



From The Manager's Desk

An update from APNK Manager Chris McClement

This month has featured the stark contrast of communities and businesses testing out "good fences make good neighbours." In Mercury bay, APNK WiFi was switched off as a result of pressure from the business community, and will now be switched back on as a result of pressure from the local community. And in Ngaruawahia, the closure of the library (it needs earthquake strengthening) prompted a deal with a local Internet Café owner that grants library members 30 minutes of free internet access while the library is repaired.

In both cases, councils, communities and business interacted with each other to find a balance between needing to earn a living and ensuring that communities have access to the information that they need to conduct their digital affairs. And in both cases, APNK's partnership with public libraries was the catalyst for the interaction. Connectivity isn't just about cables and radio signals. It's about emailing your bank, or Skyping your moko, or keeping your far-flung relatives involved in your life through Facebook, or getting businesses and communities talking to each other about digital wants and needs.

Talking about cables... the Big Announcement this month was the government's plans for RBI fibre and Public Libraries. I've fielded a number of queries from libraries regarding what the RBI offer means for their libraries. Although the timeframes for RBI roll-outs are uncertain, the investment is a positive step towards ensuring that public libraries continue to fill the role of an information hub in their communities. APNK is very pleased to be able to help libraries extract the most value out of the RBI investment in their communities so if you need additional information please don't hesitate to call me.

Recent customer feedback

Justin Salter | Mackenzie | 12th April 2012

thanks so much for letting me use these computers at the fairlie library and to all the hard working staff thanks :)

Ricki | Dunedin | 18th April 2012

Thankyou, appreciate the internet access :)

lis | Wairarapa | 26th April 2012

brilliant got me out of a real jam - Martnborough Library is the best

New on our FAQs

We all know that the APNK FAQs are the first port of call for any technical issue that comes up when using our service, and we regularly update these so that they reflect what's happening on the web and on our network. Our most recent additions are:

Yahoo Mail | Why am I having login problems? -

Occasionally customers have problems logging into their Yahoo Mail account on our network. We explain why this happens and what the best course of action is.

<http://www.aotearoapeoplesnetwork.info/faq/yahoo-mail-logging-in-problems>

Wifi | What are the APNK wifi Terms of Use? - The fulltext of our Terms of Use that users must agree to before connecting to APNK wifi is now available in our FAQs.

<http://www.aotearoapeoplesnetwork.info/faq/wifi-terms-use>

Southland celebrates 4 years of APNK

Many happy returns to Southland District Libraries; Winton, Te Anau, Riverton, Otautau, Lumsden, Wyndham and Stewart Island who celebrate four years of APNK Internet this month. Many happy returns!

Right—Lumsden Library, Southland District



What does RBI mean for libraries?

What exactly is the offer that has been made to rural public libraries regarding the Rural Broadband Initiative and what options are available?

For more information on RBI and libraries (and a diagram explaining the options) visit our website.

<http://www.aotearoapeoplesnetwork.org/content/rural-broadband-initiative-rbi>



Above—The RBI could provide fibre to libraries



Ngaruawahia: Library building closed

Ngaruawahia's library building had to close recently and at fairly short notice when an engineer's assessment revealed the building did not meet minimum earthquake codes, and the latest news is that Oxford Library is also facing a partial closure for similar reasons.

If your library is facing a closure (planned or otherwise) that will affect access to the APNK service, please let us know as we can update the information on our website.

For more information on the situation at Ngaruawahia Library read our blog post:

<http://www.aotearoapeoplesnetwork.org/content/does-no-library-building-mean-no-library-internet>

Kete Upgrade Coming Soon

Libraries with APNK-hosted Kete will be interested to hear that plans are underway to upgrade to Kete 1.3 later this month. This newer version of the Kete software has a number of added features including further search and RSS feed options, and allowing non-registered users to leave comments.

We'll be communicating with Kete Site admins about the these and the timing of the upgrade in the coming weeks.



Above—We're upgrading to a newer version of Kete than this one.

Asset Refresh update

Our PC replacement cycle is well underway now with Buller, Kawerau, Wanganui and Tararua District libraries now operating on new equipment. Our sincere thanks to the staff in these libraries who have been unplugging and installing like pros.

The asset refresh continues this month at the following libraries:

- Greymouth
- Westland
- Oxford
- Carterton
- South Wairarapa

New on the Community of Practice

Library managers are encouraged to ask questions about the Government's RBI offer:

<http://cop.aotearoapeoplesnetwork.org/group/librarymanagers/forum/topics/rural-broadband-offer>

Kerence from Taupō would like to talk to other library staff members about visitor safety in libraries:

<http://cop.aotearoapeoplesnetwork.org/forum/topics/promoting-visitor-safety>

'Caption this Cat' winner

We had a number of excellent entries for last month's 'caption this cat' competition but sadly there can be only one winner. That winner is @LibraryKris who submitted her entry via Twitter and who has received her prize of an APNK branded t-shirt, USB drive and stickers. We expect you'll use them to demonstrate your "fealty" to your laidback and friendly APNK overlords, Kris.

Thanks to everyone who submitted a caption.



Tackling Tech-speak #8: Switch

When is a switch not a switch? Answer—when it's a plastic box with cables coming out of it.

Switches can and do help you turn the lights on, but when it comes to IT the term 'switch' also refers to an important piece of network equipment.

In this context a switch is a box that takes the single network feed it receives from a router and splits it along multiple cables, each of which plug into a computer.

If the switch is malfunctioning then these computers will lose their Internet connection (which is no fun for anyone). Often all that's needed to get a switch going again is to unplug its power supply and plug it back in again.

The switches we use come in a range of shapes and sizes.



Above—This switch turns on lights

Below— This switch feeds PCs their Internet connection



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