



MAIN

Handbook of

Services

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PART I – DEFINING MAIN

A. Document Overview

The MAIN Handbook of Services (HoS) was created to define all of the services that MAIN committees and the central office offer to member libraries. This document should not be mistaken for organizational bylaws or policies. Bylaws govern how MAIN as an organization must conduct business as an independent entity, and policies list how member libraries have agreed to operate while being a member of MAIN.

The HoS shall be reviewed by the Member Relations Committee at least annually. The Board of Directors must vote any time a change is necessary. Changes of significance to the HoS will be tracked in the “Revision History” at the end of the document.

Library directors are encouraged to suggest changes to the services that MAIN provides its membership. These requests should be directed to the Member Relations Committee Chair, who also serves as the Board Vice President/President Elect.

B. Mission Statement

To enhance the value of every member library with high quality shared services and technology. MAIN member libraries, committees and staff collaborate to amplify their collective and individual resources. Their efforts form the basis for development opportunities and partnerships within the community.

C. Vision Statement

MAIN aspires to encourage, lead and support member libraries and the communities they serve to readily access a diverse and innovative selection of enriching, entertaining and informative resources.

D. Organizational Description

MAIN is a 501(c) nonprofit organization that brings together libraries and their staffs to create a synergistic approach to cost-effective library administration. Every member library, no matter the size or economic capability, has an equal say in the operation of the organization. Member libraries are on an equal playing field and each have a stake in the successful operation and proliferation of MAIN.



E. Membership

MAIN is a consortium of 35 public libraries spread across 38 sites located in Morris, Somerset and Warren Counties. Note that the membership is composed of libraries, not individuals or municipalities. A good MAIN makes for a good library, which makes for happy patrons.

F. Organizational Structure

An annually elected Board of Directors governs MAIN, but staff, committees and library facilities are all integral pieces to MAIN.

G. Committees & Task Forces

There are two general types of committees in MAIN: “standing” and “open.” Standing committees have precise requirements and are defined in the MAIN bylaws. They are:

- Finance
- Member Relations
- Nominations
- Policy

Open committees are just that: open. The Board approves a Chair or Co-Chairs for each committee, but any and all are welcome to participate in person or remotely. The most popular open committees are:

- Adult Services
- Circulation
- DigiTech
- MAYS (Youth Services)
- Public Relations
- Technical Services

The ILS Committee is defined neither by the bylaws nor as an open committee. The Board assigns different committee chairs and Board members to serve on it, along with several members of the central office staff.

Task forces and ad hoc committees are created by the Board President in order to accomplish specific tasks and are then disbanded. For a complete listing of committees and task forces, please refer to the “Committees” section on the MAIN staff website.



H. Central Office Staff

The central office staff are responsible together with the Board and committees in carrying out the services described in this HoS. Staff members work out of an office located in Cedar Knolls. They also work remotely when needed.

Detailed contact information is located on the MAIN staff website.



PART II – SUPPORT SERVICES

A. Philosophy & Organization

The central office staff is responsible for delivering all support services defined in “Part II” of this Handbook of Services (HoS), and its general philosophy is customer-focused. Libraries demand top-notch customer service from their own employees when interacting with library patrons, and they should expect the same from their colleagues at the central office.

Please visit the MAIN staff website in order to submit a support ticket. Support services are available between 8:30 AM and 6:00 PM, Monday through Friday. Support is limited on weekends to problems of a critical nature. Please refer to the “Contact MAIN” page on the MAIN staff website for more detailed information, including how to seek support after hours.

A ticket system and parallel project management system is used to organize all the different incoming support requests. Requests can be sorted by any number of factors, including but not limited to severity, time, department, or scope. Tracking and analyzing the data garnered from support tickets helps improve the overall quality of support.

The following are the target initial response times for central office staff (based off indicated ticket priority):

Priority	Initial Response Time
Critical	1 hour or less
High	4 hours or less
Medium	1.5 days or less
Low	3 days or less

When a member of the central office staff is already in the field at your library, please be prepared to submit a ticket even if the staff member may be able to fix the problem. Staff members are instructed to defer to their supervisor if a non-related issue that will take longer than ten minutes to fix is discovered while on site.

When opening MAIN support tickets, it is important that tickets are categorized and prioritized correctly. Mis-categorized tickets may cause a delay in response time.

Critical priority tickets should be reserved for network or application outages that require immediate assistance from MAIN.

Tickets that are pending a response from library staff will be closed after one week of inactivity.



B. Integrated Library System (ILS) Support

MAIN’s current ILS is Polaris (PLS) by Innovative Interfaces, Inc. (iii). Upgrades to the system take place no more than three times per year. Upgrades typically begin on a Tuesday, Wednesday, or Thursday night at 9:30 PM and finish by 8:00 AM the next day.

All aspects of the ILS that are licensed to MAIN are supported: circulation, technical services, Leap (web access client), public access catalog (PAC), application program interfaces (API), reports, and receipt printers. Requests to customize reports, schedule subscriptions, and/or give individual access to the “Simply Reports” PLS interface are all available.

Leap is an exciting tool for libraries as it severs the proverbial ties to desks and wired networks. It empowers staff to utilize the ILS from any computer connected to the Internet, whether they be in the library, a school, a train station, or anywhere else of their choosing. Almost all ILS functions can now be executed in real time from anywhere on the planet with an Internet connection.

