

New Hanover County Public Library



Wireless Access

The Public Library of New Hanover County offers wireless access (a.k.a. "hot spots" & "WiFi") at several locations for library patrons to use with their own personal notebooks, laptops and other mobile devices. These access points are *unsecured* and accessible only during normal library hours.

- As with most public wireless "hot spots," the library's wireless connection is *not secure*. Please take appropriate precautions when using this service.
- A patron's use of the wireless network is governed by New Hanover County Public Library's Internet Policy. All users are expected to use the library's wireless access in a legal and responsible manner, consistent with the educational and informational purposes for which it is provided.
- Printing access is not available via the wireless connection. If you need to print, please save your work to a storage device or email files to yourself, then login to a library Internet workstation and send jobs to the public printer.
- Library staff cannot troubleshoot problems related to your wireless device or assist in making changes to your device's network settings and/or hardware configuration.
- The library cannot guarantee that your device will work with the library's wireless access points. Use of our wireless network is entirely at the risk of the user. The library disclaims all liability for loss of confidential information or damages resulting from that loss.
- All wireless access users should have up-to-date virus protection on their laptop computers or wireless devices. The library will not be responsible for any information (i.e. credit card) that is compromised, or for any damage caused to your hardware or software due to electric surges, security issues or consequences caused by viruses or hacking.

Wireless FAQs:

What do I need to access the wireless network?

To access the NHCPL's wireless network, you need a laptop (or suitable PDA or other portable device) equipped with an 802.11b or g compatible wireless card. This device must be configured DHCP and cannot have a proxy configured on its browser. Library staff cannot assist you in making changes to the device's network settings and/or hardware configuration, nor can the Library provide network cards for your use.

How do I connect?

In most cases, you should be able to connect with the wireless network by simply scanning for the network and opening up a browser to start surfing. Details on configuring your portal device for a wireless network may vary depending upon specific models, operating system, and wireless card. For specific information on how to configure or troubleshoot your wireless connection, you will need to refer to your device's documentation.

Is the wireless network secured?

Like most public access "hotspots", the library's wireless network is not secured. There can be untrusted parties between you and anybody you communicate with, and the information being transmitted could potentially be intercepted by another wireless user. Cautious and informed wireless users should choose not to transmit their credit card information, passwords and any other sensitive personal information while using any wireless "hot spot." Please take appropriate precautions when using this service. All wireless access users should have up-to-date virus protection on their laptop computers or wireless devices to assist in protecting them from harm.

Can I print from the wireless network?

No, there are no printers configured on the wireless network. To print, you will need to use one of the library's public access computers. If you need to print, please save your work to a storage device or email files to yourself, then login to a library Internet workstation and send jobs to the public printer.

Can I access NHC Public Library's catalog and electronic databases through the wireless network?

Yes, access to both the Library catalog and electronic databases are available through the Library's web site (www.nhclibrary.org). Due to varying network configurations at locations, you may or may not be required to enter your library card number for access.

What if I have problems? Can Library staff assist?

Library staff cannot provide you technical assistance in configuring your portal device or troubleshooting wireless access problems. There is no guarantee that your wireless device will work with the network. The library assumes no responsibility for the safety or security of a patron's personal equipment resulting from the connection to the library's wireless network.