



**Board of County Commissioners - Staff Report**

**Meeting Date:** 01/05/2021

**Presenter:** Justin Miller

**Submitting Dept:** General Services - IT

**Subject:** Library IT Services Agreement

---

**Statement / Purpose:** Consideration of Approval of an agreement to provide County IT services to the Teton County Library.

**Background / Description (Pros & Cons):** The County originally began providing IT services to the Teton County Library in March of 2018 when they requested technical support for their email and phone systems. By October 2018, the Library requested to be added to the County VOIP phone system due to a failure of their existing system. As things progressed, the Library reached out to County IT for additional services and support ultimately resulting in the first IT services agreement signed by both parties in January 2019. This agreement laid the foundation for a continued IT collaboration between the County and Library that we look to improve upon now.

This improved agreement was the result of multiple months of collaborative meetings between Library Directors, the former Assistant Director, Library Board Members, and the County IT Manager. More recently, work has been done on the agreement by the Interim Library Director, Director of General Services, County IT Manager and Library IT Administrator.

Generally, the agreement defines specific roles that each entity is assigned and updates those roles as time progresses and additional Library IT staff are hired. The agreement also includes provisions to allow changes or additions and areas of mutual collaboration. There are also exit provisions listed to allow the termination of the agreement by either side.

The County will still provide an on-site IT technician to assist with Tier 1 needs until such a time that the Library can hire their own internal technician. At that time, the final state of the agreement will be reached. In this final state, the County will only provide three major types of services.

1. Tier 3- network services allowing VOIP phone access, wireless access point and wireless network management, switch management and firewall administration.
2. Office 365 administration and management as the Library will still be a part of our email system and all changes will still route through County IT.
3. The County will still manage backups, disaster prevention and recovery.

All other roles or IT needs will be fulfilled by internal Library IT staff.

The Library Board met on 12/17/20 and unanimously approved this agreement.

**Stakeholder Analysis & Involvement:** The primary stakeholders are the IT Division and Teton County Library.

**Fiscal Impact:** Teton County Library will continue to fund 1/3 of the County IT technician wages. This is the same arrangement since January 2019. Once the Library hires an internal technician the funding arrangement will cease.

**Staff Impact:** Currently, County IT staff continue to provide all services as previously provided. Once the agreement enters its final state (the library has hired an IT Technician) the County will still provide Tier 2 and 3 support. The agreement specifies regular meetings among the County IT Manager, County Director of General Services, Library Director and Library IT Administrator.

**Legal Review:** Gingery

**Staff Input / Recommendation:** The Director of General Services and IT Manager support this updated agreement and recommend approval.

**Attachments:** IT Service Agreement for TCL2020

**Suggested Motion:** I move to approve the agreement dated 12/16/20 to provide County IT services to the Teton County Library.

# IT Support Agreement for the Teton County Library

(version 12/16/2020 )

This agreement is to establish clear expectations for both the Library and County IT Staff with regard to Teton County Library's technology and equipment.

## Responsibilities of County IT

Teton County IT (TCIT) will provide the following services and support as typical duties rendered to the County at-large.

1. Provide administration for network infrastructure which includes:
  - a. Network switch configuration, changes and physical support
  - b. VLAN configurations and changes
  - c. Wifi network configuration and changes for staff wifi and public wifi
  - d. Internet Service provider configuration and connectivity
  - e. Firewall and VPN configuration and administration
2. Provide program administration and maintenance for Veeam backup software including disaster prevention and recovery.
3. Assist in ensuring network and service access follows applicable regulatory requirements.
4. Provide administration for VOIP phone configuration and physical support, as well as network traffic quality of services for VOIP phones.
5. Provide administration for County productivity software used by the library. This includes Microsoft Office O365, Cisco Jabber along with associated licensing.
6. Provide administration for cloud-based email, O365, managed by Teton County IT including account creation, group creation and maintenance, password resets and licensing
7. Assign a TCIT IT Technician to be on-site at the library Monday through Friday to provide user support to library staff and complete library technology projects, as determined and outlined by Teton County Library and TCIT. The TCIT Technician shall work under the supervision of the County IT Manager. TCIT technicians will provide computer support including hardware/software administration and troubleshooting to staff with the exception of library specific software support being the responsibility of Library IT. General Services shall submit an invoice to the Library for IT Technician support by June 30 and December 30. This arrangement shall remain in place until Teton County Library hires a Library IT Technician.

