2010 Desktop Image

During the last few weeks the APNK support team would have been contacting all libraries to prepare for the installation of a new image on every PC, 550 of them. This is a mammoth effort for the team, with every one of them working late hours to do the installations outside of your business hours so as not to disrupt service to your customers. The team do extensive testing of the image and the installation process (all done remotely), with software upgrades and some great new tools for your customers. I would just like to acknowledge this "extra mile" step and thank the team for their professionalism.

Mark Lawrence,
Manager, Aotearoa People's Network Kaharoa

Changes to Subscription Databases

Library customers have long been able to access the databases subscribed to by their library network via the suite of home pages on APNK PCs. These subscription databases are one of the added value services that modern public libraries provide and ideally should be accessible to all library customers. Unfortunately we've never been able to offer this access to wifi customers...until now.

We're happy to announce that wifi customers are now able to access the same databases that are available via the APNK PCs.

We'd like to thank staff at Rodney, Waimakariri and Tasman libraries for their help with testing so we can get this service up and running.

Still on the topic of subscription databases, EPIC subscribers are now in a new sub period and some libraries have had changes to the databases they take. We've updated our lists but would be grateful if you could check your APNK PCs and contact us if there are any errors. Keiran will be contacting libraries directly with regards to the Press Display database.

People's Network at Putiki Marae

Late last month the People's Network ventured into new territory with its first installation in a public space other than a public library.

Using Digital Strategy funds specially set aside for the project, the APNK have provided PCs, wifi and a Kete and scanner for community use at Putiki Marae, Wanganui.

Housed in one of the marae complex buildings, this "cyber-hub" will be available for use by marae visitors and members of the hapu (Ngati Tupoho), particularly those taking part in the "Computers in homes" programme. Images of the marae installation can be viewed at http://www.flickr.com/apnk

This pilot project to have APNK in marae will take its second step later in the month with a similar installation at Tuahiwi Marae, North Canterbury with a third, yet to be confirmed marae also in the pipeline.

Inside the cyber-hub, Putiki Marae.

Bite-size News

- At the end of last month Kerikeri in the Far North became the latest library to have the GO-GO PC control system installed.

- Westport librarians are planning two free Kete workshops in April tutoring the public in using scanners and other digitising equipment. More information here.

- The next Governance Group Meeting has been scheduled for 14 May in Christchurch.

- Can't remember how to get to the Community of Practice? Forgotten to bookmark that URL? A link to our social network for APNK library staff has been added to the Contact Us page on our website.

aotearoa people's network kaharoa

Community of Practice

If you work in a People's Network partner library and would like to join this forum for sharing ideas, successes, questions, tips and news then please send us an email to peoples.network@natlib.govt.nz with the subject line: 'Join

3M news

The LIANZA 3M Award began its tiki tour of New Zealand with some great press coverage in Buller.

To make the most of the short time that the award is with one of your libraries in your district, it's a good idea to have a press release ready in advance to gain as much media coverage as possible. The award recognises innovative and entrepreneurial approaches to library services, so it is worth thinking about any innovations that have been made as a result of APNK in your library service. This might involve highlighting your Kete, sharing success stories about individual library customers, or promoting taster sessions targeted at specific user groups that you want to attract into your library etc. I've posted some suggestions onto the Community of Practice together with a basic press release about the award. Feel free to share your ideas and media successes too.

Anne Mortimer

Helpdesk Tip of the Month

Leave a message – If you're a library staff member and you or a customer is having a technical issue with a piece of equipment then our 0800 number is definitely the way to let us know, however at busy times, particularly during weekends, we may not be able to answer your call straight away.

In situations like this it's important to leave a message with the location you're calling from, the nature of the problem and a number you can be reached on. Without this information we may not be able to return your call and fix your problem. Helpdesk staff respond to missed calls as soon as they're able but can't do that if they don't know who you are or where you were calling from!

Updating your Regional Pages

Your APNK regional pages are the first port of call for your PC and wifi customers. Are you taking advantage of the opportunity to give them information about your library and library services? Events? New and useful resources?

So far, about half of the libraries in our network have taken up the option of having a local regional admin who can make changes and post news of this kind. If your library network doesn't have a regional admin then you can still make additions to the links on your Go-Local page by contacting us.

What are the handy sites with local information that your customers might find useful? If your team has some suggestions email these to peoples.network@natlib.govt.nz and we'll get them added to your APNK portal.

Te Roopu Whakahau Hui-a-Tau 2010

Every year members of Te Roopu Whakahau—Maori in Libraries and Information Management from around the country gather together for their annual conference, or hui-a-tau. This is the TRW equivalent of LIANZA conference and is much anticipated by members as a chance to network, learn, and share information about projects that they've been working on, as well as awarding those who have shone professionally and to take care of business with the TRW AGM.

This year I was part of the organising komiti that oversaw the hui at Onuku Marae, Banks Peninsula. It was a great but tiring few days and I wore my APNK hat quite a bit as I got to touch base with colleagues from People's Network libraries as far flung as Kawakawa, Wairoa, and Dunedin and give a presentation on our pilot project working with marae.

I also got to explain to librarians from all sorts of different libraries what APNK is and the kind of work we do, and got some great feedback from people who were impressed with what APNK has been able to achieve so far.

Moata Tamaira, Content Editor, APNK

Waiting outside Onuku Marae before the powhiri

Winner of this month's free APNK t-shirt is…

Louise Gribbon from **Tasman District Libraries**. Congratulations Louise!

For your chance to be in to win one these stylish and highly desirable fashion items, login to the Community of Practice (if You work at an APNK partner library, just drop us an email and we'll sign you up if you're not a member already), post a comment, join a discussion (or start one) and you'll go in the monthly draw.