



From the Manager's Desk

An update from APNK Manager Chris McClement

There is something very satisfying about seeing the activity that goes into preparing PCs for deployment to our partner libraries: a truck pulls up (often, several trucks over several days) and offloads several pallets of equipment. The equipment is taken to storage just next to the APNK test lab, where it is then unpacked, and prepared for our partners. Once it is ready, everything is re-packed and labelled for destination: from my desk I can see a pallet of equipment heading to Te Kuiti, and another to Wairoa, for example.

There is a lot that needs to be done to make replacing old PCs with new a pain-free experience for our libraries, but it is a real labour of love. Everyone involved knows that the fruits of that labour will be another four years of high quality computing for librarians and the New Zealand public.

Last month I mentioned that work was progressing with bringing Kawerau, Selwyn, Hastings, Carterton and South Wairarapa on board with Kōtui. That work has continued and we recently hosted librarians from each library for train-the-trainer sessions. A crucial part of successful Kōtui deployments is the hard work that member libraries put in and it was great to see the enthusiasm of each library's key trainers as they got stuck into the Kōtui applications.

For both APNK and Kōtui these two activities are a reminder that we deliver services hand-in-hand with librarians. Without our close relationships with you, we couldn't deliver either service effectively. It really is fantastic to work alongside you to the benefit of your libraries!

Recent customer feedback

helena | 1st February 2013

"awesome to have this service for the unfortunates that can not afford the internet...thank you kaikohe library..."

Duke Welter | Selwyn | 7th February 2013

"The folks downtown said you had the best internet service anywhere. They were right! Thanks for providing this valuable service..."

Darryl marriner | 2nd March 2013

"Thanks so much for helping out in an urgent situation"

Southland libraries get wifi

Riverton and Otautau libraries in Southland joined the wifi revolution earlier this month and now join Lumsden, Te Anau, Winton and Stewart Island in their provision of free library wifi in Southland District.

Right—Riverton & Otautau Libraries now have wifi.



Dunedin Public Libraries—Over a quarter of a million and counting

We recently had some terrific feedback from Anne-Maree at Dunedin City Library which, with her permission, we share below:

"I don't think any of us here at DP could have imagined the impact APNK was going to have when we started out 3 years ago, and yet here are the numbers to prove it."

"I'd just like to take this opportunity also to thank you all for your support over those years."

"Knowing there's a friendly voice at the end of the phone to help deal with problems, regardless of size, has been a huge confidence booster for staff. I know I've learnt a lot from the calls I've made, listening to the advice you've given."

But on to the numbers...

"Over the past 3 years we have had a staggering 275,617 customer sessions."

"Wi-Fi is also popular, with over 101,500 user sessions being recorded over the 3 years. February 2013 also saw us pass the 300 sessions per day mark for the first time. February 14th, with 353 sessions, holds the record so far."

"And that's just the City Library. If we added in the statistics from the community libraries the result would be even more impressive."



Above— Anne-Maree Wigley, Information Services Librarian, Dunedin Public Libraries.



Kōtui news

Kōtui is gearing up for 2013, with the latest tranche of libraries, and their staff, getting up to speed.

In the last month or so APNK HQ has played host to a number of keen Kōtui learners.

The next group of Kōtui go-lives begins on 28 March with Kawerau Library.



Above—Circulation staff from several libraries receive Kotui training at APNK HQ on 12 February.



Above—Selwyn District Libraries staff use the Kotui training room for their own training day, 7 March.

New equipment heading out to libraries

Our PC replacement programme is underway again in 2013 as we update the older PCs, monitors, printers and peripherals that are in use around our network.

This month libraries in the following towns will be receiving shiny new equipment -

- Ngatea
- Paeroa
- Waihi
- Gisborne
- Te Kuiti
- Wairoa

Census NZ online

In the 2006 census only 390,000 forms were completed online. This year, at time of writing, over 1.7 million forms had been completed this way.

We were pleased to see so many libraries promoting their APNK service to those in their communities without internet access, as a channel for completing their Census returns, with some offering guidance or tutorials.



Photos of APNK 'in the wild'

Moata did what most librarians do on holiday and visited libraries (and was pretty snap-happy too).

Check out photos from her South Island (library) road trip on our Flickr account. <http://www.flickr.com/photos/apnk/>

Library closure? No worries with 24/7 wifi

Last month Gore Library closed for the better part of a week in order to have new furniture and shelving installed.

Naturally, this left the citizenry of Gore without the use of their library. Library manager Lorraine Weston-Webb explains how they made the best of the situation -

“We advertised in local newspapers and on radio about the closure letting people know that we had APNK wifi available 24/7, so we ended up with a lot of people sitting outside.”

“Because the weather was so hot we provided extra seating in the shade of the foyer. We also had some books for sale available so that even though the library was closed people could still get something to read.”

“The feedback we had was that people really enjoyed it and we had a lot of locals both young and old using the wifi. Sometimes people think it's just travellers that use it but we had lots locals using it too.”

We like your style, Gore. And we're glad you're enjoying the 24/7 access.



Above—Gore Public Library recently closed for refurbishment but was able to continue offering free Internet via their 24/7 APNK wifi service.