

SOFTWARE @ SFU LIBRARY SUPPORT OPTIONS (rev. June 22, 2011)

This document describes the various hosting and support options available for the open source software developed and/or supported by the Simon Fraser University Library. If you are interested in any of them, please read the Support Agreement document that contains all of the formal “small print” clauses and then contact us about getting started.

The SFU Library endeavours to maintain and make available its online systems and services on a 24/7 basis, and to respond to any systems problems or requests for support in a timely manner. However, regular working hours for Library Systems staff are 8:00 am – 5:00 pm, Pacific Time, Monday – Friday, except public holidays. Outside of these times, the Library relies on remote monitoring utilities and reports from regular Library staff who may be working evening and weekend shifts.

The following support options are offered and priced accordingly within this context.

OPEN SOURCE SOFTWARE AVAILABLE FROM THE SFU LIBRARY

As of January 1, 2011, the SFU Library provides several support options for the following currently supported open source software:

reSearcher Suite

CUFTS
GODOT

PKP Suite

PKP Metadata Harvester
Open Conference System (OCS)
Open Journal System (OJS)

Note: Citation Manager and dbWiz are still available as open source software in an “as is, where is” mode, but is no longer actively under development or supported by the SFU Library.

STANDARD “FREE” OPEN SOURCE SUPPORT

There is no fee involved with the installation and use of any open source software at your site. You may use it under the terms of the GNU General Public License (GPL) under which all of the open source software available from the SFU Library has been released. As such, there is no support for the software. Any problems you may discover are limited to the following correction process:

1. Bug reports for the PKP suite of software are submitted to: <http://pkp.sfu.ca/bugzilla/>
2. Bug reports for the reSearcher suite of software are submitted to: researcher-support@sfu.ca
3. Bug fixes are scheduled for work from the bug reports.
4. Priority is based on severity and available resources.
5. There is no guarantee that a bug will be fixed in a timely manner or at all.

6. If a bug is a high priority for an individual user, they may opt for one of the support options described below.

You are also encouraged to participate in the support forums and related venues that provide a way for user communities to provide assistance to each other, to make suggestions, and to discuss potential enhancements. The SFU Library hosts these forums and is an active participant in them. They are available at:

1. PKP support forum: <http://pkp.sfu.ca/support/forum/>
2. reSearcher support forum: <http://lib-forums.lib.sfu.ca/>

Open source software is provided “as is,” no warranties are expressed or implied and there are no guarantees, of any kind, regarding the uses or usefulness of this software.

ANNUAL HOSTING AND SUPPORT PACKAGE

If you would like to use any of the currently available software but do not have the resources to install and support it locally, the SFU Library’s hosting and support option is a good solution. It includes the following:

1. Secure and reliable hosting on the SFU Library’s server environment.
2. User-specific instance and assistance with installation and/or configuration of the software (up to 2 hours per year).
3. Immediate notification and/or application of all bug fixes, patches, new releases of all software including operating system, security software, and related tools and utilities.

CUSTOM PROGRAMMING AND CONSULTING SERVICES

Sites that have downloaded any of the reSearcher or PKP software or using the SFU Library’s hosting service may require more extensive support or special programming services. If resources permit, the SFU Library is willing to provide systems expertise at the rate of \$175 hourly, or \$1100 daily. Some examples of typical programming and consulting services would include:

1. OJS: migration of journal backfile data
2. OJS: assistance with software installation on your own server
3. OCS: preparation of OCS contents for loading in DSpace

TRAINING SERVICES

Members of the reSearcher and PKP development team are available for in-person or remote, web-based training sessions at a rate of \$1100 per day (+ travel expenses, if applicable).

LAYOUT, COPY EDITING, AND PUBLISHING SERVICES

Users of two of the PKP suite software packages – Open Journal System (OJS) and Open Conference System (OCS) – may require layout work, copy editing and other general publishing services. In conjunction with SFU’s Canadian Centre for Studies in Publishing (CCSP) we can direct interested users to [CCSP Press](#) for more information.

:sfu.support.options.110622