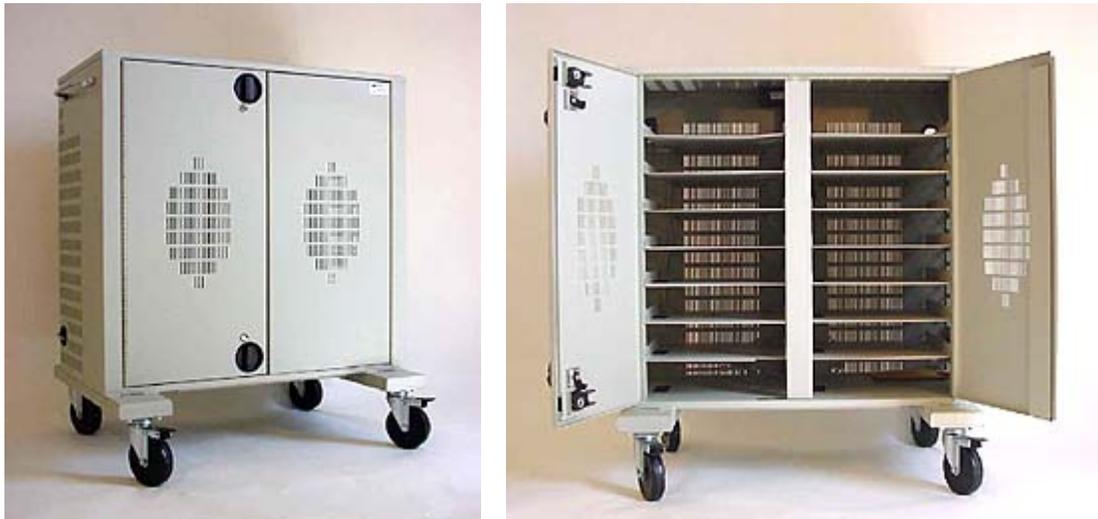


## Laptop storage cart & security

19 February, 2002

Dell markets a 16-module notebook PC mobile security cabinet. Model DS-NSC-16 from Datamation Systems Inc. [http://www.pc-security.com/mobile\\_notebook.htm](http://www.pc-security.com/mobile_notebook.htm) . This seems to offer the features we'd like. The unit has built-in recharging capability, internal power-strips, 5" rubber casters. Locked and vented.



Dell offers this unit at \$1,573.95

**Computrace** offers software

[http://www.computrace.com/website\\_v4/public/products/computraceplus\\_faqs.asp](http://www.computrace.com/website_v4/public/products/computraceplus_faqs.asp) that traces the location of a computer when it is connected to the Internet. When a unit is reported stolen the Computrace Agent listens for the online signal of the remote unit (the Agent actually 'calls' the remote unit) once every 15 minutes. It works over any kind of connection, dialup, LAN, cable or DSL. \$49.95/per unit licence. (\$699.30 for 14).

**Secure-It** makes **LapTrack**, which does the same thing. When connected to the Internet, the central station can determine the location of the missing unit. \$36.50/per unit license. <http://www.secure-it.com/laptrak/pricing.htm> (\$511 for 14).

Kurt

## Wireless Laptop Issues

1. Can the storage cart be used to recharge one computer at a time or does it do all at once?

**The storage carts make use of surge protected recharging. Computers are plugged in for number or combination, as needed. An cart is available: <http://www.pc-mod.htm>**



a time or  
**power strips for recharging in any “eight-module” [security.com/8-](http://www.security.com/8-)**

2. Deep Freeze works with Windows 2000, not NT. Any using W2K with the network?

**Windows 2000 works seamlessly on the University computer network.**

problems

3. Describe the peripherals and whether they are internal or external:

Power supply **Internal battery – 2 pc. AC power cord/adaptor.**

Floppy drive **Removable**

CD drive **Removable**

**Inventory: notebook PC, floppy drive, CD drive, 2 pc. AC power cord/adaptor.**

4. Will they have carrying cases? Should they?

**My test laptops have a slimline Dell carrying case with large pockets that hold power cables and peripherals. An alternative to this would be for the patron to only take the PC and whatever peripheral is needed.**

*Minimal laptop for circulation : laptop computer + floppy drive*

*Fully charged in the storage cart, the laptop will have sufficient power for the duration of the loan period. Students will be using the laptops primarily for word processing, e-mail, and online work, so the CD-ROM is not a crucial component and can be omitted from the standard loan package.*

## Wireless Laptop Summary

K. Wagner

12 August, 2002

- 📄 We will have 8 Dell Latitude C840 laptop computers, Pentium 4 2.0GHz, 256MB RAM. They are equipped with internal wireless network card, CD and floppy drives.
- 📄 They have been ordered without a carrying case and with AC adapter and power cord.
- 📄 The laptops will be imaged/configured by Tom Norton of IS. They will run Windows 2000 and have Microsoft Word, Excel, Access and Internet Explorer installed. Acrobat Reader and other utilities will be included. Laptops will print to the front room of the Library ERC.
- 📄 We will install DeepFreeze software on the laptops. Users will not be able to permanently change the configuration of the computer. Upon rebooting, the computer will be restored to its original condition. Any downloads or changes that a user makes to the laptop will be discarded.
- 📄 We have ordered CompuTrace software to be installed on the laptops. This security software is not perceptible to the user and cannot be deleted or overruled. We have arranged for a one-year licence with CompuTrace. If a laptop is reported "missing" the CompuTrace central system will be able to obtain an IP address and a physical location as soon as the laptop is connected to any other network or dials in via a modem.
- 📄 We will set up a new material code with associated loan policies. Laptops will be barcoded.