Receipt printers have been a mainstay in public libraries for a number of years. Over time they, like computers, break down or become sluggish. Certain models of Star receipt printer are currently supported by MAIN (see Group Purchase webpage for details), with two older Epson receipt printers scheduled to will be phased out of support according to the following schedule:

Epson Model #	Last Date of MAIN Support
TM-T88IV	2/2021
TM-T88V	6/2021

A number of periodic maintenance tasks are completed by the central office staff as well:

Periodicity	Task
Monthly	Delete withdrawn items
Monthly	Purge deleted items
Monthly	Delete unused bibliographic records (and authorities)
Weekly	“Post” overdue notices and bills
Annually	Work with libraries to delete dusty patrons
Annually	Collect and enter library closed dates into the ILS

It is strongly recommended that library staff familiarize themselves with the MAIN Circulation Manual and other training materials located on the MAIN staff website.



C. Cataloging Support

Local library staff request the creation of bibliographic records via the “Cataloging Request Form” on the MAIN staff website whenever the necessary record is not already housed in the ILS. It is important to fill out this form as completely as possible. Catalogers have been instructed to not create bibliographic records from incomplete requests. After the bibliographic record has been added, the local library staff member attaches an item record to the bibliographic record.

Before submitting a cataloging request, library staff are required to first check and see if the bibliographic record already exists in the ILS. Checking the database to see if a record already exists ensures that the central office staff can meet libraries’ expectation for requests to be completed within 1-3 business days. At this time, there is no way for the system to notify library staff members when a request has been fulfilled. If the request has not been completed within three business days, please email catalogingrequests@mainlib.org to discover why.

MAIN libraries also have the option of applying for “on-order” status, which allows them to electronically submit certain MARC records in bulk to the MAIN cataloging team. Please refer to the “On-Order Library Application” on the MAIN staff website for additional details.

Only qualified catalogers in positions where original cataloging is part of their job description are granted write-access to MAIN bibliographic records in the ILS. Access requests should be directed to the ILS Committee.

D. Technical Support

MAIN is dedicated to providing the best technical support possible and will attempt to provide at least advisory help with a myriad of kinds of technical problems. However, in order to guarantee support, certain conditions must be applied MAIN-wide.

During normal business hours, technical support is available by submitting a ticket, emailing a MAIN employee directly, or calling a MAIN employee directly. Normal business hours for the MAIN central office are:

Monday – Friday	8:30 AM – 6:00 PM
Saturday – Sunday	Closed

If a ticket or email is not acknowledged in a timely manner, please call at (973) 862-4606, ext. 900.

MAIN personnel have a limited ability to provide technical support after 6:00 PM during the week and on weekends. The MAIN office will attempt to assist wherever possible, but members are asked to only expect feedback or resolution during non-regular hours when tickets concerning critical technical support issues are opened.



In general, the information technology industry splits support needs into five progressively severe buckets: Level 0 (L0) through Level 4 (L4). Examples include:

Level	Example #1	Sample Solution
L0	A website is not loading properly	Force close and restart the browser
L1	A computer will not login after 10 minutes	Unplug the computer and plug it back in to reboot
L2	Windows updates need to be installed but it is not working	A simple restart or MAIN may need to “thaw” the PC and run updates manually
L3	A blue or black screen with an error code appears when the computer is turned on	The error code should be noted and then a ticket submitted as soon as possible
L4	A loud noise or bad smell is observed	DANGER - Hardware should be immediately unplugged, a ticket opened, and a phone call placed to the central office

Staff at member libraries are expected to solve L0-type problems. Almost all L1-type issues should be solved by local staff as well. L2-type trouble can attempt to be solved by knowledgeable local staff as well, but more often than not, a ticket should be opened. Local staff are free to attempt to solve L3 and L4-type problems, but placing a ticket immediately is often the best course of action.

MAIN does not stock hardware components such as hard drives, motherboards, power supplies, or batteries. In the event of the failure of a warrantied component, MAIN will be happy to coordinate the replacement and installation with the manufacturer. If the component is out of warranty, MAIN will recommend a vendor where a library can purchase the part and MAIN will install it.

Software support inquiries will more often than not revolve around Microsoft Windows or Faronics Deep Freeze. MAIN will install software titles such as Microsoft Office or QuickBooks on staff computers and include them on public computer images as desired by the local library only during Group Purchase installations. It is critical that software media and license keys are readily available. In order to avoid multiple visits to a library, hardware requiring software installation will not be installed until the software is in the hands of the library. MAIN will not customize or configure software.



The following is a list of popular support requests and whether or not it is supported by the central office staff:

Support Request	Supported	Not Supported
Hardware installation acquired via MAIN group purchases	X	
Image/reimaging of staff and public PCs	X	
Customizing staff and public PC images	X	
Ongoing hardware support	X	
Solving virus or malware-related problems	X	
Windows or other software updates		X
Monitor problems*	X*	
Printer problems*	X*	
Non-Envisionware wireless printing		X
Local library website design/maintenance		X
Networks (see “Network Support” section below)	X	
Cell phones		X
Copy machines		X

* = for monitors/printers purchased via Group Purchase only

The MAIN PC retirement schedule now emphasizes hardware age over computer model number due to inconsistent model naming conventions by manufacturers. Libraries and MAIN can verify the age of a computer using its Dell Service Tag number. The overarching rule is that MAIN will support computers until they are six years old, whether they be desktops or laptops:

