



THE  
PUBLIC  
LIBRARY

of Cincinnati  
and  
Hamilton County

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FOR IMMEDIATE RELEASE  
**Press Release**

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## **Public Library Now Offers Wi-Fi Services**

*Newest Cincinnati Bell Hot Spot Partner Provides Convenient, Reliable  
Wireless Internet Access at All 42 Library Locations*

Imagine being able to connect to the Internet and get the information you need from wherever you happen to be, whenever you need it. Great news—The Public Library of Cincinnati and Hamilton County has joined the growing list of locations going wireless with the Cincinnati Bell Hot Spot Partner Program. Cincinnati Bell recently completed installation of Wi-Fi service at the Main Library downtown and its 41 branches throughout Hamilton County.

“We’re extremely pleased to now offer wireless service to our Library users,” said Library Executive Director Kimber L. Fender. “The advantages include the ability for Library patrons to bring their own computers to the Library to do research and access print or other resources at the same time. For those without their own computers and wireless access, the Library provides free Internet access at all locations.”

“Our goal is to set up Wi-Fi locations where we know people will benefit from Internet access so partnering with The Public Library of Cincinnati and Hamilton County makes perfect sense, said Dennis Hinkel, vice president and general manager of Local, Long Distance and Internet at Cincinnati Bell. “From online research to checking email, we’re making it easier and more convenient for Cincinnatians to connect with the World Wide Web.”

Subscribers to Cincinnati Bell’s Fuse dial-up service and ZoomTown high-speed Internet service will have free, unlimited access to Wi-Fi service. Wi-Fi service is available to all other patrons on a pay-per-use basis of \$4.95 an hour or \$9.95 for 24 hours and can be billed to a credit card.

To use Cincinnati Bell’s Wi-Fi Service, customers with a Wi-Fi-enabled notebook computer or handheld device simply need to launch their Internet browser in a participating Cincinnati Bell Hot Spot location and login.

Cincinnati Bell Wi-Fi Service operates over a standard DSL line with download speeds up to 3Mbps and upload speeds of 768Kbps. For a complete list of the more than 250 Cincinnati Bell Hot Spot locations, please visit [www.cincinnatiBell.com](http://www.cincinnatiBell.com).

## **Frequently Asked Questions About Wi-Fi**

### **What is Wi-Fi?**

Wi-Fi (Wireless Fidelity) allows you to connect to the Internet without wires using your own portable device such as a laptop.

### **How can I use wireless Internet at the Library?**

Most users can bring their wireless-enabled laptop computer to the Library and turn it on. If you are a first-time user, follow the setup instructions from Cincinnati Bell. Pamphlets outlining the setup instructions are also available at the Circulation desks at each library.

If you are already set up, launch your browser and enter the URL

[www.wifi.cincinnati.com](http://www.wifi.cincinnati.com). If your laptop does not have wireless built-in, you must purchase a Wi-Fi-compatible Network Interface Card (NIC) that is 802.11b compliant.

We cannot guarantee your equipment will work with the wireless network.

### **What equipment do I need and how do I set up my device?**

This information is outlined on Cincinnati Bell's site under requirements.

### **How much does it cost?**

Cincinnati Bell's Wi-Fi Service is currently free for all ZoomTown and FUSE customers. If you aren't a customer there are two service offerings:

- 1 hour (60 consecutive minutes of web surfing) for \$4.95
- 24 hours (24 consecutive hours of web surfing) for \$9.95

### **Where can I plug in my laptop?**

You can use available power outlets wherever the cord does not present a trip hazard or block access for customers or staff. Bring a fully charged battery in case electric outlets are not available.

### **Do I need a Library card?**

No, you don't need a library card to use the service.

### **Can I search the Library Catalog and special databases using wireless?**

Absolutely! Links to our catalog and collection of databases can be found on our homepage.

### **Can I print while using wireless?**

Printing is not available. If you need to print, please save your work to disk or email files to yourself, then login to a library workstation and send print jobs to a printer.

### **Am I allowed to use my notebook speakers?**

Please access Internet applications with sound using your headphones. We do not provide headphones.

### **Are there any restrictions on my use of the Internet?**

Internet users in the children's area of any of our agencies are not permitted to access Internet sites which may be unsuitable for minors. Users in all areas of Library locations may not use Internet sessions in a manner that is deliberately offensive or creates a hostile or intimidating environment. While accessing the Internet at the Library, users must comply with all applicable federal, state and local laws. Wireless users agree to abide by The Public Library of Cincinnati and Hamilton County's Standards of Library Behavior.

**Is wireless access filtered or unfiltered?**

Wi-Fi access on your laptop is unfiltered. Internet access through Library computers is filtered.

**Is my information safe while using wireless?**

To protect the information on your laptop, we strongly encourage the use of security measures such as virus protection software and a personal firewall. Security measures are the sole responsibility of the laptop user. The Library is not responsible for any loss of information or damage to your laptop that might result from using the wireless network or other facilities of the library. More information is outlined in the FAQ's on Cincinnati Bell's site.

**Can Library staff help configure my computer?**

You are responsible for understanding how to configure your own equipment. Check your equipment's manual. We cannot be responsible for any changes you make to your computer's settings. If you need additional assistance, you may need to contact the hardware or software manufacturer. More information is available on Cincinnati Bell's site.

**What happens if I have a problem or questions about the Library's Wi-Fi service?**

Contact the Cincinnati Bell Help Desk (513-397-7922) from 7:00 a.m.-midnight, seven days a week.

✓ **Information about events at the Main Library and 41 branch libraries is available at [www.cincinnati-library.org](http://www.cincinnati-library.org).**

**About the Public Library of Cincinnati & Hamilton County**

The Public Library of Cincinnati & Hamilton County, with 42 locations countywide, offers a selection of 10 million books, audio books, digital books, CDs, videos & DVDs, magazines and more, plus free Internet access, live homework help online, over 150 research databases available free for cardholders, and KnowItNow, an online reference service that gives you the opportunity to chat with a librarian 24/7. For more information, visit [www.cincinnati-library.org](http://www.cincinnati-library.org).

**About Cincinnati Bell Inc.**

Cincinnati Bell Inc. (NYSE:CBB) is parent to one of the nation's most-respected and best-performing local exchange and wireless providers with a legacy of unparalleled customer service excellence. With headquarters in Cincinnati, Ohio, Cincinnati Bell provides a wide range of telecommunications products and services to residential and business customers in Ohio, Kentucky and Indiana. For more information, visit [www.cincinnati-bell.com](http://www.cincinnati-bell.com).

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