

LION Core Services

Integrated Library System

- Maintain LION Helpdesk;
- Provide on-demand training;
- Implement upgrades;
- Support ILS modules;
- Maintain operational tables.

Online Public Access Catalog (OPAC)

- Implement and manage enhancements (e.g. Syndetics, Shoutbomb, PIKA);
- Manage scoping;
- Provide Customization;
- Maintain and upgrade security certification.

Cataloging/Bibliographic Management

- Load, deleting, and merge records;
- Provide quality assurance through authority maintenance.

Information Technology Support

- Install and support Local Area Network (LAN) and Wide Area Network (WAN), including security and vendor relations;
- Install, support, and upgrade staff PCs, public PCs, library servers, and OPACs;
- Install and support WiFi networks;
- Install and support self-checkout stations;
- Install and support PC reservation and print management systems;
- Provide email services and webhosting, including organizational listservs;
- Provide expertise, services, and support to special projects (e.g. Minecraft Game Server, Security Systems, Local Area Network Planning Consultation).

Delivery Service

- Provide route coordination and notifications;
- Address and resolve complaints;
- Request and compile statistics;
- Purchase bins and arrange offsite delivery;
- Coordinate billing among vendor and member libraries.

Digital Content

- Budget for and purchase items from RBDigital;
- Budget for and purchase items from Overdrive.

Communications/Social Media

- Maintain and update LION website;
- Update LION Facebook and Twitter presences;
- Create and distribute board, working group, and emergency notifications.

Reports

- Produce scheduled and ad hoc circulation reports;
- Provide reports on database usage (Overdrive, RBDigital, etc.);
- Generate weekly, monthly, and annual statistics, both per library and system-wide;
- Produce bibliographic database weeding reports.

Financial Services

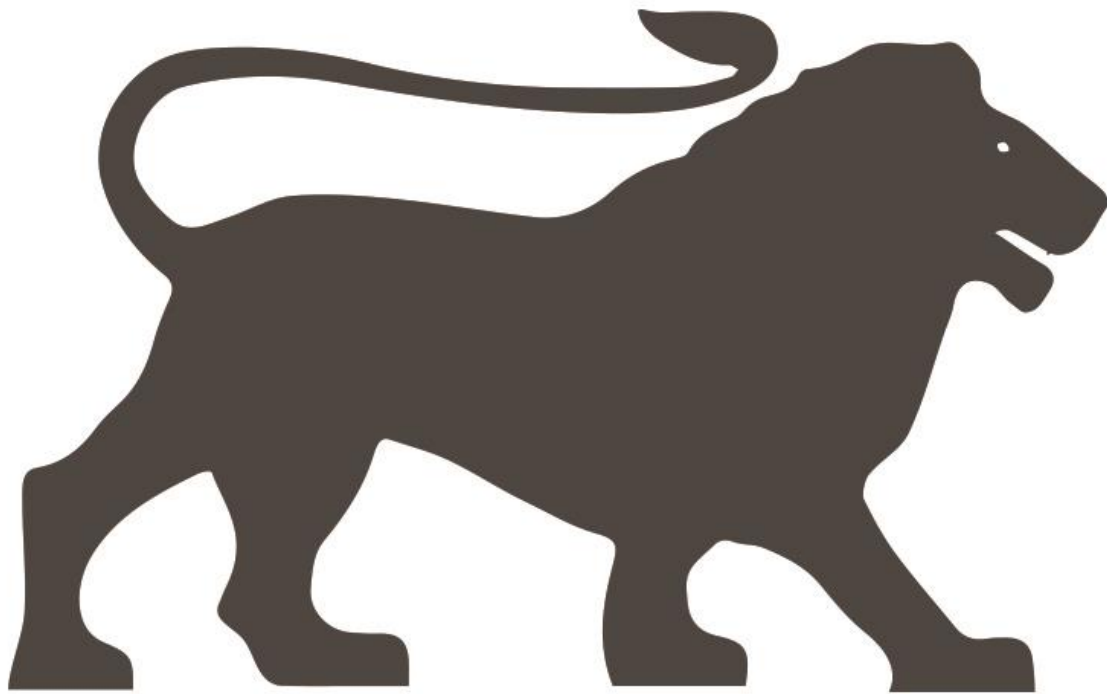
- Develop, manage, and monitor budget and financial transactions;
- Negotiate, manage, and enforce contracts;
- Oversee organizational investments;
- Collect and redistribute fine payments;
- Create and manage group purchases.

