

# Cradlepoint M2M Solutions for Library Kiosks

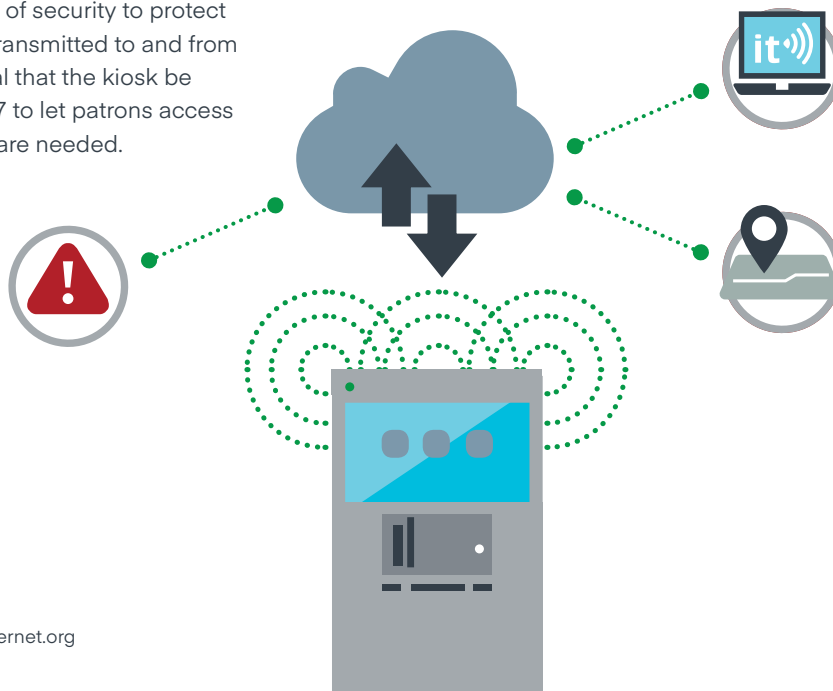
## Challenge: Providing Library Kiosk Services to the Community

With the advent of machine-to-machine (M2M) technologies, libraries are gaining greater ability to be nimble with respect to whom they serve, what services they can provide, and even where they can exist. Remote kiosks present libraries with a unique opportunity to meet patrons where they are and offer automated services to community members in the places they visit the most. Services can include checking out pre-stocked books, delivery of individually requested books, and book returns. While kiosks offer multiple benefits to libraries, patrons, and communities, they also present several key challenges:

- **Flexibility:** Wired connectivity for kiosks may not be available or easily provisioned in some places, and because kiosks may need to be moved from time to time as community needs change, wired options can't offer the flexibility to make a kiosk deployment work.
- **Cost-effectiveness:** Kiosks must be able to operate remotely with reduced staff and financial support. Additionally, running a wired line to a remotely located kiosk may be cost prohibitive.
- **Security & reliability:** Kiosks must be able to operate with a high level of security to protect patron and library data transmitted to and from the kiosk. It is also critical that the kiosk be available and online 24/7 to let patrons access services whenever they are needed.



**96% of people say they would be likely or very likely to use a library kiosk located in the community.<sup>1</sup>**



<sup>1</sup> Source <http://libraries.pewinternet.org>

## Solution: Cradlepoint M2M Library Kiosk Solutions

Cradlepoint's broad set of networking applications allows libraries to create and maintain community kiosks that provide reliable services to patrons without over-burdening library staff and resources.

### Cradlepoint Advantages:

- **Network flexibility:** Cradlepoint's M2M solutions leverage LTE to ensure that kiosk users can access information and services whenever they need to. With enterprise-grade modems and external antenna accessories, robust Internet connectivity can be achieved anywhere with cellular coverage, with no need for wired lines.
- **Cost-effective cloud management:** Purpose-built for the geographically dispersed network, Cradlepoint's cloud-managed platforms reduce the costs and complexity of managing remote networks.
- **Always connected, always protected:** Intelligent security and reliable Internet connectivity enable secure data transmission anytime. Track kiosk location and maximize security with geo-fencing capability.

## City Library Deploys Mobile Kiosks

A city library district wanted to make it easier for citizens to access and return books, DVDs, and CDs regardless of where they lived. The library district decided to deploy resource kiosks throughout the city's most underserved areas. The kiosks needed secure mobile Internet access to let patrons search for and request resources, check resources in and out, pay library fees, and make purchases. However, the library's IT team soon discovered that their existing network solutions and wired ISP couldn't provide flexible connectivity and remote management capability for a cost-effective deployment.

The library district chose Cradlepoint's COR Series routers to provide flexible, always-on connectivity for the kiosks and Cradlepoint NetCloud Service for remote visibility, control, and troubleshooting. The Cradlepoint device's geolocation capability helps IT administrators ensure that kiosks aren't removed from their sites, and cloud-managed VPN helps enable PCI 3.0 compliance for credit card payments.

[Learn more at \*\*cradlepoint.com/k-12\*\*](https://www.cradlepoint.com/k-12)