

Partnership Agreement

**Agreement Between
University of Washington Libraries
and
UW Office of Learning Technologies**

This agreement is between the UW Office of Learning Technologies (OLT) and UW Libraries for provision, management and client support of computing technologies available across multiple library units. This includes:

- 279 authenticated public workstations located in the following libraries: Architecture and Urban Planning, Drama, East Asia, Engineering, Foster, Fisheries-Oceanography, Odegaard Undergraduate, Social Work, and Suzzallo and Allen. OLT charges a fee to UW Libraries for support of these workstations. Budget and payment details are included in Attachment 1.
- Two computerized training facilities in the Odegaard Undergraduate Library (OUGL). They are located on the first floor of OUGL in rooms 142 (Collaboratory I) and 102 (Collaboratory II).
- Five technology studios, located in Suzzallo Library 1st floor corridor (Collaboration Studio 1), OUGL 2nd floor (Collaboration Studios 2 and 3), OUGL 216 (Digital Audio Workstation Studio), and OUGL 334 (Digital Presentation Studio).
- One videoconference facility located in OUGL 320.
- One learning commons with approximately 365 workstations, located on the second floor of OUGL.

Statement of Use

The Office of Learning Technologies, in collaboration with the UW Libraries, will provide and manage 279 UWNNetID-authenticated general-access workstations located in ten University Libraries facilities; maintain the two Odegaard collaboratories; five technology studios, one videoconference studio, and the large general-access learning commons in OUGL.

UW Libraries will provide space, furniture, building security, and library staff in support of these facilities. OLT will seek funding from the Student Tech Fee Committee and other appropriate funding sources for hardware and software purchases. OLT will provide staff to install and maintain computing equipment, and appropriate programs and services to support client use of these learning technologies and associated spaces.

Equipment Installation and Licensing

1. OLT will provide hardware, current operating system software, and current desktop application software for all workstations. In instances where special software is required (some specialized libraries), the purchase of said software will be negotiated between both parties. OLT will make every effort to secure software funding from outside sources (STFC, etc.), but in some cases the specific library or associated academic department may need to make the purchase.

2. The Libraries will provide space (and some furniture) in which the workstations will be installed and configured for client use and sufficient power and networking infrastructure to support normal usage of the workstations. Replacement of current furniture will be a joint responsibility to purchase or seek external funding.
3. Hardware and software will be imaged, tested, and available for use by the beginning of each quarter. Security patches, etc will be added throughout the quarter as they become available.
4. The overhead projectors and screens in the Collaboratories were acquired through joint purchase of UW Libraries and OLT and will remain in the OUGL collaboratories until they can be replaced. (Funding has been provided by ATAC to replace the projectors in the 06/07 academic year. OLT will provide funding to cover installation and new mounting/security cages.)
5. All hardware and software covered under this agreement will be purchased, installed, maintained, and inventoried by OLT. The equipment will remain in the named University Libraries facilities until upgraded or until the termination of this agreement, whichever comes first. Replaced and/or upgraded machines will be repurposed or sent to surplus by OLT.

Maintenance, Support, and Software Installation and Upgrades

6. Maintenance of the workstations by OLT will include:
 - a. Ensuring the proper functioning of the network and all peripherals.
 - b. Ensuring that software specified in this agreement and approved in the future is installed and running correctly.
 - c. Maintenance of all workstations, so that, in any location, 90% of the machines will be functional. Exceptions will include planned outages for maintenance, which will typically occur during quarter breaks and equipment failure beyond our control.
 - d. Ensuring that the Associate Dean of Libraries for Research and Instructional Services and the Director of OUGL or their designees are notified immediately of any broad equipment or software failures that impact service such that less than 90% of the workstations are out of service. They will not be notified of machine problems that occur within or less than the 10% margin, or of outages outside the control and responsibility of OLT (such as network outages). Both parties will be notified in advance of any planned outages, such as maintenance during quarter breaks.
 - e. Infrastructure and machine support via phone as well as in person, as warranted, between 8:00 A.M. and 5:00 P.M. Monday-Friday.
 - f. Monitoring of machines for service levels and security will be accomplished by physical monitoring by the OLT team on a routine schedule, including regular walkthroughs of all spaces and by electronic monitoring through the OLT LabTracker software (or some equivalent). All problems recorded and tracked with the OLT LabTracker software (or some equivalent).
 - g. Image configuration frozen at the beginning of every quarter to ensure stability and consistency.
 - h. Support during all scheduled activities in the Odegaard collaboratories and Videoconference Studio. Support will be available via phone as well as in person, between 8:00 A.M. and 5:00 P.M., or by pre-arranged appointment.
7. All requests to install or remove software from the image must go through OLT for approval. Any additional software installation requests must be accompanied by software licenses and must be compatible and consistent with the OLT image paradigm. Any changes that substantially impact the user experience or the capabilities of the workstations must also be approved by the Libraries (e.g., changing O/S versions, application software versions, etc.). OLT staff will approve and install

software. Should disagreements about the software image and workstation configuration arise, OLT and the Libraries will discuss the situation and arrive at a mutually agreeable solution.

