

## Virtual Meeting Spaces FAQs

### Related to Virtual Meeting Spaces

- 1. Why Virtual Meeting Spaces?**
  - a. Staying connected virtually these days is very important to do. Learning and sharing online is very common and happening constantly on Zoom across all ages. In lieu of in-person reservable study rooms and meeting spaces, our goal is to provide a similar service virtually with Virtual Meeting Spaces. In doing so, San Mateo County Libraries continues to bridge the digital divide by building skills and providing equitable access to technology.
- 2. Where can I make a Virtual Meeting Space reservation?**
  - a. Reservations can be made at [smcl.org/virtualspaces](https://smcl.org/virtualspaces).
- 3. How long can I reserve a Virtual Meeting Space for?**
  - a. You can reserve a Virtual Meeting Space for up to three hours daily.
- 4. What is the cost of reserving a Virtual Meeting Space?**
  - a. Like our other services, Virtual Meeting Spaces are free to use.
- 5. Who is eligible for using a Virtual Meeting Space?**
  - a. San Mateo County Libraries cardholders (card starting with “29041”) living in San Mateo County are eligible.
- 6. What are the operating hours for Virtual Meeting Spaces?**
  - a. Virtual Meeting Spaces operate Tuesday – Saturday from 7:00 AM – 10:00 PM, except during [holiday closures](#).
- 7. What’s the soonest I can make a reservation for a Virtual Meeting Space?**
  - a. Reservations for Virtual Meeting Spaces need to be made one week in advance. This gives staff time to prepare your Zoom meeting and handle other logistics.
- 8. What’s the furthest, in advance, that I can reserve a Virtual Meeting Space?**
  - a. Virtual Meeting Spaces can be reserved up to 15 days in advanced.
- 9. How many reservations can I make for a Virtual Meeting Space in one week?**
  - a. Two reservations can be made per week for a Virtual Meeting Space.
- 10. How many attendees can a Virtual Meeting Space host?**
  - a. 300 attendees can attend the Virtual Meeting Space.
- 11. Is there an age requirement for using Virtual Meeting Spaces?**
  - a. There is no age requirement to use Virtual Meeting Spaces but if you are of the age of 13 or under, you must have your parent’s/guardian’s permission and they must be present during the Virtual Meeting Space meeting.
- 12. Are there Guidelines and Policies for Virtual Meeting Spaces?**
  - a. During the booking process for Virtual Meeting Spaces, you will need to agree to adhere to our [Policies](#) and [Room Guidelines](#).
- 13. Who oversees the Virtual Meeting Spaces?**
  - a. You are responsible for overseeing your meeting which also involves the technical aspects. For additional Zoom support or training, an [appointment can be made](#).

## **Related to Zoom**

- 1. Does Zoom offer support?**
  - a. The [Zoom Help Center](#) has great guides and tutorials.
- 2. How do I join my Zoom (Virtual Meeting Space) meeting?**
  - a. You will be provided a Zoom meeting invitation from San Mateo County Libraries via email 24 hours before your requested time and date. The Zoom meeting invitation will contain a hyperlink that directs you to the Zoom meeting space. Additionally, there will be information provided for telephone audio access to the Zoom meeting. See [Zoom's video tutorial](#).
- 3. How do I share the Zoom (Virtual Meeting Space) meeting with others?**
  - a. The Zoom meeting invitation that is emailed to you by San Mateo County Libraries can be forwarded in an email to all other attendees. [See Zoom's instructions](#).
- 4. Do I need to install the Zoom client?**
  - a. For the best user experience, we strongly recommend installing the [Zoom client for meetings](#).
- 5. Can I join Zoom from a web browser instead?**
  - a. Web browser access is allowed with Zoom, but user experience and reliability can differ from the Zoom Client for meetings. Additionally, one may be notified to update their web browser in order to support audio within the Zoom meeting. From our testing, Google Chrome worked the best for sharing both audio and video from a web browser. See Zoom's Help Center page for [Launching Zoom from a web browser](#).
- 6. Can I record a Virtual Meeting Space meeting?**
  - a. For privacy reasons, there will be no recording functionality during Virtual Meeting Space meetings, and we will not store data pertaining to attendees or the meeting.
- 7. Are there any good Zoom in-meeting tutorials or training documents?**
  - a. The [Zoom Help Center](#) offers great in-meeting tutorials for users to learn more about the interface.
- 8. Does Zoom have a Privacy Statement and Terms of Service that can be reviewed?**
  - a. Yes, you can read Zoom's [Privacy Statement](#) and [Terms of Service](#).
- 9. How can I share my screen in a Zoom meeting?**
  - a. The [Zoom Help Center](#) has informative video tutorials regarding screen sharing in a Zoom meeting.