



From The Manager's Desk

An update from APNK Manager Chris McClement

Welcome to 2012! I keep thinking I will wake up one morning, reality will hit and I'll go back to "just doing my job," but 2011 has gone, 2012 has begun, and I still love being a part of APNK, working with cool people and serving great customers. We have a huge amount of work to get done and while some of it may seem daunting, for the most part I'm excited about what 2012 will mean for us.

Our most important developments are on the people side of things. We have a new addition on the Helpdesk, Greg, who has already begun to learn the ins-and-outs of what we do and who we do it for. He's going to make an amazing addition to the team so look out for his voice on the phone in the next couple of weeks.

We also have some very sad news: Mark Lawrence, who has been with APNK from the very beginning, has decided that it is time to pursue life outside of APNK.

Mark has filled a wide variety of roles for us: as technical architect, he designed both the APNK and Kōtui networks; he's project managed, implemented, and administered; he's stood in as team manager; he's worked with other departments in National Library to develop business plans; he's been a key member of the Kōtui project team. And throughout his involvement he has built a reputation for delivery, drive, and excellence. It is VERY difficult to say good bye to Mark as he will be sorely missed, and we wish him the very best for future plans.

Recent customer feedback

"I've just moved to NZ and without APNK, I wouldn't be able to keep in touch with family and friends back in the UK. APNK is an invaluable resource."

Steven, 24 January 2012

"Hi, I'm a member of the library already but was delighted to find you have free wireless as well. i was looking for somewhere to download a book onto my kindle ... i would just like to say a BIG thankyou!"

Michelle, 25 January 2012

"Brilliant to be able to use the connection here in Kaiapoi considering the set backs that our library has endured. Cheers."

Rosey, Kaiapoi, 27 January 2012

New recruit—Greg Hendren

I am thrilled to have joined APNK as a Technical Support Analyst. I have come from an IT background of over ten years working in a variety of roles in the industrial, medical, retail and software development industries in both New Zealand and the UK.



Above—Greg Hendren, new APNK helpdesker.

I returned to Christchurch in 2010 just in time for the start of the earthquakes. I was up on a 5th floor in the CBD during the devastating February 22nd 2011 earthquake and for me this brought a whole new meaning to the IT term "disaster recovery"!

I am passionate about technology and am always happy to assist others in making the most of it. Information Technology is playing an ever increasing role in our lives so I feel that is important that everyone should have access so that nobody is disadvantaged.

APNK birthdays this month

Rodney District will reach the three year milestone with APNK this month while libraries in New Plymouth, Stratford, Grey, Westland, and Buller Districts all celebrate four years of APNK in February. Many happy returns!



Above—Official opening of APNK at Puke Ariki, New Plymouth, 2008.

Chrome is coming your way

We're currently rolling out a new updated "image" on APNK PCs. This image will include updated versions of the software you'll be used to seeing as well as a new browser. In addition to Internet Explorer and Firefox, users will soon have the option of browsing via Google Chrome (you're no doubt familiar with their search engine, well Google have a browser too!) So keep an eye out for the round, brightly coloured icon that will be turning up on APNK PCs soon.



Above—Google Chrome coming to an APNK desktop near you soon!



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'.

How can libraries support women at risk?

Researcher Julia Smith is seeking input from South Island public library staff with regards to her "isafe study" which she is conducting at AUT's Interdisciplinary Trauma Research Centre (ITRC):

"The isafe study will be testing the effectiveness of an online, interactive decision aid for women who are in abusive relationships. The safety decision aid provides participants with feedback about risk, safety decisions, priority setting and a personalised safety plan. Key to the study is women's access to free and confidential Internet use. Using a home computer to look at domestic violence information could put women at risk. Having the option for free safe computer access outside the home, such as at work, a friend's computer, or public library, provides the opportunity to learn about abuse and the resources that are available."

Julia travelled around the South Island without a computer or smart phone, seeking out Internet access, and in the majority of communities she visited APNK provided the only access to free, public Internet. Eight out of the 12 communities had free, public Internet access and all eight locations were libraries; 75% of the libraries with free Internet were installed and supported by APNK. Julia was very impressed with APNK's presence and the high level of systems installed:

"For the isafe study, it is particularly important how APNK provides headphones at each computer station, automatic browser clearing systems and free-phone help desk support for library staff. We hope to further improve women's access and safety by continuing to identify strategies for promoting privacy while online and opportunity to interact with the programme in sessions of 30 to 60 minutes."

During her travels Julia was able to stop in at Christchurch and meet with Keiran and discuss the research.

Julia is keen to hear your ideas and comments related to the isafe study and in particular, ways to improve computer privacy when using online programmes such as the isafe decision aid.



Above—Keiran and Julia

The aim is to begin pilot testing the online tool in April. To get in touch about the study please contact:

Jane Koziol-McLain

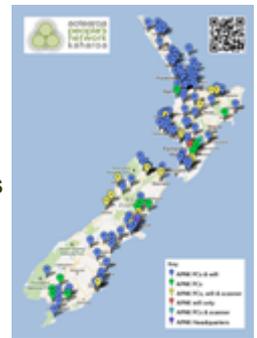
Professor of Nursing and Co-Director of the Interdisciplinary Trauma Research Centre, AUT University
(09 921 9670 or jkoziolm@aut.ac.nz).

Mapping the network

Wondering where all the APNK partner sites are? Our Google map makes it easy to find your nearest APNK library and it's colour-coded so you know who's got WiFi, scanners and PCs.

A printable version is also now available for library staff to download on the Community of Practice.

There's a link to the map on our website <http://www.aotearoapeoplesnetwork.org> Or search "APNK partner sites" on Google.



Oxford Library gets WiFi

Late last month Oxford Library in Waimakariri District had a free APNK WiFi hotspot installed.

It joins its fellow district libraries Rangiora and Kaiapoi in now offering free WiFi to library users.

WiFi Factoid: Of our 145 sites nationwide, 89 percent offer free WiFi.



Above—Oxford Library, Waimakariri District. Now with added WiFi!

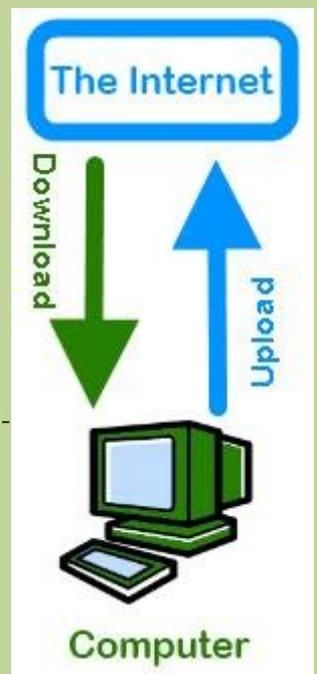
Tackling Tech-speak #5: Download vs Upload

Isn't it all the same thing? Well, not exactly. And when it comes to troubleshooting a problem regarding one of these things, to avoid confusion it does pay to get your terminology correct.

One way to remember the difference is to imagine that the Internet is like a cloud. Computers (which are near the ground) send information "up" to it (uploading) or pull information down from it (downloading).

Common activities that involve uploading are adding photos to Facebook, Flickr or other online accounts or a video to YouTube. Things that can be downloaded include images, forms (in PDF or Word formats), podcasts, music or video clips.

Not all downloading is illegal. There are many legitimate reasons to download material from the Internet.



Above—Computers can send information "up" to the Internet or pull information "down" from it.

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

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