

# Enterprise Wireless: A New SCLS Service

*In the past wireless internet was a “cool new service.” Now it’s absolutely critical.*

## **Introduction to the Enterprise Wireless service**

The world of wireless technology has changed dramatically in the last five years. The number of wireless capable devices is astounding. Wireless service has grown from a “nice” service to an absolute expectation. Unfortunately, the current solutions at our libraries cannot meet these new demands. Libraries should have a wireless system that will meet and exceed both patron and staff wireless needs. SCLS is pleased to announce that we have an awesome solution that will meet this challenge!

## **What is Enterprise Wireless?**

Forget what you know about the current wireless hardware. Unlike our previous systems, all the server equipment is located at the SCLS headquarters. The only equipment necessary at the library are access points. The new system uses the highest quality and the most reliable equipment available. The system has multiple redundant servers that will give members much more reliable service. The new access points use the latest 802.11n technology to send the wireless signal farther and faster than ever before. The new system will run on the SCLS Network which will provide a much more reliable internet connection for wireless uses.

## **What are some of the new features?**

### Connect and Go

The expectation of today’s user is to connect to the wireless and begin surfing the internet. As silly as it sounds, users think it’s too much work to either login to the system or walk to the desk to get a wireless code. The Enterprise Wireless System removes these barriers while still providing security and statistics. When a user comes into the library they now just connect and go.

### Works with any wireless device

Come one come all, bring your Nook’s, Kindles, Android devices, iPads, iPhones, Laptops, Refrigerators (some have wifi). This system will work with any device that has a wireless card.

### Stats sent to you

The reporting feature of this system is amazing. Each report can be emailed to you at a frequency of your choice in a format of your choice. The reports are highly customizable and will provide you with new levels of detail on how the wireless system is being used.

### Wireless isn’t just for patrons - available in 2012

Wireless is a critical service for patrons but what about library staff? Wouldn’t it be great to take your laptop to any part of the library and still be able to print, access the file share, read and send email, etc? Now you can! Using a SCLS supported laptop, you can now go anywhere in the library and have access to all the things you need just as if you were sitting at your desk. Oh, and don’t worry about hackers! This part of the system is totally encrypted using a number of methods so your data is totally safe.

**I use PublicIP. How is this different?**

It’s night and day, literally. PublicIP was once a great service but has faltered in the last year. Forget everything you know about PublicIP because it’s all different and much better.

- No more wireless server (all that fancy stuff is at SCLS HQ)
- No more rebooting things constantly.
- No more web interface that mostly lies to you.
- No more “limited or no connectivity error”
- No patron logon, they just connect and go.

**Cost of the Enterprise Wireless System**

The billing method for the Enterprise Wireless system is very simple and based on the number of access points. You will be charged two fees. The first is a onetime fee for the purchase of each access point. The second is an annual fee per access point.

The annual fee will be billed each year on November 1st. The fee will begin on November 1, 2012. The annual fee will not be prorated. SCLS will collect the annual fees and use them to make this service self-sustaining. The annual fee will be used to pay the support contracts on the wireless server components and to replace the wireless server components at SCLS when the time comes.

Each library will be responsible for replacing their access points when the time comes to upgrade. It is important to build the cost of replacing access points into your technology budget.

Most libraries will only require one access point. Some libraries will need multiple access points. This will be determined during the wireless site survey. For libraries that need more than one access point, the onetime cost will be the number of access points multiplied by \$975. The annual cost will be the number of access points multiplied by \$200.

<b>One Time Equipment Cost</b>	
<b>Equipment</b>	<b>Cost</b>
EACH Enterprise Access Point	\$975.00

<b>Recurring Annual Wireless Software Cost</b>	
<b>Item</b>	<b>Cost</b>
Annual cost per Access Point billed each year (Beginning 11/01/2012)	\$200.00/yr

## **How do I get Enterprise Wireless?**

The process is simple! Here is what happens:

1. Call the help desk: 608-242-4710 and tell Brian: "I want Enterprise Wireless!" He will add you to the list.
2. SCLS will determine if your library meets the Enterprise Wireless requirements and let you know.
3. A SCLS staff member will schedule a wireless site survey and will make a plan of what needs to happen next at your library.
4. Once all items from the plan have been completed, Enterprise Wireless is installed and library staff are trained. The install and training will usually happen on the same day.

## **What are the Enterprise Wireless requirements?**

Almost all SCLS libraries will be eligible for the new wireless service. There are certain network and cabling requirements for the new service. SCLS will determine if you are eligible based on four main criteria.

Your library must have:

- A connection to the SCLS network.
- Enough bandwidth to handle Enterprise Wireless. (Internet Speed)
- Adequate network ports and floor/wall jacks. (or be willing to have cable installed)
- The budget for new access points.

### A connection to the SCLS network (LINK Connection)

The Enterprise Wireless system uses the BadgerNet connection for internet access. Most libraries have a BadgerNet connection. Unfortunately, the libraries that do not have a BadgerNet connection at this time are not eligible for this service.

### Enough bandwidth to handle Enterprise Wireless. (Internet Speed)

Even if your library has a connection to the SCLS network, you still need available bandwidth for the system to work. If there isn't enough bandwidth available then the addition of the Enterprise Wireless could slow down your staff and patron computers. SCLS will examine your bandwidth usage and let you know if there is enough speed available. If your library does not have enough bandwidth SCLS will do our best to work with TEACH and get you what you need.

### Adequate network ports and floor/wall jacks

Each library has a computer network filled with equipment, cables and floor/wall jacks. Each access point requires one port on the network switch and one floor/wall jack. The wireless site survey will help determine if there is sufficient network capacity for the Enterprise Wireless equipment. If there isn't enough capacity it is almost always possible to add more at the expense of the library.

### New Access Points

Unfortunately, the current wireless equipment in your library is not compatible with the new system. The new access points will feature longer range, better reliability, and are far more durable.

## **Wireless Site Survey**

Once SCLS has confirmed your library meets the system requirements a SCLS staff member will do a wireless site survey.

Here is what will happen during the survey:

- Determine number of Access Points
- Determine location of Access Points
- Determine the need for additional network cabling and power options
- Obtain building plans in an electronic format
- Create a library specific plan for getting everything in place for Enterprise Wireless

## **Installation and Training**

The installation and training includes setting up the new equipment, testing it, and training library staff. Installation and training will happen on the same day.

### Installation

During the installation of the Enterprise Wireless system your library will be without a wireless network. The install time will vary from library to library and will usually take about two hours.

### Staff Training

It is important that staff know the features and functions of the wireless system before it is implemented. There is a FAQ form that covers most of the basic questions patrons will ask but it is a good idea that library staff has a working knowledge of this technology. Staff should attend the quick rundown of the wireless technology. This will happen the day the system is installed. We also recommend that at least one staff member be designated the wireless guru. We will train this staff member on all aspects of the wireless system. The wireless guru will be the first point of contact for other staff members that have questions. Training one guru per library is necessary but we would be happy to train as many gurus as you need!

## **Technical Support**

Call the help desk! Because this is the first “next-generation” SCLS service you will have the knowledge of the entire Technology Team at your disposal. When you have a wireless question, call the help desk and someone will help you out. The days of “Dan Only” support are coming to an end. (Cheer)

\*To sign up for Enterprise Wireless call the help desk at 608-242-4710\*