Model # / Group Purchase Date	MAIN Services Ends
2016, Month X	2022, Month X
2017, Month X	2023, Month X
2018, Month X	2024, Month X
2019, Month X	2025, Month X
2020, Month X	2026, Month X

The following more general guidelines are applied to all past, present, and future hardware. MAIN can only guarantee support for the following hardware:

- Computers, monitors and printers purchased through MAIN (or at exact MAIN specs)
- Purchases no more than six years ago
- Computers will only be moved/rotated from one location to another by request of a library staff member if there is at least one year of MAIN service left on the device. See table above for additional information.
- Windows 7 or newer operating system
 - Apple or Linux OSs are not supported
 - Staff computers should be upgraded from Windows 7 to Windows 10
 - Public computers running Windows 7 will not be impacted as they are protected by Deep Freeze.
 - Microsoft Office 2019 is not supported by Windows 7



E. Network Support

The primary appliance of all library networks is the firewall. MAIN libraries utilize Cisco Meraki MX64 or MX84 firewalls. Meraki alerts are setup to notify central office staff of potential issues. Preventative diagnostics regularly allow MAIN to identify and resolve multiple types of issues. Any or all alerts can also be configured to be sent to additional email addresses. Firmware upgrades are completed as available and standardized login/passwords were adopted as part of regular network surveys.

The wireless access point (WAP) brand of choice is Linksys. Wireless service should use the primary Internet service provider (ISP) paid service, not a “free” service. Upgrade recommendations are made as network surveys are undertaken and library funding/planning allows. WAPs should be mounted on ceilings or walls whenever possible to maximize for the best overall coverage.

Please note that central office staff do not mount hardware or run wires through walls or ceilings. An outside contractor should be hired for this work. MAIN can recommend their preferred vendor.

The minimum recommended bandwidth at every library is 150mbps for primary service with free service acting as backup. Many MAIN member libraries are not at this level. Please budget for telecommunication costs accordingly as soon as possible. Patrons are unforgiving of slow connection speeds.

Please contact the MAIN office with questions about how your local municipality can provision for a free service if your library does not already have it. Any backup service must be from a separate ISP (e.g. Verizon Paid, Optimum free) or else there is no actual “failover” capability. Staff, Public, and Wireless subnets should all utilize a paid service whenever possible; the free service is to be used as backup only. All paid services must include a static IP address, and not a dynamic (DHCP) IP address.

Other important network standards include:

- Cat6 level cabling is the new affordable industry standard. It is usually not much more expensive than Cat5e, yet is far more advanced.
- Each library must own at least one Uninterruptible Power Supply (UPS) system and replace it at least every five years. UPSs have battery and surge outlets that protect against lightning damage and keep network equipment powered on during power outages (until the UPS’s battery life of roughly 30 minutes has run out). All network equipment must be plugged into the battery side of a UPS. The brand of choice is APC.
- Internet Network and Wireless Troubleshooting Guides have been updated and posted on the MAIN staff website’s Knowledge Base.
- ISPs can be contacted directly (have your account number handy) when there appears to be a service outage:
 - Comcast Xfinity service number – (800) 934-6489
 - Optimum dedicated public library service number - (516) 803-1073 - Hours 07:30-17:00
 - Verizon FIOS service number – (800) 837-4966
- Network diagrams are maintained and housed at the MAIN office. Libraries may request a copy at any time.



Libraries engaging with third party vendors for jobs that require some sort of firewall access or settings changes need to submit a support ticket. MAIN does not do the work, or train libraries on the use of outside systems. MAIN empowers the vendors to work, but does not maintain the outside system. Such common systems include:

- VOIP solutions
- Security/camera systems
- HVAC systems
- Copy machines

Whenever a library renovates or does another large-scale capital project, specifications as outlined in “Appendix A” of this HoS should be given to the architect and the electrical engineer before the project’s plans are finalized.

F. Print/Time Management Software Support

At the end of 2015, the Board charged the central office staff and Technology Committee with finding a singular vendor to fulfill MAIN libraries’ print and time management needs. Envisionware was selected.

The central office staff will install and support the ongoing operation of Envisionware print, mobile print (PrinterOn), and/or time management software at a member library. If software is installed on a computer not supported by MAIN, supporting the hardware is still the responsibility of the local library staff. MAIN staff is also not responsible for supporting other hardware purchased through Envisionware or to work in concert with Envisionware. Such hardware includes but is not limited to:

- Coin and/or cash collecting machine
- Printer/copy/scanning station
- Self-checkout machine

Any member library may choose to take advantage of the MAIN contractual discounts with Envisionware at any time. Please note that costs stemming from Envisionware licensing are completely separate from the annual MAIN membership assessment.

G. Web Application Support

The central office staff is responsible for maintaining the MAIN public website, staff website, and public PC menu pages. Please submit a ticket if an error, update, or suggestion comes to mind.

Through these services, a number of extremely helpful features are available to member libraries and/or their patrons:

- Automated emergency closing alert system
- Integrated group purchase ordering forms
- Job postings
- Project Magellan



H. G Suite Administration

While popular for a number of years, file servers have been regularly failing at a number of member libraries. A combination of this unfortunate development, a need for a more sophisticated email system, and the free nature of the chosen solution has led MAIN to embark upon a journey to migrate the organization to Google's G Suite for Nonprofits.

