



**Resource Sharing Committee
Agenda
Wednesday, July 27th, 2022, 1:00-2:00 pm**

**In person at Senica's Oak Ridge Golf Club, 658 US-6, Lasalle, IL 61301 and
online via Zoom**

Please visit L2 for in person registration or go to:

<https://librarylearning.org/event/15012/register>

or online at:

https://railslibraries.zoom.us/meeting/register/tJMsd-mprT0vHdKO_xN2Eq_TWSNctyVeQi0W

PUBLIC COMMENT: Members of the public will be able to chat or speak during the virtual Zoom meeting during the public comment. Public comments may be submitted via email to Carolyn.Coulter@railslibraries.info at least two hours before the meeting.

1. Call to order, welcome and introductions
2. Introduction of Visitors and Public Comments
3. Review agenda for additions/changes
4. Approval, minutes from 4/27/2022 and 5/18/2022
5. Update, IT support bid, discussion, and next steps
6. Discussion, need for committee member nominations/suggestions
7. Public comments
8. Adjournment

Next meeting: Wednesday, October 26, 2022, 1:00-2:00 pm, Senica's Oak Ridge Golf Club or online via Zoom



**Resource Sharing Committee
Minutes
Wednesday, April 27th, 2022, 1:00-2:00 pm**

In person at Senica's Oak Ridge Golf Club, 658 US-6, Lasalle, IL 61301

Please visit L2 for in person registration or go to:

<https://librarylearning.org/event/11636/register>

PUBLIC COMMENT: Members of the public will be able to chat or speak during the virtual Zoom meeting during the public comment. Public comments may be submitted via email to Carolyn.Coulter@railslibraries.info at least two hours before the meeting.

1. Call to order, welcome and introductions
Present in Lasalle: Chelsey DeSplinter (PrairieCat), Carolyn Coulter (PrairieCat), Elizabeth Smith (PrairieCat), Patti Smith (RO), Pennie Miller (PP), Cristy Stuepegia (LS), Kim Brozovich (RP), Rici Dale (RL)

Present via Zoom: Debbie Griggs (TC), Dana Fine (PR), John Slanicky (PrairieCat), Melissa Landis (PrairieCat)

Absent: Charm Ruhnke (Chair-PU), Lynne Noffke (LI), Magda Bonny (PrairieCat), Smith (RO) called the meeting to order at 1:00 pm. The committee introduced themselves.
2. Introduction of Visitors and Public Comments
There were no visitors or public comments.
3. Review agenda for additions/changes
There were no revisions
4. Approval, minutes from 1/26/2022

Motion #1: Miller (PP) moved and Dale (RL) seconded to approve the January 26, 2022 minutes and the January 13, 2021 minutes as presented. There was no discussion on the motion. Motion carries by vocal affirmation.

Abstentions:

5. Update, IT support RFI
Coulter (PrairieCat) stated there have been three responses on the IT services RFI with one more expected to be coming in soon. We have received responses from Stateline, Progent and RSM. Hopefully, TechPro, who is in conjunction with TechSoup, will be turning in their RFI soon. Right now, RSM seems to be the most solid. The RFI's that have been received have stated they can accommodate both remote and in person support to the entire PrairieCat territory. Coulter will send all the RFI's to the Committee once we have them. Miller (PP) mentioned she

would be interested to see what TechPro has to offer since many libraries use TechSoup.

6. Discussion, FY23 Resource sharing summit
Coulter (PrairieCat) asked the Committee for their thoughts on having another Resource Sharing Summit in Fiscal Year 23. If so, what topic/s should be covered. Miller (PP) asked if we would try to do it around October again this year? Coulter said probably. Miller suggested a topic around Vega. Coulter agreed, adding the topic could be the Engagement Suite with Vega if Discover is up and running by July. Engagement in general, as a topic, would be good. Stuepegia (LS) said especially as we are coming out of COVID. Dale (RL) commented that Reddick Library has noticed differences in the patrons as they begin to get busier after COVID. The Committee agrees to move forward with the engagement topic, asking how have our patrons changed, what shifts are we seeing and how do we engage with these different groups.
7. ACTION: Approve FY23 meeting dates

Motion #2: Stuepegia (LS) moved and Dale (RL) seconded to approve FY23 meeting dates as presented. There was no discussion on the motion. Motion carries by vocal affirmation.

Abstentions:

8. Public comments
There were no public comments
9. Adjournment
The meeting adjourned at 1:15pm.

Next meeting: Wednesday, July 27, 2022, 1:00-2:00 pm, Senica's Oak Ridge Golf Club or online via Zoom



**Resource Sharing Committee
Minutes
Wednesday, May 18, 2022, 12:00-1:00 pm**

Online via Zoom

Please use the link below to register online via Zoom:

<https://railslibraries.zoom.us/j/96925382440>

The council met virtually due to the coronavirus pandemic in accordance with rules and procedures contained in section 7(e) of the OMA as (1) there is a state-issued disaster declaration related to public health concerns in place over all or part of the jurisdiction of the public body; (2) the head of the public body determines that an in-person meeting is not practical or prudent because of the disaster

PUBLIC COMMENT: Members of the public will be able to chat or speak during the virtual Zoom meeting during the public comment. Public comments may be submitted via email to Carolyn.Coulter@railslibraries.info at least two hours before the meeting.

