

How to access wireless

What is the free wireless service?

The free wireless service allows you to connect to the internet and to the State Library of Queensland's catalogues and online databases using your own laptop/notebook.

Who can use the free wireless service at the State Library?

All visitors who have their own laptop/notebook can use the free wireless service. No login or password is required.

What do I need to access wireless at the State Library?

- A laptop with a standard wireless LAN card with 802.11b/g protocols.
- A laptop configured to "Obtain an IP address automatically". We recommend you make a note of your current laptop settings before making any changes.

How do I connect to the State Library's wireless network?

Most laptops/notebooks are configured for wireless access, and your laptop/notebook should automatically detect the slq wireless connection. Select *slqwireless* to connect to the wireless network.

How do I connect to the State Library's website and online services?

Once connected to *slqwireless*, type the State Library's web address (url) into your browser – **www.slq.qld.gov.au**.

All of the State Library's online services are available through the website.

When is wireless access available?

Wireless access is available 24/7.

Where are the WiFi hot spots?

WiFi hot spots are available throughout the building.

Where can I get assistance with my wireless connection?

Refer to your user manual or contact your hardware or software provider. Library staff cannot provide support to configure your equipment for wireless access.

What are the terms and conditions?

The terms and conditions are printed on the back of this Info Guide.

Can I get a virus from a wireless service?

Viruses come from the internet, often as attachments to email. Anti-virus, security and privacy of information is the responsibility of the laptop/notebook owner. The State Library strongly recommends that all wireless clients have virus protection and personal firewalls installed on their laptops/notebooks.

How safe is my information?

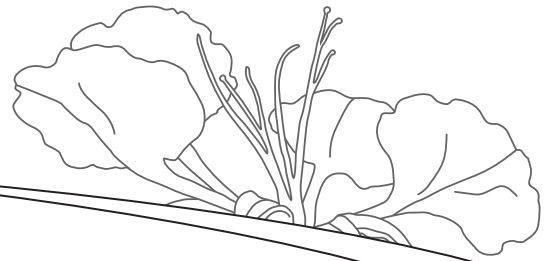
The internet is a public communications network which poses some security risk. Cautious wireless clients may choose not to transmit their credit card information and passwords while using WiFi hot spots, including the State Library's. The State Library cannot assure the safety of your data when you use either our wired or wireless internet access.

Can I roam the State Library without losing wireless connection?

Yes, provided that you do not stray out of the wireless signal area.

Are there limits to my download speed?

No, however actual speed depends on the number of concurrent users and your proximity to a WiFi hot spot.



How can I increase my signal strength?

Signal strength on each floor will be determined by your distance from the WiFi hot spot and any intrusions (building poles, walls and shelving). Try changing your location to increase signal strength.

Can I use peer-to-peer file-sharing programs?

For security reasons some software programs on laptops/notebooks may not work in the State Library. Examples that are likely to be affected include, but are not limited to, peer-to-peer file-sharing programs or VPN software. The State Library does not guarantee to support wireless access with any specific software program.

How do I print?

Printing is not available from the wireless network. Printing is available from the Library's public access printers:

- Save your document to a CD or USB memory stick.
- Using a public access computer, open the saved document and print to a public printer.

Will my laptop/notebook still connect to the internet at home or at work?

If you have changed your laptops' network configuration to access the State Library's wireless service you may have to change it back when you are at home or at work.

Terms and conditions for using the State Library wireless network

As a user of the State Library of Queensland's free wireless service you must abide by the State Library's *Internet public use policy*. In addition the following terms and conditions are specific to wireless access:

- The State Library does not provide support to configure your equipment for wireless access. For further assistance refer to your user manual or contact your hardware or software provider.
- The State Library cannot be responsible for any changes that you make to your computer's settings to access slq wireless network and recommends that you make a note of any settings before you change them.
- The State Library's wireless network is not as secure as the State Library's wired network, ie, the public access computers. Information sent to and from your laptop/notebook may be captured by someone else with a wireless device. Please keep this in mind when accessing personal or business information.
- The State Library does not accept responsibility for any loss of data resulting from delays, non-deliveries, service interruptions, technical difficulties or transmission of viruses.
- Anti-virus, security and privacy of information is the responsibility of the laptop/notebook owner.

Need further information?

State Library of Queensland, Cultural Centre, Stanley Place, South Bank
Information Services: 07 3840 7810
John Oxley Library: 07 3840 7880
www.slq.qld.gov.au/services/ask

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