



From The Manager's Desk

An update from APNK Manager Chris McClement

You'll notice something different about this month's newsletter. As we mentioned last month, Moata began her Parental Leave during November, and so the editorial load for December has fallen to yours truly for this edition of the newsletter. We will be recruiting someone to cover for Moata during her 18-month adventure with new-born "bubba". No doubt after reading the December newsletter you'll all agree that getting someone in to be a real Content Editor is a good idea!

This year has been an amazing year for APNK. We saw two new libraries join the APNK network (Waimate and Upper Hutt) as well as six new libraries join Kōtui (Kawerau, Selwyn, Hastings, Carterton, South Wairarapa and Tauranga). We changed network vendors in a project that saw over 160 connections migrated in just two months. We welcomed three new staff members (Ruth, Bevan and Tracy) and said goodbye to four (Greg, Glen, Anne and Moata). And through all the changes, we've continued to deliver world-class services to partner libraries from as far North as Kaeo to as far South as Stewart Island.

Of course, we're not going to sleep during December or January. This is one of the busiest times for public libraries, so we will have a full team on deck to support you through the holiday period. Remember that we are not open on statutory holidays but for every other day we will be available to take your calls and ensure that your libraries' Internet services are available to the public.

See you next year!

Coming up in January 2014: APNK Customer Satisfaction Survey

Early next year (yes, it's that close!) we will be running the first APNK Customer Satisfaction Survey. This will be an opportunity for APNK libraries to let us know how we are doing—what we are getting right, and where we need to improve. The survey will hit Library Managers' inboxes on 13 January 2014 so be sure to keep an eye out for it.

Congratulations, Moata and Jonathan!

In case you missed last month's newsletter and you're wondering what has happened to our regular Content Editor, Moata, meet "bubba", a beautiful baby boy who was born to Moata and Jonathan on November 30th.



*Right—"We think he has Jonathan's chin and my nose"
- Moata*

Happy Kōtui Birthday

Nelson and Tasman Libraries celebrated their second Kōtui birthday during November. Since joining Kōtui the two library services have processed a combined 3,333,085 checkouts and renewals!

GoGo Self-Reservation Pilot at Upper Hutt

The GoGo Self-Reservation Pilot has been running for two months at Upper Hutt City Library with excellent results. Members of the library can use their Library Membership Cards to book a PC—the GoGo system communicates directly with the Kōtui servers to identify users and issue a reservation PIN. Non-members are able to grab a pre-printed Guest Pass which allows them to book a PC without having to join the library.

Wendy Horne, Service Development Co-ordinator at Upper Hutt Library, says that the self-service system has changed the way librarians manage the PCs. Instead of being tied to a desk when helping customers, they're able to simply issue a Guest Pass themselves and walk the customer over to a PC, and help them right there and then!

We are now at the stage where we are considering widening the pilot group and will be contacting libraries who have expressed an interest in the pilot to discuss this.

Supply of Headphones to Libraries

Early next year we will be updating the software on the APNK public PCs including upgrading to Windows 7. After the upgrade the microphone (mic) function on headsets plugged into the BACK MIC PORT of the computer will not work.

However, a mic plugged into the front port will work, and headphones plugged into the back or front ports will also work.

APNK supports libraries encouraging their PC users to bring in their own headphones for use on APNK PCs. Libraries can also supply their own (mic-less) headphones, either plugged into the back audio port (and padlocked for security), or issued to users and plugged into the front audio port. For libraries who provide or intend to provide (mic-less) headphones APNK can provide a standalone microphone that can be loaned to customers

We believe that mic-less headphones are more robust than headsets with mics and may have a longer lifespan than the current headsets supplied by APNK.

Please not that while APNK can provide a list of recommended headphones and suppliers, we will not purchase the headphones for you—this will be up to individual libraries to purchase from their own suppliers in future.

Refresh Restart!

Over the last few months APNK has been lining up a new supplier of PCs. The new supplier can provide us with an upgraded model of the standard APNK PC, but at the same price as the current model! We have sorted out our process for ordering PCs from the new supplier and so we are now ready to restart the PC

Replacements programme in earnest. The first replacements will ship to Wanganui, Timaru, Hamilton, New Plymouth and Tasman in February 2014.



Right—PCs waiting to be shipped out to APNK libraries

Another Year Draws to a Close...

APNK is fully operational throughout the holiday period to ensure that partner libraries are supported during this busy time. Have a wonderful festive season and a Happy New Year!



Above—APNK's festive decorations

Māori Language Keyboard

We recently tested a specialised Te Reo Māori keyboard for use on APNK PCs. From the manufacturer's website:

Te Reo Māori keyboard has all of the letters in the Māori alphabet illuminated in a different colour with one-touch access to all the vowels and macrons found in the language, with a one touch option for touch typists. It also has separate keys for "Wh" and "Ng".

Ka kerokero nga pātene o te arapū Māori i te kano rereke, ā he pā kotahi noa ki nga oro puare me nga tohutō. He pātene hoki mo te Wh me te Ng.



The keyboard can be ordered from the manufacturer's website (<http://maorilanguagekeyboard.co.nz/>) and costs \$59.75. If you do buy one, please call the APNK Helpdesk when you first plug it in so that we can configure the PC. This will prevent the PC from "re-installing" the device every time you reboot it.

WiFi Improvements

Over the past six months we have been progressively upgrading APNK WiFi Hotspots around the country. We have a new, more powerful Wireless Access Point (WAP) - commonly referred to as "The Aerial" - and a new Gateway device too. The WAP broadcasts the signal that users connect to, and the gateway provides additional security. So far we have upgraded 44 WAPs and 61 gateways, with more to come in the new year.



We've also been helping libraries get the most out of their WiFi. When Rangiora was experiencing really slow WiFi speeds Bevan helped them to troubleshoot the issue. First, he upgraded their gateway ahead of schedule. He also noticed that their WAP was pointing in the wrong direction: if Rangiora users had been sitting in the rafters they would have had a fantastic signal!

Above—Rangiora's WAP was pointing in the wrong direction (up)

A big thank you to Pat Mock at Rangiora who assisted Bevan with the process of sorting out the issue.

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