1. Call to order, welcome and introductions

Present via Zoom: Dana Fine (PR), Melissa Landis (PrairieCat) Chelsey DeSplinter (PrairieCat), Carolyn Coulter (PrairieCat), Elizabeth Smith (PrairieCat), Patti Smith (RO), Kim Brozovich (RP), Rici Dale (RL) Charm Ruhnke (Chair-PU), Magda Bonny (PrairieCat), Pennie Miller (PP)

Absent: Lynne Noffke (LI), Cristy Stupegia (LS), Debbie Griggs (TC), John Slanicky (PrairieCat),

Ruhnke (Chair-PU) called the meeting to order at 12:01 pm. The committee introduced themselves.

2. Introduction of Visitors and Public Comments
There were no visitors or public comments.

3. Review agenda for additions/changes
There were no revisions.

4. Discussion, PrairieCat Plus RFI for IT services and next steps
Coulter (PrairieCat) gave an overview of the three RFI responses for IT services. The first is from Progent and they do not have much of a presence in Illinois. It might be difficult for them to perform in person services. Because of this, Coulter would suggest disregarding their RFI. The second RFI came from RSM. They are in Chicago, Rockford, Peoria. They are pitching a "Library in a Box" solution aimed at smaller sites that might not have a suitable IT of a set up in which case they would provide it. A downfall to RSM could be their lack of support for equipment that is not theirs and is not on their supported brands list. They would also be limited in their help with website design and maintenance. Stateline is the third

RFI. A big positive is they already have ten PrairieCat libraries as customers. They are located in Rockford and can dispatch to our service area. Stateline is a smaller company with fewer technicians and are loose with how their response time is structured.

Brozovich (RP) noticed Progent isn't in the area, which is a downfall. She like Stateline's experience with libraries. RSM also looks good, but it seems they do in a little bit of everything. Dale (RL) agrees with Brozovich. Coulter stated RSM seemed very interested. Dale likes that RSM has technicians located throughout the PrairieCat service area. Ruhnke (PU) likes that Stateline has library customers but is concerned they might be too small to handle PrairieCat. Miller (PP) thought Stateline might not be able to meet PrairieCat's needs and was more impressed with RSM and Progent. RSM would better meet our needs geographically. Landis (PrairieCat) asked if RSM would be requiring the "Library in a Box" system. She is concerned that the membership would not be able to afford the system. Coulter answered it seems RSM would prefer everyone to install their "Library in a Box" system, however, they have a list of other equipment they will also support. Coulter also mentioned the initial cost of the "Library in a Box" system could be too much for most of our libraries but would be a good investment for the libraries.

Coulter suggested conducting a survey of libraries interested in PrairieCat Plus to see the types of equipment they have and write those into any future agreements for IT servicing.

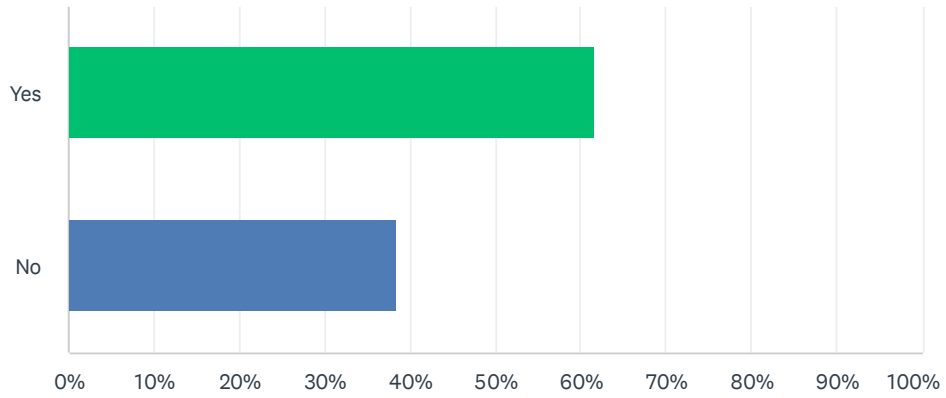
Committee agrees to send out a survey to gather information for the RFP from Stateline and RSM with a goal of having survey results and RFPs sent out by the July 27th Resource Sharing meeting.

5. Public comments
There were no public comments.
6. Adjournment
The meeting adjourned at 12:46pm.

Next meeting: Wednesday, July 27, 2022, 1:00-2:00 pm, Senica's Oak Ridge Golf Club and/or online via Zoom

Q2 Are you still interested in IT support and consulting services?

