



## From The Manager's Desk

*An update from APNK Manager Chris McClement*

I had an interesting conversation with a colleague recently about what service delivery might look like five years from today. We started off with the usual "more of what is happening today" - that is, more and more services getting pushed online, whether they be commercial services, or government services.

Most organisations see this as a great way to achieve costs savings, and so they are highly motivated to do it. What this means is that, more than ever before, access to the Internet is a critical need of everyone in New Zealand. It's no good knowing that you can do your banking more efficiently online, if you can't even get online!

Then we got to talking about whether we saw a day coming where *everything* would be online, and of course, we couldn't. There is always going to be a need for people to come together in a physical space to meet others, find out information, or get things done.

As much as we have all of these virtual connections, the physical connections do not become less important. In fact, we spend so much time "virtually connected" that I would argue that physical connections are even more important.

Put those two concepts together and you perfectly describe the partnership between APNK and Public Libraries. Together, we ensure that all people in New Zealand are able to access things online *and* are able to connect with each other in a physical space to meet people, find information, and get things done.

So bring on "more services online" - public libraries in New Zealand are ready to give access to those services. And when you're done with the online world on an APNK PC, enjoy looking someone in the eye, shaking their hand and asking them, "How are you?"

## Recent customer feedback

Dugal Harcourt | 13th August 2012

*This is just a great place to go on the internet, as there is much help from the staff who are A OK.*

Lynelle | 17th August 2012

*Love the great big I agree button - easier to access on a cell phone than before!*

Shaun | 28th August 2012

*Cool network as it is free*

## Updating Databases

It is now a straight forward process for the APNK Team to allow access to additional databases from the APNK public network. In the past we had to re-configure the public computers after hours and this could take a number of weeks to schedule in. Now we can make the change during normal business hours without disruption to library service. So if your library is adding or trialling a new database don't hesitate to get in contact with the APNK Helpdesk.

### Did you know?

Customers can access a library's subscription databases when on the APNK network without using a barcode and/or PIN. This includes customers using APNK WiFi.

A full list of library databases is available on the "Get Info" tab from the APNK Regional Portal ~ a link to each of the regional portals can be found at:

<http://www.aotearoapeoplesnetwork.info/regions>

Customers also have seamless access to databases via library websites too - both options should work on the APNK network.

We thought that this may be a good opportunity for library staff to double check the databases we have on the "Get Info" page to ensure it is up-to-date and all working correctly.

Please contact the APNK helpdesk for any corrections.

## Happy APNK Birthday!

This month the libraries of South Taranaki District celebrate 4 years of free APNK internet.

We've enjoyed working with you since September 2008!

Meanwhile, the libraries of Matamata-Piako District, Matamata, Morrinsville and Te Aroha, and Auckland libraries Papakura, Pukekohe and Waiuku have their 2nd APNK anniversaries this month. And many more to come, we hope.



*Above—Hawera Library, South Taranaki District celebrates 4 years of APNK this month.*



## 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](mailto:peoples.network@dia.govt.nz) with the subject line: 'Join CoP'.

## The Travels of Susanna

Susanna LaRue, our Senior Application Support Specialist or "Sassy Kōtui Guru", is a seasoned traveller...and just as well as she is rarely at her desk these days.

Susanna often travels around the country overseeing Kōtui go lives and providing all important training for Kōtui library staff.

Last month saw her visiting Upper Hutt and Timaru, while September sees her at training sessions at exotic locales such as Westport and Thames.

And yet somehow in the middle of all that she still manages to bring her cat, Milo into the office for a visit.



Left—Milo interviews for a position as official APNK office cat.

## Hawera "Wired4Winter" ...and WiFi!

APNK helped out South Taranaki partner library staff recently when we extended the hours of their library WiFi for their "Wired4Winter" Auction Night.

Local teens, over a period of 8 weeks submitted reviews of books they'd read, earning points for each one (bonus points for video reviews!) and at the end of the programme could use these points to bid for prizes at the auction night at Hawera Library on 5 September.

While there, the reviewers turned bidders were encouraged to submit feedback on the programme via iPads and APNK WiFi.

If there's an after hours event at your library that would be enhanced with WiFi, just give our helpdesk staff a call and they'll be happy to help.



Above— Teen reviewers bid on prizes at Hawera Library.

Left—Teens fill out surveys using iPads and APNK WiFi.



## APNK is on Facebook!

We've had an official APNK Twitter account for a while now, but following the lead of many of our library partners we have also ventured into the world of Facebook.

We'll be sharing news, photos and other interesting stuff about libraries and technology. We'll also be using it to keep up with what's happening within the world of NZ libraries.

So if you like us...go ahead and 'like' us!

<http://www.facebook.com/PeoplesNetwork>



Above—APNK now has a Facebook page.

## LIANZA Conference 2012

We're pleased to announce that we will be hosting a special event as part of LIANZA Conference 2012. The Kōtui breakfast for Library Managers will take place on "Conference Tuesday" and will feature a talk by keynote speaker, Marshall Breeding.

APNK and Kōtui Manager, Chris McClement will also be attending LIANZA 2012, so if you have any questions about the People's Network or Kōtui then introduce yourself and ask away.



Chris will be on hand at conference to answer your APNK & Kōtui questions.

## Spot the difference

After customer feedback (thanks e-Reader users of Westport!) we made a small change to our WiFi Terms of Use page. Can you pick the subtle change we made?



## Online bites

Are the headsets on APNK PCs durable enough? This discussion is underway on our Community of Practice:

<http://cop.aotearoapeoplesnetwork.org/forum/topics/headsets-easily-damaged>

Read our blog post on how library websites measure up: <http://www.aotearoapeoplesnetwork.org/content/how-good-or-bad-your-libraries-website>

Contact us: [peoples.network@dia.govt.nz](mailto:peoples.network@dia.govt.nz)

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