Hardware Support Policy

In an effort to improve our services to the public libraries, the Network Services staff is adopting this policy as it relates to hardware. Hardware is defined as network equipment, PCs, servers, hubs, routers, switches, printers, etc. As a reminder, network services staff are available to make recommendations regarding any hardware purchases.

The following are supported.

- PCs (Dell, Gateway, HP, etc.)
- Laptops
- Servers (same as above)
- Printers (inkjet, deskjet, laser and receipt)
- Hubs and Switches
- Routers (Cisco, Dlink, Netopia, etc.)
- DSL and Cable Modems/Routers
- Wireless routers, access points and/or bridges.

The following systems are not supported:

**PC purchased from local vendors.** NSC support staff will make an effort to fix any hardware related issues with this type of equipment. But, NSC staff cannot guarantee that the said problem can be fixed.

- Macs
- Ipads
- E-readers of any kind (Nook, Kindle, etc.)
- Cell phones and/or smart phones
- Gaming systems (Xbox 360, Playstation 3, etc.)
- Any hardware belonging to library patrons.