



aotearoa
people's
network
kaharoa

Aotearoa People's Network Kaharoa Who we are & what we do

New Zealand Government

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The Background

From 2005 onwards, several threads were being drawn together that led to the formation of the Aotearoa People's Network Kaharoa (APNK) in 2007 bringing free and accessible digital content and capability to all areas of New Zealand through the public libraries.

- ✓ The "[Digital Strategy](#)"¹ provided both strategic direction and funding to enable digital 'connection, content and confidence' throughout New Zealand. Initial and some ongoing funding for the project came from the Digital Strategy of New Zealand.
- ✓ At the same time the National Library of New Zealand Te Puna Mātauranga o Aotearoa was charged with developing an 'all of country' strategy for capturing and making accessible New Zealand digital content. The National Library was able to provide funding for community content development through APNK and the public libraries of New Zealand.
- ✓ Public libraries and their stakeholders had identified digital creation and access as a key focus of their future directions in '[The Public Libraries of New Zealand: a strategic framework 2006-2016](#)'². A Public Library Summit held in February 2007 brought together decision makers and thinkers from across central and local government, business, community, education and media to consider how best to get value from public libraries. Two of the top five priorities of the summit were the implementation of the People's Network in public libraries and the need for high speed broadband.

The National Library was a key facilitator and partner in all of these initiatives and, realising one of its key roles of "supplementing and furthering the work of other libraries in New Zealand", it was able to take a lead in this partnership with New Zealand's public libraries to deliver fast, free and supported digital access to the community.

¹ <http://www.digitalstrategy.govt.nz/>

² http://www.lianza.org.nz/library/files/store_011/StrategicFramework2006.pdf

The Vision

The vision of the APNK addresses:

- ✓ Connectivity – because it offers broadband access to internet tools and services on capable machinery to anyone using the computer;
- ✓ Confidence – because it offers an environment where people can safely learn and/or enhance their knowledge and capabilities around use of ICT;
- ✓ Content – because anyone can access content using these computers and anyone can use the APNK facilities to resposit³ their stories, history, or general content.

The vision statement for Aotearoa People's Network Kaharoa is:

***Aotearoa People's Network Kaharoa – living,
learning, creating in the digital world.***

“Kaharoa” is a term used for the largest ‘seine’ nets used in traditional Māori communities. The Aotearoa People's Network is a “net” that spreads nationwide connecting individuals, libraries and communities with each other and with innumerable digital resources.

The National Library's vision and outcome is:

***New Zealanders connected with information
important to all aspects of their lives.***

The APNK works with public libraries throughout New Zealand.

The vision statement for New Zealand public libraries is:⁴

***Public libraries engage, inspire and inform citizens
and help build strong communities.***

Kia āwhina te hunga ora, ki te hāngaia o rātou ake āo.

³ Resposit: in this document, used to mean store in a structured digital community repository.

⁴ Public Libraries of New Zealand: a strategic framework 2006-2016

Principles

The guiding principles for the Aotearoa People's Network Kaharoa are that:

- ✓ Free and facilitated internet access will be available.
- ✓ Citizens are able to access and contribute to New Zealand digital content easily
- ✓ Competent and knowledgeable staff will be available to help either at the location or in an online setting.
- ✓ The service will be available throughout New Zealand to all people.
- ✓ The service will guarantee users an excellent experience including fast broadband, full functionality, safe access, 24/7 service.
- ✓ The partnership of Aotearoa People's Network Kaharoa with Māori will enhance and encourage digital initiatives and Mātauranga Māori.

Governance

The National Library is responsible for the employment of APNK staff and for providing the technical infrastructure for the service.

The APNK Governance Group is responsible for the strategic decision making on behalf of all stakeholders. The Governance Group has representatives from:

The National Library

Local Government New Zealand

Library and Information Association of New Zealand Aotearoa (LIANZA)

Partner Libraries (4 members)

Māori and Te Rōpū Whakahaui

Areas of expertise directly connected with the Service eg connectivity, digital content and skills (3 members)

The Service

The Managed Network

- ✓ The network connection and equipment is commissioned, installed and maintained by APNK. All equipment is delivered to the library and a Support Team member is there to install the hardware and familiarise staff with the service offerings.
- ✓ The APNK Support Team can view, monitor and support equipment and networking remotely. Monitoring of networks ensures a rapid response to any technical problems.
- ✓ The computers have productivity software, anti-virus and content filtering.
- ✓ All software and equipment is licensed and warranted.
- ✓ A PC control system that allows electronic management of usage is also available.