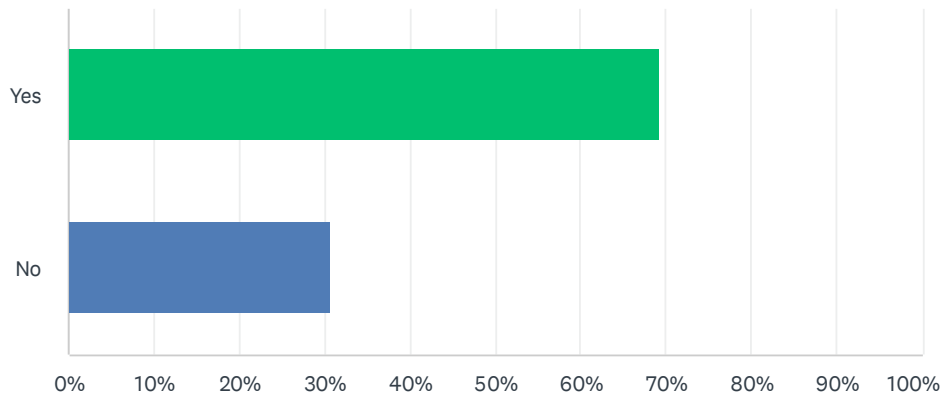
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	61.54% 8
No	38.46% 5
TOTAL	13

Q3 Do you currently have in-house IT support and consulting services?

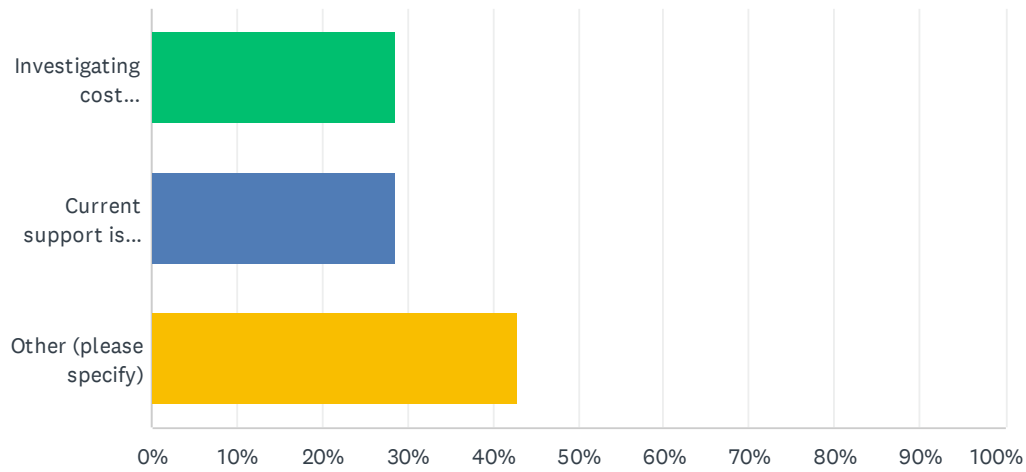
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	69.23%	9
No	30.77%	4
TOTAL		13

Q4 If yes, why are you considering a new service provider?

Answered: 7 Skipped: 6



ANSWER CHOICES	RESPONSES	
Investigating cost savings/current support too expensive	28.57%	2
Current support is inadequate	28.57%	2
Other (please specify)	42.86%	3
TOTAL		7

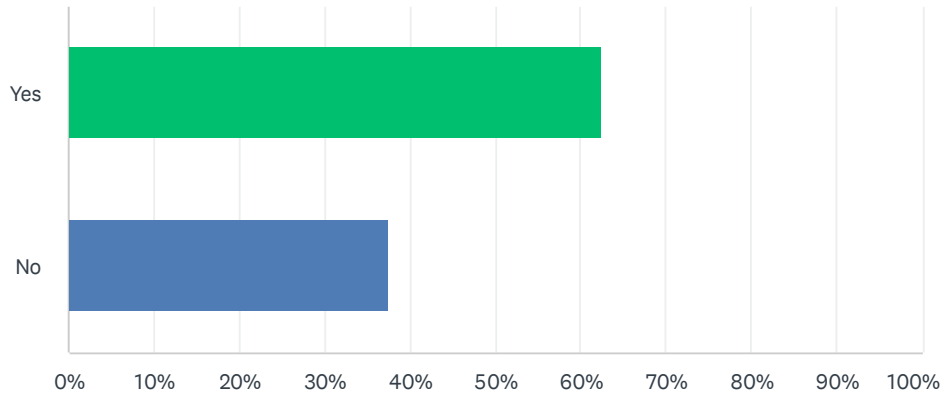
Q5 We need to know the type and brand of equipment to support. Please provide whatever information you can for each device.

Answered: 7 Skipped: 6

ANSWER CHOICES	RESPONSES	
Switches: Manufacturer, model or type and capacity (12 port, 24 port, POE, etc)	71.43%	5
Firewall: Manufacturer, model	100.00%	7
Wifi equipment: Manufacturer, model	85.71%	6
Desktop PCs/Laptops: Manufacturers, models	100.00%	7
Operating systems deployed on desktops/laptops (eg: Windows 10, Mac OS 12)	100.00%	7
Servers: Manufacturers, models	42.86%	3
Operating systems deployed on servers (eg: Windows server 2022, Redhat Linux)	57.14%	4
Phone equipment: Manufacturer, models	71.43%	5
Security cameras: Manufacturers, models	71.43%	5

Q6 Is any of your network equipment (switches, firewalls, wifi) in need of replacement or over 5 years old?

