Services provided by WLS IT Department

Turn-key approach to computers
- Timely replacement of aging PCs
- Swap outs of defective PCs
- Virus protection
- HDD image management

The WLS Wired Network
- High speed connections
- Hardware and software fully managed without any library staff intervention
- Fully monitored
- Timely replacement of aging equipment
- Swap out of defective equipment
- Internet connectivity
- Connections / vendor relationship managed
- Firewall and security manaement

The WLS Patron Wireless Network
- High Capacity enterprise-grade wireless network
- Statistical reporting
- Hardware and software fully managed without any library staff intervention
- Fully monitored
- Timely replacement of aging equipment
- Swap out of defective equipment
- Connections / vendor relationship managed
-

Dedicated Help Desk for questions, problems including:
- Operating hours that match library hours
- Staff with expertise in library technology
- On-call during off hours
- Training
- Continuous software upgrades

The Integrated Library System which includes, but not limited to:
- patron management
- item management
- the online catalog
- including enhanced content from Syndetics
- custom code enhancements by WLS staff
- custom interface enhancements by WLS staff
- holds management
- statistical reporting
- demand management reporting
- Acquisitions management
- Vendor relationship management
- Break/fix management
- Upgrade/patch management/maintenance
- Hosting service management
- Spine label printing support
- Receipt printing support
- Custom report generation
- ongoing database/system maintenance
- phone-based renewal system
- phone, SMS Text and email based notice generation
- Mobile app for catalog, reserves and patron account management

Library Operations and Hardware Support
- Ongoing maintenance, replacement and upgrade of barcode scanners
- Ongoing maintenance, replacement and upgrade of receipt printers
- Microsoft Office – Just upgraded to Office 2010
- Centralized ordering of barcode labels
- eRate filing and audit support
- On-site support when requested
- Expert advice on technology purchases
- Website Domain management assistance
- Website hosting (if requested)

Digital Content Acquisition and Management
- LexisNexis
- Ebsco Literary Reference Center
- Proquest Ancestry.com Library Edition
- Tumblebooks eBooks for Kids
- Overdrive eBooks and Audiobooks
- Recorded Books Audiobooks