

# Florida State University Libraries

## Hosted Software Policy

July 2009

### Introduction

The University Libraries is an open computing environment that supports free access to information for the purpose of supporting educational, instructional, and research-related activities for on- and off-campus FSU students, faculty, and staff. In all instances, the primary purpose of the Libraries' public workstations is to facilitate research collaboration and production. In support of this mission, the Libraries provide over three hundred publicly accessible workstations, each preconfigured with a library-supported software profile. This profile includes, but is not limited to, access to the following resources:

- FSU Libraries' catalog.
- Online periodical and reference databases licensed by the FSU Libraries.
- General Internet access (requires FSUID).
- Microsoft Office Suite.

### Software Requests

At the request of a current FSU faculty member, staff member or academic department, the Libraries will consider the addition of additional software to public workstations. Requests must be submitted via the "Florida State University Library Software Request Form" located online at <http://www.lib.fsu.edu/files/policies/softwareform.doc>. Requests will be reviewed by the Public Workstation Software committee [Appendix A] according to the public workstation software criteria set forth in this document.

If at any time, in the committee's judgment, programs loaded on the public workstations conflict with the primary purpose of the library workstations, such programs may be removed or access may be limited.

1. A minimum number of licenses will be required. The smallest permissible number is 14, which will provide for copies on all PC's in the graduate Computing Lab in the Scholar's Commons.
2. Requested software must provide access to information or data related to the curricular or research activities of Florida State University consistent with the Libraries' collection development policies, or must be an application supporting such access.
3. Requested software should not duplicate subject content or functionality of existing Library resources.
4. The Libraries' Undergraduate Services department must be able to provide academic support for user assistance.

5. Requested software must be technically supportable by the Library Systems department.
6. Requested software must be compatible with existing Library hardware and software. If it is not, a request for the necessary hardware or software, along with a plan for funding such a request, should be included.
7. If there are expenses involved in the acquisition or installation of software, the requesting department will be required to provide funding.
8. Library public workstations are open to members of the public. Therefore, software licensing agreements must allow public access. A copy of the license must be submitted to the library with any request.

## **Requester Responsibilities Are**

- Individuals or departments requesting software additions must allow ample lead time for the request to be considered, and if granted, for installation, training, and the development of help materials. In most instances, one semester advance notice will be needed.
- Requesters may be required to meet with at least one member of the Undergraduate Services department to explain the basic functions of the software and how students will be expected to use it for their assignments, in order to ensure that a minimum level of assistance is available at the Service Desk.
- Requesters must develop, in consultation with a librarian, an instructional Help Sheet with instructions on how to use the software for staff and students, if needed.
- Manuals for approved software should be placed on library reserve.
- The Library does not have the resources to train students in the use of course related software. Any necessary training on the software required for a class, must be provided by the Instructor.
- Requesters must remain available to Library staff and students as relates to support of specially requested software. E-mail, electronic office hours, web-based Help screens and being available to consult with students while they are using the software all exemplify acceptable forms of requester involvement.
- Requestors must notify the Library staff when software is no longer required.

## **Appendix A - Committee Composition**

The Public Workstation Software committee shall consist of:

- Associate Director for Technology
- Head of Collection Development
- 1 member appointed by the Associate Director for Public Services
- 1 member appointed by the Head of Library Systems