

# Internet Speeds

Each Member Library is provided with a high-speed fiber optic internet connection through partnership between NLLS and Alberta's SuperNet. More information can be found about the Alberta SuperNet, and its relation to Member Libraries, [at this link](#).

## Total Bandwidth Connection

Internet connections for Member Libraries range in size from 20MB to 100MB. The size of connection assigned to each Member Library is determined by the size of the population that the library serves, historic internet usage statistics, and the amount of bandwidth made available by Alberta Municipal Affairs for distribution by NLLS.

These connections are internally referred to as a library's **total bandwidth connection**.

## Internet Speeds

Through partnership with an Internet Service Provider (ISP), NLLS provides Member Libraries with consistent internet speeds equal to a library's total bandwidth connection. For example, a Member Library with a 50MB connection is able to obtain up to 50 Mbps at any given time.

## 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 Internet Speeds

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

If you experience internet speeds consistently below your library's total bandwidth connection, contact the TSI Department for assistance.

## Questions?

If you have any questions, contact the TSI Department at [ask@nlls.ab.ca](mailto:ask@nlls.ab.ca).