





# MAIN Member Services Return on Investment - 2021

## IT Technical Support



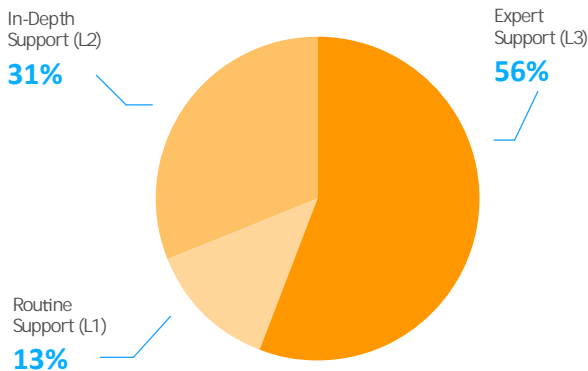
MAIN is dedicated to providing the best technical support possible and will attempt to provide at least advisory help with a myriad of kinds of technical problems. Support is typically provided for one of three different types of problems: hardware, software, or network.

- Routine or "Level 1" support issues include solving usage problems and fulfilling service desk requests.
- In-Depth or "Level 2" support may require specialized staff to trouble-shoot for longer periods of time.
- "Level 3" support problems are related to network infrastructure and is the most advanced, time-consuming support.

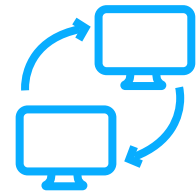
Total Library ILS Costs with MAIN  
**\$130K**

Total Library ILS Costs without MAIN  
**\$1.09M**

**\$960K**  
SAVINGS



## Cooperative Purchasing



- All MAIN member libraries are invited to take advantage of purely optional cost-savings opportunities for different digital content subscriptions, computer hardware, software licenses, and continuing education events.
- Are you aware of an emerging type of hardware, software, or other technology that could be implemented in a public library setting?
- Is there a continuing education subject you would like to know more about? Ask your library director to contact the MAIN Office with details and it might be possible to negotiate a discount for all MAIN members.

Total Library Digital Costs with MAIN  
**\$185K**

Total Library Digital Costs without MAIN  
**\$630K**

**\$445K**  
SAVINGS