The Functionality

- ✓ Most digital cameras, USB sticks, memory cards will interact with the APNK machines.
- ✓ Full internet access is available, restricted only by filtering for malicious content.
- ✓ Webcams and headsets are provided with each PC.



Stewart Island Library

The Content

- ✓ Each PC displays a customised home web page when the browser is opened. These facilitate:
 - Easy navigation of subject areas, links to popular websites and access to online databases funded by the library.
 - Modification of some local pages and branding.
 - Access to the library catalogue and research databases.
- ✓ The web site at <http://www.aotearoapeoplesnetwork.org/> provides information, stories, statistics and more.
- ✓ A “Community of Practice” is available for librarians to discuss and share ideas and information online.

Kete

To enable libraries and communities to contribute to digital content:

- ✓ Digital repositories (Kete) are available which are hosted by the National Library. Guidance for use is provided by both 'how to' documentation and trained library staff. Material can be assigned a Creative Commons copyright license and is harvested by other National Library agencies so the content becomes findable on the Internet.
- ✓ Digitising equipment such as A3 colour scanners and digital audio recorders are provided to libraries. Text and various multimedia formats can be uploaded.
- ✓ Libraries are encouraged to work with communities – groups, individuals, educators – to enable the local stories to be told globally.

A link to more information about Partner Libraries' kete can be found [here](#).⁵

Wifi

- ✓ Wifi hotspots are available in most libraries providing Internet access and printing facilities for any wireless devices. Content filtering is still provided for wifi users.



Blenheim Library wifi users

⁵ <http://www.aotearoapeoplesnetwork.org/content/kete>

The Story so far....

The first library to partner with APNK was Kawerau in November 2007. More than half of New Zealand's local authorities now offer the service. At the end of 2009 there were:

- ✓ 120 library sites
- ✓ 39 local authorities
- ✓ 571 PCs
- ✓ 99 wifi hotspots
- ✓ 15 digitisation stations



Manaia Library

The Concept

"The Aotearoa People's Network Kaharoa idea was borrowed initially from the success story in the United Kingdom where the equivalent project revolutionised the access of many people to the digital world. In New Zealand, the concept was simply to provide fast access, tools and equipment in libraries, acting as community hubs, to allow New Zealanders to participate in the digital world and get any help they needed. As well as providing access to content and the ability to communicate digitally, the concept included provision of tools and a platform for individuals to create and store their own content – historical photos, old letters of interest, family stories etc. While born from a British idea, there were significant learnings from the UK project and a wish to develop APNK as a uniquely New Zealand response to the needs of our people".

John Truesdale – Former Director, National Digital Library

The Architecture:

"The spread and geographical location of public libraries in New Zealand made for some challenging network solutions. But I am pleased to say that our network suppliers are right behind the APNK programme and have worked together in many cases to ensure we get to the locations we need to. We have used various technologies to reach our libraries, and have coverage from Kaeo to Stewart Island."

Mark Lawrence – Technical Architect, APNK

“The initial offering for the Peoples Network included wifi for a few people who had wireless capable devices. Fast forward to today and we are seeing huge uptake of the wifi with people using handheld devices like ipod touches, psp portables, cellphones and of course laptops and netbooks in the People’s Network libraries. And those heading off with the family to explore New Zealand can use the service at any APNK library.”

Andy Robertson, Technical Systems Specialist, APNK

“One of the early plans for the APNK was gathering content. We’re providing fully functional PCs with cameras microphones and image editing tools. It’s about people telling their stories. With this in mind the APNK provides to partners a scanner, access to a sound recorder and some initial training to get them started. So far they’ve unearthed some excellent historical records as well as repositing modern items such as current radio shows as podcasts.”

