

Library public computing principles

These principles were developed to assist our organization in making consistent, user-centered, sustainable decisions about library public computing services that support our mission. While these principles will remain constant, specific decisions may vary from year-to-year and location-to-location based on changing circumstances such as availability of financial resources and age of equipment. In all cases, the Library adheres to [campus information technology policies](#) as well as [library-specific policies](#).

Library public computing services include hardware, software, peripherals, printing, network infrastructure, and user support in all locations that are part of the University Library. Currently the Library supports Research Only computers (for all patrons, access to library catalogs and library-subscribed databases) and Full Suite computers (for patrons with a CalNet ID, Research Only resources plus campus-licensed software and open web access). Proposals regarding special circumstances will be channeled through an associate university librarian for consideration.

- On-site access to our scholarly resources (resources - including government information - which are collected, curated, licensed, acquired and/or considered part of our library collection) is a critical part of advancing the library's mission.
- Library computing services for the general public are focused on providing access to our scholarly resources; library computing services for current Berkeley faculty and students may be broader to best support their research, teaching, and learning needs.
- Library computing services are not designed as our patrons' sole or primary access. Services such as printing and scanning are provided to support use of library resources.
- Library computing services are designed to be available to campus users without limitation, such as limitations by enrollment in a specific course or major. Existing agreements made with campus units will continue to be honored and will be reviewed upon their conclusion.
- Library computing services are informed by evidence of past use, current user demographics, and anticipation of future needs.
- Strategic investments may support experimentation appropriate for the library's mission.
- Each service is standardized across locations for user predictability (e.g. all Research Only computers have a consistent image).
- The range of services offered at each location may vary (e.g. not all locations will offer Full Suite computers).
- Accommodations via custom machines may be made to ensure access to special formats or materials (e.g. expensive databases only licensed for a limited group of IPs).
- Library computing services are designed for efficient maintenance, high reliability, and cost effectiveness. Images and updates are in sync with campus standards and campus partners with relevant IT expertise, installed systematically after prior rigorous testing, and communicated well to the library staff supporting users.
- Library computing services are complemented by timely user support and appropriate referrals.