## Storage and Circulation

- 📄 We have ordered a Datamation 8 module laptop security cart. It has locking doors and is equipped with 2 surge protected powerstrips with 14 outlets so that the laptops can be plugged in and recharged as they sit in the cart. The cart measures 35-1/2" wide, 41" height and 18" deep, and is well-ventilated.
- 📄 Other libraries with circulating wireless laptops have instituted the following policies, which we also recommend:
  - Late return fee of \$10 per hour. At library closing a lost/replacement charge of \$2500 is assessed. Repair cost for a damaged laptop will be the actual cost of labor and parts and a non-refundable \$15 processing charge.
  - The person who checks out a laptop is responsible for its safe return to the check-out point. They will sign a loan agreement that states:



*"I agree to pay all costs associated with damage to this laptop computer or its replacement costs should it be lost or stolen while it is checked out to me. I understand that the replacement cost for this laptop computer will be no less than \$2500 plus the accrued overdue fines and a non-refundable \$15 processing charge."*

- Loan is available only to library card holders and laptops will remain in the library. Laptops should be discreetly tattle-taped.

- Loan period of 3 hours (which roughly coincides with the battery lifetime – we would not include the power cord with the laptop).
- Library laptops are intended for university-related use, in accordance with WPUNJ Information Technology Services Policy for Responsible Computing  
[http://www.wpunj.edu/itservices/policies/wpu\\_aup.htm](http://www.wpunj.edu/itservices/policies/wpu_aup.htm)

## **Information Sheet to be included with Laptops**

### **Security**

- Do not, under any circumstances, leave a laptop computer or any other valuables unattended in the library. You alone are responsible for the security of the laptop and other items here.
- The Library is not responsible for lost or stolen laptops or any other items.

### **Hints for successful use of laptops in the Library**

- While laptop computers are made to withstand the rigors of portable use, they are delicate electronic equipment and require certain care to insure proper operation. The following guidelines are provided to help you get the most from your use of a laptop computer:
- Turn the laptop off and place it in its collapsed or folded position any time that it is to be moved;
- Do not expose it to any magnetic fields that could damage the contents of the hard disk;
- To ensure user privacy and for maintenance purposes, all user files will be removed from the laptop after each use. The Library is not responsible for files remaining on the hard disk once a laptop is returned by the user, or for any loss of or damage to a user's files during the loan period. You will not be able to retrieve files from a laptop once it has been checked in.

### **Getting help**

- Questions about the Wireless Laptop Service may be directed to \_\_\_\_\_ at (973) 720-\*\*\*\*. Technical problems should be reported to Library Information Systems, Room 107A in the Library or (973) 720-3193.

## Wireless Laptop Pilot Project Summary

Kurt W. Wagner – 24 June, 2003

As a part of the 2002 Equipment Leasing Fund (ELF) program allotment for student use library equipment, we researched the possibility of an in-Library wireless network. Maureen Riley had asked me to coordinate efforts in this area. I asked Victoria Wagner to investigate other institutions' lending policies for wireless laptops. At the 2002 meeting of the ALA Library Information Technology Association, I attended a session on Library Wireless Laptops that proved illustrative of the major issues involved.

We coordinated efforts with University Information Systems. Frank Tedesco and Marc Sacharoff provided wireless connectivity to the campus network for limited areas on the first and second floor of the Library. Tom Norton provided specs on a suitable Dell laptop with a integrated wireless network card. We acquired two laptops for testing.

I researched various computer security software and made presentations to the IT Management group. I showed DeepFreeze, software that preserves configuration of the computer and allows resetting by rebooting the computer. I also recommended CompuTrace, software that can help trace a stolen computer if it is subsequently used to connect to the Internet. We purchased licensing for both applications for 8 laptops.

We purchased 6 additional Dell C600 laptops and a locking security cart. We configured the computers with Windows 2000, Word, Excel, Access, Powerpoint, Adobe Acrobat Reader, and MS Internet Explorer. Media Services agreed to circulate the laptops. Library Information Systems would be responsible for their maintenance.

I gathered lending policy information and drafted a proposal for our program. I prepared information sheets, an information web page, wallpaper for display on the laptops, and promotional material. I created a user survey as well.