Andy Robertson, Technical Services Specialist, APNK

Installation stories:

“Before we had the People’s Network we had only one computer and therefore lots of people – children, the wider community – had to queue up for this. Now we have four and its a lot easier, a lot more access. These computers here have devices that we’ve never had before with the previous one - like USB ports, memory card ports etc.. and they are so fast.”⁶

Kawerau Library⁷

It is a great experience going to libraries and installing the APNK equipment, but the best part is when it’s all up and running and I can then show the staff what I have actually installed in their library, what it can do not just for their customers but also for them. Most of the staff see immediate and vast opportunity in this new resource.

Glen Bellamy, Technical Support Analyst, APNK

It also seems that it could not have happened soon enough for customers, when I was installing the equipment at Waihi Library there was a senior lady with her Mac laptop asking what I was doing, and when I said I was installing (among other things) a wireless network she would be able to use, she said she would be happy to wait for me to get it connected, and was using it well before I finished the installation, and was able to download photos of her grandchildren, something that took way too long on her dialup connection at home. One of many very happy customers.

Glen Bellamy, Technical Support Analyst, APNK

⁶ Excerpts from [“A growing network of Libraries”](#) Video March 2008

⁷ First library to be installed in November 2007.

National Library of New Zealand's role:

"The National Library has a role in supporting and furthering the work of other libraries. The Aotearoa People's Network Kaharoa is a concrete example of this in action ensuring information democracy and learning opportunities for citizens, regardless of geography, socio-economic status or capability. It's been great to work in collaboration with public libraries and local government to achieve this for people."

Sue Sutherland – Deputy Chief Executive and Director, National Digital Library

Perspectives:

"Having been first of all a successful library applicant for Phase 1, then on the Governance Group and now Manager of the APNK, I can say I have viewed this service from all sides – and it is one of the most successful and far reaching initiatives in New Zealand library circles ever."

Margaret Garland – Manager, APNK

The Experience

"The free nature of the People's Network, the range of information provided and speed of the network were seen as strengths by the community. The service has provided a benefit to users and the community as a whole, and it has changed the way the library's role and function is perceived in the community."

Stratford District Library

"...the long awaited day finally arrived: the Aotearoa People's Network came to the Hurunui. Unpacking the boxes was a bit like Christmas. No more internet charges, no more frustratingly slow connections, no more mish-mash of computers which should have been retired a long time ago..."

Instead we now have brand new, sleek looking, up-to-date machines, with CD-burners and memory card ports, and of course cameras and headphones which are exciting the local youth so much we have to strongly insist they go home as the library is closing! "

Hurunui District Library

"Computer usage is settling into a pattern which ebbs and flows throughout the day. First thing in the morning we have our regular customers – Jack⁸ from the local support house who loves spending time watching horror movies (with the permission of his supervisor!), Peta⁹ who's working on her extramural studies, an older gentleman who follows form on boxing matches (his son's a professional boxer) and Alison¹⁰ who's researching her extended family's land interests."

Otorohanga Library

⁸ Name changed

⁹ Name changed

¹⁰ Name changed

An [Evaluation Survey](#)¹¹ was commissioned in May 2008, six months after the first installation, and the early findings indicated:

- A very high uptake on the new service, often by 'new' library customers.
- The range of uses are broad, from CV writing to online business or personal interests.
- Increased confidence in ICT skills and digital literacy are shown both in Library staff and in customers.
- The fast and reliable connection allowed communities access to internet services that had previously been unavailable.
- There was a high level of engagement with youth, often challenging, but also bringing benefits.
- New challenges for library staff and for the use of library space have meant some adjustments to traditional practices.
- 'New' library customers and increased customer numbers are meaning that staffing resources in libraries are often stretched.

Ongoing evaluation will be carried out in 2010 with Partner Libraries and Stakeholders.

Awards

In 2009 APNK was awarded both the [3M Award for Innovation in Libraries](#) and the [Extra Touch Award](#) from the Association of Blind Citizen's of New Zealand.



APNK and partner libraries celebrating the awards at LIANZA conference 2009

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Further Information

Further information can be found at the Aotearoa People's Network [Website](#)¹².

¹² <http://www.aotearoapeoplesnetwork.org>