August 2012

aotearoa people's network kaharoa

From The Manager's Desk

An update from APNK Manager Chris McClement

I just asked my team what they would call people who visit public libraries since I had heard that calling them "patrons" was "a very American way of putting it." Much debate ensued! Some said "users" while others suggested "customers." Yet another said "visitors" but someone replied with "but some aren't visitors, they're members," and of course the response to *that* was "well members could be visiting too…"

Whichever way you look at them, we like to think that APNK has become integral to the range of services our partner libraries offer and this leads to focussing on two areas of activity. The first is our "business-as-usual" work. With 750 PCs spread across 145 libraries, and our Internet connection running at maximum capacity for 80% of the day, we work hard to ensure that outages are minimal, equipment stays healthy, and that "out-of-order" signs remain as rare as unicorns.

The second activity is the work we do on improving the current offer. The most exciting development in the second half of the year has been the testing of a new WiFi Access Point (WAP). We have seen a steady increase of the number of WiFi users in APNK libraries, to the point that some libraries are not just running out of space for all the laptops, smartphones and tablets, but also connections on the WAPs! So the team has been investigating a couple of options for a more powerful WAP, and during July, deployed the first of the new devices in a pilot at Marlborough Library - with great results. We were please to receive great feedback - no more "turnaways" - which means we will expand the pilot programme to a second library. I'll report on progress again next month.

Recent customer feedback

dean | 1st August 2012
mean as, theres wifi an X-BOX 360 and all of the series i read!

George | 27th July 2012
Free WIFI and FAST. Go PATEA Go!!!!

Paula | Tararua | 20th July 2012
Fantastic that there is WIFI at the library, great service

Selwyn Library User | 14th July 2012
I LOVE the ultra fast internet. Now I can go to the library and use broadband. I cant use broadband at home cause my mum has VERY slow dial-up. :)

Kete upgrade completed

You may not have noticed but over the last couple of months we've been one by one, slowly upgrading our hosted Kete. We're happy to announce that as of late last month all APNK Kete have been upgraded to version 1.3.
Not familiar with our Kete? We have links to all our hosted digital repositories on the Kete page of our website.
http://www.aotearoapeoplesnetwork.org/content/kete

Above—All APNK hosted Kete have been upgraded.

Happy APNK Birthday!

This month Waitomo, Otorohanga, and Central Hawke's Bay district libraries celebrate four years with the People's Network.
Gonville Library in Whanganui and the libraries of Waitaki and Rangitikei districts hit the three year mark in August.

Above—Otorohanga Library has been part of the APNK since August 2008.

Family History Month—Ancestry.com

August is Family History Month and many keen genealogists will head into APNK partner libraries to carry out their research using either APNK PCs or wifi.
Ancestry.com is a popular database that they can access using our network if their library subscribes to it.
Some users run into problems accessing the site however as they try to navigate to this resource using the Ancestry.com web address (this is the one that appears in print and TV advertisements).
In order to access the full library version of the database, customers should either click the link on the Get Info page of their library's regional portal or type ancestrylibrary.com into their address bar.

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Community of Practice

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

Another library joins Kōtui

Later this month Upper Hutt library customers will be enjoying the enhanced search and discovery options available via the Kōtui shared library system.

Upper Hutt City Library will close for 2 days prior to the transfer to the new system and will open again to the public on 9 August.

Upper Hutt will be the tenth library to transfer to Kōtui, with a further 3 libraries scheduled to make the change before the end of the year.

Learn@APNK well underway

The first lot of eager learners have now completed the revised 2012 version of our digital literacy and web skills programme for library staff.

These learners have now "graduated" to guiding their own learners who will start the programme this month. A further group of learners will take part in October.
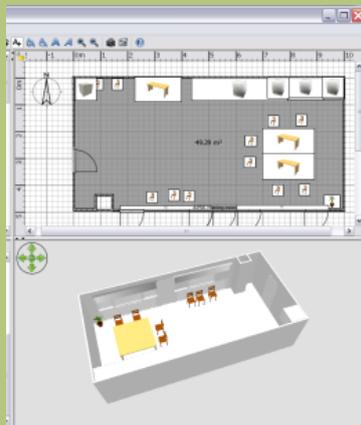
Spotlight on Software—Sweet Home 3D

If you've ever drawn a room or building layout on graph paper then you'll understand the frustration that comes when you realise that actually, the door should be a bit further to the left...

All APNK PCs come installed with Sweet Home 3D, an open source program that lets users draw a digital layout for a room or building, allowing for easy relocation of doors, walls and windows. You can even add and rearrange furniture, appliances and light fittings.

The best thing about Sweet Home 3D, other than how easy it is to use, lies in the 3D part of its name. Ever watched shows like *Grand Designs* that use computer graphics to show what a finished house will look like? Sweet Home 3D builds a 3D model of the rooms as changes are made to the 2D layout. You can zoom in or out, and view the layout from different angles and when you've completed your plan you can create a video "walk through" of the building.

It's the perfect tool for anyone contemplating renovations, redecorating or building their own home.

Right—The APNK meeting room gets the Sweet Home 3D treatment with traditional layout plus 3D rendering.
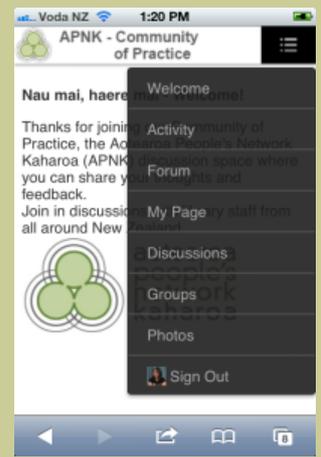
Community of Practice goes Mobile

If you work for an APNK partner organisation but aren't yet a member of our online sharing and networking space, the Community of Practice (CoP), now's the perfect time to join.

The CoP is now optimised for mobile devices so smartphone users can check in on a forum or comment on a discussion while they're on the move.

Right—New mobile interface for The Community of Practice

LIANZA Conference 2012

Will you be heading to Palmerston North next month for the biggest event in the New Zealand library calendar? APNK and Kōtui staff will be attending and we're currently planning a social event with a very special guest speaker that will be part of the LIANZA programme.

But more on that in the next issue...

Above—APNK & Kōtui will have a presence at LIANZA Conference 2012.

Tackling Tech-speak #11: Cookies

Well this one is easy. A cookie is a delicious, sweet snack, right?

Yes. But there are also cookies that aren't edible.

Sometimes called HTTP, web or browser cookies these are sent from a website to a computer and their purpose is to "remember" something about how a visitor using that computer has used the site.

Cookies can store all sorts of helpful information including log in details and passwords, or preferred colour schemes. A shopping site might use a cookie to remember that the person using that computer prefers to see prices listed in New Zealand dollars.

Because APNK PCs are used by numerous people each day, they are reset after each reboot, and so any cookies that have been sent from a website during a user session are not saved. So no cookies for you!

Above—Sadly these are not the kind of cookies a website will send to your computer.

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