



Loan Laptops as a Service – The Agony (and the Ecstasy)

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Overview

So you want to loan laptops...

Overview

- Planning, design and implementation
- Review of over 3+ years usage
- The future
- Issues to watch out for

- 7 campus libraries across Greater Western Sydney
- Student desktop PCs available (520+)
- Library has own desktop support team
- Library size varies (from less than 30 student PCs to over 200)

Planning & Implementation

Why?

- To meet perceived student need
- Increase flexibility

Planning & Implementation

- Loan setup
 - New item type created
 - Laptops given their own custom circulation policy
 - Laptops loaned for 3 hours, clients allowed to take them outside the library
 - Laptops are loaned out with an external power supply

Planning & Implementation

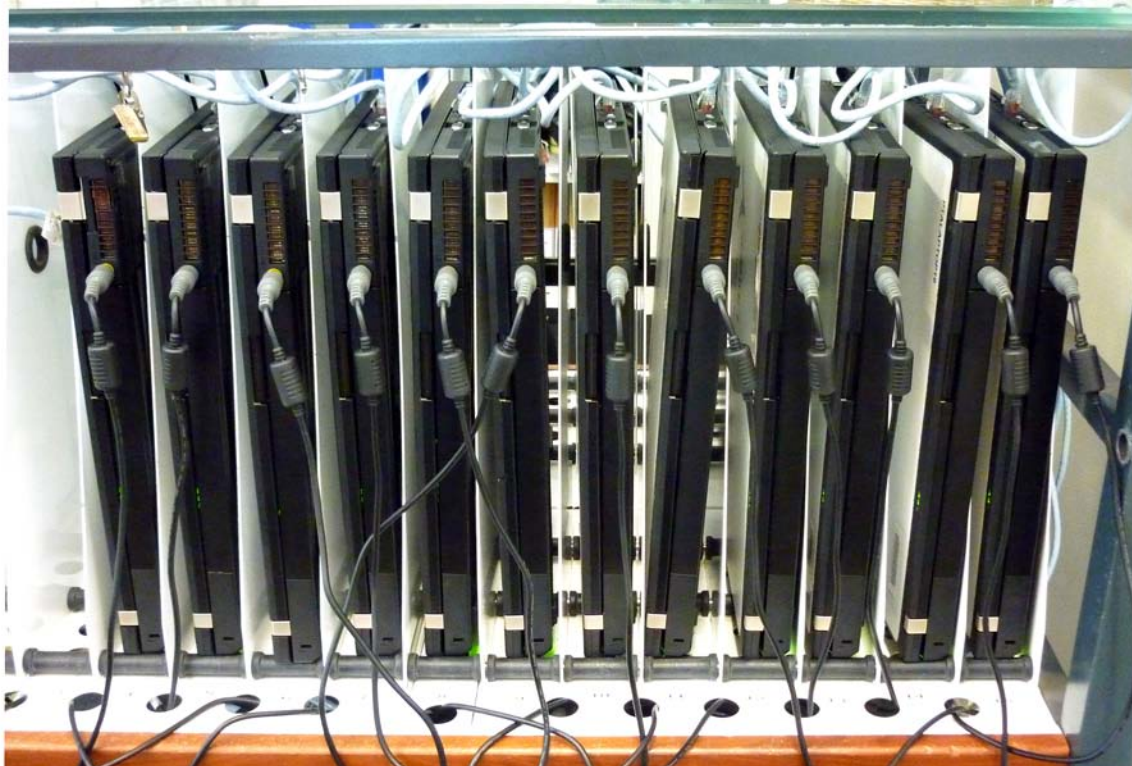
- An XP image was built for LG R500 laptops
 - Image built outside university domain
 - Main apps were Office 2003 & Acrobat reader
 - Deployed by Symantec Ghost
 - Secured with Deep Freeze

- Storage & Charging
 - 30 slot MaxiLab trolleys were decided on
 - Laptops connected to mains power whenever not on loan
 - Mounted a 48 port switch on each trolley
 - Laptops connected to wired LAN overnight to gain Windows & AV updates

Planning & Implementation



Planning & Implementation



Planning & Implementation



Roll out

- Original plan
 - 10 laptops each at 3 of our busier libraries
- Bankstown issue
- Revised plan
 - 50 laptops at Bankstown, 15 at the other 2 libraries

Review -2008

- Power management problems
- UWS wireless
- Access to printing & networked documents
- Hardware problems
 - Batteries failing
 - Power supplies breaking

Review -2008



Review -2008

- Immediately popular with clients
- Expanded fleet in 2nd semester
 - 2 more campus libraries received 15 laptops each

Review -2009

- Last campus library receives 15 laptops
- New laptop Lenovo T500, more robust
- SOE delayed new image
- Build images stable & error free

Review -2009

- Demand if anything was higher
- Hardware failure on LG laptops increasing
 - Power sockets failing as well
- OHS issues at Bankstown

Review -2010

- All LG laptops replaced with Lenovos
- New Vista image very problematic
 - AV install corrupt
 - Windows activation fail
 - Windows update
- Hardware problems
 - HDD start failing on Lenovos
 - DVD trays breaking

Review -2010



Review -2010



Review -2010

- New wireless in 2nd semester
- Stable image in 2nd semester
 - Upgraded to Office 2007

Review -2011

- Added 15 HP Mini 5103
- Netbooks using Windows 7
- Ghost starting to have problems
- Hardware
 - HDD failures still common on Lenovos
 - A few batteries also starting to fail

Review -2011

- Both images stable
- Netbook hardware very reliable
- Client use high
 - A computer during high use periods
 - Relaxed web browsing
 - Group work often in study rooms

Future

- Current laptops to be replaced with netbooks
- Move fleet to Windows 7
- Build laptops in UWS domain
- Get web based printing and document access
- Fleet size may increase slightly

Issues

- Why are you providing this service?
- Cost (including time & effort)
- Hardware choice
- Loans system

Issues

- Wireless
- SOE buy in
- Vendor relationship

Questions

- Ask now
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