

Wireless Internet Access

The Central Library & Clifton, Palisade, and Fruita branches have free wireless Internet access available for all of our library patrons. The following FAQ (Frequently Asked Questions) should assist you in utilizing this service.

FAQs: Frequently Asked Questions

Will I need any special settings or passwords to connect?

No, the library's patron wireless network is open to all visitors. No special encryption settings, user names or passwords are required.

What is wireless?

Wireless Internet access uses radio frequency signals to exchange information between your computer and the Internet. No cables are required.

Why wireless?

Wireless allows library users to bring their own computers to the library and to get Internet access.

Library users can use their wireless laptop computers or PDAs to get Internet access at most spots in the library. You are not limited to the normal computer areas of the library.

How do I use wireless at the library?

The library uses the WiFi standard (also known as IEEE 802.11b and 802.11g). These standards can provide up to 54 megabits/second connection speed. Speed will vary by location and number of users.

You will need to bring your own laptop computer to the library and it will need to have built-in WiFi or you will need to install a WiFi network card. The library does not provide wireless cards.

Most WiFi equipment will be compatible. However, the library can make no guarantees as to compatibility of your equipment with the library's network.

Printers are not available to wireless users in the library.

When I access your remote databases, will I have to provide a library card?

No - for purposes of accessing our databases, you will be treated as if you are on a patron workstation, and will not have to provide a library card.

Since I am using my own equipment, do the general rules about computer use still apply to me?

Absolutely - you must still abide by all of the library's rules and adhere to the library's Internet policy.

Can the library staff help me configure my computer?

NO - everyone's computer is different and you are responsible for knowing how to configure your own equipment.

The library cannot be responsible for any changes you make to your computer's settings.

If you need additional assistance, you may need to contact the manufacturers of your hardware or software. Library staff cannot provide any help beyond this FAQ page.

What about virus protection and security?

It is solely the responsibility of the wireless device owner/user to provide anti-virus protection, and to configure their laptop/PDA settings to provide the appropriate security settings.

The library's wireless network is not secure, and is an open network. The library cannot guarantee the safety of your traffic across its wireless network. The library assumes no responsibility for the configuration, security or files on your laptop/PDA resulting from connection to the library's network. Information sent to or from your laptop/PDA can be captured by anyone else with a wireless device and appropriate software within the range of the access point.

The library cannot--and will not--take responsibility for damages incurred for incorrect, insufficient, or incomplete security settings; or lack of up-to-date virus protection. Wireless users assume all risks in this regard.

I'm having trouble connecting, what can I do?

First and foremost, please remember the library staff cannot help you with the configuration on your computer.

There are some things you might try to help yourself:

- * Try a different browser
- * Clear the browser's cache
- * Clear all cookies
- * If you see a message that your browser cannot verify the identity of the website "192.168.1.1". Connect anyway. This is the hotspot website that you must connect

to before you can establish a connection to the Internet.

* Accept certificates from 192.168.1.1

* Turn off any proxies, firewalls, or VPN programs you may have running until after you launch your browser and go through the wireless network log in page.

* Please don't forget that connecting to the Internet through the library's wireless is a TWO-STEP process:

** Connect your wireless card to the wireless access point. This is the radio connection.

** Once that connection has been established you need to open a web browser (Internet Explorer, Mozilla, Firefox, Safari, Opera, etc.)

*** Go to any legitimate website on the Internet (like www.google.com).

*** The wireless hotspot will intercept your request and replace it with the library's wireless network log in page.

*** Read through the library's log in page.

*** If requested, provide the appropriate username and password.

*** Click on the appropriate button at the bottom of the page.

Hours of Operation

Wireless access is available all hours the library is open.

Miscellaneous:

Fifteen minutes of inactivity will cause you to be kicked off the wireless network. If you are not finished using the network, you will have to log back on through the web browser interface to re-establish connectivity.

If you have the ability to selectively block popups - DO NOT block popups from 192.168.1.1 - the hotspot web server will provide a log off dialog in a popup so that when you finish your session you can log off the network cleanly. This isn't an absolute requirement--see the first note under Miscellaneous.

If your wireless network card software has the option to scan for the strongest signal, that will usually work well to locate the "library" network.