

Enhanced Support Package (2): Internet and Wi-Fi

Enhanced Support Package (2) is an additional offer of support to CMLs in the provision of internet and wi-fi access. For a peppercorn fee the Council will:

- Provide network connectivity to support internet and wi-fi access.
- Provide, maintain and replace as necessary one PC and the appropriate software to manage / control public internet access, including the required licences. Note: the system for managing access to the Internet is linked to the LMS and will therefore only be available to CMLs that have also accepted Enhanced Package (1).
- Provide, maintain and replace as necessary two PCs giving library users access to the internet and Office, including the required licences. The CML can fund the purchase of additional or replacement PCs and licences from its own funds, but these must be procured and installed by the Council. *
- Provide, maintain and replace as necessary one printer linked to the public internet service. The Council will not fund printer consumables, but the CML may set its own charges for internet printing.
- Provide guidance from the Community Library Development Team, including an allocated first point of contact, in relation to the provision of a public internet and wi-fi service at the facility. Where appropriate the Team will act as the interface between the CML and Council staff with the right technical knowledge / expertise.

* In addition the Council will maintain any other public access PCs that are on site on the day that the library becomes community managed until they are five years old or until repair is judged no longer to be cost-effective.

In accepting Enhanced Support Package (2) a CML will forego certain freedoms: for example:

- It will be required to provide internet and wi-fi access to library users free of charge.
- It will be required to procure any additional PCs that it wishes to buy, with funds raised locally, through the Council. Configuration / set up of these PCs must be undertaken by the Council.

Important Note: Although CMLs accepting Enhanced Support Package (2) would work closely with the Council and work within many of its procedures, this is a voluntary choice, and organisations / community groups can provide the Minimum Standard Resource without accepting the Package.