

Wireless Internet: Information and Guidelines

NLLS provides wireless internet connectivity to each Member Library as well as the hardware necessary to facilitate wireless internet access for staff and patrons.

Wireless Networks

Each Member Library is provided with the following three wireless networks:

Staff Wireless Network

The Staff Wireless Network (Library Staff) is a secure network reserved for NLLS approved devices requiring a wireless connection, such as staff-use laptops and tablets. Additionally, the staff wireless network is the only wireless network that supports Polaris connectivity and other domain-based activities.

Under no circumstances should members of the public connect to the Staff Wireless Network or utilize a device connected to the Staff Wireless Network unsupervised.

BYOD Wireless Network

The BYOD Wireless Network is for use by staff members at Member Libraries who choose to bring their personal devices to work and need a wireless connection. The BYOD Wireless Network is a secure network that is not meant for use by members of the public.

Staff members are requested not to connect their personal devices to the Staff Wireless Network for security reasons, or the Public Wireless Network so that space on this network can be reserved for use by members of the public.

Public Wireless Network

The Public Wireless Network is an open network designated for use by members of the public. All members of the public are invited to connect their devices to this network without restriction.

Library devices that operate on the Staff Wireless Network should not be connected to the Public Wireless Network due to its lower level of security.

Connecting to the Public Wireless Network

By default, Member Libraries are set up with a public wireless connection that requires the library card number from each patron as part of the login process. At the request of a Member Library, this requirement can be removed by the TSI Department.

Wireless Internet Speeds

Internet Speeds on all three wireless networks are equal to each Member Library's total bandwidth connection. Prior to October 2023, wireless internet speeds were capped at 50% of a Member Library's total bandwidth.

Factors that Effect Wireless Speeds

There are many factors that can have negative effects on the wireless speeds experienced by Member Libraries. These range from factors with simple solutions such as having too many people connected at once, to more complicated issues that require consultation with IT professionals.

If you experience wireless speeds consistently below specified amounts, contact the TSI Department for assistance.

Questions?

If you have any questions, contact the TSI Department at ask@nlls.ab.ca.