Miscellaneous Services

- Coordinate and house shared objects collection;
- Purchase and distribute barcodes;
- Print and mail patron overdue notices.

Advocacy/Professional Outreach

- Represent LION at professional meetings and conferences;
- Participate in library advocacy efforts in Connecticut and nationwide;
- Promote LION services to prospective members.



**Service Level Agreement (SLA)
for Member Libraries
by
LIBRARIES ONLINE, INC.**

Effective Date: 1-01-2018

Document Owner:	Libraries Online, Inc.
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Version

Version	Date	Description	Author
1.0	1-01-2018	Service Level Agreement (SLA)	Joseph Farara

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
Libraries Online, Inc.	Consortium Office		1-01-2018
Board of Trustees	Consortia Members		1-01-2018

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1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Libraries Online, Inc. (LION) and its member libraries for the provisioning of IT services required to support and sustain library services.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the organizations’ Board of Trustees.

This Agreement outlines the scope of all IT services delivered to LION member libraries. Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure consistent IT service support and delivery to members of the LION consortium.

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between Libraries Online, Inc., and its member libraries.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities;
- Present a clear, concise and measurable description of service provision to the member;
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider and Client will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

IT Service Provider: Libraries Online, Inc. (“Provider”)

IT Client: Client (“Client”)

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement will be reviewed annually; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Executive Director of Libraries Online, Inc. (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Executive Director: Libraries Online, Inc.

Review Period: Annually

Previous Review Date: 01-01-2018

Next Review Date: 12-01-2018

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1. Service Scope

The following Services are covered by this Agreement;

- Manned telephone support
- Monitored email support
- On call telephone support
- Planned or Emergency Onsite assistance

5.2. Client Requirements

Client responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of library staff member when resolving a service related incident or request.

5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to member for all scheduled maintenance.

5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support : 7:30 A.M. to 4:30 P.M. Monday – Friday
 - For support outside of these hours, please refer to “On call telephone support” below.
- Email support: Monitored 7:30 A.M. to 4:30 P.M. Monday – Friday
 - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- On call telephone support: Available from the closing of the LION offices to the closing hours of the last public library within the consortium from Monday through Friday, and from the earliest public library opening to the latest public library closing within the consortium on Saturday and Sunday.
- Onsite assistance guaranteed within 72 hours during the business week.
- There will be no same-day support on LION holidays: New Year's Day, Martin Luther King Day, President's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day.

6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Member within the following time frames:

- 0-8 hours for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority.
- Within 72 working days for issues classified as **Low** priority (Special Projects excepted).

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

6.3. Priority Categories

The following list provides common examples of what constitutes high, medium, and low priority service requests within LION. The list is not intended to be exhaustive, and some requests will need to be assigned a priority on a per-case basis. For the list of supported categories, please refer to the LION List of Core Services.

High priority service requests include Sierra unavailability, no working staff machines, and no working public internet machines.

Medium priority service requests include Sierra issues, no working online public access catalog (OPAC) machines, printing problems, non-mission critical desktop issues, and instances of malware.

Low priority service requests include software updates for both staff and public machines, and the implementation of new, library-specific technologies. Also in this category are planned projects, such as system installations (Envisionware, Faronics), software installations (new Microsoft Office suite), printer or desktop installations, building project consulting, and new LION member transitions.