Information Technology Services

Policy

Chinook Arch Regional Library System maintains and supports information technology hardware, software, and networked services to enhance and support the delivery of library services for member libraries. Chinook Arch will endeavour to provide services in accordance with industry standards and best practices.

Services include, but are not limited to:

- Integrated Library System (ILS)
- Network connectivity
- Networked services, including email, file, print, and videoconference services
- In-library wireless internet access for staff and the general public
- Hardware support (provided workstations and peripherals meet the standards laid out in the Recommended Workstation Specifications document)
- Library websites
- Consulting services, including technology planning and training and support for library hardware and software
- Help Desk, emergency, and after-hours support
- Internet access for member libraries
- Cyber Security: Firewall (network access control against malicious attacks) and endpoint protection (antivirus, spam, malware, and phishing)
- Purchasing services for computer hardware, software, and peripherals

Chinook Arch may provide a secure area on the network where member libraries can deploy servers, and will manage the network between the server and the workstations. Member libraries are responsible for managing local servers they install in their library.

Insurance for IT equipment installed in member library facilities is the responsibility of the member library.

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