

From the Manager's Desk

An update from APNK Manager Chris McClement

The past month has seen a massive effort from the APNK team and our new network provider to complete the transition of almost 170 connections from Snap to One.govt. Once again I have been amazed at the drive and commitment in the APNK team to do what it takes to meet our customers' needs. I would like to especially thank Andy Robertson and Keiran McNabb for the work they have done to make the transition happen.

We now have all but two connections on the One.govt network. Most of the connections were upgraded to VDSL - a faster broadband connection than standard ADSL or ADSL2 - and we have already seen an increase in overall performance across the network. We're just waiting for a call from One.govt asking us how we manage to generate so much traffic on a daily basis!

The next big project that will have a direct impact on our customers is the WiFi upgrade project. We are rolling out new Wireless Access Points (WAPs) and WiFi gateways. The new WAPs will allow improved performance for our WiFi users, reduce the number of WiFi connectivity issues, and pave the way for added security for WiFi devices. Fortunately we don't have to complete this one in two short months! We'll contact you when your WAP upgrade is ready to deploy and take you through what needs to be done.

The One.govt Transition and the WiFi Upgrade Project are great examples of how APNK and public libraries work together to connect library users to the Internet. We know that we can't accomplish these things on our own and so we want to thank you for the time and effort that you put in to assist us.

Recent customer feedback

tanya low | 21st July 2013

"Great for us poor people that are trying to learn new things, but cant afford the comfort of the net at home. Thanks!"

Anon| Whakatane | 24th July 2013

"Being able to use the internet in the library makes studying so much easier, thanks guys!"

Welcome Bevan to the APNK team

Last month we added a new team member to the APNK whānau in the form of Bevan Thomas.

Bevan's most recent role prior to joining APNK was as a Service Desk Support Technician with the Canterbury District Health Board, supporting computers all around the region.

Bevan's role covered anything from shifting computers to repairing them as well as scoping and installing new computers, printers and software.

All great practice for working with the APNK, with our PCs spread all over the country!

Bevan's favourite pastimes include "playing the drums, playing with my kids, messing around with Linux (an alternative free computer operating system) and church".

Bevan is currently in training acquiring the APNK "Knowledge" but his voice will be coming to a helpdesk call near you soon.



Above—APNK's newest recruit, Technical Support Analyst, Bevan Thomas.

Return your routers

Many thanks to library staff for their help during the transition to our new ISP, One.govt. This change has resulted in surplus equipment at libraries which needs to be sent back to us at APNK HQ.

A number of libraries have already returned their routers. Excellent work, guys! However we're still waiting on some so get those routers back to us, please. They're of no use and not especially decorative so you may as well!

Please remember to label the box so we know which library they've been sent from. Thanks!



Above— Boxes of returned routers from libraries...but we're still waiting on some more.



Kōtui news

We're happy to announce that Tauranga City Libraries will be making the change to Kōtui later in the year.

Kōtui

Tauranga City Libraries has four branch and one mobile library and serves a population of over 116,000 people.

From the Kōtui Cataloguing Expert Group

Thanks to APNK for giving us a column so we can keep in touch with Kōtui libraries. We are Charlotte Christensen (Chair, National Library), Linda Harrowfield (Hastings), Angela Holland (Tasman) and Gail Clark (Upper Hutt).

It is great to see a few of you are using the forum on the Kōtui website (www.kotui.org.nz) but some of you are yet to enjoy the delights of being an active forum user. With us being so far apart geographically, the forum is an excellent way for us to ask questions, find out what issues other libraries are having and to keep in touch with the Kōtui community. The APNK helpdesk staff can help you get signed up (or help you reset your password if you've lost it). You can also sign up to get email alerts that will automatically notify you of new postings. To subscribe, look for the instructions in the forum under General Discussion.

ANNOUNCEMENT: We would like to invite cataloguers from all libraries to participate in a Connect session to discuss the Discard process. Susanna and Ruth have some suggestions which will prevent discarded items inadvertently being charged to a patron but we need to get together to discuss the alternatives. Could libraries who are interested in participating in the Connect session please email the CEG at charlotte.christensen@dia.govt.nz and we will arrange a date.

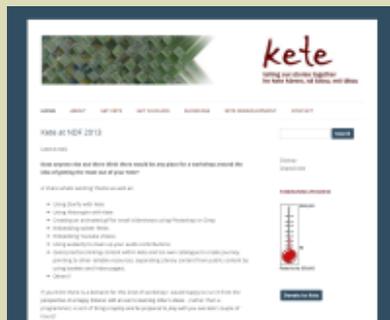
New Kete website

Kete users and enthusiasts are encouraged to visit the newly relaunched Kete website where you'll find information and updates about the Kete Redevelopment Project.

The new site also features a discussion forum where you can contribute both your ideas on how Kete

should develop in the future, and stories about how your local Kete is being used now.

Get involved in the Kete Community by visiting www.kete.net.nz



Above—Kete has a fresh new website

Libraries and social media

Did you know that the IT-SIG wiki maintains lists of New Zealand library websites and social media accounts? Find more libraries to follow and engage with online here - <http://lianzaitig.pbworks.com/w/page/58013696/New%20Zealand%20Library%20IT%20Resources>

If you're interested in seeing how follower numbers are growing for public library social media accounts you may want to catch up on our latest APNK blog post.

<http://www.aotearoapeoplesnetwork.org/content/public-libraries-and-social-media-2013-update>

Staying secure on APNK wifi

Wifi can be an really useful tool but it's best to exercise some caution.

Here are our tips for using APNK wifi -

- Have up-to-date antivirus software running.
- Have up-to-date security patches for the operating system and other programs installed.
- Check that websites you access via wifi requiring passwords/credit card/persona information use "https" at the beginning of the URL.
- Configure your email to use SSL (a protocol that provides communication security over the Internet)
- Only connect to known wifi networks (APNK wifi will appear as the name of the library you're in)



Above—Follow our tips to be smart when using wifi.

Kawhia Library gets wifi

APNK provides free internet all over the country in libraries big and small and they don't come much smaller than Kawhia Library in Otorohanga District. Their building is of cute if not dinky proportions.

But size need not be a barrier to connectivity.

Last month Kawhia Library joined the world of wifi and now provide a 24/7 service.

According to all reports it's going well, with people enjoying the ability to connect while sitting out front eating their lunch!



Above—Kawhia Library, now comes with 24/7 wifi.

Contact us:

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