Circulation System Policy

The Network Services staff recognizes the significant importance of circulation systems in the library environment. The numerous software programs and their multiple components make it almost impossible to provide daily support of each library’s circulation system. Network Services staff strongly recommends the purchase of maintenance and support agreements with the vendor (including installation and training). With this in mind, the Network Services staff will provide the following services as it relates to circulation system.

1. In the absence of the vendor, installation of the software product on either a dedicated server or a workstation “deemed” the server. This includes circulation and card catalog modules.
2. Server configuration changes that are required to be made for:
   a. Network access to the server from workstations in the building.
   b. Network access to the server from workstations in branch libraries to the host library as needed.
3. Installation of client software on client workstations in the library including:
   a. Circulation workstations
   b. Card Catalog workstations
4. Workstation configuration changes that are required for the client station to access the server across the network.
5. Verify that the appropriate module (circ or card catalog) of the system will initiate on each workstation in the library or branch.
6. Make sure library staff is aware of how to back up the system to the appropriate media (ie., CD-RW, tape or on-line). Please note, if a library is backing up on-line with a circulation system vendor; the library must provide the network services consultant with all pertinent information from the vendor for this process to occur.
7. Installation of any receipt printers that are utilized by the system.

Network Services staff will not provide the following services as it relates to circulation systems.

1. Daily maintenance of the system. This includes imports, exports, changing records, database verification, etc.
2. Daily support issues including errors that occur on the system that are NOT network related.
3. Circulation system administration.
5. Training on the use of the system.
If a disaster recovery situation arises, where:

1. The server fails (hardware or software)
2. Network connection cannot be established
3. Circulation system crashes and vendor support has been attempted but unsuccessful

Network Services staff will make an attempt to recover from the disaster. This service will be provided after discussion with the Network Services Manager or Information Systems Director. This service will be provided on a case by case basis with no guarantee of recovery.