Libraries not currently utilizing G Suite can be migrated to a xxx.mainlib.org sub-domain any time.

Libraries are free to continue hosting and/or administering their own email domain for as long as they would like.

File servers are no longer supported by central office staff.

I. Website Domain Hosting

Any member library is free to participate in MAIN's domain hosting account. The annual costs associated with domain hosting (generally, under \$20.00 per domain per year) is billed separately from the annual MAIN membership assessment.

J. Group Purchase Installation Guidelines

Group purchase orders must be received by the end of month in order to be processed for the following month's installation schedule. Only computers, monitors and printers purchased through MAIN (or at exact MAIN specs) will be installed by MAIN staff.

Basic software will be installed, but library staff must acquire media and license keys in advance and make them available to MAIN staff at the time of installation. The specific software version must be listed on the SOW prior to installation. Software must be supported by Windows 10 Professional. MAIN reserves the right to not install software deemed unsupported.



The following table lists several common software titles and whether they will be installed by MAIN staff:

Software Installation Support	Supported	Not Supported
Microsoft Windows	X	
Apple OS		X
Linux		X
Microsoft Office	X	
Open Office		X
QuickBooks	X	
Adobe Creative Suite	X	
Adobe Acrobat	X	
Adobe Photoshop Elements	X	
LogMeIn/GoToAssist	X	
TeamViewer	X	

- Library staff is responsible for customization and or configuration of software and any modifications or special settings.
- Only Windows 10 networked printers will be installed and must be listed on the SOW.
- MAIN does not support non-Envisionware wireless printing or printer sharing.
- During installation MAIN will make an effort to install non-MAIN supported printer drivers on PCs and/or laptops for printers such as Brother, Dell, Kyocera, Sharp, etc. though cannot guarantee operation.
- Library staff is responsible for backing up and restoring original data. e.g., bookmarks, files and configurations. It is strongly recommended that staff use Google Drive to store their data for ease of restoration.



K. After-Hours Technical Support

Technical support tickets can be submitted in normal fashion 24 hours a day, seven day per week. However, when opening a ticket for a critical* issue during weekday evenings and weekends where assistance is needed as soon as possible, the following steps should be observed:

- 1.) Identify and be able to describe the problem.
- 2.) Check email to ensure there has not already been an announcement about a consortium-wide issue.
- 3.) Submit a technical support ticket in the usual fashion. (*Skip this step if no Internet connection.*)
- 4.) Call the central office at (973) 862-4606. The automated prompt will state that the office is closed.
- 5.) Dial extension 900 and leave a message stating:
 - a.) Whether or not you were able to submit a ticket
 - b.) A brief summary of the problem
 - c.) Whether or not you have access to email
 - d.) Your name and the library's name
 - e.) The current date and time
 - f.) The best time and number at which to call you
- 6.) A MAIN staffer will call or email back.
- 7.) If no response is received within 30 minutes, please repeat steps 4 and 5.

* = Please note that “critical technical support issues” include:

- Network is down for multiple PCs.
- Inability to connect to Polaris throughout the library.
- Systemic virus or data breach.



PART III – ADDITIONAL SERVICES

A. Training

Multiple half-day training sessions are scheduled each month that focus on different aspects of the PLS ILS.

Training topics include, but are not necessarily limited to:

- Leap: Polaris Web App & Find Tool Fun
- Leap: Circulation/Patron Services
- Leap: Technical Services
- MAIN Reports

Classes are capped at 15 people per session. Any employee at a MAIN member library is eligible to register for training. All classes are held at the MAIN office or online.

B. Reciprocal Borrowing & Interlibrary Loan (ILL)

MAIN’s Policy Manual governs what items can and cannot be withheld from reciprocal borrowing, but with few exceptions, the over 2 million items housed across MAIN member libraries can be checked out or returned by qualified patrons at any other MAIN member library. This strong spirit of cooperative sharing helped to form the foundation for the creation of library consortia around the country, such as MAIN, and is known as “reciprocal borrowing.”

ILL is a similar but completely separate process. Libraries may decide to share their collections with libraries outside of MAIN via programs such as JerseyCat and WorldCat.

C. Digital Content

MAIN maintains a diverse and robust collection of circulating and subscription-based digital content.

The cloudLibrary-cloudLink system by Bibliotheca (formerly 3M) simulates how member libraries share their physical collections across MAIN, by creating a “private cloud” for each member library to store eAudiobooks and eBooks. Patrons of each library have priority access to their library’s private cloud. The central office staff also makes purchases each week into a “central cloud,” to which every member library has priority access.

Electronic magazines and comic books are made available to all patrons via the RBdigital platform by Recorded Books. Member libraries have the option of adding additional content into the RBdigital platform that are accessible only by their patrons.



Tumblebooks is a platform for children, which boasts everything from digitized picture books, graphic novels, and read-alongs to puzzles and games.

D. Group Purchasing Discounts

It is far more likely that a vendor will offer a discount to a group of libraries with a central node such as MAIN, rather than a loose confederation of libraries or individual library. A major benefit of MAIN is leveraging negotiated pricing to help save local libraries money, as well as the time and effort it takes to communicate with vendors.

MAIN places monthly group purchases for hardware through its different preferred vendors. Libraries wishing to purchase equipment should visit the MAIN staff website and use the integrated order forms. Quotes can also be obtained via the aforementioned online form. The final group purchase in any given fiscal year is on or about the first Monday of November.