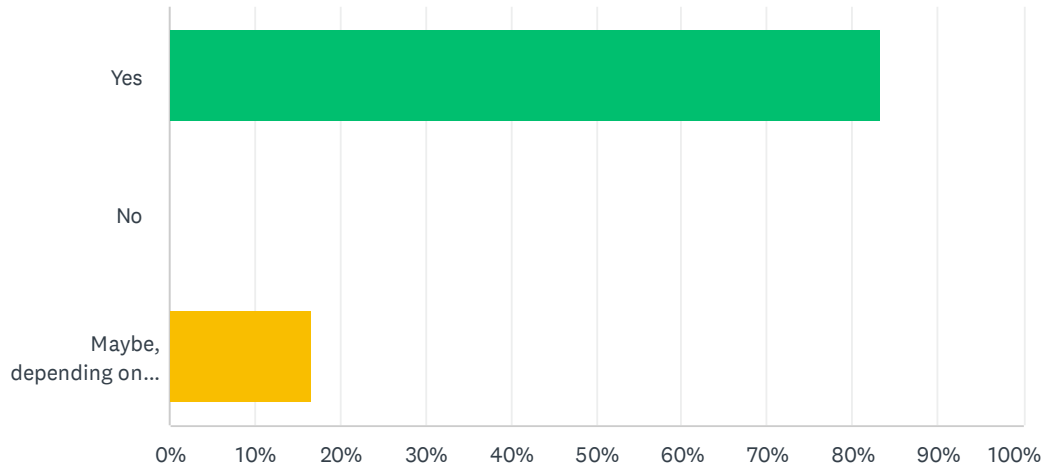
Answered: 8 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	62.50%	5
No	37.50%	3
TOTAL		8

Q7 If given the opportunity, would you consider buying new networking equipment if it could be more easily supported?

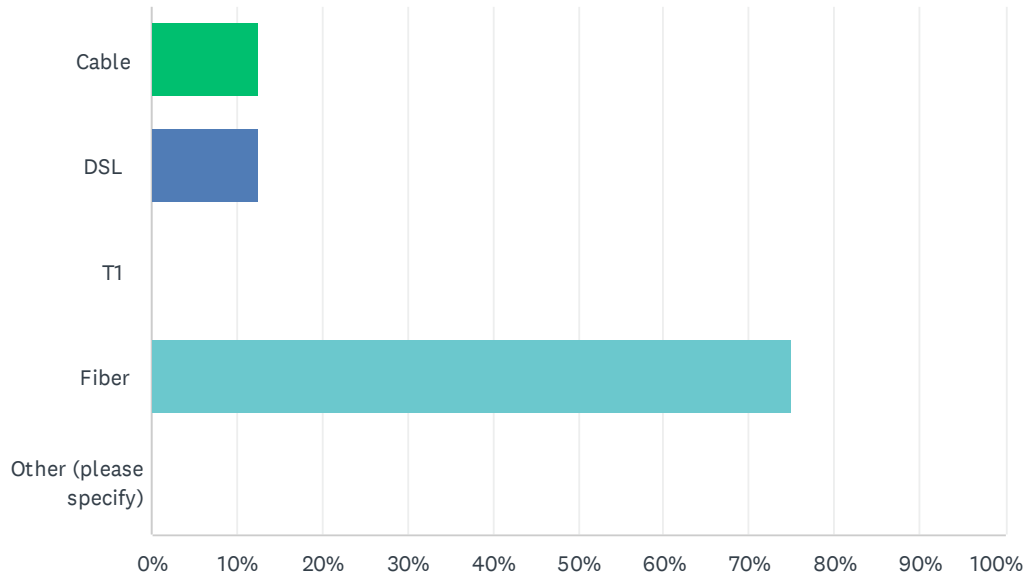
Answered: 6 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	83.33%	5
No	0.00%	0
Maybe, depending on cost	16.67%	1
TOTAL		6

Q8 What kind of internet connection do you have?

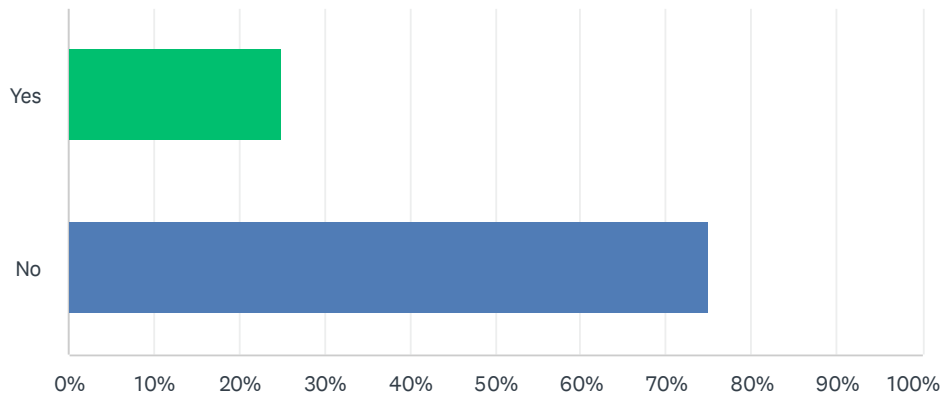
Answered: 8 Skipped: 5



ANSWER CHOICES	RESPONSES	
Cable	12.50%	1
DSL	12.50%	1
T1	0.00%	0
Fiber	75.00%	6
Other (please specify)	0.00%	0
TOTAL		8

Q11 Do you use a third-party VOIP service for your phones?

