



## From the Manager's Desk

*An update from APNK Manager Chris McClement*

APNK has always prided itself on providing great service to its customers, so when things go wrong, as has happened several times this month, we do whatever we can to get things working again as quickly as possible. We're not happy when our customers don't enjoy anything but the best service from our equipment, network connections, and support services. It's also one thing to evaluate our performance when things are going well, but an entirely different level of measurement to see how we respond when things are going poorly.

This month we have had several opportunities to do the latter, and I have to say that the way the team has pulled together has been fantastic. Everyone has gotten involved, put in the extra hours and stayed calm and friendly throughout.

But what has been even more amazing is how our customers have reacted. Each time I have called a Library Manager to talk to them about the impact of the issues on their library, they've asked me how I am doing, and whether I'm coping!

This is something that I've never experienced before: having customers who are as genuinely concerned for my wellbeing as I am with theirs. Once again, a demonstration of the unique partnership that APNK has with public libraries. It's great to feel as though we're all in this together - because we are.

That said, although I'm grateful that our libraries work in such close partnership together with us, I do expect things to improve next month. So here's to a trouble-free September!

## Recent customer feedback

Sonny | 4th September 2013

*"Thanks for the wifi. It's good that the library are willing to let people use it. Very selfless :)"*

Stella | Marlborough | 23rd August 2013

*"Very handy for jobseekers. Thank you for all the support."*

jackie | Auckland Northwest | 24th August 2013

*"Thanks for your help today at the whangaparaoa library, I got the help I needed, I'm not very good on the computer so it was great that the staff here didn't mind helping this dummie to print things off. Its the little things that can mean the most."*

## Five years of APNK and going strong

It's hard to believe it but APNK has been working with Gisborne, Central Hawke's Bay and Wairoa libraries for 5 years now.

They all got connected with APNK in August 2008. Wishing you all a very happy 5th APNK birthday and many more to come!



*Above—The first day of APNK in Waipawa, 5 years ago.*

## LIANZA Conference 2013

LIANZA Conference 2013 - Wai-Ora, Wai-Māori, Waikato, kicks off in Hamilton next month.

Chris McClement, APNK & Kōtui manager will be in attendance so if you're interested in what we do and would like to know more about either APNK or Kōtui feel free to introduce yourself and get chatting!



*Above—APNK's manager will be attending LIANZA Conference 2013*

## Bevan visits Palmerston North

Bevan, our new helpdesk guy, got the opportunity to visit some APNK libraries last month when he made the trip to Palmerston North to upgrade their WAPs (the piece of equipment that broadcasts wifi).

Palmerston North customers should now be experiencing a stronger wifi signal as the newer devices have a better range.

This installation forms part of our ongoing WAP upgrade.



*Above— Te Patikitiki, just one of six library branches in Palmerston North that now have upgraded wifi equipment.*



## Hosting our Kōtui partners

APNK & Kōtui HQ in Christchurch has played host to two groups of Kōtui partners in the last couple of weeks.

On Friday 30 August a group of Kōtui users from around Canterbury met to discuss and share ideas in relation to being part of the Kōtui shared library system.

The following week we hosted a training session for a group of keen and eager to learn Tauranga staff who will be making the change to Kōtui at the end of October.

To all our visitors, it was lovely to see you!



*Above—Coffee and conversation between the members of the Canterbury Kōtui group.*

*Below— Kōtui training for Tauranga staff earlier this month.*



## Does your library need a mobile device charger?

As we all know more and more people are dependent on mobile devices, especially smartphones, to stay connected and they often use these in conjunction with free APNK wifi.

APNK have sourced a supplier for the Chargehub pictured at right and are offering partner libraries the opportunity to purchase these for use in libraries.

This charger is compatible with over 2000 different devices and is designed for use in hotels (it's able to be secured to a desk or counter).

There is one available for public use on the ground floor in the National Library's Molesworth St building and it worked a treat with Moata's running-out-of-juice iPhone during a recent trip to Wellington.

These units cost \$155 excl GST (plus postage) so if you would be interested in having one (or more) in your library then please contact Moata for more details

[moata.tamaira@dia.govt.nz](mailto:moata.tamaira@dia.govt.nz)



*Above—The Teleadapt Chargehub. Coming to a library near you?*

## All aboard Enterprise!

All Kōtui libraries have now been transferred over to Enterprise 4.3.

This has made for some visual changes to their catalogue search pages as Enterprise has enhanced options for customisation in look, feel and functionality (with customised searches etc.)

Links to the new versions of the pages can be found on the Kōtui website - <http://www.kotui.org.nz/member-libraries>

Or for a visual (and colourful) overview of how Kōtui looks around the country check out our gallery of screenshots on Flickr - <http://www.flickr.com/photos/apnk/tags/enterprise43/>



*Above—Palmerston North's Kōtui page is bright, funky and ties in with their library website design and branding.*

## Upper Hutt and Waimate join APNK next month

We can now announce that the libraries of Upper Hutt and Waimate will be installed with APNK equipment and officially join the network in October.

We're currently in the process of building and imaging the PCs we'll need for these installs and looking forward to meeting our new partner library staff.

*Right— Boxed PCs destined for Upper Hutt next month.*



## NetHui 2013

Back in July Moata attended NetHui, a 3 day conference concerned with all things internet-y.

For more on what kind of an event NetHui is and Moata's pick of the "best bits" of the conference read her post on the APNK blog -

<http://www.aotearoapeoplesnetwork.org/content/nethui-2013>