February 2010

aotearoa
people's
network
kaharoa

Bringing IT to the people

since 2007

Mark Lawrence: Familiar face, new role

Mark Lawrence (previously APNK Technical Architect) has taken over as Manager of the Aotearoa People's Network Kaharoa. Margaret Garland has moved on to working with the Presbyterian Ministry in Dunedin and no doubt she'll be "blessing" our newest APNK partner library (see below) with a visit or two!

Mark has over 25 years IT and leadership experience both in Europe and New Zealand. His background includes software development, systems and network administration, technical consultancy, with a bit of yomping along the way.

Mark has worked for various organisations in both private and public sector - with a 4 year stint at Christchurch City Libraries as Technical Project Manager, involved with the planning and technical infrastructure for 3 new libraries in that time.

"Libraries are in the blood now", says Mark, "before getting involved with them all I thought they did was issue books - but how wrong I was!" Mark struggles to pass a library when travelling without popping in to check out the service offerings (especially APNK wiffee) - so stand-by for a visit!

Dunedin Install later this month

Keiran and Andy will be heading down to Otago later this month to install PCs, wifi and printers at the five branch libraries in Dunedin, Blueskin Bay, Dunedin City, Mosgiel, Port Chalmers and Waikouaiti.

Welcome Troy to the team

Hi I'm Troy. I've just joined the APNK team having moved down to Christchurch from Wellington where I was working at the National Library of New Zealand. I'm looking forward to working with such a great team and providing a top notch service to the public libraries!

Learn the APNK way

We are very pleased and excited to have begun work on a learning programme to offer our partner libraries for their staff. The programme will be customised to provide an individualised online training package with the aim of supporting library staff around the country to help meet customer needs and expectations in relation to use of computers, e-resources and the Internet. The programme has been named "LEARN@APNK".

A Project Control/Reference Group (PCRG) has been established comprising some partner library specialists and managers, learning and education specialists, and APNK staff. Our PCRG are spread around the country and we're lucky enough to be able to meet using a multi-party videoconferencing and presentation facility. We have our initial meeting under our belts with some members using APNK PCs and webcams!

The project has 4 phases:-

1. Investigation and Project Definition

2. Learning Framework Development

3. Learning Design

4. Learning Delivery

We are not re-inventing the wheel, as LEARN@APNK will be based on the "CCLlearn" programme developed for Christchurch City Libraries, who have kindly gifted some resources to APNK. With this base componentry and the video-conferencing facility we hope to make swift progress and be in a position to start to offer the programme to libraries by end May 2010.

3M Award heading out soon

The 3M Award will be winging its way to Buller on the West Coast in February on its very own tiki tour as soon as we receive the special courier labels. We'd love to see any photos and interesting stories that arise from the tour to be posted to the CoP.

All of the information, courier tickets that you will need will be contained inside the box with the award but if you have any queries give Anne a call.

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Community of Practice

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

Is your library photogenic?

Is your library part of the APNK? Is it gorgeous? Well submit a photo of it to peoples.network@natlib.govt.nz and it could have the distinguished honour of appearing on the APNK homepage. It could be a photo of the building, or customers using the People's Network PCs or people taking advantage of free wifi.

(Entries in which the library in question has been airbrushed or photo-shopped to look slimmer will not be accepted.)

2010 Desktop Image On Its Way

Work is currently underway on the latest version of the APNK desktop image which will be rolling out in the coming weeks.

What exactly do we mean when we refer to a desktop image? Well, it's not the same as a photo. Basically the latest version of the desktop with all the new and updated software is set up on a PC at APNK HQ and then a snapshot or "image" of this is made which can then be cloned to the APNK machines in the rest of the country.

The latest desktop image will include some updates to currently installed programs, as well as the addition of new software that will allow PC users to do all sorts of interesting things.

We'll be piloting the updated image at the Trevor Inch Memorial library in Rangiora over the next week, to make sure everything works as it should before rolling it out to libraries in the rest of the country.

We'll keep you posted on what the updated image will include closer to this time.

What's New on the Community of Practice?

For staff at partner libraries our dedicated APNK social network is the place to go for news, views and stuff you need to know. Here's some of what's been happening lately -

- New members, particularly from our latest install, Dunedin

- Feedback on the GO-GO PC control system

- Suggestions and tips to do with Kete

- Thoughts on managing wifi users

Email us if you'd like access to the Community of Practice.

Winner of this month's free APNK t-shirt is…

...Nigel Brown of Timaru District Libraries.

For your chance to be in to win one these stylish and highly desirable fashion items, login to the Community of Practice (if You work at an APNK partner library, just drop us an email and we'll sign you up if you're not a member already), post a comment, join a discussion (or start one) and you'll go in the monthly draw.

PeepsTweets

We're always looking for new ways to connect with partner library staff and others interested in APNK and IT services in libraries. Does your library have a Twitter profile? If so we'd like to "follow" you.

As "Peeps Network" Keiran and Moata post occasional tweets and keep the twitterverse up to speed with happenings at APNK HQ and other interesting tech and web things that they come across. You can find their tweets at http://www.twitter.com/PeepsNetwork

Helpdesk Tip of the Month

Help us help you by providing us with up-to-date photos of your comms cabinet, plugs and if you have one, wifi router. We refer to these images when we answer your helpdesk calls and it makes it a lot easier to explain which switches and plugs need checking if we're looking at the same thing that you are.

You can email your photos to us at peoples.network@natlib.govt.nz

Please make your photos clear, and if you have a wifi router you may need to take several shots so that the location of it is obvious (not just extreme close-ups!)