

SuperNet Operational 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.

Policy

Alberta Municipal Affairs, through the Public Library Services Branch, will pay the monthly SuperNet connection fees for Alberta Public Library Network Participants as per its agreement with Axia SuperNet Ltd.

1. Alberta Municipal Affairs is the party to the agreement with Axia SuperNet Ltd. (The Government of Alberta is legally recognized as the owner of the service), and through PLSB, administers the funding and implements this policy
2. The Network Nodes facilitate the implementation of the service under the direction of PLSB.
3. PLSB will connect Network Participants to the Supernet under this policy. Any library board 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. Anything that undermines any of these three aspects must be avoided.
5. PLSB reserves the right to consult with any organization and/or individual on issues pertaining to SuperNet connectivity for public libraries.
6. The Government of Alberta reserves the right to renegotiate, terminate or otherwise alter its agreement with Axia SuperNet Ltd. This may or may not have an effect on SuperNet connectivity for public library service delivery.
7. PLSB will terminate SuperNet connectivity 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

Operational Guidelines

Network participants will meet the following best practices when configuring their SuperNet connection:

- a) 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 Nodes:
 - City of Calgary Library Board
 - City of Edmonton Library Board
 - City of Grande Prairie Library Board
 - City of Lethbridge Library Board
 - City of Medicine Hat Library Board
 - City of Red Deer Library Board
 - City of St. Albert Library Board
 - RM of Wood Buffalo Library Board
 - Strathcona County Library Board
- b) Network Participants will have a standard SuperNet connection installed as provided by Axia SuperNet Ltd.
- c) 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.
 - o Bandwidth usage is directed solely to public library purposes
 - o SuperNet service is not shared with non-library organizations or agencies
- d) Use of SuperNet Edge Device (SED) and virtual private network (VPN) ports must be approved by PLSB.
- e) PLSB will pay for the initial build of the SuperNet to new library service points.
- f) PLSB will not cover the costs of moving SuperNet connections for existing library service points.
- g) In the event of a SuperNet move, Axia SuperNet Ltd. shall be engaged to do the work.
- h) A fibre connection is preferred over wireless.
- i) The SED shall be physically located either in or directly adjacent to the library service point.
- j) 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.
- k) Any network participant that wishes to add bandwidth or other service enhancements may do so in direct consultation with Axia SuperNet Ltd. at their own expense.

Current SuperNet support:

Network Nodes – Systems: 40 megabits per second (mbps) enhanced service at \$1590/month

Network Nodes – Mid-size Urban Libraries (main branches): 20 megabits per second (mbps) enhanced service at \$795/month

Network Nodes – Large Urban Libraries (main branches): GigE service at \$2500/month

Other network participants: 5 mbps basic service at \$503.50/month

Last revised June 25, 2013