

SWAN CONSULTING CHARGES for SWAN, NON-SWAN and INCOMING LIBRARIES

SWAN will provide support for any Innovative software purchased by any SWAN library at No Charge

Service	Example	Fee
Electronic Subscriptions loaded into SWAN	Gale Virtual Reference Library, eAudiobooks, etc.	No Charge
Provide telecommunications support for libraries that use SonicWALLS and connect to SWAN via Illinois Century Network	SonicWALL malfunction (under warranty), System problem	No Charge
Provide telecommunications support for libraries that use SonicWALLS and connect to SWAN via Illinois Century Network (if not a system or SonicWall issue)	If after initial consultation it is determined to be the responsibility of another vendor, e.g., Illinois Century Network, AT&T, or the library's DNS server	\$100/hour after initial consultation
Provide support for libraries using Internet providers other than ICN	Cable Internet, DSL Service	\$100/hour after initial consultation
Provide repairs on equipment or services unrelated to the basic operations of SWAN	Equipment not listed on SWAN price sheets/ standard specifications sheets,* e.g., scanning equipment to work remotely or SWAN equipment or services used in a manner for which the equipment was not intended	\$100/hour after initial consultation
Provide support to libraries when working with third-party vendors that interact with SWAN - Libraries implementing third-party vendor products after 06/07/2007 are subject to charge.	Checkpoint, Comprise (SAM), Cybrarian, Libramation, Baker & Taylor, Unique, non-SWAN firewalls, virus scanning, email web services, etc	\$100/hour after initial consultation

*There will be a transition time for libraries to purchase equipment that meets current SWAN standards.