

It prevents display of visual depictions defined as obscene, child pornography and harmful to minors. For more information, see the library's Internet Use Policy.

### What does it mean when I receive the message "Internet Explorer cannot display the webpage"?

Most likely causes:

- You are not connected to the Internet.
- The website is encountering problems.
- There might be a typing error in the address.

### I cannot get connected. What is wrong?

Here are some things to check if you're having difficulty:

1. Ensure your device supports standard 802.11b/g Wi-Fi and it has DHCP enabled.
2. If a weak signal is encountered, please relocate to a different location in the building. Many variables can affect the signal strength including the specific equipment used to connect to the wireless service.
3. Ensure the SSID you select is DCLS\_Library\_Wireless. Due to the large number of Wi-Fi networks you may also encounter the ability to access other Wi-Fi networks that are not provided by DCLS while in the library. Use of these networks while in the library is governed by the DCLS Internet Use Policy.
4. Ensure your device's wireless antenna is turned on, if this feature is provided.

### Can library staff help?

Staff *can* verify that the wireless signal is in service. Staff *cannot* provide technical assistance for your wireless devices or assist in making changes to a device's network settings and/or hardware.

### More information:

Internet Use Policy: [www.dcls.org](http://www.dcls.org)

Wireless Internet Policy: [www.dcls.org](http://www.dcls.org)

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## Dauphin County Library System Library Locations



### East Shore Area Library

4501 Ethel St., Harrisburg  
652-9380



### Elizabethville Area Library

80 N. Market St., Elizabethville  
362-9825



### McCormick Riverfront Library

101 Walnut St., Harrisburg  
234-4976



### Hummelstown Community Library

205 S. John St., Hummelstown  
566-0949



### Johnson Memorial Library

799 E. Center St., Millersburg  
692-2658



### Kline Library

530 S. 29th Street, Harrisburg  
234-3934



### Madeline L. Olewine Memorial Library

2410 N. 3rd St., Harrisburg  
232-7286



### Northern Dauphin Library

683 Main St., Lykens  
453-9315

[dcls.org](http://dcls.org)

# Wi-Fi Service

Dauphin County  
Library System



**The Dauphin County Library System offers free wireless Internet access for the personal use of Wi-Fi enabled devices. Properly equipped laptops and other Wi-Fi enabled devices can access Internet resources online at all eight library locations. As with most public Wi-Fi hot spots, the library's wireless connection is not secure. Access is filtered to comply with Children's Internet Protection Act (CIPA) regulations. Use of this service is governed by the DCLS Internet Use Policy.**

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

Wireless Fidelity (Wi-Fi) allows computers and other Wi-Fi enabled devices to send and receive Internet data through a wireless network. Library resources are available for access when using the DCLS network.

### **What equipment do I need?**

A laptop or PDA which supports standard 802.11b/g Wi-Fi:

You must provide your own Wi-Fi enabled device, such as a laptop computer, equipped with a standard Internet browser and an 802.11 b or g compatible wireless card. Some portable devices have wireless cards built-in while others may require you to purchase a compatible card to plug into it. If your device does not have this technology pre-installed, wireless cards are available from most electronics retailers or you can contact the manufacturer of your device.

### **Is there an access fee?**

No. The Dauphin County Library System is providing this service free of charge to library system card holders at all eight libraries in the system. See the back panel of this brochure for a listing of our libraries. Start-up funding was received from a Library Services and Technology Act grant administered by Commonwealth Libraries.

### **Is the network secure?**

No! Like most public access "hotspots", the library's wireless network is not secured. Information sent to and from your wireless device may be intercepted by other people. Use of the 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. DCLS will not be responsible for any confidential information that is compromised, such as social security and credit card numbers, or for damage caused to your hardware or software. You must also keep your equipment with you at all times.

### **How do I connect to the Wi-Fi network?**

You will need a Dauphin County Library Card and your account Personal Identification Number (PIN).

Your Wi-Fi device may recognize automatically that a wireless network is available. If not, you will need to set your device to look for available wireless networks. Our network name (SSID) is DCLS\_Library\_Wireless. After connecting to our network, open up your Internet browser. You may encounter a message about the website's security certificate. If you encounter this message, click on the option to "Continue to this website." You should see a Dauphin County Library System welcome page. Type your library card number and PIN into the labeled boxes. Click Okay. By clicking okay to access our wireless network, you are agreeing to the library's Internet Use Policy. Copies of the policy are listed on our web site at [www.dcls.org](http://www.dcls.org). You are now ready to surf the Internet.

*Library staff cannot assist you in making changes to the devices network settings and/or hardware configuration, nor can the library provide network cards for your use.*

### **How do I get a library card, and why is one needed?**

You may obtain a library card at any DCLS library with presentation of a photo i.d. or other proof of name and current address. Out-of-state residents or Pennsylvania residents living in municipalities that do not pay for library service must pay a fee for a library card. The card

allows you to have many privileges beyond Wi-Fi so please ask for details. Visitor passes are available for one-time use of Internet access by visitors. Please see a staff person if you need a visitor pass.

### **How can I print documents from the Wi-Fi network?**

DCLS does not provide print capabilities for Wi-Fi. To print, you will need to use one of the library's public access computers.

### **Which wireless standards will work on the library's network?**

The network supports 802.11 b or g wireless standards.

### **What should my settings be?**

Details on configuring your device for a wireless network may vary depending upon the model, 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.

Your device must be configured to use DHCP and you cannot have a proxy server enabled on your browser.

*All wireless access users should have up-to-date virus protection installed on their wireless device to assist in protecting them from harm. Please take appropriate precautions when using this service.*

### **Can I connect to my corporate VPN in addition to the Internet?**

Yes. Virtual Private Networks (VPNs) are used to secure the real-time traffic of Wi-Fi hotspot users. Many businesses provide this type of access to their employees. Check with a network administrator at your company for more information on using their VPN service.

### **What does it mean when I receive the message "the requested URL is not available from this computer"?**

The site has been blocked by the DCLS web filtering software. DCLS must comply with the federal law enacted through the Children's Internet Protection Act.