



Glendale Public Library Wireless Internet Access

The Glendale Public Library is pleased to offer its patrons free wireless Internet access on their own wireless enabled devices. Most wireless devices should be able to find and connect to the wireless network automatically. Please note:

- The Glendale Public Library does not assist users in obtaining a wireless Internet connection.
- The Glendale Public Library does not provide technical assistance for personal electronic devices.
- The Glendale Public Library does not guarantee your equipment will work with the library's wireless network.
- Though the wireless signal generally covers all areas of each library branch, the signal strength can vary greatly depending on any number of circumstances. If you cannot obtain a strong enough signal to make a connection, please move to a different location in the building.
- Do not leave your equipment unattended. The Glendale Public Library is not responsible for lost or stolen equipment.

Wireless Advantages

- No waiting for a library public PC.
- No enforced time limits; you may use the wireless Internet access all day during library hours.
- Save files to your own device.

Wireless Limitations

- No printing services are available at this time.
- Less secure than wired networks (see Wireless Security below).
- Typically not as fast as wired networks and can be less stable.

Wireless Security

As with most free, public wireless Internet access, the Glendale Public Library's wireless system does not use encryption such as WEP or WPA. Wireless networks, as with any public, shared network, can potentially be eavesdropped on. While the Glendale Public Library's wireless network makes use of various security technologies to detect potential malicious activity, no level of safety or security is guaranteed. If you are accessing sensitive or secure information, you are encouraged to use secure websites (SSL encrypted, and typically uses https in the URL), though this is not a guarantee of confidentiality.

Data Collection and Logging

The system used by the Glendale Public Library tracks the hardware address and temporary IP address assigned to your computer (necessary to establish an Internet connection). The wireless network does not collect or store any information on your computer system, the websites you visit, or data you transfer.

How to Connect

1. Be sure the wireless radio is enabled on your device. This varies from device to device and between manufacturers. Library staff cannot help you turn your wireless radio on or off. If you need assistance you should refer to your device's instruction manual.
2. If it is your first time connecting to the Glendale Public Library's wireless network, you must establish a connection to the network. The SSID is "Glendale Library".

3. Launch your web browser. You will be redirected to the Glendale Public Library wireless portal (See figure below). If your browser is not automatically directed to this page, type <https://wireless.glendalelibrary.org> in the URL address box located at the top of your browser.

4. Enter your library card number in the box under “Barcode”. If you are using a guest password, enter “guest”.
5. Enter your PIN or temporary guest password as provided by Library staff member, in the box under “PIN”.
6. Read the *Internet Use Policy*, click checkmark in the box next to “I accept terms of service” and click *Log In*.
7. You now have access to the Internet and will be redirected to the library’s webpage.

Troubleshooting

If you are having trouble connecting to the Internet through the library’s wireless network, you may need to change some settings on your wireless device or follow the troubleshooting tips below. **Please note that the Glendale Public Library does not make any guarantees on the quality of the wireless connection, and staff will not provide any technical support beyond handing out this guide.**

Windows 2000 and Windows XP

1. From Control Panel, select "Network Connections".
2. Right-click on "Wireless Network Connection" (or whatever you have named your wireless connection), and click Properties.
3. Click Internet TCP/IP protocol and click Properties.
4. Select "Obtain an IP address automatically" and "Obtain DNS server address automatically."
5. Right click on "Wireless Network Connection" and select "View Available Wireless Networks." Select the wireless network called "Glendale Library" and click "Connect." (May vary depending on the wireless software you use.)

Windows Vista

1. From the Control Panel, select "Network and Internet," then "Network and Sharing Center."
2. Click on "Connect to a network."
3. Choose "All" from the dropdown menu and click the refresh button.
4. From the list of network connections, select the one called "Glendale Library" and click "Connect."

Tips

If these steps do not work, try turning your wireless radio off then on again, clearing out your browser’s cache, or restarting your wireless device.