# Schedule E:
## Workstation Descriptions (Service Options) - 2020

## Full ANSER:

This type of workstation is intended for use where **circulation, reference services technical processing (searching and linking) and database searching, or PAC (Enterprise) are the primary uses.** Circulation, reference services and technical processing workstations will be referred to as Staff ANSER workstations.

*Equipment options to be purchased through RCLS (mandatory)*:
- <u>PC, monitor, keyboard and mouse</u>. The PC is covered by a four-year manufacturer's warranty administered through RCLS. Peripheral equipment (such as barcode readers and receipt printers) is purchased separately and may be covered by separate manufacturers' warranty agreements. PC replacement program is <u>mandatory</u>.
- <u>Laptop</u>. The Laptop is covered by a four-year manufacturer's warranty administered through RCLS. It can be used as a **PAC** or **ANSER Mobile**, or as a multi-purpose staff workstation where Workflows access is desirable, however, it is <u>not</u> an option for an ANSER Staff workstation for circulation. A DVD drive and/or docking station is optional. A mobile barcode reader is recommended. Laptop replacement program is <u>mandatory</u>.

*Software*: Windows 10 Professional is the standard operating system for PCs. Laptops are preloaded with Windows 10 Professional.
- Staff workstations are configured with Workflows, Firefox, Team Viewer (for remote access), KACE client and Vipre antivirus. Microsoft Office can be purchased separately.
- PAC workstations are configured with Firefox, Reboot Restore, Team Viewer (for remote access), KACE client and Vipre antivirus.
- <u>ANSER Mobile.</u> A laptop configured with Workflows, Firefox, Team Viewer (for remote access), and Vipre antivirus. Microsoft Office can be purchased separately.

*Service/maintenance*: RCLS will deliver, install, and configure. Permitted, but unsupported, software (see Schedule H) will be installed at the standard rate (see Schedule C). Equipment (including optional receipt printer model TMT88V or newer) and supported software will be serviced by RCLS technicians as needed; temporary replacement equipment will be provided should a piece of covered hardware require warranty service (monitors are not covered hardware, but a temporary loaner will be made available through the RCLS delivery system).

## Limited (LTD) ANSER [Workflows]:

This type of workstation is intended for use as a multi-purpose staff workstation where Workflows access is used to conduct collection development and to run various reports. It is not intended to replace a Full ANSER workstation, and may not be used for circulation, technical processing (searching and linking).

*Equipment purchased through RCLS (optional)*:
- <u>PC, including keyboard and mouse</u>, that is purchased through RCLS is covered by a four year manufacturer's warranty agreement. Monitors are purchased separately, either through RCLS or independently. Peripheral equipment such as barcode scanner and receipt printer **are not permitted** at an ANSER LTD. Workstation.
- <u>Laptop</u> purchased through RCLS will include a four year manufacturer's warranty.

*Equipment purchased by library (optional)*: PC or laptop must meet Symphony specifications.

_Software_:  The required operating system for a PC is Windows 10 Professional. Laptops are pre-loaded with Windows 10 Pro. Machines are configured with Workflows, Team Viewer (for remote access), KACE client and Vipre antivirus.

_Service/maintenance_: RCLS will provide Workflows support by telephone or remote access. Initial installation/reinstallation fee and on-site service will be charged at the standard rate (see Schedule C).

## Public Option - Full Support:

This workstation is intended as a multipurpose or internet only, public access workstation, for libraries choosing to use RCLS as their primary maintenance service provider.

_Equipment options to be purchased through RCLS (mandatory)_:
- PC, including keyboard and mouse.  Monitors can be purchased through RCLS or independently. The PC is covered by a four-year manufacturer's warranty, administered through RCLS.  Peripheral equipment such as a printer is purchased independently; printer support and PC Replacement are optional (see Schedule C).
- Laptop:  The laptop is covered by a four-year manufacturer's warranty administered through RCLS. A docking station is optional. Laptop replacement program is optional although highly recommended.

_Software_: Windows 10 Professional is the standard operating system (OS) for PCs. Laptops are preloaded with Windows 10 Professional. All workstation types are loaded with Firefox, Team Viewer (for remote access), KACE client, Vipre antivirus, and Reboot Restore (disk protection). The addition of EnvisionWare and Microsoft Office Professional are optional (see Schedule C).

_Service/maintenance_: RCLS will deliver, install, and configure. Permitted, but unsupported, software (see Schedule H) will be installed at the standard rate (see Schedule C). Equipment and supported software will be serviced by RCLS as needed. Temporary replacement equipment will be provided should a piece of covered hardware require warranty service (monitors are not covered hardware, but a temporary loaner will be made available through the RCLS delivery system).

## Public Option - Partial Support:

This workstation is intended as a multipurpose OR Internet only, **public access workstation, for libraries choosing to use RCLS only for software maintenance.**

_Equipment options to be purchased through RCLS (mandatory)_:
- PC, including keyboard and mouse.  Monitors can be purchased through RCLS or independently. The PC is covered by a four-year manufacturer's warranty, administered through RCLS.  Peripheral equipment such as a printer is purchased separately and may be covered by a separate manufacturer's warranty agreement. The PC replacement program is not available.
- Laptop:  The Laptop is covered by a four-year manufacturer's warranty administered through RCLS. A docking station is optional. Laptop replacement program is not available.

_Software_: Windows 10 Professional is the standard operating system for PCs. Laptops are preloaded with Windows 10 Professional, Firefox, Team Viewer (for remote access), KACE client, Vipre antivirus, and Reboot Restore (disk protection). EnvisionWare and Microsoft Office Professional are optional (see Schedule C).