The MAIN staff website also houses Statement of Work (SoW) forms, which are required to be completed by the purchasing library. SoW forms provide the central office staff with what needs to be accomplished with the new equipment, and where it should be located in the library. SoW forms are vital for ensuring that the central office staff is carrying out the exact intentions of the member library. For more information about the SoW process, please refer to “Appendix B” of this HoS.

Many of these negotiations are for products and services by vendors such as Cengage-Gale, EBSCO, and iii where libraries never directly see a bill. There are other discounts which member libraries use directly. While MAIN is always searching for discounts to pass along to its members, several heavily used discounts include:

Vendor	Purchasing/Subscription Terms
Baker & Taylor	As needed
Cisco-Meraki (via CDW)	As needed
Dell (via Candoris)	Monthly
Envisionware	Annual
Faronics (Deep Freeze)	Annual
Infobase (Facts on File)	Annual
Midwest Tape (Hoopla)	Monthly



E. Continuing Education Opportunities

MAIN is committed to helping member libraries improve the quality of their employees. In addition to ILS training, an annual continuing education workshop is organized by the Member Relations Committee about a relevant topic surrounding public libraries. An outside speaker is scheduled and the cost is split amongst attendees.

A “Library Legal Forum” is organized by the Member Relations Committee at least biannually, where an attorney specializing in New Jersey library law discusses the rules and regulations governing public libraries in the Garden State. These forums are intended specifically for member library directors and trustees. The cost is split amongst attendees.

MAIN’s email listservs are a wonderful way to share information with and ask questions of colleagues, whether it be amongst member library directors, committees, or everyone. Please open a ticket to add, edit or remove an email address from a listserv.

The Member Relations Committee also coordinates a mentoring program for directors new to MAIN. This is especially helpful to first-time library directors or directors who have never been part of a library consortium before.

Staff training videos about Polaris, Google Suite, and other digital resources are available on the Staff website.

F. Advocacy & Marketing

The central office and outside marketing firm works in conjunction with the Member Relations and Public Relations (PR) Committees to help advocate for and market library services. This takes many forms, but is generally split amongst:

- Improving internal communications to librarians and trustees
- Advancing external relations with non-library entities such as the business community, branches of government, and nonprofit organizations
- Seeking active leadership or other roles in professional organizations such as NJLA

G. Statistics

Every year the central office staff prepares statistics for Parts IV and V of the NJ State Library Annual Report for each member library. Afterward, general high-level trends are compared to previous years both within MAIN and around New Jersey public libraries.

Statistics are also garnered for wireless network and public computer usage sessions on a monthly basis and housed on the MAIN staff website.

Any statistics collected by MAIN mean something. Sometimes it is just a matter of putting figures into the correct perspective or historical context. Libraries are free to schedule time to consult with central office staff to review statistics and help make data driven decision at the local level.



PART IV – IDEAL STANDARDS

Wherever possible, the following standards should be adhered to in each MAIN member library. One or more standards might not be possible for any number of reasons, but they list where libraries should aspire to be headed.

A. Technology

The following is advice that pertains to member libraries' hardware and equipment:

- 1.) Libraries are strongly urged to stagger when purchases are made and where hardware is deployed in a facility. Every library should plan to purchase some hardware each year in order to facilitate an annual purchasing flow, which helps avoid times when the library would need to expend large sums of money to "modernize" their hardware. Submitting purchases in three orders spread out over the course of a year rather than one large purchase is not required, but does help avoid a "peak season." Deploying hardware throughout the library ensures that not any one section of the library is ever completely outdated.

Libraries looking to dispose of or recycle old equipment should check with their town about recycling options. Most towns have a recycling center that accepts old electronic equipment. Before recycling, hard disks should be fully wiped and formatted to ensure the destruction of old data. MAIN can assist with this process if asked.

- 2.) Especially with the advent and popularity of Leap, it is highly recommended that every library own at least one mobile wifi hotspot for use by the staff. This will open doors for outreach and many other initiatives. Feel free to contact the central office to find out what the current vendor options are.
- 3.) Begin budgeting now to replace Epson receipt printers with the newer and more efficient Star models. Star receipt printers generally cost under \$400 each. Please refer to the retirement schedule in the "ILS Support" section of this HoS.
- 4.) Ensure that your library has a Deep Freeze console PC. This allows Deep Freeze rules and permissions to be set on all public PCs at once, rather than individually.
- 5.) If your library does not already have a TechSoup.org account, consider getting one. It is the most efficient way to acquire cheap Microsoft and other software licenses.
- 6.) Avoid purchasing anything other than the network printers listed on the MAIN group purchase form to ensure 100% compatibility and support.



- 7.) Never feel like there is too much information in an SoW form. The more detail the better! SoW forms are your opportunity to instruct the central office staff how to get it exactly right for you and your patrons.
- 8.) Do not hesitate to ask questions! The central office staff is here to serve the member libraries.

