

Kōtui Server Migration

OVERVIEW

We are making changes to the system that Puke Ariki and the Community Libraries uses for our library catalogue, customer records and a variety of other library services. Currently your library membership details are held in data centres located in Christchurch and Auckland. From 16 May 2024, this data will be moved to data centres in Melbourne and Adelaide.

WHY ARE WE MAKING THIS CHANGE?

The reason for this change is so that we can continue to offer modern library services and to maintain robust security of library and customer information. In the constantly-evolving and fast-moving world of technology services, it's really important that our library management systems are future-proofed. In addition to continuing to provide a secure service to our customers, making these changes now also means that our systems will be able to benefit from future enhancements.

HOW WILL THIS CHANGE AFFECT ME?

From 8pm on Wednesday 15 May through to Thursday 16 May, access to your library account and the library's electronic resources will be unavailable, while these changes are being made.

From 16 May onwards, while the look and feel of some services may alter slightly, there will be no significant change in the user experience.

The main thing for you to be aware of is that from 16 May, your library membership information will now be stored in secure data centres used by our vendor (SirsiDynix Ltd) which are based in Australia.

WHAT INFORMATION IS HELD IN MY CUSTOMER RECORD

The information you provided when you joined the library is stored in your library customer record, including your name, your date of birth, your contact email address, and your home address.

I DON'T WANT MY MEMBERSHIP DATA GOING TO AUSTRALIA. WHAT ARE MY OPTIONS?

The new data centre meets ISO international standards for security and reliability. Library information held there will be accessed via an encrypted virtual private network, and will not be exposed to the public internet. We are confident that library information including membership data will remain secure. We hope this provides reassurance for our customers.

If you do not wish for your own data to be part of this move, you may choose to cancel your library membership. We are not able to make any exceptions to library membership information being moved to the Australia-based data centre. Note that while borrowing is not possible without membership, there are many in-library services that will remain available.

WHAT WAS THE PROCESS FOR MAKING THIS DECISION?

Puke Ariki is a member of a New Zealand-wide consortium of public libraries called Kōtui, which is managed by the National Library of New Zealand.

The National Library, as part of the Department of Internal Affairs (DIA), followed the expected project protocols to ensure that all systems and vendors involved were compliant with DIA security requirements.

The National Library then shared all project documentation with Puke Ariki. Based on this information our management team agreed to this infrastructure change, as did all other members (40 local councils) of the Kōtui consortium.

THE AUSTRALIAN DATA CENTRES BEING USED ARE:

- **Equinix**
Equinix facility ME 2, Port Melbourne
- **YourDC**
DC1 Edinburgh Parks, Adelaide

THE LIBRARY MANAGEMENT SYSTEM VENDOR IS:

SirsiDynix

www.sirsidynix.com