



The Manager's Column

APNK's manager, Chris McClement reflects on our digital past and the part that libraries and APNK will play in our digital future.

When I think of the work we do at the APNK I like to imagine our place in 20 years' time. 20 years is a long time in the world of technology. The World Wide Web was in its first year of existence 20 years ago; mobile phones were the size of bricks; an "app store" was a computer shop filled with software packages costing hundreds (if not thousands) of dollars; "streaming video" meant watching a show about rivers. Computer networks were in their infancy, the domain of large corporations and fixed to a specific location because of cabling requirements.

Today we don't even talk about networks - we talk about knowledge and information, and how everything is moving online. Twenty years from now I doubt we will even make a distinction between the online world and the offline world. Knowledge and information will be accessible everywhere, and we won't care how we do it or who is providing it. Having a face-to-face meeting with someone won't necessarily mean physically sharing the same breath, because technology will enable people to be present where ever and whenever they are needed.

Public libraries are the vanguard of this new age of knowledge and information accessibility. Throughout the country there are "connective gaps" - places or situations where people in New Zealand don't have the connectivity to the digital world that will be ubiquitous in twenty years time - and public libraries are a critical service which closes those gaps.

As we roll out the APNK to new libraries in what is now "Phase 4" of the project we slowly but surely close one gap after the other. It is exciting to be a part of this process, to work with the team that has made phases one through three so successful, and to partner with librarians in opening up the digital world to all people in New Zealand.

Recent customer feedback

I love love the wifi. its helps me with school HEAPS
Snage, 15 July 2011

I just arrived here from Christchurch and I am totally enjoying the library facilities and the friendly, helpful staff. Thanks for making my move easier.
Kerry, 28 June 2011

Successful GO-GO Install at Blenheim

Keiran got a short break from "Quake-town" last week when she installed the GO-GO PC control system at Blenheim Library in Marlborough.

The day went smoothly and she's since had feedback that the staff and customers are happy with the system.



Above— GO-GO management console in place.

Right— Library patrons use APNK PCs with the new booking system.



The next libraries to get the GO-GO treatment later in the month will be those in Tasman District—Stoke, Richmond, and Motueka.

Pasifika Grandmothers love Social Media

Late last month a reporter for TVNZ's Tagata Pasifika programme interviewed regular Papakura Library customer Ruth Akanoa about her use of library computers, and social media like Facebook and Twitter.

In the piece Ruth encourages others to give the technology a go

"You have to try and learn it ... otherwise you'll be left behind. I don't want to be left behind."

Inspirational stuff. The piece can be viewed at TVNZ's Ondemand service at the link below, and appears in 'chapter 2' of the 28 July episode.

<http://tvnz.co.nz/tagata-pasifika/s2011-e19-video-4328575>



Above— APNK PCs at Papakura Library



Communication and Community

Sometimes from Christchurch it's hard to tell the impact that the APNK service has on individuals and communities in different parts of the country.

Fortunately the comments feature on our regional portals let library patrons give us feedback about how they find the APNK service, some of which we include in this very newsletter (see pg 1).

Sometimes we even get in touch with users of the service to follow up with them.

This is something we did with Austen Kyle who gave us feedback on how the free Internet in libraries helps him communicate when he's on the road. And how important it was to people in Greymouth during the Pike River disaster.

You can read all about this in our APNK blog post

<http://www.aotearoapeoplesnetwork.org/content/communication-community-and-apnk>

Does your library have an Internet use policy?

A recent report from the Australian Library and Information Association shows that 95% of public libraries have an Internet use policy. However only 55% of libraries that have one publicise it via their library website.

We'd like to encourage libraries to both have an Internet use policy and to promote this to library patrons.

Having a publicly accessible policy in place makes it easier for patrons and staff to know where the boundaries of acceptable behaviour and use lie.

If your library has an Internet use policy in place other library staff might like to know about it so please share it via The Community of Practice.

<http://cop.aotearoapeoplesnetwork.org/forum/topics/aus-internet-access-in-public->

Happy APNK birthday!

August 2008 was a busy month for the Aotearoa People's Network Kaharoa.

Three years ago we brought free computing and Internet to libraries in South Taranaki, Central Hawke's Bay, Wairoa, and Gisborne district libraries.

So the APNK team would like to wish a happy third birthday to the staff and customers of Patea, Waverley, Manaia, Hawera, Opunake, Eltham, Kaponga, Waipukurau, Waipawa, Wairoa and H B Williams Memorial libraries.



Image by [GabrielaP93](#) on Flickr.com

2011 Desktop image...take two

In early February we mentioned that we were close to rolling out our updated version of the APNK desktop image.

Unfortunately, seismic events intervened and much of the work that had been undertaken on the project had to be redone.

The bulk of this work has now been completed and we're moving towards rollout of the updated desktop image...again.

The new desktop image will include a lot of updates to existing software which should improve the functionality of several desktop tools. We'll also be including a new web browser option for library customers—Google Chrome (customers currently have a choice between Internet Explorer and Mozilla Firefox).

We'll be in touch with library staff about scheduling the desktop image updates in the not too distant future...barring any natural disasters, that is.



Above— APNK PCs will get an updated desktop image in the near future.

APNK Helpdesk Tip

Many People's Network sites have a wifi service that customers can connect to from laptops, smartphones and other mobile devices (like Kindle e-readers).

Usually this happens very easily but sometimes the settings on the device in question need some tweaking.

The first port of call for any customer experiencing difficulty should always be checking that the wifi option on their device is turned on. This could be a button or function key or a menu option on the device.

From there, there are several other settings that might need to be changed to operate on the APNK wifi successfully.

Luckily, full guides outlining these can be found in our FAQs.

<http://www.aotearoapeoplesnetwork.info/faq/wifi-how>

Moata speaking at Palmerston North & Levin

Later this month in Palmerston North LIANZA's Ikaroa Region members have their AGM. The People's Network's Content Editor, Moata Tamaira will be attending as an invited speaker and will give a talk about APNK, social media, natural disasters...and other things only tenuously relevant to the field of librarianship.

She'll also be speaking the following day in Levin on community spaces and the role of libraries in times of disaster.

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Older editions of this newsletter are available at <http://www.aotearoapeoplesnetwork.org>