Technical Services Division

MLC services available at no cost to public libraries:

• Office 365 or Plesk E-mail accounts
• Office 2016 applications and Skype for library staff workstations which allows multiple installs of software on staff's home PC's, laptops, mobile devices so that one version of software is being used.
• Spam Relay services for Email
• Network Monitoring of Internet Router and LAN to provide identification of LAN issues such as viruses or malware.
• Internet Content Filtering to provide CIPA compliance for E-Rate
• Provides internet content filtering profile reports for CIPA compliance
• Provides administration of filtering services making changes as requested
• Firewall services (additions, changes, deletions) entered by MLC staff for library
• Works with ISP and library vendors to ensure firewall ports are opened as needed
• Serves as liaison between ISP and library vendors to resolve firewall connectivity issues with library servers and remote access by vendors
• E-Rate consultation, preparation and support
• Provides free website development and hosting
• Website Hosting at Hostgator and Design using Word Press
• Provides free domain name services for libraries on the (.lib.ms.us) domain
• External DNS (Domain Name Service)
• Free Public IP Addresses
• Bomgar Remote Access sessions to connect to library workstation for problem resolution
• LAN assessment of library to determine electrical, cabling and equipment needs to support both LAN and WAN
• WAN assessment using bandwidth utilization reports to recommend bandwidth needs, and provide state contract pricing for upgrading circuits.
• Provides LAN and WAN analysis with internet connectivity issue
• Wi-Fi support
• Toll Free Help Desk support for issues with workstations, connectivity and Windows servers.
• Acts as liaison with ISP (AT&T) to provide accurate E-Rate quotations
• Acts as liaison with ISP to order new internet circuits, telephone lines and long distance
• Acts as liaison with ISP and library to ensure successful installation of internet circuits
• Acts as liaison with ISP to escalate and resolve internet connectivity issues
• Acts as liaison with ISP to escalate and resolve firewall issues
• Acts as liaison with ISP to escalate and resolve internet filtering issues
• Provides support for resolving ISP billing issues

Benefits of MLC MPLS State Network:

- Receive State Master Contract Pricing and Contract negotiations through the Dept. of ITS
- Firewall services
- Filtering services (E-Rate ineligible) MLC pays the fee
- Free Public IP addresses for each library system
- Provides MPLS network providing inter connectivity among library systems throughout the state.

o The MPLS network provides a bundled package including the internet circuit and a leased managed router. The library is not responsible for purchasing, administering and maintaining an expensive internet router.

o The MPLS network provides a private library network which allows all branch libraries to communicate with one another without going out on the internet.

o The MPLS private network allows all library systems to communicate with one another and share private resources within the private network, such as shared circulation systems.

o The MPLS private network provides firewall and filtering services in the cloud meaning libraries do not need to purchase, maintain and administer costly firewall equipment and filtering devices.

- Firewall and filtering services are delivered at the library system level meaning the policies determined by the library system are applied to each branch library uniformly. Individual management for each branch library is not needed.

o The MPLS private network is a fully meshed environment meaning that libraries go straight out to the internet without having to go through the headquarters library for internet access.

- The headquarters library does not need massive bandwidth to support the branch libraries.

- If the headquarters library has no internet connectivity, the branch libraries remain up and maintain their internet connectivity.

- Internet connectivity for each library is independent and has no effect on the connectivity of other libraries.