



# West Hempstead Public Library Wireless Guidelines



The West Hempstead Public Library offers Wireless Access to the Internet starting July 1, 2008. You must login to the service. Nassau County residents can login using their Nassau County library account (Barcode + PIN). Non-residents must register at the Reference Desk to receive a temporary Guest Pass.

You will have to accept the full **West Hempstead Public Library Wireless Policy** to gain access.

## Highlights:

- The library does not provide technical support for your laptop.
- There is no printer access on the WiFi network.
- Electrical outlets are available underneath some tables and study carrels. For safety reasons, you are not allowed to plug into a wall socket or a socket that is in open floor space. Be sure your battery is fully charged.
- Internet connections are not secure. If you access secure accounts or use personal information, that information can be intercepted with current technology.
- Wireless connections and/or signal strength are not guaranteed.
- The library assumes no responsibility for direct or consequential damage to your computer, data or configurations, resulting from your use of the Internet.
- Users may not
  - 1) Use the network to make unauthorized entry into other computational, informational or communication services or resources.
  - 2) Distribute unsolicited advertising.
  - 3) Invade the privacy of others.
  - 4) Display material of an offensive sexual nature.
  - 5) Make any attempt to damage or disable computer equipment or software.
  - 6) Engage in any activity that is harassing or defamatory.
  - 7) Use the Internet for any illegal activity, including violation of copyright or other rights of third parties, or in a manner inconsistent with the Library's mission.

## Troubleshooting:

The following information may be of help if you encounter problems trying to access the Wireless connection. **Remember to backup your device's configurations before making changes; the library is not responsible for any changes made to your computer.** The library staff does not offer Technical Support for your Wireless device.

- Your computer must support 802.11-a, 802.11-b, and 802.11-g WiFi standards.
- Your PC network settings should be configured for DHCP.
- Turn off Pop-Up Blocker.
- If you encounter problems connecting, it could be related to the Domain Name Server (DNS). Manually change you network settings to use a standard DNS server, such as 4.2.2.1.

Additional suggestion: Sometimes a computer will get a message that sites cannot be found and won't connect. A possible problem is that it is not getting the **Domain Name Server (DNS)** that our WiFi uses. If this happens the patron can hard code a DNS of **8.8.8.8** or **8.8.4.4** which are Google's public DNS on his/her machine. This is done in the **MyNetwork** properties under **TCP**. Their computers are probably set up to use DHCP for their IP and DNS, which is correct. But you have the option to code the DNS. The IP must use DHCP, because the router provides the address.