

WIRELESS SESSIONS – FAQ

652 (WIFISESS): Report the number of wireless sessions provided by the library wireless service annually.

Q: Should the duration of the session be counted?

A: There is no need to count length of sessions or type of sessions.

Q: What is the best way to count the sessions?

A: To determine the number of wireless sessions, count the individual sessions of use of a library's wireless service as captured by a library's router software.

This number can only be reported if your wireless internet provider can give you the number, or if you have staff members who know how to get the number from the router.

A splash page with a user agreement is the preferred way to count wireless use.

This data is usually available from wireless service providers, software, hardware, or wifi splash page analytics.

Do not attempt to get this number by sampling observations of people in the library using their own laptops, cell phones, etc.

Usage can be tracked using network logs, web analytics, or network scanning. Methods described in detail here: <https://www.irs.org/data-tools/public-libraries/strategies-tracking-reporting-wifi-usage/>.

Q: Should only the usage inside the library be counted?

A: Count all library wireless use regardless if the service was accessed within the walls of the library or from the parking lot, etc.

It doesn't matter who is using the wireless, what time of day it is, whether it's during the library's opening hours, or what websites the user is accessing.

Q: What if I can only obtain the data for a limited amount of time?

A: If an annual count is unavailable, determine an annual estimate by counting transactions during a typical week and multiply the count by 52 or the number of weeks the library was open. When estimating your annual usage, be sure to account for holidays and other closures.

Note in the annotations if an estimate was used.

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Q: What is meant by “wireless session”?

A: A wireless session is every time someone connects to the library’s Wi-Fi network to use the internet.

A wireless connection allows users to make a connection to the library’s Internet using a personal laptop, tablet, or smart phone.

Do not include use of library equipment in this count.

Q: What should I do if I cannot get this data?

A: If this data is not being collected, please report "0".