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## Wi-Fi Frequently Asked Questions

Library members can access free wireless broadband internet access in the AK Bell Library. Wi-Fi access is an extension to our popular free public internet access already available throughout Perth and Kinross libraries, via the People's Network. This document aims to answer some of the questions users may have about Wi-Fi. If you are still having problems connecting to our Wi-Fi network after reading this document, please ask for the separate technical information leaflet available at reception.

Our Network name (or SSID) is '**AK Bell**'. Do not attempt to connect to any other network that you see listed in your available Wireless Network Connections (or SSID) list.

### How do I connect?

You need a wireless enabled laptop or hand held device that has either built-in 802.11b/g wireless networking or an 802.11b/g PC card or USB adapter. Your device (if enabled) should automatically find the wireless frequency and offer to connect you. Once you are connected, open your internet browser and the Perth and Kinross netloan Wi-Fi Login screen will appear. Choose 'yes' to proceed if a security certificate message is shown. You can install the security certificate if you want to prevent this message appearing every time you try to login.

### How do I log on to the network?

You will need your library card number and PIN code. If you are not already a library member, please ask staff about how to join at reception. You are agreeing to the terms and conditions of our Acceptable Use Policy (copies available at reception) by clicking the Login/Accept button. Please disable any pop-up blocker software or options in order to see the 'Logout' window.

### How do I know that I'm connected?

The following is based on the Windows XP system; please see our Wi-Fi technical information leaflet for other operating systems (ask at reception):

- Go to '**Start**', '**Control Panel**', open '**Network Connections**'.

- *Right click on 'Wireless Network Connection'.*
- *Select '**View Available Wireless Networks**'.*
- *Choose the '**AK Bell**' wireless network and '**Connect**'.*
- *Choose to connect to open network if prompted.*

### Is it secure?

Library users are at no more risk than from other standard internet access services. You should ensure that personal firewall software or features are enabled on your devices. Windows XP has these options within the operating system but personal firewall software is also available separately for this and other operating systems. You are responsible for the configuration, virus protection and use of your own equipment. Please note that the Wi-Fi internet service is filtered in the same way as our Adult People's Network public access computers.

### Is it safe?

Wireless networking uses very low power signals in the same frequency band as many cordless phones and manufacturers design their equipment to fall well within strict industry safety guidelines. Experts generally agree that Wi-Fi technology is very safe when used appropriately. For more details, please ask for our Wi-Fi health issues FAQ leaflet at reception.

## What can I use it for?

When you are logged on to our wireless network you have a high-speed internet connection, so you can:

- *do online research.*
- *check the library catalogue.*
- *access the reference sites that we subscribe to.*
- *check your (web-based) email (e.g. not via outlook express).*

## Can I print from the wireless network?

No, there are no printers configured on the wireless network. To print you should save your document and print when you get home, or use one of the People's Network public access computers in the library, when they are available.

## Is it possible to use Instant Messaging software on our wireless network?

Not directly. For example, the standard versions of Windows Live Messenger or MSN Messenger will not work. You should be able to access the web-based version (<http://webmessenger.msn.com/>) on our network however. Most instant messenger services have web clients such as this because of the problems with firewalls etc, so you should be able to find an alternative web-based version.

## What locations are included?

Current coverage is on both floors of the AK Bell Library (including the café). Signal strength may be weaker in some areas of the building than others.

## Will Wi-Fi be available at other sites?

Depending on the level of use at AK Bell Library, it is hoped that the network will be extended in the future.

## Why are we providing this service?

The library's aim is to provide open access to cultural, intellectual, and information resources. We feel that a wireless network fits well with that goal.

## What if I have problems?

Please ask for our Wi-Fi technical information leaflet at reception.

## What security precautions should I take?

Our wireless network is **unsecured** and information sent over the network may be visible to others. Wireless networks are not unique in this respect. All users of shared networks can potentially 'eavesdrop' on another person's data (however unlikely). Our network has been set up to prevent wireless clients being able to see each other, so one wireless device would not be able to connect to another (within our own network).

The library is not responsible for ensuring the privacy of information transferred over our wireless network. You are responsible for ensuring that your own equipment has adequate security protection installed (including any operating system updates). It is recommended that confidential information (such as passwords, credit card details etc) is not transferred over the wireless network. **You use the library's wireless network at your own risk.**

**Please note:** intentionally eavesdropping on another person's connection, or interfering with their computer or connection in any way, is both illegal and a violation of our network terms of use.

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