B. Network Infrastructure

The following is advice that pertains to member libraries' network infrastructure:

- 1.) It is strongly recommended that the same "paid" service be used to fuel both the wired and wireless networks. "Free" backup service should be used for failover only.
- 2.) While 150mbps is the minimum expected level of bandwidth, going up to 250mbps is in your library's best interest. Feel free to open a ticket to find out more.
- 3.) If your library needs cabling work or wireless access points mounted on ceilings or walls, MAIN's preferred vendor is Maple Rock Communications, LLC:
Glen Enoch glenn@maplerockcomm.us (973) 277-9433
- 4.) Power Over Ethernet (POE) switches are recommended for network closets that are connecting to ceiling or wall mounted WAPs. They are slightly more expensive than "dumb" switches, but ensures that the WAP does not need to be plugged into an outlet as well as an Ethernet port.
- 5.) MAIN possesses a cyber-liability insurance policy. It is up to local libraries' Boards and legal representation as to whether their library needs one as well.



PART V – ADMINISTRATION

A. Funding Formula

The vast majority of MAIN’s funding comes directly from its member libraries via an annually billed “assessment.” This assessment covers all of the costs for the services described in this HoS, except where noted. The most significant MAIN services that are billed separately are:

- Envisionware licensing and maintenance costs
- Group purchased equipment
- Negotiated discounted subscriptions (Facts on File, Hoopla, etc.)
- Deep Freeze licensing
- Website domains

In order to equitably calculate these assessments, a formula and minimum charge are observed. The MAIN Finance Committee is ultimately responsible for how these formulas are created, but in short, the calculation takes libraries’ “third of a mill.” and operating budget figures into consideration.

Every year an invoice is sent to each member library. Payment terms and potential “payment plans” are outlined in the MAIN Bylaws.



B. The Future Is Bright!

MAIN's commitment to innovation is strong. The more quality services that can be provided, the stronger and more attractive the organization becomes; by extension, that means libraries can offer more to their patrons.

Central office staff and committees are always working on new projects and services. The MAIN equipment budget line includes funds set aside for "incubator projects," which helps make testing creative ideas easier. Not everything makes it past the cutting room floor, but several ideas currently "in the works" include:

1.) Wireless Receipt Printers & Barcode Scanners

Leap has opened many doors for libraries, but being able to offer a reliable wireless receipt printer and barcode scanner tandem as part of the regular group purchase lineup would take patron services to the next level. A cordless barcode scanner is now available, but it is not a 100% wireless option. Central office staff are continuously on the lookout for affordable test options.

2.) Project Magellan

Courtesy of an innovation contractor subsidy from LibraryLinkNJ, a user experience (UX) contractor has been designing a mapping tool for librarians and patrons alike that will provide intuitive searching capabilities for special or unique services provided by different member libraries. Library staff members will be able to decide and directly enter what they would like the tool to advertise at their own pace. It is unclear how much of 2019 will be needed to actually build what is designed.

3.) Return on Investment (RoI) Study

How good of a deal is MAIN? Why have MAIN at all? This HoS should present a compelling argument as to the value of all the services that are provided to member libraries, but quantifying the dollar savings is the ultimate goal. The Finance Committee, Member Relations Committee, and central office staff have worked together to design a straight-forward RoI template. FY2019 data will be released in late 2020. Thereafter, the annual RoI figures will be released in Q1 each year.

4.) Mobile App

Fast-tracked by the MAIN Board in the spring of 2020 due to the COVID-19 pandemic, a mobile app with many valuable features is scheduled for release in early Q4, 2020. Additional modules, such as eCommerce, will be implemented in 2021.

5.) PAC Discovery Layer

The ILS Committee and central office staff make every effort to maintain the best PAC possible. However, there are limitations imposed by the vendor. The most dynamic library catalogs in the world include discovery layers or heavily customized products. MAIN will look to contract with a vendor to build a discovery layer in 2021, with final release scheduled for early 2022.



6.) Cyber Security Testing

Cisco-Meraki firewalls were recently installed at member libraries in order to replace SonicWALLs. These new firewalls will be in place for several years to come and the highest level of network security available on the devices has been chosen. MAIN is developing a partnership with the County College of Morris Cyber Security department to establish a faculty/student relationship to develop a Cyber Security best practices standard.

7.) Super Library Usage Report for Management (SLURM)

A new comparative benchmark report that bringing different data perspective under one roof is slated for release in Q2 2021. It will run every year and be tracked in order to identify statistical trends across MAIN.

8.) Expanded Training

Training for ILS-related services has been highly successful, but could non-ILS training also be offered? The Member Relations Committee will tackle that question in 2021 and beyond.

9.) Next Generation Firewalls & Gigabit Speed

Fast and reliable network bandwidth and speed are integral to a fully functioning library facility. Gigabit speed is already here, but is not an option for many member libraries for a variety of reasons. By the time MAIN needs to start considering its next generation of firewalls, things will have changed significantly and gigabit speed will simply be what people expect. Incorporating gigabit speed will not only require a new firewall device, but also Cat6 (or better) cabling. The overwhelming majority of libraries have Cat5e (or older) cabling. Start future proofing your library now – start thinking about rewiring your facilities within a few years!

10.) Growth & Sustainability

Careful, steady growth is the hallmark of a sustainable, healthy organization, such as MAIN. The Member Relations Committee and Board of Directors regularly work together in order to field questions from prospective member libraries and build bridges with MAIN's neighbors to embark on other potential cost-sharing endeavors. Marketing, advertising, fundraising, and development are all areas in which MAIN is capable of improving. Preparing for financially uncertain times ahead is a prime strategic concern for MAIN's leadership.