Answered: 8 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	25.00%	2
No	75.00%	6
TOTAL		8

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, May 23, 2022 12:30:23 PM
Last Modified: Monday, May 23, 2022 12:31:53 PM
Time Spent: 00:01:29
IP Address: 97.64.155.42

Page 1: Please help us gather information

Q1

Please provide your library name

Bureau Valley High School / Junior High

Q2

No

Are you still interested in IT support and consulting services?

Q3

Yes

Do you currently have in-house IT support and consulting services?

Q4

Respondent skipped this question

If yes, why are you considering a new service provider?

Q5

Respondent skipped this question

We need to know the type and brand of equipment to support. Please provide whatever information you can for each device.

Q6

Respondent skipped this question

Is any of your network equipment (switches, firewalls, wifi) in need of replacement or over 5 years old?

Q7

Respondent skipped this question

If given the opportunity, would you consider buying new networking equipment if it could be more easily supported?

Q8 Respondent skipped this question

What kind of internet connection do you have?

Q9 Respondent skipped this question

What is the speed of your Internet connection (eg: 100 Mbps, 1 Gbps)

Q10 Respondent skipped this question

Who is your Internet service provider?

Q11 Respondent skipped this question

Do you use a third-party VOIP service for your phones?

Q12 Respondent skipped this question

If yes, who provides your VOIP services?

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, May 23, 2022 1:18:49 PM
Last Modified: Monday, May 23, 2022 1:20:21 PM
Time Spent: 00:01:31
IP Address: 131.156.240.149

Page 1: Please help us gather information

Q1

Please provide your library name

Byron Public Library District

Q2

Yes

Are you still interested in IT support and consulting services?

Q3

Yes

Do you currently have in-house IT support and consulting services?

Q4

Investigating cost savings/current support too expensive

If yes, why are you considering a new service provider?

Q5

Respondent skipped this question

We need to know the type and brand of equipment to support. Please provide whatever information you can for each device.

Q6

Respondent skipped this question

Is any of your network equipment (switches, firewalls, wifi) in need of replacement or over 5 years old?

Q7

Respondent skipped this question

If given the opportunity, would you consider buying new networking equipment if it could be more easily supported?

Q8

Fiber

What kind of internet connection do you have?

Q9

Respondent skipped this question

What is the speed of your Internet connection (eg: 100 Mbps, 1 Gbps)

Q10

Who is your Internet service provider?

iFiber

Q11

No

Do you use a third-party VOIP service for your phones?

Q12

Respondent skipped this question

If yes, who provides your VOIP services?

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, May 23, 2022 2:36:43 PM
Last Modified: Monday, May 23, 2022 2:39:56 PM
Time Spent: 00:03:12
IP Address: 208.123.250.146

Page 1: Please help us gather information

Q1

Please provide your library name

Geneseo Public Library District

Q2**Yes**

Are you still interested in IT support and consulting services?

Q3**Yes**

Do you currently have in-house IT support and consulting services?

Q4

If yes, why are you considering a new service provider?

Other (please specify):

Our tech person works full time for someone else.
Sometimes out of town and we can't reach!

Q5

We need to know the type and brand of equipment to support. Please provide whatever information you can for each device.

Firewall: Manufacturer, model

Barracuda

Desktop PCs/Laptops: Manufacturers, models

Dell

Operating systems deployed on desktops/laptops (eg: Windows 10, Mac OS 12)

Windows 10

Security cameras: Manufacturers, models

none**Q6**

Is any of your network equipment (switches, firewalls, wifi) in need of replacement or over 5 years old?

No,

comments::

If Prairie Cat is down---what can we do??

IT Support questionnaire

Q7

Yes

If given the opportunity, would you consider buying new networking equipment if it could be more easily supported?

Q8

Fiber

What kind of internet connection do you have?

Q9

What is the speed of your Internet connection (eg: 100 Mbps, 1 Gbps)

Fiber - 1Gpbs

Q10

Who is your Internet service provider?

Geneseo Communication

Q11

No

Do you use a third-party VOIP service for your phones?

Q12

Respondent skipped this question

If yes, who provides your VOIP services?

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, May 24, 2022 2:32:13 PM
Last Modified: Tuesday, May 24, 2022 3:15:33 PM
Time Spent: 00:43:19
IP Address: 131.156.54.2

Page 1: Please help us gather information

Q1

Please provide your library name

Genoa Public Library District

Q2

Yes

Are you still interested in IT support and consulting services?

Q3

No

Do you currently have in-house IT support and consulting services?

Q4

Respondent skipped this question

If yes, why are you considering a new service provider?

