

NTRLs IT: Real Stories  
**Things to consider about maintaining your software support**

**Issue / Problem:**

What basic software agreements should you consider maintaining?

**Background Information you should know about:**

Automation software, Antivirus software, Public access computer protection software, Time Management and Print Management software

**Resolution / How we solved the problem:**

If you are using any of the software items listed below, you should make sure you keep up the vendor's yearly or bi-yearly subscription maintenance agreements. Make sure to add it as a line item in your budget:

1. Automation software is software that you usually use to check items in and out and catalog your new items, along with doing administrative work such as generating reports, etc.
2. Antivirus software is software you use to protect your computers such as your server and staff computers from virus infections.
3. Public access protection software such as Deep Freeze or Centurion Guard used to protect your public access computers from any type of patron mischief or viruses.
4. Time and Print management software used to allow patrons to check themselves out a computer and print and pay for the jobs without the need of library staff.

Software can fail due to bugs in the code which may need to be corrected by installing an update. The bugs may not have been recognized until someone using the software discovered it and reported it to the vendor. Or you could be at risk from security vulnerabilities in the software and a simple update could fix the issue.

When you maintain the software agreements, your library will have support for these unexpected issues that can arise over time. Failing to maintain any support for the software packages listed could result in reduced function in the services your library offers to your patrons through the use of the library's computers.

If you have any questions or comments on this issue, please email me at [abeatty@ntrls.org](mailto:abeatty@ntrls.org).