Wireless Access FAQs

What type of wireless card should I use? You can use any wireless card that supports 802.11b/g/n or 802.11 a/n. If you have these, you will be able to access our wireless network.

What is the Ridgefield Library's SSID? Our SSID for our wireless system is "library". If you search for it, you should find it anywhere in the building.

Is it difficult to connect to the wireless network? Not usually. Many laptops can automatically find and connect to the wireless network. If not, you will have to know how to use your wireless device's configuration software to highlight "library" in the list of available networks and connect.

Do I have to pay for wireless access? No, wireless access at the Ridgefield Library is free to all patrons.

Do I have a time limit for wireless access? We have not implemented any sort of time limit presently; however, we reserve the right to do so at a later date.

Is there wireless printing available? No, not at this time.

How do I log-off of the system?
1) Disconnecting your wireless signal from the "library" network.
2) Shut down your computer.
3) Leave the building.

What factors can interrupt my wireless connection? Wireless connections use radio waves. Anything that can interfere with radio waves can interfere with your wireless connection. Wood, people, walls and book shelves can all cause the signal to be interrupted or weakened. If you experience a connection problem try moving to a different part of the Library.

Why does the wireless network speed vary? There are several possibilities including:

1. Your distance from the Access Point and/or obstructions that might be in the way (see above).

2. The number of people using the connection. Since our wireless network is a shared network, if several people are using the network then users might see slower connection speeds.

3. How the wifi is being used by others. If multiple patrons are streaming video/music or downloading large files, the speed of the entire network will slow down.

I think I got a virus from your Wireless Network. Networks themselves do not produce viruses. Viruses normally come from visiting unsafe websites on the Internet, downloading or opening unsafe files, or from e-mail correspondence (such as e-mail attachments). It is strongly recommend that all users have antivirus protection and a personal firewall installed on their laptops.

Is your Wireless Network Secure? Our Wireless Network is **not** a secure line. We have an open security Wireless system in place. For this reason we again recommend that all users have antivirus protection and a personal firewall installed on their laptops. Also we recommend disabling file & print sharing features.

I have a question that is not answered here. For general questions about the Library's wireless network, email our Network Administrator. Please use the subject line "Ridgefield Wireless." For specific questions about your hardware or software, contact the manufacturer.

Please be advised that:

- Library staff is not allowed to configure users' laptop or handheld computers or install any devices or software on those computers.
- Anti-virus, firewall, security, spyware, and privacy protection is the responsibility of the user.
- The Library assumes no responsibility for any alterations or interference with a laptop's configuration, operation, or data files resulting from connection to the Library's wireless network.
- The Library is not responsible for any changes you make to your computer's settings.
- The Library assumes no responsibility for damage, theft, or loss of any kind to a User's equipment, software, data files or other personal property brought into or used at the Library.
- The Library cannot guarantee that the service will be available at any specific time or that the connection will have any specific quality or speed; there is no guarantee that you will be able to make a wireless connection.
- The connection shall not be used for illegal or capacity hogging purposes, nor shall it be used in such a way to violate library policies.

- The library reserves the right to block certain types of activities on the wireless network if they see the activity is affecting speed & connectivity for all. The library also reserves the right to impose library-wide bandwidth limits on our wireless network.