From The Manager's Desk

An update from APNK Manager Chris McClement

June was a good month for APNK. It marked the first anniversary of Susanna joining the team and she has been an amazing colleague to work with. Of course, if you've joined Kōtui you would have had more to do with Susanna than if you haven't - suffice it to say we are very lucky to have her on the team.

June also saw the third month of the APNK Hardware replacement programme. We've now refreshed 121 PCs in 29 libraries, and there will be more to come. I am continually amazed at the steady stream of pallets of equipment that Keiran, Glenn and Greg process through our offices.

Another June highlight was the launch of the next phase of learn@APNK. One of the crucial factors of APNK's success is peoples' *confidence* in using technology. Learn@APNK is all about developing "competent and knowledgeable staff" and I was very happy with the large number of librarians who signed up for the programme. Truth be told, I'm really looking forward to the next round of 'learn' - when the guides that Moata is leading through the programme start to guide other learners.

Possibly the only "low-light" of the month was my attempt to arrange this year's APNK Library Manager's meeting. Turns out its harder to get 50 people together all at once than I thought! So for my next attempt I'm going to try to arrange several regional meetings. We'll get Library Managers from regions together and work through a common agenda in each session, and out of that, we'll get your input into APNK's development plans.

Recent customer feedback

decharne | Auckland South | 30th June 2012
thankyou 4 letting us on internet

Alitjo | 14th June 2012
It is weeks since I have been able to go online, being temporarily homeless...Imagine my delight today, as a "man alone", to find I can reconnect to my loved ones through my little netbook, in the comfort of a warm and friendly local library in a friendly rural town!

Atarangi Norman | 11th June 2012
I truly thank you for this service. I visit an elderly aunt who doesnt have internet and I need the net to access emails and internet banking. So Thank you that I can access this service.

Western Bay of Plenty to join APNK

We're happy to announce that the APNK family will be welcoming a new addition in the near future when Western Bay of Plenty District Libraries join the network.
There are four libraries that service the scenic Western Bay of Plenty District; Te Puke, Katikati, Omokoroa, and Waihi Beach.
Only time (and possibly bribery) will tell which of our Technical Support Analysts will get to make the trip northward to install People's Network equipment in these libraries.
Welcome to the whānau, Western Bay of Plenty. We look forward to making your acquaintance.
Nau mai, haere mai!

Above—Gorgeous Waihi Beach, Western Bay of Plenty.

Photo by planmyplay on Flickr

Kete Community Meeting

APNK hosted a Kete Community Meeting on 26 June to discuss the future of Kete and how users and enthusiasts might work together more closely in the future.
There was robust debate and some solid ideas about how we might move forward.
Many thanks to those who weren't able to attend in person but who took the time to contribute their thoughts and ideas prior to the meeting.
Minutes for the meeting are now available on the Kete website.
http://kete.net.nz/blog/topics/show/358-kete-community-meeting-minutes

Above—Paul Sutherland of Christchurch City Libraries and Pat Mock of Waimakariri District Libraries at the Kete Community Meeting held at APNK HQ.

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aotearoa people's network kaharoa

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'.

Kōtui update

A successful upgrade of the library management software component of Kōtui took place on 25 June. This upgrade offers some exciting new functionality (and bug-fixes) and everyone at APNK HQ is happy with how smoothly it went. In other news, the latest library network to join the Kōtui fold goes live later this month when the five branches of Hurunui District Libraries move onto the system. Preparations for the transfer are well underway for go live on 12 July.

Above—Amberley Library, Hurunui District goes live with Kōtui later this month.

New equipment heading out this month

Our replacement schedule continues apace this month with Selwyn and Hurunui District libraries getting shiny new machines.
We'll also be sending out new PCs to Kāpiti Coast District Libraries who have decided to supplement the computers they already have with some extras. We're sure the locals there will make good use of them.

Highlighting Kete content with DigitalNZ sets

Curation is the name of the game with the new feature rolled out by DigitalNZ last month.
Any item in DigitalNZ search can now be added to a set which a) displays beautifully in its own page, b) is highly shareable, and c) ...why haven't you started making one yet?
It's positively addictive for anyone who likes working to a theme...and it's also a great way of highlighting local community content of the kind found in Kete.
As the examples showcased on DigitalNZ's homepage show, the possibilities are endless.
For more information check out our blog post on this useful new tool.

Above—Detail from our 'Soldiers of Selwyn' Kete set

http://digitalnz.org/user_sets/6ae299d98f8403d4

New on our website

We had a chat to Cath Sheard of South Taranaki District Libraries about what happened when a 'weather bomb' earlier this year cut off communications to much of Patea and how the free library Internet became even more invaluable to the locals.

http://www.aotearoapeoplesnetwork.org/case-studies/patea-supporting-community-times-crisis

Our WiFi stats have had a revamp

http://www.aotearoapeoplesnetwork.org/content/wifi-stats

Te Wiki o Te Reo Māori—Māori Language Week

Last year we celebrated Te Wiki o Te Reo Māori by tweeting the correct pronunciation of various Māori names of places that

Te Wiki o Te Reo Māori
Where tech terminology and te reo meet.

are part of our network (Kia ora, Paraparaumu!) This year we'll be highlight some "Tech Te Reo" both via Twitter and on our Regional landing pages (we might also label some things around the office).
For those interested in extending their Māori vocabulary into the IT arena there are heaps of Te Reo tech terms available at http://maoridictionary.co.nz
Māori Language Week runs 23-29 July.

Tackling Tech-speak #10: 404 error

A '404 error' might sound awfully official and not terribly friendly but it's really just a website's way of telling you that the web address used might not be correct.

404 Error - Page Not Found
Sorry, that page doesn't exist. Try re-entering

Above—404 error message from the APNK website

Think of it as the website equivalent of the "not at this address—return to sender" message that you might write on a piece of mail that gets wrongly delivered to your letterbox. URLs or web addresses need to be exactly right for a website to find and display the correct page. If even one character is wrong. Boom. You get a 404 error message. Add into the mix the fact that sometimes pages get moved or removed entirely from websites (things on the Internet have a habit of moving around and changing), and it's no surprise that people run into 404 error messages every now and again. A 404 error does not mean you have lost Internet connection.
The important thing is not to panic. If you've typed the URL in double-check that it's 100% correct. If you clicked the link and think it's correct look for a site search option and try searching for terms you'd expect to find on that page. The page you want may still be on the site but may have moved.