



## Network Access Memorandum of Understanding

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This Memorandum of Understanding (MoU) sets forth the agreement between the parties, ***Institution Name*** and MOBIUS in regard to network access to and support of the Common Library Platform (integrated library system) operated by the MOBIUS Consortium Office (MCO) through an Internet Service Provider other than MOREnet.

### **Purpose of the MoU**

The MoU identifies the responsibilities of each party, identifies the duration of the agreement described, identifies the risks assumed by ***Institution Name***, and enumerates other details to which the parties, by their signatures on this MoU, agree.

### **Background**

***Institution Name*** wishes to use an Internet Service Provider (ISP) other than the Missouri Research and Education Network (MOREnet) to link to MOBIUS library systems with the understanding that certain risks are involved with such a decision, including but not limited to, delayed response times due to ISP-set priorities, downtime due to ISP system performance, and difficulty detecting the source of problems.

### **Responsibilities of the Parties**

#### *MCO Responsibilities:*

1. MCO will enter the non-MOREnet IP addresses into the Millennium Limit Network Access table for the purpose of tracking ***Institution Name*** on-campus usage of the Millennium PAC services.
2. MCO will verify connectivity to the Millennium server.
3. MCO will provide technical support services using its best efforts to respond to ***Institution Name*** requests. MCO will attempt to acknowledge all inquiries made during normal business hours, 8:00 AM to 5:00 PM, Monday through Friday, within two hours.

#### *Institution Name Responsibilities:*

1. ***Institution Name*** will provide a list of non-MOREnet IP addresses to MCO.
2. ***Institution Name*** will make its best efforts to communicate with MCO in a quick, clear, and concise manner and to work collaboratively with MCO to resolve connectivity problems to the Millennium server.



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3. *Institution Name* will work directly with any non-MOREnet internet service providers to resolve any connectivity problems from non-MOREnet IP addresses.
4. *Institution Name* will pay to MOBIUS all fees, including actual and service fees, associated with the problem resolution, as determined by MCO. As of 1 Apr 2009, the MCO service rate is \$75.00 per hour and may change without notice.
5. *Institution Name* will notify MCO as soon as possible with regard to any changes in its choice of Internet Service Provider, including a decision to select MOREnet.

### Acknowledgements

The parties to this Memorandum of Understanding (MoU) mutually agree and acknowledge as follows:

1. MCO will provide no guarantees with regard to future action or support for *Institution Name* as regards network access and connectivity, beyond determining that the server is active and has Internet connectivity.
2. *Institution Name* is responsible for maintaining adequate available bandwidth for library production work on the library system servers.
3. *Institution Name* is responsible for predicting and ascertaining its own needs as regards network access and reliability and is responsible for determining the validity of any information provided by any other party, including MCO..
4. *Institution Name* will assign one of its employees to function as network liaison for the successful implementation of this agreement and resolution of any connectivity problems to MOBIUS library systems, recognizing that communication between *Institution Name* 's information technology and library personnel is essential..

### Term

This agreement will remain in force until the date upon which *Institution Name* changes its Internet Service Provider to MOREnet and informs MCO of such change. .

I have read this MoU and understand the risks and responsibilities identified herein. I acknowledge the potential difficulties associated with selecting an ISP other than MOREnet and agree to pay for all costs associated with resolution of network connectivity problems.



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**Signatures**

For the MOBIUS Consortium Office,  
Executive Director

For *Institution Name*, Chief Information  
Officer, or Director of Information Technology

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Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name, Title

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Print Name, Title

For *Institution Name*, Chief Librarian

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Signature

\_\_\_\_\_  
Print Name, Title

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Date

\_\_\_\_\_  
Date