

Texas Woman's University

Library Policy Manual

Policy Name: Library Technology Usage and Replacement Policy

Last Library Review: February 2019

Next Library Review: February 2020

Purpose: Texas Woman's University has a long history of cultivating engaged learners and global citizens. We are committed to transformational learning, discovery, and service. In today's world, there is a need to look forward and envision our technological needs. In light of ever changing technologies, the TWU Libraries have developed a Technology Usage and Replacement Policy to ensure that there is a plan in place to stay current with the most robust technology to meet the needs of our student, staff and faculty; this enables the Libraries to deliver instruction, student learning, and research, while remaining current in carrying out the operational needs of the Libraries and the University.

Scope:

TWU Libraries replaces technology hardware on the standard University schedule. Technology that is unique to library operations (examples are image scanners, barcode scanners, printers for specific needs, and computers connected to specific hardware) and paid for by the TWU Libraries is replaced on an as needed basis.

Purchasing software repeatedly without an evaluative and innovative approach prevents the Libraries from advancing into new areas. By evaluating software for possible replacement and upgrades, TWU Libraries can consider available options and workflow processes to make an informed decision.

Standard University Policy:

The Office of Technology (OoT) issues one desktop computer, two monitors, keyboard, and mouse to each line item position in the budget. The Libraries also have additional computers assigned to service areas and student workers. OoT is responsible for replacement of all desktops for staff and library users based upon the technology life-cycle established. As of July 2017, all patron desktops and printers are the fiscal responsibility of OoT, including toner and maintenance kits. When the current library-owned printers are no longer functional, they will be surplussed. Any replacement printers will become the responsibility of OoT. (see Shared Document) The Libraries do own some of its own technology that OoT does not normally provide (conference room equipment, mobile televisions, scanners, digital signs, large screen monitors, etc.). The Libraries are responsible for maintenance and replacement of all library-owned technology.

Roles and Responsibilities:

Library Administration/Unit Heads - Each library unit/department is responsible for identifying technology needs to the appropriate Assistant Dean. Ideally equipment needs are identified when appropriate in the budget cycle but exceptions can be made if necessary. If software or hardware is required, the Assistant Dean will address it with the Library Systems Engineer to explore options or possible purchases to successfully accomplish the required task.

Library Systems Engineer - This position is responsible for generating and updating software and equipment inventories and recommending and executing replacements and upgrades. This person also makes technical decisions on equipment and software with input from the staff that uses or will be using the items. The Library Systems Engineer follows industry trends, University OoT recommendations, software development cycles, and costs/risks related to stability. They will work with OoT in completing a Risk Assessment and in negotiating the best price for the Libraries. Final decisions for all technology purchases are made by the Library Executive Team (Assistant Deans and Dean of Libraries).

Policy Statement:

The TWU Libraries will replace technology using the following guidelines:

1. The campus replacement cycle for standard desktops will be followed. Currently computers are on a four-year replacement cycle.
2. The manufacturer's recommended lifecycle will be considered. Many factors play into this decision (number of imprints, scans, run time, etc.).
3. Maintenance agreements will be used or considered if cost-effective.
4. Repair costs and/or warranty agreements will be taken into account.
5. Availability of parts, ability to connect to campus systems, age, operating system, etc. will be assessed.
6. New technology is available that is more cost efficient and improves library processes.
7. Technologies have matured and become financially feasible.
8. Library specific desktop software will be on the latest release if possible. When an upgrade is available, the Systems Engineer will be notified in order to monitor its reliability before installing. Upgrades can be implemented sooner if problems are identified that impede workflows or security. The advantage to keeping the software current is to insure the latest security updates and product stability while utilizing new features. Often times upgrades create better functionality, fix bugs, and close security gaps in software.

As technology is identified for replacement it will be evaluated as to its usage, needs, and efficiencies. The Systems Engineer will talk with the staff involved in the recommendation, explore the market, and identify products that can fulfill the need, enhance staff workflows, and be financially appropriate.

Operations and Training:

Once technology has been evaluated and replaced, new features will be identified and training for the employee(s) on its use will be provided by the Systems Engineer or vendor. Additional training opportunities or assistance will be provided by the Systems Engineer if needed.

Staffing Changes:

When new library staff come on board, the Systems Engineer will go through a comprehensive technology checklist to familiarize them with University and Library software and hardware policies, familiarize them with the technology available, and identify security and access needs. The staff member inherits the technology from the previous incumbent, including desktop, monitors, scanners, etc. If there are additional technology needs, the Systems Engineer will identify them and work with the appropriate Assistant Dean for procurement.

Exiting staff members' technology will be overseen by the Systems Engineer to insure that all appropriate files are saved and accessible as needed. If additional equipment was checked out (laptops, iPads, etc.), the staff member must return it to the Library prior to leaving. The Systems Engineer will complete the technology exit checklist, which includes cleaning the hard drive of all personal files after the staff member leaves.

Justification for New/Additional Technologies:

Department/unit software and hardware will be analyzed by the Library Executive Team before purchase to look at cost, duplication, efficiencies, and special needs. Local printers must be justified since network printing is preferable. If there is a need to print documents containing confidential or sensitive information, or some type of unusual item, it will be taken into consideration.

Disposal of Technology:

The Library follows the disposal policy of the University's Office of Technology. Hardware that is no longer in use will be sent to OoT in bulk for proper disposal.

Review:

The Library's Policy Work Group will review this policy with recommendations forwarded through normal administrative channels to the Dean of Libraries.