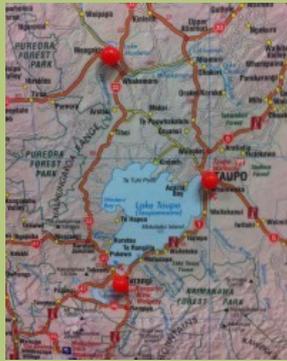




From The Manager's Desk

An update from APNK Manager Chris McClement

As I write this APNK is going live at Invercargill Library. This is the fourth APNK deployment since mid-November (we also welcomed Great Barrier Island, Palmerston North and Ashburton to the APNK) and next week our fifth deployment will bring Taupō into the *kaharoa*. Last week, we welcomed Tasman to Kōtui, bringing the Kōtui deployments to five (including Marlborough, Nelson, Taupo and New Plymouth). When I took on this role in April I was told that my biggest problem would be getting my team to slow down - and this certainly seems true now. I am tremendously proud of everything Andy, Anne, Glen, Keiran, Mark, Moata, Susanna and Trudy have achieved this year in the face of very difficult circumstances.



Above—APNK's next installs will be in Taupō District in early December.

As for the future, things are looking bright. We have moved into our shiny new premises at Cavendish Business Park. We have several Kōtui deployments to look forward to early next year. From January we'll be kicking off our PC replacement programme, rolling through the country and upgrading old equipment throughout the network. And through it all we'll still be working with some of the country's most important people: librarians, and the customers of libraries.

With things finally returning to "normal" for us I shall also be embarking on a "looking out" programme, where I hope to visit as many APNK libraries as time and budget allow during the coming year. One of the highlights at both LIANZA and NDF was connecting with people and I would like to build on those connections by meeting you face-to-face and sharing your journeys. Bring on 2012!

Recent customer feedback

"Thanks so much for providing this awesome facility for free. Computers are fab."

Tania, Matamata-Piako, 30 November 2011

"i am 61 novis on computer, great service for poeple like me thanks"

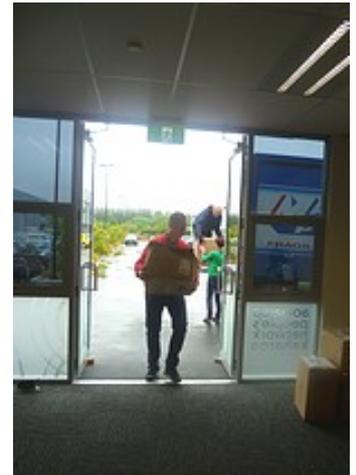
Terry, 25 November 2011

APNK moves its HQ

It was almost 9 months to the day that the APNK made the move into permanent premises after being unexpectedly ejected from our Manchester St HQ on 22 February.



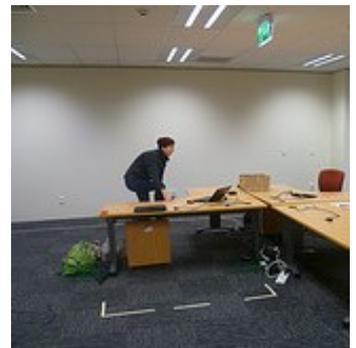
Above—The office layout.



Right—Andy unloads the truck



Above—APNK signage



Right—Keiran moves her desk into place.

Star troubleshooter—Ngai Deckard

Dealing with unfamiliar technology can be a little daunting which is why the APNK helpdesk staff are always keen to help...but we also appreciate those library staff who make a good attempt at troubleshooting IT issues before they pick up the phone.

In that spirit, a gold star must be given to Ngai Deckard of Central Hawke's Bay District Libraries who has helped so many customers connect to the APNK wifi that she's now able to help even if the customer's laptop is set up in *Danish*.

Ngai has also taken the step of educating her colleagues in the art of wifi so we don't doubt they'll be troubleshooting to a high standard soon too. Great work, Ngai!



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'.

APNK has a growth spurt

After a long break November saw the APNK swing into action with multiple deployments at Great Barrier Island, Palmerson North, and Ashburton, not to mention Invercargill and Bluff in early December.



Top left—Checking out the wifi at Palmerston North City Libraries' Youth Space.



Middle left—Library users discover APNK at Ashburton Library.



Bottom left—Invercargill staff familiarise themselves with APNK.

Bottom—APNK's only generator-powered library on Great Barrier Island.



Happy APNK birthday to...

Tararua District Libraries who celebrate four years of free library Internet this month and Kāpiti Coast District Libraries whose customers have enjoyed being part of the APNK for just one year. Congratulations!



Vacancy: Technical Support Analyst

Christchurch

Fixed Term - 9 months

We are looking for a talented and passionate Technical Support Analyst to join our team.

The APNK addresses the three strands of the New Zealand Digital Strategy: it provides broadband connectivity, it offers an environment where people can learn and use technology with confidence and it provides access and storage for community content. The APNK provides Internet Access, managed desktop PCs, Wi-Fi, and learning and content services to public libraries and marae across New Zealand. The launch of the Kotui project adds a shared library management system to the suite of services supported by the APNK team.

This role is required to provide support to partner libraries and to maintain the managed PCs, network infrastructure and Kotui library management system, in compliance with agreed service levels and processes.

To succeed in this role you will need a "can-do" attitude, a strong customer focus and a commitment to providing quality service and support within a small team environment. A strong belief that information should be freely available to everyone in New Zealand and the ability to clearly communicate information to wide range of people who have varying degrees of technical ability is a must. Ideally you will have experience supporting PCs on a managed national network, including experience with desktop operating systems, desktop applications and networking technologies such as broadband connectivity and Wi-Fi. Some experience with library management systems and Linux will be an advantage.

This role requires some out of normal business hours to be worked, on call work and some national travel.

For more information on this vacancy, application details and full job description see <http://www.bfound.net/detail.aspx?jobId=101690&Cold=164&rq=2>

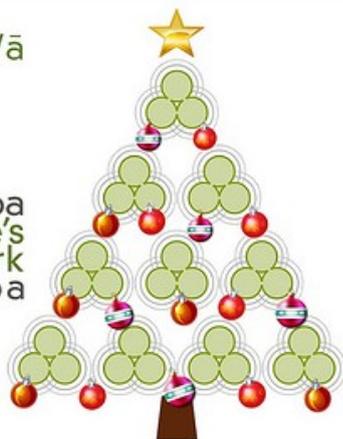
Applications close 5pm 16 December 2011.

Have a happy and safe holiday season

All the best from the APNK team for the holiday season. As usual our helpdesk will continue to operate over the break (apart from statutory holidays).

The newsletter returns in early February. Here's to a happy, prosperous and *peaceful* new year.

Ngā Mihi o Te Wā
and Season's
Greetings from



Contact us: peoples.network@dia.govt.nz

PO Box 1380, Christchurch 8140

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