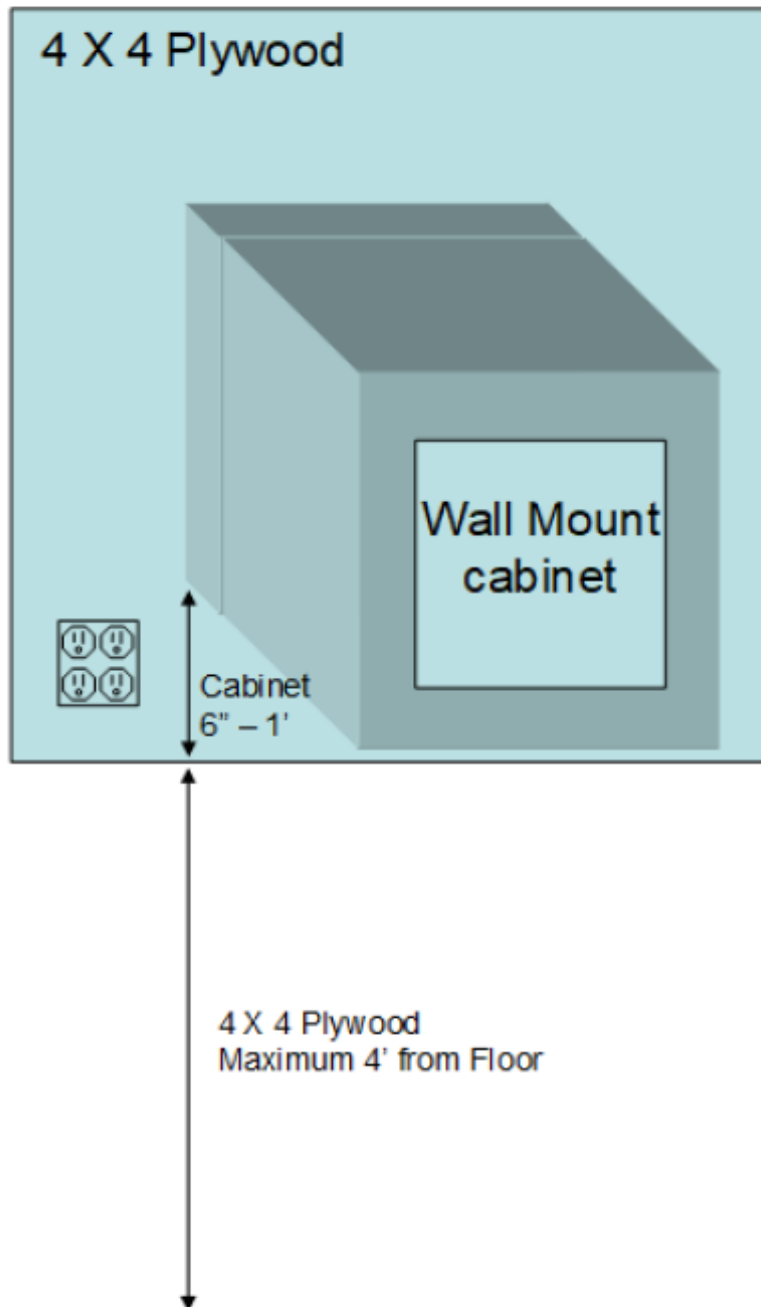
PART VI – APPENDICES & SUPPLEMENTS

APPENDIX A: New Construction IT Infrastructure Guidelines

When a library renovates, these are the specifications needed to be given to the architect and the electrical engineer **before** the plans are finalized.

1. Call MAIN to schedule a consultation regarding the project as early in the project as possible.
2. Telecommunications Area
 - a. It could be a large closet or space, but needs to be away from patrons.
3. Mounting Plywood
 - a. A 4' by 4' sheet of plywood with 15A or 20A circuit run to that plywood and installed in a 2 gang receptacle box (4 outlets).
 - b. Plywood must be able to hold 200 lbs. of equipment. Plywood should not be more than 4' above the ground.
 - c. Plywood must be highly secure, and connected to wall studs.
4. The bottom of the wall mount cabinet cannot be more than 6' above the floor.
5. Cabling
 - a. Cat6 cabling is strongly recommended, and is not a significantly more expensive type of cabling.
 - b. At the site of each PC location, a Cat6 cable should be installed in a surface mounted box or wall plate, or any receptacle that meets the above standards.
 - c. Within the cabinet, the cable should be ended into a patch panel.
 - d. All cabling should use the 568B standard.
 - e. Cables should be color-coded -- one color for "data" and another color for "voice."
 - f. ALL cabling should terminate in a wall jack (flush mount or wall mounted) at the location of the PC or printer. The intention is to stay away from hubs.
6. Please forward a copy of the blueprints to the MAIN office. Blueprints can help troubleshoot future issues that arise.
7. If the ISP's (Cablevision, Comcast, Verizon, etc.) equipment needs to be installed or moved, contact the appropriate provider and schedule time for them to pay your library a visit. Due to ISP response time, this may delay a project if they are not notified **well in advance**.
8. Always be mindful of future needs. It is cheaper to run extra cable you may need to run in the future than to run cables down the line.

Telecom Cabinet



The following model is one of the industry standards. Note that an exhaust fan may also be necessary.



