easyweb digital

Goulburn Valley Libraries Undergo Digital Transformation

MULTI-FUNCTIONAL, RELIABLE, HIGH CAPACITY WIFI, INTEGRATED WITH MEMBERSHIP DATABASE FOR EASY ACCESS AND MINIMAL STAFF INTERVENTION.

LOCATION: Goulburn Valley Libraries: Cobram, Euroa, Mooroopna, Nagambie, Nathalia, Numurkah, Tatura, Violet Town, Yarrawonga, Shepparton and the GVL mobile library. Victoria, Australia

SERVICES:
Managed Public WiFi
Network Design and Implementation
Project Management
Remote Monitoring and On-Site Support
Encapto WiFi Management Platform
Full compliance with Telecommunications and Data Retention and Interception Acts

CLIENT:
Goulburn Valley Libraries

DEPLOYED:
2018

Situated in Victoria, and famed as one of Australia's most productive farming regions, Goulburn Valley is also home to a vibrant and increasingly tech-savvy culture.

Goulburn Valley Libraries (GVL) plan to nurture this aspect of the region by providing 11 information hubs across the Greater Shepparton region and the Shires of Moira and Strathbogie.

To keep up with the exponential development of our technological landscape, it has become increasingly valuable for GVL sites to have multi-functional online access. To fulfil GVL's vision, they required a robust public WiFi system that would offer flexibility, user-friendliness, simple management for staff and easy access for patrons with optimal security.

In early 2018, Easyweb Digital was selected to implement a new public WiFi system which utilises their Australian designed and developed, WiFi management platform, Encapto. They carried out deployment in March of 2018.

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LOW MAINTENANCE FOR LIBRARY STAFF

Prior to GVL joining forces with Easyweb, librarians issued single-use paper tickets with log in details and 1, 2 and 3 hour time limits for library members and the public - an arduous and time consuming system for staff and patrons alike.

The Easyweb managed Encapto WiFi platform draws information directly from the library membership database to provide tiered access for members and visitors with no staff intervention. The Encapto SIP2 integration and granular time, data, and rate limit means offering a premium service to members at the touch of a button. At the same time, visitors continue to enjoy general WiFi access through a simple click to get online.

The solution delivers flexibility and control, frees up librarian time, and dramatically reduces paper wastage.

USER MANAGEMENT

Encapto's granular user permissions are used by GVL sites to provide separate access for staff with different management and reporting responsibilities. The GVL management team are able to view the network across all sites, while librarians are able to control messaging on the captive portal at local sites only.

COMMUNICATING VIA WIFI

The Encapto platform offers GVL the opportunity to send targeted library messages to end users, collect feedback and information via optional surveys, and customise the captive portal as required. The Encapto Campaign feature enables the delivery of scheduled and targeted messages during the logon process. The survey feature allows GVL to truly understand their patrons, and provide them with the information that they need.

SECURE AND FAMILY FRIENDLY

The Encapto management platform contains all the features needed for safe library browsing: the ability to block websites by individual site or category, black and white list end user devices by MAC addresses if required, and provide secure connections which prevent end users connecting directly to each other – creating a safe online space for all library demographics.

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THE EASYWEB CREW WERE KEEN TO DO A THOROUGH JOB; INSTALLING APS OFTEN REQUIRED CLIMBING INTO CEILINGS AND RUNNING CABLE FOR SOME DISTANCES. THEY ENSURED ALL ELEMENTS WERE WORKING AS WELL AS THEY COULD, AND THAT EACH INSTALLATION LOOKED TIDY AND PROFESSIONAL. THEY FINISHED THE SCHEDULED FIVE-DAY INSTALLATION IN JUST FOUR DAYS. THEY WERE PROFESSIONAL, CHEERFUL AND HELPFUL. THEY ARE WONDERFUL AMBASSADORS FOR EASYWEB.

– DYLAN O'CONNELL, INFORMATION TECHNOLOGY OFFICER, GOULBURN VALLEY LIBRARIES

RAPID INSTALLATION

At the end of March 2018, Easyweb began installing at GVL sites. The team conducted early starts to avoid any conflict with business hours or public foot-traffic. Hardware was configured and tested offsite to ensure swift installation and smooth deployment – finishing the installations with a day to spare.

TOP CLASS COMMERCIAL EQUIPMENT AND FULL COVERAGE

Previously, GVL sites were equipped with consumer grade WiFi equipment, meaning patchy coverage and often unreliable connections. During deployment, Easyweb upgraded all GVL sites with enterprise grade Ruckus access points and new Encapto Gateways to deliver complete coverage.

REPORTING, MAINTENANCE AND SUPPORT

Easyweb provides a fully managed service for GVL, remotely monitoring uptime and link performance using its Simple Network Management Protocol (SNMP) management system. Performance alarms are quickly analysed and acted upon.

Full customer support is provided from the Easyweb Network Operations Centre (NOC) daily from 8am until 8pm AEST. An Easyweb manned 1300 number enables customers with questions or issues to access the team of skilled engineers for speedy resolution.