



# SuperNet Operational Policy for Public Library Services Branch

May 2022

This operational policy and other related plans and guidelines are governed by the principles set out in the *Public Library Network Policy*.

## Network Policy Statement

The Government of Alberta has established and sustains a network known as the Alberta Public Library Network that connects Alberta's public libraries to enable access to public library resources and services for Albertans. The network is coordinated and supported by Alberta Municipal Affairs through Public Library Services Branch (PLSB).

## Statement of Purpose

SuperNet connectivity for public libraries is a key technological component of the provincial public library network. It is a priority to ensure that public libraries are fully functioning on the SuperNet, in order to provide the networked public library service that becomes possible through high-speed broadband.

The Government of Alberta has put the SuperNet into network participant public library service points to:

1. create a secure network that will allow public libraries to work together, share catalogue information and facilitate public borrowing of library materials from any network participant library service point in the province.
2. provide high-speed broadband access to web-based and licensed information to all Albertans through their local public library service point, even in areas that currently do not have high-speed services. (Please note that while high-speed Internet access is possible with SuperNet, *SuperNet connectivity is not equivalent to high-speed Internet.*)
3. establish a platform for more sophisticated information service delivery through public libraries in the future.

## Policy

Alberta Municipal Affairs, through the Public Library Services Branch, will pay the monthly SuperNet connection fees for Alberta Public Library Network Participants.

1. Service Alberta is the owner of the SuperNet service. Alberta Municipal Affairs is an eligible entity as a Public Sector Customer under the SuperNet agreement for SuperNet services and, through PLSB, administers the funding for public library service point SuperNet connectivity and implements this policy.
2. For the purposes of this policy, Public Library Network Network Operational Partners are identified as follows.
  - a. City of Calgary Library Board
  - b. City of Edmonton Library Board
  - c. City of Red Deer Library Board
  - d. RM of Wood Buffalo Library Board
  - e. City of St. Albert Library Board
  - f. Strathcona County Library Board
  - g. Chinook Arch Library Board
  - h. Marigold Library Board
  - i. Northern Lights Library Board
  - j. Parkland Library Board
  - k. Peace Library Board

- I. Shortgrass Library Board
  - m. Yellowhead Library Board
3. PLSB will provide SuperNet connectivity support to Network Participants. Any Network Participant not meeting the criteria for network participation outlined in the Public Library Network Policy is not eligible for SuperNet connectivity support.
  4. The SuperNet provides three basic components that are integral to a fully-functioning library electronic network: speed; stability; and security. These are key to facilitating basic library operations such as integrated library system (ILS) and network functions. Anything that undermines any of these three aspects must be avoided.
  5. PLSB is obligated to align with overarching Government of Alberta policy regarding SuperNet connectivity, as established by Service Alberta. This includes ensuring that:
    - a. SuperNet connections directly contribute to the operation, management and administration of the library service point
    - b. No potential or actual legal or regulatory conflicts arise (e.g., bandwidth may not be resold)
    - c. Connections do not undermine competition
    - d. Connections are in the public interest
  6. PLSB reserves the right to consult with any organization and/or individual on issues pertaining to SuperNet connectivity for public libraries.
  7. The Government of Alberta reserves the right to renegotiate, terminate or otherwise alter its agreement with the vendor providing SuperNet services. This may or may not have an effect on SuperNet connectivity for public library service delivery.
  8. PLSB will terminate SuperNet connectivity support if a Network Participant is not compliant with the Public Library Network Policy and its associated operational policies.

## Definitions

Library service point – a physical location where a Network Participant delivers library service directly to the public

New library service point – a library service point that did not previously exist

Existing library service point – a library service point that previously existed either in its current or a different location

Customer edge device (CED) – a piece of equipment that connects the library service point network to the SuperNet edge device (SED). It can be a hub, switch, router, or firewall. The CED is acquired by Network Participants.

SuperNet edge device (SED) – a piece of equipment that acts as the interface connecting the library service point network to the SuperNet. The SED is supplied by the vendor providing SuperNet services.

Virtual private network (VPN) – an encrypted connection over the Internet from a device to a network. A virtual private network extends a private network across a public network and enables users to send and receive data across shared or public networks as if their computing devices were directly connected to the private network.

## Operational Guidelines

In order to qualify for PLSB support for SuperNet connectivity, network participants will meet the following best practices when configuring their SuperNet connection:

1. Each eligible library service point must have its own dedicated SuperNet service including appropriate end-point setup for SuperNet connectivity. The exception to this is branch locations of the following Network Operational Partners:
  - a. City of Calgary Library Board
  - b. City of Edmonton Library Board
  - c. City of Lethbridge Library Board
  - d. City of Red Deer Library Board
  - e. City of St. Albert Library Board
2. Network Participants will have a standard SuperNet connection installed as provided by the vendor providing SuperNet services.

3. Any non-standard SuperNet configurations put in place shall be vetted by PLSB or a designate authorized by PLSB and must be demonstrated to meet the following standards before connectivity funding will be released.
  - a. Bandwidth usage is directed solely to public library purposes
  - b. SuperNet service is not shared with non-library organizations or agencies
4. Use of SuperNet Edge Device (SED) and virtual private network (VPN) ports must be approved by PLSB.
5. PLSB will pay for the initial build of the SuperNet to new library service points, as funds allow.
6. PLSB will not cover the costs of moving SuperNet connections for existing library service points.
7. PLSB will not pay for internet access.
8. In the event of a SuperNet move, the vendor providing SuperNet services shall be engaged to do the work.
9. A fibre connection is preferred over wireless.
10. The SED shall be physically located either in or directly adjacent to the library service point.
11. There shall be a direct connection between the SED and the Customer Edge Device (CED). Library SuperNet traffic shall not travel through any additional non-library networks.
12. Any network participant that wishes to add bandwidth or other service enhancements may do so in direct consultation with the vendor providing SuperNet services at their own expense.
13. Sharing access to SuperNet via a second port on the SED is not considered a standard service and will not be permitted.

## Appendix A

As at July 1, 2018, the vendor providing SuperNet services to the Government of Alberta is Bell Canada.