NetShelter WX 13U w/Threaded Hole Vertical Mounting Rail Glass Front Door Black



Features:

- Adjustable Front Vertical Mounting Rail
- Adjustable mounting depth
- Doors open 180 degrees
- Double-hinged design
- Integrated cable access holes
- Lockable Doors
- Multi-purpose mounting rails
- Powder coat paint finish
- Ships fully assembled
- Ventilated

Technical Specifications:

Weight	115 lbs.
Maximum height	27 in.
Maximum width	24 in.
Maximum depth	26 in.
Weight Capacity (static load)	100 lbs.
Rack Height	13 U
Rack Mount	19 in.
Warranty	5 year repair or replace



APPENDIX B: Statement of Work Form Procedure

Statements of work (SoW) help us know how to configure your new PCs. It is very important that the forms be completed in their entirety and are as accurate as possible.

Once the MAIN central office receives the form(s), a member of the central office staff will be in touch with the library's technical contact to review, coordinate and schedule the installation.

Prior to installation, it is the library's responsibility to provide physical media, software, license keys and any other items required. MAIN will not configure and/or customize software (e.g., Microsoft Office, QuickBooks).

Repurposed PCs will be handled by a separate trouble ticket after the initial install is complete.

On the following pages are examples of different completed SoWs. They should be used as a reference when completing your own SoWs.



Statement of Work: Computer

Please note: Library staff is responsible for backing up and restoring original data. e.g., bookmarks, files and configurations. It is strongly recommended that staff use Google Drive to store their data for ease of restoration.

What is your library name? *

Bernards Twp

Who is your site contact? *

Mr. Bernard

Email Address *

mrbernard@bernards.org

Please enter your quantity of PCs. *

6

Did you purchase staff or public PCs? *

Staff PCs

Public PCs

Please list the PUBLIC PC names. *

BER-01P, BER-02P, BER-03P, BER-04P, BER-05P,
BER-06P

To find the current PC name, right-click on My Computer and go to properties. It might look something like: FLO-08P

Please list the STAFF PC names. *

BER-12, BER-15, BER-19, CIRC-01, CIRC-02

To find the current PC name, right-click on My Computer and go to properties. It might look something like: FLO-08P



Please list all of the printers each PUBLIC PC needs access to including model, location and IP address (if applicable). *

HP Laserjet m451dn, 10.11.3.12, by reference desk

Please list all of printers each STAFF PC needs access to including model, location and IP address (if applicable). *

Kyocera Taskalfa KX, 10.11.2.15, in back room
Dell 2500dn, 10.11.2.14, at circ desk
Epson TM-T88IV, 10.11.2.12, at circ desk

Please list the PCs you would like Google Drive File Stream installed onto. (Staff Only.)

BER-12, BER-15, BER-19, CIRC-01

Please specify which, if any, PCs need EnvisionWare software.

All public PCs.

Please keep in mind that MAIN no longer provides support installing OCS and SAM.

* fields are required.



By default, PCs are preloaded by MAIN with the latest versions of the following software:

- Windows 10 Professional 64-Bit
- Google Chrome
- Mozilla Firefox
- Adobe Reader
- Deep Freeze (Public only)
- Sleepy (Public only)
- Greenshot (screenshot software)

and configured Group Policies (Public only)

Aside from the software listed above, please list all software required. Please make sure all media and license keys are available at the time of installation.

Microsoft Office, Quickbooks, Printshop Pro, Adobe Photoshop CS6

Submit



Statement of Work: Printer & Receipt Printer

What is your library name? *

Bernards ▾

Who is your site contact? *

Mr. Bernard

Email Address *

mrbernard@bernards.org

Please provide the data jack number or network switch model. *

D-08

If this is not a replacement, an open data jack will need to be used. If there are no available jacks, a 5-port switch with network patch cables will be necessary and is on the [Group Order form](#).

Please list the IP address of the printers being replaced (if applicable).

Reference printer: 10.11.2.22

Circ printer: 10.11.2.23

Public printer: 10.11.3.14

If the printer is connected via USB, an IP address is not needed.

Please list which PCs need access to which printers including PC names. *

Reference printer: All reference staff PCs.

Circ printer: Both circ PCs

Public printer: All public PCs (except PAC-only PC)

Please list which, if any, printers need to be used with EnvisionWare PCs.

All public PCs.

* fields are required.

Submit



REVISION HISTORY

Version #	Effective Date	Location	Revision(s)
1.0	1/17/2019	Throughout	Initial Adoption
1.2	1/1/2020	Support Services: Technical Support	Hardware support length of service increased to six years (from five years).
1.2	1/1/2020	Support Services: Technical Support	Computer rotation will only occur if the hardware has at least one year of MAIN service remaining.
1.2	1/1/2020	Support Services: Technical Support	Clarification given regarding the transition from Windows 7 to Windows 10.
1.2	1/1/2020	Support Services: Network Support	Increased the minimum recommended bandwidth to 150mbps (from 100 mbps).
1.2	1/1/2020	Additional Services: Group Purch. Discounts	The ordering cutoff date for a fiscal year is now listed.
1.2	1/1/2020	Ideal Standards: Technology	Change in philosophy from regular rotation from staff to public, to staggering of deployment for new hardware.
1.2	1/1/2020	Ideal Standards: Network Infrastructure	Increased the minimum recommended bandwidth to 150mbps (from 100 mbps).
2.0	10/8/2020	All	Entire document was reviewed and updated