Q5

We need to know the type and brand of equipment to support. Please provide whatever information you can for each device.

Switches: Manufacturer, model or type and capacity (12 port, 24 port, POE, etc)	HPE OfficeConnect 1920s 2SFP, 24 port
Firewall: Manufacturer, model	Fortinet Fortigate-60D; Router: Ciena 3916 managed by NIUNet
Wifi equipment: Manufacturer, model	(3) Cisco 1024 units
Desktop PCs/Laptops: Manufacturers, models	(1) HP ProDesk 400 G6 SFF, (2) Lenovo ThinkCentre M90q, (4) Lenovo ThinkCentre M73 SFF, (8) Lenovo ThinkCentre M83 SFF
Operating systems deployed on desktops/laptops (eg: Windows 10, Mac OS 12)	Windows 10
Servers: Manufacturers, models	N/A
Operating systems deployed on servers (eg: Windows server 2022, Redhat Linux)	N/A
Phone equipment: Manufacturer, models	(2) VTech
Security cameras: Manufacturers, models	N/A

Q6

Is any of your network equipment (switches, firewalls, wifi) in need of replacement or over 5 years old?

Yes,
 comments::
 The switch was replaced in fall 2020; the rest are from 2017 or earlier

Q7

If given the opportunity, would you consider buying new networking equipment if it could be more easily supported?

Yes

Q8

What kind of internet connection do you have?

Fiber

Q9

What is the speed of your Internet connection (eg: 100 Mbps, 1 Gbps)

100Mbps

Q10

Who is your Internet service provider?

NIUNet

IT Support questionnaire

Q11

No

Do you use a third-party VOIP service for your phones?

Q12

Respondent skipped this question

If yes, who provides your VOIP services?

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, May 24, 2022 4:11:53 PM
Last Modified: Tuesday, May 24, 2022 4:20:14 PM
Time Spent: 00:08:21
IP Address: 75.145.170.97

Page 1: Please help us gather information

Q1

Please provide your library name

Peru Public Library

Q2**Yes**

Are you still interested in IT support and consulting services?

Q3**Yes**

Do you currently have in-house IT support and consulting services?

Q4Other (please specify):
Exploring options

If yes, why are you considering a new service provider?

Q5

We need to know the type and brand of equipment to support. Please provide whatever information you can for each device.

Switches: Manufacturer, model or type and capacity (12 port, 24 port, POE, etc)

Cisco 24 port SLM 2024

Firewall: Manufacturer, model

Sonicwall TZ400

Wifi equipment: Manufacturer, model

SonicPoint

Desktop PCs/Laptops: Manufacturers, models

Dell Optiplex SFF 3040

Operating systems deployed on desktops/laptops (eg: Windows 10, Mac OS 12)

Windows 10 Pro

Phone equipment: Manufacturer, models

Avaya 9500 series

IT Support questionnaire

Q6

Is any of your network equipment (switches, firewalls, wifi) in need of replacement or over 5 years old?

Yes,

comments::

Will be replacing public/staff pcs and firewall (hopefully with Meraki) within next 3-4 months depending on availability

Q7

If given the opportunity, would you consider buying new networking equipment if it could be more easily supported?

Respondent skipped this question

Q8

What kind of internet connection do you have?

Cable

Q9

What is the speed of your Internet connection (eg: 100 Mbps, 1 Gbps)

300 Mbps

Q10

Who is your Internet service provider?

Comcast

Q11

Do you use a third-party VOIP service for your phones?

No

Q12

If yes, who provides your VOIP services?

Respondent skipped this question

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, May 26, 2022 8:32:20 AM
Last Modified: Thursday, May 26, 2022 11:10:14 AM
Time Spent: 02:37:54
IP Address: 97.64.239.238

Page 1: Please help us gather information

Q1

Please provide your library name

Colona District Public Library

Q2**Yes**

Are you still interested in IT support and consulting services?

Q3**Yes**

Do you currently have in-house IT support and consulting services?

Q4**Current support is inadequate**

If yes, why are you considering a new service provider?

Q5

We need to know the type and brand of equipment to support. Please provide whatever information you can for each device.

Firewall: Manufacturer, model

Centurion Technologies - Smart Shield

Wifi equipment: Manufacturer, model

Cisco Meraki

Desktop PCs/Laptops: Manufacturers, models

**Desktop, Dell Optiplex 3050, Intel(R) Core(TM) i5-7500
CPU @ 3.40GHz 3.41 GHz**

Operating systems deployed on desktops/laptops (eg: Windows 10, Mac OS 12)

Windows 10**Q6****Yes**

Is any of your network equipment (switches, firewalls, wifi) in need of replacement or over 5 years old?

Q7 **Maybe, depending on cost**

If given the opportunity, would you consider buying new networking equipment if it could be more easily supported?

Q8 **Fiber**

What kind of internet connection do you have?

Q9

What is the speed of your Internet connection (eg: 100 Mbps, 1 Gbps)

104 Mbps download, 13.1 Mbps upload

Q10

Who is your Internet service provider?

Mediacom

Q11 **No**

Do you use a third-party VOIP service for your phones?