The service became available to students, faculty and staff at the beginning of the Spring, 2003 semester. It was our intention for this to be a pilot project - to assess use of the laptops, to see what problems or issues arose, and to plan for possible expansion of the program.

### Circulation 01/01/2003 to 05/21/2003

<u>Laptop</u>	<u>Circulations</u>
A01	182
A02	135
B01	175
B02	129
B03	141
B04	141
B05	118
B06	96
<u>Total</u>	<u>1117</u> (Information from DRA Item Master File)

### Feedback/Survey Responses 1/1/03 - 5/20/30

Responses: 31 paper, 9 e-mail.

Question	Responses		
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Did the laptop function well for you?	Yes-36	No-4	
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Were you able to connect to the Internet or use e-mail?	Yes-31	No-7	N/A-2
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What feature did you use the most:

Web surfing-15  
E-mail-19  
Full-text journal articles-7  
Library databases or online catalog-4  
Access to Blackboard-6  
Word processing or other applications-33  
Other-4

Did you have any problems? If so, please describe:

1-few times the laptop had a life-time lesser than three hours (maybe up to an hour or hour and 1/2).

2-getting a signal to print was difficult

3-I rarely am able to find an areas where I can get a server for the Internet and when I do, it always

freezes and reverts back to having no server after I am on for about 20 minutes.

4-my disk didn't save the work from the computer (probably my fault).

5-yes, when trying to save did not allow me.

6-sometimes can't connect to Hotmail because of the cookies.

7-at times trying to get on the web would take a little long.

8-could only log on to internet downstairs.

9-didn't function on 2<sup>nd</sup> floor.

10-word-trying to print...would not print. Would not stay connected to Internet and then kept losing my

data. Got very frustrating.

11-it shut down in the middle of a writing a paper. Lost the whole work, decided to use another computer

- B-02.

12-I couldn't e-mail or print.

13-I don't need a small pop-up window for my Internet connection to pop-up every few seconds.

14-battery going low-stronger batteries would be good.

What could we do to improve this service? (select all that apply)

Longer Loan Period-21

More laptops available-12

Different or additional applications-1  
Out-of-Library loan-12  
Additional wireless coverage areas-22

Please provide any other comments or suggestions

1-The existing loan period is three hours, which for any competent (sic) student that is more than enough time to complete what activities are need (sic). The exception is the batter life is only about 2 maybe 2.5 at most. With a loan period extending beyond the life of the battery, it would only seem reasonable that with the loan of the computer, the power adapter would be made available to student whom need the entire three to complete their work.

2-I think it is a great idea. It makes it very convinient (sic) for study groups, and/or individual research where the space is not compressed or limited.

3-It would be nice if the power supply was supplied so the laptop would last til the loan period had ended.

4-This is very convenient and makes life a little easier. I hope nobody takes advantage of it to ruin it for the others.

5-It's a great services but still needs improvement.

6-This is an awesome service that is provided, so thanks.

7-Computer Science majors need a compiler (C/C++) program added to the laptops, please!

8-Wish this would have been available 4 years ago.

9-We should have an FTP program on the laptop.

10-The areas that are wireless need to function before you try to improve others. I ended up having to use the PCs anyways for my work. Big waste of time, these laptops, because they do not work properly.

11-Auto-save before shutdown if possible.

12-No Internet, no printing. At one point the battery said 1.5 hour remaining and 5 minutes later it said 9 minutes remaining.

13-Maybe in the future- get laptops students could take out of the Library at least ones with a word processor- they could leave a credit card number.

14-It's a great service.

### **Discussion of problems and issues encountered.**

Printer mapping - the idea has been to map to the front ERC queue, which sends the print job to one of two printers, depending on availability. Getting the wireless laptops to connect to the network print queue was problematic, but achieved. During a period of problems, some laptops were hard coded to print to a single printer. Subsequent mechanical problems with the printers periodically affected printing success. Introduction of the Bluetooth network protocol in mid semester caused initial interruptions in printing.

The Bluetooth protocol layer requires the user to authenticate with their University username and password. Some interruptions in network connectivity were associated with the configuration of this service.

It became obvious that power consumption in excess of normal was an issue. The wireless network card caused power consumption to rise dramatically. I acquired a set of extra power cords and AC adapters and asked Media Services to distribute them with the laptops.

### **Recommendations.**

Aside from the aforementioned issues, the pilot program was a success. The wireless laptops were a popular, generally reliable, and in great demand. Use of the DeepFreeze software minimized maintenance. The two most often requested improvements were a longer loan period and increased wireless coverage area. The three-hour loan should be kept as long as the number of laptops remains at eight, to insure that a laptop isn't monopolized while others may be waiting. If more laptops are acquired, a longer loan period might be suitable. Additional wireless access points: to cover the south side of the first floor and curriculum materials is clearly necessary. Issues of print mapping are being addressed. DeepFreeze does allow a temporary save to the hard-drive, and this will be investigated. I recommend purchase of an additional six laptops.