**Technology Request Procedure**

**Purpose:** The purpose of this procedure is to outline expectations for Member Libraries to request technology support or visits from technology staff.

**How to request technology support:** Libraries should request technology support via work order unless there is an emergency (emergencies vs non-emergencies are delineated below). Work Orders give a written record of the request and allow the technology staff the ability to create a running list of all library needs and equitably work through them.

The Work Order Form can be found at https://northcentrallibraries.org/work-order/

**Emergency technology help:** Some examples of emergency technology services are- the library has no Wi-Fi/internet, all patron PCs say unavailable, patrons are unable to log onto PCs, printers won't print, a staff or circulation PC displays a message stating it has a virus, your website is down or you are having an emergency closure.

In the event of an emergency during office hours (Monday- Friday 8 AM – 4 PM), libraries should call Doug Harkness at the District Headquarters: 570-326-0536 x190 or Cell: 412-550-0217. They should then create a work order for our records, if not during the emergency after it is remedied.

In an emergency after office hours, libraries should email Doug and call his cell phone at 412-550-0217. If it is an emergency, he will contact the I.T. Director to discuss the problem and potential solutions. Libraries should only contact Doug during off hours if the library is not closing within the hour. If the library closes within an hour and the next day is a business day, libraries should create a work order for the issue so Doug can plan to assist the following day. If the next day is a weekend, libraries should call Doug and submit a work order.

**Non-Emergency technology help:** Some examples of non-emergency technology services support the Technology team can provide are: standard webpage updates, a patron PC will not turn on, the sound is not working on a computer, the filtering software is blocking a website, receipt printers are not printing slips, computer scanning isn't working, equipment needs to be relocated, or the people counter is not working.

In the event of these non-emergencies, libraries should create a work order.

**Types of support Technology Staff cannot provide include but are not limited to:**
- Electrical support
- Moving desks, cabinets, furniture, etc.
- Replacing light bulbs or fixtures
- Repairing equipment not directly related to library service
- Drilling holes through exterior walls