Q12 **Respondent skipped this question**

If yes, who provides your VOIP services?

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, May 27, 2022 12:58:12 PM
Last Modified: Friday, May 27, 2022 1:04:03 PM
Time Spent: 00:05:51
IP Address: 66.99.22.226

Page 1: Please help us gather information

Q1

Please provide your library name

Manhattan-Elwood Public Library

Q2

No

Are you still interested in IT support and consulting services?

Q3

No

Do you currently have in-house IT support and consulting services?

Q4

Respondent skipped this question

If yes, why are you considering a new service provider?

Q5

Respondent skipped this question

We need to know the type and brand of equipment to support. Please provide whatever information you can for each device.

Q6

Respondent skipped this question

Is any of your network equipment (switches, firewalls, wifi) in need of replacement or over 5 years old?

Q7

Respondent skipped this question

If given the opportunity, would you consider buying new networking equipment if it could be more easily supported?

Q8 Respondent skipped this question

What kind of internet connection do you have?

Q9 Respondent skipped this question

What is the speed of your Internet connection (eg: 100 Mbps, 1 Gbps)

Q10 Respondent skipped this question

Who is your Internet service provider?

Q11 Respondent skipped this question

Do you use a third-party VOIP service for your phones?

Q12 Respondent skipped this question

If yes, who provides your VOIP services?

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, May 27, 2022 1:17:54 PM
Last Modified: Friday, May 27, 2022 1:30:33 PM
Time Spent: 00:12:38
IP Address: 209.174.88.114

Page 1: Please help us gather information

Q1

Please provide your library name

LaSalle Public Library

Q2

Yes

Are you still interested in IT support and consulting services?

Q3

Yes

Do you currently have in-house IT support and consulting services?

Q4

Current support is inadequate

If yes, why are you considering a new service provider?

Q5

We need to know the type and brand of equipment to support. Please provide whatever information you can for each device.

Switches: Manufacturer, model or type and capacity (12 port, 24 port, POE, etc)	Leviton 24 port
Firewall: Manufacturer, model	Sonicwall
Wifi equipment: Manufacturer, model	Unifi
Desktop PCs/Laptops: Manufacturers, models	18 HP Desktops installed in 2019
Operating systems deployed on desktops/laptops (eg: Windows 10, Mac OS 12)	Windows
Servers: Manufacturers, models	HP (2--1 installed in 2019 and the other installed 2016)
Operating systems deployed on servers (eg: Windows server 2022, Redhat Linux)	Windows
Phone equipment: Manufacturer, models	Avaya Partner 18D
Security cameras: Manufacturers, models	Smart Pss 15 Camera security system

Q6

Is any of your network equipment (switches, firewalls, wifi) in need of replacement or over 5 years old?

Yes,
 comments::
 Firewall and 1 server in need of upgrading

Q7

If given the opportunity, would you consider buying new networking equipment if it could be more easily supported?

Yes

Q8

What kind of internet connection do you have?

Fiber

Q9

What is the speed of your Internet connection (eg: 100 Mbps, 1 Gbps)

50 Mbps

Q10

Who is your Internet service provider?

ICN

Q11

Yes

Do you use a third-party VOIP service for your phones?

Q12

If yes, who provides your VOIP services?

Troy Communications

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, May 27, 2022 3:08:16 PM
Last Modified: Friday, May 27, 2022 3:11:43 PM
Time Spent: 00:03:27
IP Address: 208.123.250.146

Page 1: Please help us gather information

Q1

Please provide your library name

Geneseo Public Library District

Q2

Yes

Are you still interested in IT support and consulting services?

Q3

Yes

Do you currently have in-house IT support and consulting services?

Q4

Other (please specify):

If yes, why are you considering a new service provider?

He travels and is out of town a great deal!

IT Support questionnaire

Q5

We need to know the type and brand of equipment to support. Please provide whatever information you can for each device.

Switches: Manufacturer, model or type and capacity (12 port, 24 port, POE, etc)	24 port
Firewall: Manufacturer, model	Barracuda
Wifi equipment: Manufacturer, model	Kace
Desktop PCs/Laptops: Manufacturers, models	Dell
Operating systems deployed on desktops/laptops (eg: Windows 10, Mac OS 12)	Windows 10
Operating systems deployed on servers (eg: Windows server 2022, Redhat Linux)	Windows server 2022
Phone equipment: Manufacturer, models	Geneseo Communications covers this.
Security cameras: Manufacturers, models	none

Q6

No

Is any of your network equipment (switches, firewalls, wifi) in need of replacement or over 5 years old?

Q7

Yes

If given the opportunity, would you consider buying new networking equipment if it could be more easily supported?

Q8

Fiber

What kind of internet connection do you have?

Q9

What is the speed of your Internet connection (eg: 100 Mbps, 1 Gbps)

1 Gbps

Q10

Who is your Internet service provider?

Geneseo Communications

Q11

No

Do you use a third-party VOIP service for your phones?

Q12

Respondent skipped this question

If yes, who provides your VOIP services?