## Responsibilities of Teton County Library

Teton County Library will provide the following for implementing and maintaining library-specific technology or technology which is customized to the library.

1. Employ a Library Information Technology Administrator (IT Administrator) to manage specialized hardware, equipment and software used within the library. The IT Administrator shall work with library employees to facilitate customization, configuration or specialized software installations on library servers and workstations. The IT Administrator shall be responsible for training library employees on specialized software and its use in the library
2. Employ a Library IT Technician to provide staff and patron user support. This includes computer hardware/software administration and troubleshooting. Additionally Library IT Technician will assist with library technology projects assigned by and under the supervision of the IT Administrator.
3. Provide funding to TCIT equal to one third of the wages for three IT Technicians assigned to the library on a rotating basis. This shall remain in effect until a Library IT Technician is hired and capable of supporting library technology support needs.
4. Once Library IT has been fully staffed, they shall be responsible to procure, install, update and provide staff hardware and software support for desktop computers, laptops, mobile devices, gaming systems, hotspot, RFID and self-check out systems, public computing and print management, printers and copiers, and audiovisual equipment owned or leased by the Library. This also includes configuration and updates to all endpoint protection software in use on Library devices.
5. Once Library IT has been fully staffed, facilitate centralized administration of domain servers for user creation , suspension and deletion from the local domain and endpoint access control policies for workstations. This includes management of all Library servers/services, operating system updates and patching, application server updates and patching.
6. Provide technical support for Integrated Library System (ILS) and library database products and subscriptions; this includes serving as liaison with the WYLD network and Wyoming State Library.
7. Provide user support for staff and public.
8. Budget and fund equipment and software used by the library business network and computers, including network infrastructure, and for patron technology needs.
9. TC Library agrees to provide 24-hour access to TCIT employees to network and server equipment within Library facilities.

### Collaborative Responsibilities of Teton County Library and County IT

While Teton County IT's responsibilities generally encompass "Enterprise" IT services and Teton County Library is responsible for library-specific technology, resolution of end user issues and day-to-day technology management at the library will require collaboration by both parties.

1. TCIT shall train the IT Administrator or designee on the VOIP phone system for the purpose of providing initial troubleshooting of the library's phone system. The library's technology staff will identify and escalate unresolved issues to TCIT. The library's technology staff will receive instructions from TCIT for adjusting phone greetings, auto-attendants and programming closures.
2. The library's technology staff will identify and deploy library-specific hardware, software and equipment, collaborating with TCIT to ensure compatibility with existing network and server systems.
3. Both parties will provide feedback for annual evaluations of the IT Support Agreement for Teton County Library. These formal evaluations will be presented to the Teton County Library Board. IT service management industry standards that address aspects including quality and service timeframes, productivity and ease of communication and collaboration for supporting library technology, and library staff end user feedback will be utilized. The IT Administrator, in conjunction with the Library Director, shall draft the formal evaluations and coordinate with TC to ensure evaluation reflects both TC and TCL entities.
4. Library Director, IT Administrator, County IT Manager and General Services Manager shall participate in monthly check-in meetings to evaluate the performance of each group and provide feedback and suggestions to remedy any issues that have arisen.
5. Should TC Library or TCIT wish to exit all or part of the IT Support Agreement for Teton County Library, six-month notice shall be given to allow development of a separation plan and cross-training of staff who will be assuming the responsibilities.
6. Material changes to this agreement, particularly with regard to service levels or staffing, shall go before the Library Board and Board of County Commissioners for approval.
7. Minor changes to this agreement, such as those pertaining to improving the productivity of day-to-day technology and procedures, shall go to the Library Director and County Administrator for approval.
8. Follow and support Library Internet Use Policy and Challenges to the Confidentiality of Library Records Policy, under direction and counsel from the Library Director.
9. Utilize the County ticketing system for IT requests and to facilitate appropriate routing and tracking of requests.

10. Follow established County cybersecurity policies and procedures to protect servers, systems, accounts and data.

Signed \_\_\_\_\_

Signed \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Title \_\_\_\_\_

On behalf of Teton County Library

On behalf of Teton County