8. Standard OS and applications software upgrades will be conducted during quarter breaks in conjunction with lab upgrades. OLT makes every effort to have workstations running the most current software; however, on occasion upgrades may not be done if OLT determines such upgrades could adversely affect the workstations.
9. All software installed on the workstations must be legally licensed. OLT will maintain software licenses for all software purchased and installed by OLT. Clients must provide OLT with licenses for all requested software installations.

Policies

10. Neither OLT nor the Libraries will be solely responsible for hardware or software costs outside those provided for by the STF grant. If extraordinary, unanticipated expenses arise; the parties will discuss the situation and arrive at a mutually agreeable solution.
11. Individual faculty, instructors, or students may not install software on any of the machines in the Odegaard Collaboratories or reconfigure any of the equipment. All changes must be requested through OLT. Instructor's software approved for installation by OLT will be the responsibility of each instructor. OLT will not support software use beyond installation.
12. All users of the workstations agree to abide by the OLT and Libraries usage policies. OLT and the Libraries will make written copies of these policies available to each other.
13. OLT and the UW Libraries reserve the right to prohibit use of a workstation by any individual who violates the usage policies, in accordance with the Policy on Libraries Disruptions (Libraries' Operations Manual, Vol. 1, Section B, No. 4), the University Libraries Code of Conduct (Libraries' Operations Manual, Vol. 1, Section B, No 4, Appendix A.) and the UW Libraries Computer Use Policy

Scheduling, Access, and Room Use

14. The OLT Ed-Tech Manager is responsible for scheduling the OUGL collaboratories and the Video Conference Studio.

UW Libraries receives priority use of Collaboratory II, Mon-Fri., 9:30 a.m.-2:30 p.m. This time will be blocked out exclusively for UW Libraries use until two weeks prior to the booking event.. Within two weeks of booking date, if the space is not reserved by the UW Libraries, the OLT Ed-Tech Manager may make the room available for other use....

The OVCS partners (UW Libraries, OLT, and C&C) will receive priority and free use of the Videoconference Studio. Specific logistics are outlined in the OVCS partners MOU.

15. Clients may reserve the Technology Studios via the UW Libraries booking system. Clients may reserve the Videoconference Studio, Collaboratory 1, and Collaboratory 2 via the Catalyst website reservation form. Requests will be processed and responded to within 48 hours.

16. The Collaboratories and Video Conference Studio will are not available for unscheduled or unattended client access. This clause does not apply to the UW Libraries.
17. Consulting and staffing by the OLT Ed-Tech Manager will include a brief (10 – 15 minute) orientation for each instructor scheduled to teach in a collaboratory, arranged in advance of the first day of class. The orientation will include the equipment, services provided, and usage policies.
18. Consulting and staffing by the OLT Videoconference Consultant will include an orientation for each primary client scheduling a video conference, arranged in advance of the videoconference. The orientation will include the equipment, services provided, and usage policies. The VCC will also coordinate and test with the distant end prior to the scheduled videoconference.
19. OLT will provide consulting regarding the hardware, software, and services in the facilities, at no cost to UW Libraries. The UW Libraries will not be charged for use of the facilities. If extraordinary, unanticipated expenses arise, the parties will discuss the situation and arrive at a mutually agreeable solution.
20. All users of the collaboratories (students and instructors) agree to abide by the OLT usage policies. OLT will make written copies of these policies available to UW Libraries staff. The OLT Ed-Tech Manager will also forward a copy of these policies to every instructor scheduled to teach.
21. All persons, including maintenance personnel, will gain access to the Odegaard Collaboratories, Videoconference Studio, and Technology Studios via the Information/Circulation desk. Each time they are finished using the room, instructors will be responsible for securing the Odegaard Collaboratories and returning the keys to the Information Desk

Terms of Agreement

22. This agreement will be in effect for three years, beginning July 1, 2006. The conditions of the agreement will be reviewed annually, prior to, or no later than June 30, 2007, 2008 and 2009 by all parties for additions or revisions.
23. If either party wishes to terminate this agreement prior to the end of the three-year period, termination conditions will be mutually agreed upon, with at least three months notification required.

[Name], Vice Provost, Educational Partnerships and Learning Technologies

Date

[Name], Dean, University Libraries

Date

