide the Library with vendor management assistance and guidance as requested. In general, vendor management is led by the Town for enterprise wide software and led by the Library for library specific software and purchased devices.

6. Information Systems Planning and Budget

a. Planning

- i. The Library and Town will meet regularly to share work plans and identify service needs that will require technical solutions, training or future capital costs.
- ii. The Library will participate with the Town in information systems planning and training, working together to develop a mutual beneficial approach to information systems related to the Library.
- iii. The Town will act as a consultant and provide technical and project resources as required for library specific technology to support Library goals.

b. Budget

- i. Annually and in alignment with the Town budget schedule, the Library and the Town will work together to forecast Library information systems requirements and seek approval.

- ii. The Town is accountable for Library information systems operating budget relating to the provision of information systems for the Library. Electronic collections expenses are funded within the Library budget.
- iii. The Town is accountable for the Library information systems capital budget for large scale projects such as new Library branches and new Library technology.
- iv. Procurement of information systems equipment and infrastructure provided to the Library by the Town shall occur at the same times as for Town departments. The Library may choose to request items not provided be included in the procurement process.
- v. As the Town provides information systems for Library use, the technology budget, operating and capital, is held within Town information systems budget lines. That being said, the Library and the Town work closely and in collaboration to manage the Library budget.

7. Policies

- a. The Town, in its service provision to the Library, will not conflict with established Library policy. The Library is responsible for notifying the Town of relevant Library public policies, which include but are not limited to the following: *Confidentiality of Individual Patron Borrowing Records, Intellectual Freedom, Internet Access & Acceptable use.*
- b. Library employees shall sign, at time of hire and annually thereafter, and agree to abide by the employee *Library Code of Conduct Policy* which includes *Appropriate Employee Use of Information Technology and Social Media.*
- c. The Library is also subject to municipal freedom of information and protection of privacy act (MFIPPA) file and email search as required.

LIBRARY/TOWN SIGNATURES

LIBRARY BOARD MOTION/TOWN COUNCIL MOTION