From the Manager's Desk

An update from APNK Manager Chris McClement

The big news here at APNK is the change from our current network provider, Snap, to the All-of-Government service, one.govt. This is a significant change for us, and we expect to see good performance gains on our network and in public libraries as a result of the change.

The transition away from Snap is somewhat of an end of an era. Snap has been with APNK from the very beginning of the service, and they have been an excellent supplier, working closely with the APNK team in designing, implementing and supporting APNK connections into public libraries.

All of us in the APNK office extend our thanks to Snap for all they have done for us.

Although we are sad to say "goodbye" to Snap, the change to one.govt is an exciting new prospect for APNK and for our public libraries.

One.govt is a service that delivers Network and Internet services to several large government agencies and they have an excellent track record with those agencies. We have met several of their staff and are working closely with them to plan the transition so that libraries experience the minimum disruption while we get on with things. As our planning becomes more concrete we'll be communicating with libraries so that there are no surprises!

We are targeting 30 June 2013 for finalising the transition, so it's full steam ahead at the moment! If you have any queries or concerns about the transition, please call me on (03) 339 5473 so that we can discuss them.

Recent customer feedback

Margaret | 7th May 2013
"Thanks to the wonderful staff at the gisborne library, for taking the time to help me print off some urgent documents. The kind staff member didnt just DO IT for me they took the time to show me how. ka mau te wehi !!!!"

Emma | 9 May 2013
"As a new resident having not been able to set up internet at home yet, being able to come to the library and have access to free fast wifi is such a help. I have paid bills, kept in touch with family and friends, looked for jobs, sent my CV to prospective employers. All possible because of the awesome Oamaru library. Great staff, great place. Thank you so much"

Glen bound for Canada

Glen Bellamy has been a trusted voice at the end of the phone since the very beginning of the People's Network. For over 5 years he has patiently answered questions, solved problems and soothed the frazzled nerves of library staff members grappling with technology, as a valued member of the APNK helpdesk crew.

Above–Glen leaves APNK this month for Canada.

So we're very sorry to lose Glen as he moves with his young family to Montreal, Canada, where his partner hails from. Glen's last day of work with APNK will be on Friday 24 May, so if you happen to catch him on the phone between now and then, you might want to wish him bon voyage!

Situation Vacant: Technical Support Analyst

We are looking for a talented and passionate Technical Support Analyst (TSA) to join our team.

To succeed in this role you will need a "can-do" attitude, a strong customer focus and a commitment to providing quality service and support within a small team environment. A strong belief that information should be freely available to everyone in New Zealand and the ability to clearly communicate information to a wide range of people who have varying degrees of technical ability is a must.

Ideally you will have experience supporting PCs on a managed national network, including experience with desktop operating systems, desktop applications and networking technologies such as broadband connectivity and Wi-Fi.

Some experience supporting libraries, working with library systems and/or Linux will be an advantage.

This role requires some out-of-normal business hours to be worked, on-call work and some national travel.

For further information including full job description see:
http://www.bfound.net/detail.aspx?jobId=116178&CoId=164&rq=2

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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'.

Selwyn Libraries now live with Kōtui

Last month saw Rolleston, Darfield, Leeston, and Lincoln libraries (as well as the mobile library) in Selwyn District transfer to their new library system.
All were closed for a couple of days before going live with Kōtui on 11 April.

Above—The issues desk at Rolleston Library, now using Kōtui

Preparations are currently underway for the next Kōtui go-live which will be in the three branches of Hastings District Libraries—Hastings, Havelock North, and Flaxmere– on 16 May.

Five years of APNK in Wanganui

Donna Todd of Wanganui District Library got in touch with us recently to let us know that their 5th anniversary was coming up and that by their reckoning, Wanganui users had racked up over 375,000 user sessions in that time. For a catchment area with less that 50,000 people that's pretty impressive!

Above—All PCs in use at the Central Library in Wanganui.

Find out more about how Donna collected her user stats, and what a difference APNK has made in that 5 years on our blog.
http://www.aotearoapeoplesnetwork.org/content/five-years-apnk-wanganui

PC replacements for Central Hawke's Bay

The latest batch of new PCs, destined to replace old equipment will be sent out very soon to the libraries of Central Hawke's Bay.

"Libraries are wholly good" - Stephen Fry

Spotted on a recent trip to Selwyn Libraries—we thought the quote on the back of their library van well worth sharing!
For more photos see http://www.flickr.com/photos/apnk/

Kete Redevelopment—Your input needed

Recently Andy and Moata sat in on a conference call with other Kete users, developer Josh Forde, and Jo Ransom of Horowhenua Library Trust to discuss possible future development of Kete, the online community

Above– Kete redevelopment discussion currently underway

repository we host on behalf of a number of public libraries. More discussion and input from library staff and other people who use Kete is needed. If you have any thoughts on how you'd like to see this product developed, we encourage you to contribute to the current online discussion on the Kete website.
http://kete.net.nz/en/site/topics/show/380-redevelopment-proposal

24/7 Wifi poster available online

Looking for a way to let customers know that your APNK wifi service is now 24 hours a day, seven days a week? Then our new A3 wifi poster might be what you're after.
You'll find this and other downloads available on our website.

Above—Spread the word about 24/7 wifi with a snazzy new poster

http://www.aotearoapeoplesnetwork.org/content/documentation