

Texas Woman's University

Library Policy Manual

Policy Name: Library Technology Usage and Replacement Policy

Last Library Review: February 2023

Next Library Review: February 2024

Purpose: Texas Woman's University Libraries have developed a Technology Usage and Replacement Policy in accordance with TWU's *Computer Allocations and Replacements* Document (See: <https://servicecenter.twu.edu/TDClient/1956/Portal/Requests/ServiceDet?ID=12047>). 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.

Note: *Access, availability, usage, and occupancy limits may be changed in accordance with University guidelines regarding health and safety.*

Scope:

TWU Libraries replaces technology hardware on the standard University schedule. Technology that is unique to library operations (includes 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:

IT Solutions (ITS) issues one desktop computer, two monitors, keyboard, and mouse or a laptop with a docking station to each line item position in the budget. The Libraries also have additional computers assigned to service areas and student workers. ITS is responsible for replacement of all desktops/docking stations for staff and library users based upon the technology life-cycle established. All patron desktops and printers are the fiscal responsibility of ITS, including toner and maintenance kits. When the current library-owned printers are no longer functional, they will be treated as surplus. Any replacement printers will become the responsibility of ITS. The Libraries do own some of its own technology that ITS 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 member of the Library Executive Team (LET). 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 LET 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 ITS recommendations, software development cycles, and costs/risks related to stability. They will work with ITS 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.

Policy Statement:

The TWU Libraries will replace technology using the following guidelines:

1. The campus *Computer Allocations and Replacements* 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. 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.

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, acquaint 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.

Exiting staff members' technology will be overseen by the Systems Engineer to ensure 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 and is responsible for any damages or replacement costs. The Systems Engineer (Denton) or ITS personnel (Dallas, Houston) 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 University disposal policy of IT Solutions. Hardware that is no longer in use will be sent to ITS in bulk for proper disposal in accordance with the state of Texas guidelines for technology disposal.

Review:

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