

# Bookmobile's LTE Upgrade Enhances Library's Ability to Serve Residents Throughout Town



## Cradlepoint wireless edge solution improves reliability of mobile services

**Solution:** NetCloud Service for Mobile ■ **Industry:** Public Sector ■ **Use Case:** In-Vehicle Wi-Fi

### Challenge

With regular stops in Skokie, Illinois, the Skokie Public Library Bookmobile makes it easier for locals to check out, reserve, and return books, DVDs, and other items. Technology has made these mobile services easier in some ways and more challenging in others. For instance, now that the library's systems are fully digital, and with the bookmobile traveling all over town, how can the IT team guarantee those systems will always maintain network connectivity?

### Solution

By implementing Cradlepoint's NetCloud Service for Mobile and a wireless edge router designed for vehicles, the bookmobile maintains connectivity for digital checkout and other services throughout town. LTE and Wi-Fi are built into the router, which the IT team can monitor and manage from anywhere through Cradlepoint's centralized management platform.

### Benefits

With mobile broadband keeping the bookmobile operational anywhere and anytime, customer service is better than ever.

"It used to be very frustrating for staff and patrons alike when it didn't connect quickly," said Anna Caran, IT specialist, Skokie Public Library. "Sometimes there were 25 children waiting to check out, so when there was that lag time, it really affected our service. We were always apologizing. Now, everything operates very smoothly and we don't even have to think about it."

**“ Before Cradlepoint, we sometimes had to write down a request, come back to the library, and process the request there. Now we can immediately place reservations and search the Internet to look up what our customers need.”**

**Gale Dunlap**, supervisor, Skokie Public Library

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