_Service/maintenance_: RCLS will deliver, install, and configure these workstations at our standard rate (see Schedule C). Supported software, via telephone or remote access, will be provided by RCLS as needed. On-

site service will be charged at the standard rate. Note: support will <u>not</u> be offered after the manufacturer's warranty expires.

## Staff Option - Full Support:
This workstation is intended for **multipurpose staff use (excluding access to Symphony Workflows software), for libraries choosing to use RCLS as their primary maintenance provider.**

*Equipment options to be purchased through RCLS (mandatory)*:
- <u>PC, including keyboard and mouse</u>.  Monitors can be purchased through RCLS or independently. The PC is covered by a four-year manufacturer's warranty, administered through RCLS.  Peripheral equipment such as a printer is purchased independently; printer support and PC Replacement are optional (see Schedule C).
- <u>Laptop</u>:  The Laptop is covered by a four-year manufacturer's warranty administered through RCLS. A docking station is optional. Laptop replacement program is optional although <u>highly recommended</u>.

*Software*: Windows 10 Professional is the standard operating system for PCs. Laptops are preloaded with Windows 10 Professional, Firefox, Team Viewer (for remote access), KACE client and Vipre antivirus. Microsoft Office Professional is optional (see Schedule C).

*Service/maintenance*: RCLS will set up the workstation, installing above mentioned software as necessary. Permitted, but unsupported, software (see Schedule H) will be installed at the standard rate (see Schedule C). Equipment and supported software will be serviced by RCLS technicians as needed. Temporary replacement equipment will be provided should a piece of covered hardware require warranty service (monitors are not covered hardware, but a temporary loaner will be made available through the RCLS delivery system).

## Staff Option - Partial Support:
This workstation is intended for **multipurpose staff use (except access to Symphony Workflows software), for libraries choosing to use RCLS as their software maintenance provider.**

*Equipment options to be purchased through RCLS (mandatory)*:
- <u>PC, including keyboard and mouse</u>.  Monitors can be purchased through RCLS or independently. The PC is covered by a four-year manufacturer's warranty, administered through RCLS.  Peripheral equipment such as a printer is purchased separately and may be covered by a separate manufacturer's warranty agreement. The PC replacement program is not available.
- <u>Laptop</u>:  The Laptop is covered by a four-year manufacturer's warranty administered through RCLS. A docking station is optional. Laptop replacement program is not available.

*Software*: Windows 10 Professional is the standard operating system for PCs. Laptops are preloaded with Windows 10 Professional, Firefox, Team Viewer (for remote access), KACE client and Vipre antivirus. Microsoft Office Professional is optional (see Schedule C).

*Service/maintenance*: RCLS will deliver, install, and configure at our standard rate (see Schedule C). Supported software, via telephone or remote access, will be provided by RCLS as needed. On-site service will be charged at the standard rate.

# EnvisionWare:

**EnvisonWare is an optional software add-on** to existing workstations which help the library manage printing and public access computer usage.

*Equipment*: This software can only be installed on workstations which meet the EnvisionWare specifications. Envisionware is verified for the Windows 10 Professional operating system on laptops, but an Envisionware software upgrade may be required.

*Service*: RCLS will install EnvisionWare software at the standard rate (see Schedule C). RCLS will also provide the software to libraries without installation, if libraries choose to install the software on their own.

*Maintenance*: Telephone, remote access and on-site support are available for workstations at the standard hourly rate (see Schedule C).

## EnvisionWare MobilePrint
EnvisionWare MobilePrint is an optional service available on a subscription basis. This option requires EnvisionWare version 4.9 or higher. RCLS will install MobilePrint. Call for quotation.

## Peripherals

RCLS will provide telephone and onsite service for printers, barcode readers, and servers with an annual maintenance contract or charged at the standard rate (see Schedule C).

**Telecommunications charges are separate. See Schedule I.**


## Notes:

*NOTE 1: RCLS will provide service for computers purchased through RCLS, which do not have maintenance agreements, at the standard rate (see Schedule C). The standard rate covers only labor, all parts will be billed separately. This type of service request will receive a lower service priority than workstations covered by maintenance agreements.*

*NOTE 2: Libraries may choose to purchase and maintain their own equipment and software for public and multi-purpose staff use. RCLS will service all such hardware <u>for the usual RCLS fee</u>, **only if it was purchased through RCLS**. See Schedule C.*

*NOTE 3: Labor costs will be included in the maintenance fee for all of the above workstations, in an amount contingent on the level of service provided (see Schedule C).*

*NOTE 4: Add-ons to support multi-media or unique configurations for access to designated software or web-based resources may increase maintenance time and would increase the cost of service for workstations not covered by a full service maintenance agreement.*

*NOTE 5: RCLS will provide EnvisionWare support for workstations which are not purchased through RCLS. Any EnvisionWare support is billed at the standard rate. Hardware repair will be as stated in Note 2.*

*NOTE 6: Consulting services are available from the ANSER staff at no charge.*

*NOTE 7: Telecommunications charges apply to all workstations that are connected to the ANSER network. ANSER network telecommunications charges are eligible for E-rate rebates (see Schedule I).*

*NOTE 8: Any workstations which are connected to the Internet via cable or other telecommunication providers may incur telecommunications charges from the vendor. These charges are not eligible for E-rate rebates unless the library is CIPA compliant, i.e. filtering all public and staff workstations.*

*NOTE 9: Maintenance of hardware does not include data salvage, i.e. if a machine has a hard drive crash, RCLS will service the machine. We will try to salvage data, if requested, at standard RCLS rates, but with no guarantee of success. Fees for RCLS technician's time will apply whether they are successful or not.*

*NOTE 10: Manufacturer's warranties will not cover negligence, dropping or mishandling of hardware.*