

SCHEDULE 10

WorldShare® Interlibrary Loan Services (ILL)

Section 1. Description	第一節 說明
WorldShare Interlibrary Loan is a resource sharing network to lend and borrow resources which allows users to quickly obtain global library content located in Institution’s collections and the collections of other ILL libraries around the world. WorldShare Interlibrary Loan simplifies tasks such as sharing of e-resources, automating request and entry processes, managing ILL fees, analyzing borrowing and lending patterns, and delivering documents easily and securely through Article Exchange.	WorldShare 館際互借是一個資源共享網絡，用於借出和借入資源，用者可以快速獲取位於機構的館藏以及全球其他 ILL 館藏中的全球圖書館內容。 WorldShare 館際互借簡化了諸如共享電子資源，自動化請求和登錄流程，管理 ILL 費用，分析借入與借出方式以及通過 Article Exchange 輕鬆安全地交付文件。
Section 2. Definitions	第二節 定義
All capitalized terms not defined herein shall have the same meaning ascribed to them in the Framework Agreement.	本文未定義的所有大寫術語應具有與框架協議中相同之涵義。
Section 3. Terms of Use	第三節
Subject to this Schedule and the Framework Agreement, OCLC shall provide Institution with the Products and Services as specified in the agreed upon pricing document.	根據本附表和框架協議，OCLC 應按照商定的價格文件中，向機構提供規定的產品和服務。
Section 4. Service Level Agreement	Service Level Agreement
<p>4.1 Scope. This Service Level Agreement sets forth the service level and performance objectives of OCLC in providing the Hosted Services (as listed in Section 2 of this SLA) to Institution (the “Systems”). OCLC will use commercially reasonable efforts to meet the following service level and performance objectives to support the operation of the Systems.</p>	<p>4.1 本服務水平協議規定了 OCLC 向機構 (“系統”) 提供託管服務 (如本 SLA 第 2 節所列) 的服務水平和性能目標。OCLC 將通過商業上合理的努力來滿足以下服務水平和性能目標，以支持系統的運行。</p>
<p>4.2 Uptime Commitment</p> <p>a) Availability. OCLC will use commercially reasonable efforts to ensure that the Systems are available 99.5% of the time (the "Uptime Commitment"). Availability will be measured as follows:</p> <ol style="list-style-type: none"> 1) Availability = (T-D)/(T) * 100%; where 2) T = the total number of minutes in the respective month, and 3) D = the total number of minutes of downtime in the month excluding planned outages for scheduled maintenance, telecommunications or power disruptions caused by third parties, any other causes beyond OCLC’s reasonable control, and excluding other times described herein. <p>b) Notice Required. OCLC will notify Institution promptly of any factor, occurrence, or event coming to its attention likely to affect OCLC's ability to meet the Uptime Commitment, or that is likely to cause any material interruption or disruption in the Systems.</p> <p>c) Scheduled Maintenance. Scheduled maintenance may occur any Sunday during a 4-hour window and may occasionally be extended. Notice of scheduled maintenance shall occur 3 days prior to scheduled downtime. In the event planned emergency maintenance is required, OCLC will make commercially reasonable efforts to notify Institution in advance.</p>	<p>4.2 第二節 啟用保證</p> <p>a) 可供使用性。 OCLC 將通過商業上合理的努力來確保系統在 99.5% 的時間內可用 (“正常運行時間承諾”)。可用性將按以下方式衡量：</p> <ol style="list-style-type: none"> 1) 可用性 = $(T-D) / (T) * 100\%$; 而 2) T = 相應月份的總分鐘數，並且 3) D = 當月停用的總分鐘數，不包括計劃內維護，由第三方造成的電信或電源中斷，OCLC 無法合理控制的其他原因，也不包括本文所述的其他時間。 <p>b) 需要通知。 若有任何可能影響 OCLC 履行啟用保證的因素、事件或事故，或有可能導致系統中出現任何重大中斷或干擾，OCLC 將即時通知機構。</p> <p>c) 定期維護。 定期維護可能會在任一週之星期日 4 小時之時段進行，有時也可能會延長。定期維護通知應在計劃的停機時間之前 3 天發出。如果需要計劃的緊急維護，OCLC 將做出商業上合理的努力，提前通知機構。</p>

4.3 Systems Management

- a) **Monitoring.** OCLC will monitor and maintain the Systems in working order each day (24 x 7). OCLC will proactively manage and monitor all application server hardware devices and software to ensure optimal performance and reliability as well as to detect abnormal events or exceeded utilization or performance thresholds.
- b) **Maintenance.** OCLC will operate, monitor, and administer all servers, applications, and networks supporting the Systems. In order to provide such coverage, OCLC may utilize a mixture of on-site and on-call support staff, automated server monitoring, and automated paging technology.
- c) **Change Control.** OCLC will install new equipment, software, releases, upgrades, fixes, patches, and other items necessary to maintain the Systems to industry standards. OCLC will proactively gather information from appropriate server, peripheral, operating system, or database vendors regarding upgrades, defect patches, or fixes.

4.3 第三節 系統管理

- a) **監控。** OCLC 將每天 (24 x 7) 監測和維護系統的工作狀態。OCLC 將主動管理和監測所有應用程式伺服器硬體設備和軟體，以確保最佳性能和可靠性，並檢測異常事件或超出使用或性能閾值的情況。
- b) **維護。** OCLC 將操作，監控和管理所有支援系統的伺服器，應用程式和網絡。為了提供這樣的服務，OCLC 可能會混合使用現場和待命支援人員，自動伺服器監控和自動分頁技術。
- c) **變更控制。** OCLC 將安裝新設備，軟體，發行版本，升級，修正，補正程序和其他必要的項目，以使系統符合行業標準。OCLC 將主動從適當的服務器，周邊設備，操作系統或數據庫供應商那裡收集有關升級，缺陷補正或修復的資訊。