

September 11, 2023

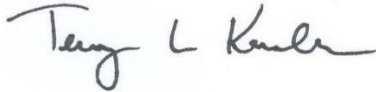
Attached to this letter is a Service Level Agreement (SLA) for IT services to be provided by WLS to your library during the 2024 calendar year. SLAs for IT services will be sent to libraries on an annual basis for review and approval. **A signed copy of the 2024 SLA is to be submitted to WLS no later than October 1, 2023.**

If there are updates to the list of services that are included in this document, contact Wilson Arana, Director of Information Technology, immediately. He can be reached at warana@wlsmail.org or (914) 231-3248.

This is an annual process and your feedback on how to improve the SLA is appreciated. Send suggestions and comments for improving next year's SLA to me at tkirchner@wlsmail.org.

Thank you for your ongoing support of WLS.

Sincerely,



Terry L. Kirchner
Executive Director