

# **FREE WiFi** at MARIN COUNTY FREE LIBRARY

## **FAQ**

### **What is WiFi Internet Access?**

WiFi is high speed wireless Internet access available throughout the library. It is even available in areas where PCs are not available. Anyone who has a working WiFi enabled laptop or PDA can connect. WiFi access users must comply with Marin County Free Library's Public Use Computer Policy and the Wireless Policy.

### **How do I connect?**

You will need:

1. A WiFi compliant 802.11b/g wireless device installed in your laptop or PDA. Or a laptop with integrated WiFi capability.
2. A Web Browser (Microsoft Internet Explorer, Mozilla Firefox, Safari, Netscape Navigator, Blazer, or any other web browser.)

In most cases you will not need to change the settings on your computer in order to connect to the wireless network. On a Windows PC, please look at the lower right tray (left of the clock) for the wireless network icon. On a Mac, the WiFi icon can be found on the top Menu Bar.

### **Is technical support available?**

Because laptops vary so greatly (Windows vs. Mac, etc.), Marin County Free Library staff are not available to offer technical assistance with establishing a wireless connection from your computer. They are not allowed to handle any of your equipment.

You are responsible for setting up your own equipment. If you are not familiar with computers or networking, we recommend bringing someone with you who can help you configure your laptop.

The Marin County Free Library is not responsible for any changes that you make to your computer's settings and cannot guarantee that your hardware will work with our wireless connection. We recommend that users read their PC and/or Wireless manuals thoroughly.

### **Do I need a library card?**

A library card is not required to login to the system. However, if you need to print in the library, you will need save your documents to a portable device such as a USB flash drive or 3.5 inch floppy disk, and then login to a public Internet machine which is connected to a printer. You need a library card to log in to the public machines. We encourage all eligible patrons to apply for a card at the Circulation Desk.

### **How long does a connection last?**

Your wireless connection should remain connected until you shut down your computer or WiFi. There is no time limit or maximum length of time that you may use the WiFi network. **Please complete your work and be ready to leave when the library closes.**

### **What factors can influence my connection speed and signal strength?**

Many things can affect the Wireless connection speed that Windows detects as well as the customer's perceived bandwidth. There are various wireless network card standards (A, B, G, etc.) Each of those standards offers different connection speeds and different range capabilities. The signal strength can be affected by the distance to the Wireless Access Point, the number of walls separating the laptop from the Access Point, and other environmental variables. Additionally, older computers (3+ years old) can have difficulty processing today's robust Internet quickly.

### **How to Troubleshoot the WiFi Connection**

Windows XP/2000 users:

1. On your desktop, go to **Start>Settings>Control Panel**, click Network Connection.
2. In the Network Connections box, right-click **Wireless Network Connection** and click **Properties**.
3. In the Wireless Network Connection Properties box, select **Internet Protocol TCP/IP** and click **Properties**
4. Click the option **Obtain an IP address** and **Obtain a DNS server address automatically**.
5. Click **OK-OK** to exit the properties window.
6. Right-click **Wireless Network Connection** and right-click **View Available Wireless Networks**.
7. In the **Choose a wireless network** list you should see an available network with the name **library**.
8. Select the library network and click **Connect** if the wireless network doesn't already say Connected

When in doubt, restart your laptop.

### **WiFi Support Websites:**

#### **Apple users:**

<http://www.apple.com/support>

#### **Windows users:**

<http://support.microsoft.com/kb/314897/en-us>

*Approved 5/30/2006*

## **Limitations & Disclaimers**

Wireless access is provided as a public service free of charge. The service is on an “as is” basis with no guarantee and no warranty.

The library provides access to Web-based browsing, Web-based email, and HTTP based file downloads. Only HTTP and HTTPS communication through standard ports (80, 443) is supported. FTP and SMTP cannot be used with this service and are blocked.

Information passing through the Library’s wireless access is not secured and could be monitored, captured, or altered by others.

It is the customer’s sole responsibility to protect their information from all risks associated with using the Internet, including any damage, loss, theft that may occur as a result of ones use of the Library’s wireless access.

It is highly recommended that customers charge their laptop before visiting the library. Electrical outlets are limited and are sometimes not ideally located near a table or seating. The Library assumes no responsibility for the safety of equipment; users must keep their equipment with them at all times.

Any restriction or monitoring of a minor’s access to the library’s wireless network is the sole responsibility of the parent or guardian.

Wireless users requiring sound must use their own headphones and create no noise that might disturb other library users.

Library staff members are not able to provide technical assistance and the library assumes no responsibility for laptop configurations, security or changes to data files resulting from connection to the Library’s network.

## Marin County Free Library

### Wireless Policy

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The Marin County Free Library provides wireless access to its network for public Internet use.

In accordance with the American Library Association Library Bill of Rights, the Marin County Free Library provides unrestricted access to the Internet at every Library site, including through its wireless networks, where available.

Library patrons are cautioned that the Library is a public area, which must be shared by Library users of all ages, backgrounds, and sensibilities. Individuals are asked to consider this and to respect others when accessing information and images.

Wireless Network users will not be able to use FTP (file transfer protocol), file share, or outgoing SMTP (simple mail transfer protocol) on the wireless network.

Library patrons may not use the library's wireless network to transmit or receive illegal (including harmful or obscene) or disruptive material. Library patrons are expected to respect intellectual property rights by making only authorized copies of copyrighted or licensed software or data residing on the Internet.

Violation of the Library's Wireless Policy or abuse of networking equipment may result in the denial of access to the wireless network in all MCFL branches.

Library staff may not be available to assist patrons using the wireless network. Please consult the reference librarian for information on available computer classes.

Wireless network users will not be able to use the Library's printers to print documents. To print, a patron must log onto one of our public use computers.

**WARNING: The Library is not liable for the consequences of wireless network use in any way, including the transmission of computer viruses, loss of data or e-mail, or any harm resulting from the use of an unsecured server.**

Other policies affecting patron use of the Library and Library materials include: the (1) Public Use Computer Policy; (2) Public Use Computer Policy FAQ (further explains and clarifies the policy); (3) Guidelines for Library Use; (4) Library Bill of Rights (and associated interpretive documents); and (5) the Marin County Board of Supervisor's Resolution No. 2003-44 on the USA Patriot Act which was passed on May 6, 2003.