OWWL Library System

Computer Support Policy

Background Information

OWWL Library System will provide cost-saving technology, computer, and networking support to member libraries.

All technology support requests must come in the form of a "ticket" by emailing support@owwl.org.

Available Technology Support

- Efficient and quality support and troubleshooting for computers and networks.
- The ability to purchase reasonably priced computers and technology through centralized technology purchasing.
- Access to IT consulting services to support technology planning, bandwidth adoption, and networking.
- Access to our prefabricated WordPress website template.

Limitations of Support

OWWL Library System cannot provide support for any Windows computer with a spinning disk drive with a manufacture date of five years or older and any Windows computer with a Solid-State Drive with a manufacture date of six years or older (depending on specifications and evaluation by OWWL Library System).

Repurposed computers running the Linux operating system may receive support beyond the timeframe in the rules noted above at the discretion of the Computer Network Services Manager.

OWWL Library System will not provide support for any staff computer not in compliance with the Systems Access and Confidentiality of Library Records Policy.

OWWL Library System will not provide support to any public computer that has not been purchased and configured through OWWL Library System's mediated PC purchasing program through New York State Contract.

Member Libraries who purchase computers independently must maintain up-to-date software, Internet browsers, and maintain a five to six-year replacement schedule for all machines. Devices that do not meet these requirements cannot be used on the System maintained network.

OWWL Library System reserves the right to refuse support to any device or software purchased outside this policy's scope or outside of the available centralized technology purchasing support noted above.

Recommendations to Member Libraries

The OWWL Library System recommends replacing or upgrading 20% of a library's computers annually to maintain healthy technology infrastructure.

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