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 09, 2022 1:31:04 PM
Last Modified: Thursday, June 09, 2022 1:41:58 PM
Time Spent: 00:10:54
IP Address: 173.161.67.253

Page 1: Please help us gather information

Q1

Please provide your library name

Wilmington Public Library District

Q2

Yes

Are you still interested in IT support and consulting services?

Q3

No

Do you currently have in-house IT support and consulting services?

Q4

Investigating cost savings/current support too expensive

If yes, why are you considering a new service provider?

Q5

We need to know the type and brand of equipment to support. Please provide whatever information you can for each device.

Switches: Manufacturer, model or type and capacity (12 port, 24 port, POE, etc)

NETGEAR 48-Port Gigabit Ethernet Smart Managed Pro Switch, 4 SFP GbE Fiber Ports, Poe/PoE+, 384w, ProSAFE Lifetime Protection (GS752TP)

Firewall: Manufacturer, model

Sonic Wall

Wifi equipment: Manufacturer, model

Realtek RTL8188EU Wireless LAN 802.11n USB 2.0 Network Adapter #2

Desktop PCs/Laptops: Manufacturers, models

Mostly Dells...To many models to list

Operating systems deployed on desktops/laptops (eg: Windows 10, Mac OS 12)

Windows 10

Servers: Manufacturers, models

Dell

Operating systems deployed on servers (eg: Windows server 2022, Redhat Linux)

Windows 12

Phone equipment: Manufacturer, models

XBlue X25

Security cameras: Manufacturers, models

We have Arlo, Swann, and ADT cameras

Q6

Yes

Is any of your network equipment (switches, firewalls, wifi) in need of replacement or over 5 years old?

Q7

Yes

If given the opportunity, would you consider buying new networking equipment if it could be more easily supported?

Q8

DSL

What kind of internet connection do you have?

Q9

What is the speed of your Internet connection (eg: 100 Mbps, 1 Gbps)

1Gbps

Q10

Who is your Internet service provider?

Comcast

Q11

Yes

Do you use a third-party VOIP service for your phones?

Q12

If yes, who provides your VOIP services?

XBlue

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, June 10, 2022 8:45:32 AM
Last Modified: Friday, June 10, 2022 8:47:47 AM
Time Spent: 00:02:15
IP Address: 12.38.204.164

Page 1: Please help us gather information

Q1

Please provide your library name

Moline high school

Q2

No

Are you still interested in IT support and consulting services?

Q3

Yes

Do you currently have in-house IT support and consulting services?

Q4

Respondent skipped this question

If yes, why are you considering a new service provider?

Q5

Respondent skipped this question

We need to know the type and brand of equipment to support. Please provide whatever information you can for each device.

Q6

No

Is any of your network equipment (switches, firewalls, wifi) in need of replacement or over 5 years old?

Q7

Respondent skipped this question

If given the opportunity, would you consider buying new networking equipment if it could be more easily supported?

Q8 Respondent skipped this question

What kind of internet connection do you have?

Q9 Respondent skipped this question

What is the speed of your Internet connection (eg: 100 Mbps, 1 Gbps)

Q10
Who is your Internet service provider?

Mediacom

Q11 Respondent skipped this question

Do you use a third-party VOIP service for your phones?

Q12 Respondent skipped this question

If yes, who provides your VOIP services?

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 13, 2022 1:42:56 PM
Last Modified: Monday, June 13, 2022 1:43:20 PM
Time Spent: 00:00:24
IP Address: 173.167.129.201

Page 1: Please help us gather information

Q1

Please provide your library name

New Lenox Public Library District

Q2

No

Are you still interested in IT support and consulting services?

Q3

Yes

Do you currently have in-house IT support and consulting services?

Q4

Respondent skipped this question

If yes, why are you considering a new service provider?

Q5

Respondent skipped this question

We need to know the type and brand of equipment to support. Please provide whatever information you can for each device.

Q6

Respondent skipped this question

Is any of your network equipment (switches, firewalls, wifi) in need of replacement or over 5 years old?

Q7

Respondent skipped this question

If given the opportunity, would you consider buying new networking equipment if it could be more easily supported?

Q8 Respondent skipped this question

What kind of internet connection do you have?

Q9 Respondent skipped this question

What is the speed of your Internet connection (eg: 100 Mbps, 1 Gbps)

Q10 Respondent skipped this question

Who is your Internet service provider?

Q11 Respondent skipped this question

Do you use a third-party VOIP service for your phones?

Q12 Respondent skipped this question

If yes, who provides your VOIP services?

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 14, 2022 9:11:49 AM
Last Modified: Tuesday, June 14, 2022 9:12:58 AM
Time Spent: 00:01:09
IP Address: 173.15.44.169

Page 1: Please help us gather information

Q1

Please provide your library name

Peotone Public Library District

Q2

No

Are you still interested in IT support and consulting services?

Q3

No

Do you currently have in-house IT support and consulting services?

Q4

Respondent skipped this question

If yes, why are you considering a new service provider?

Q5

Respondent skipped this question

We need to know the type and brand of equipment to support. Please provide whatever information you can for each device.

Q6

Respondent skipped this question

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Q11 Respondent skipped this question

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Q12 Respondent skipped this question

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