



JAKE MAKING WAVES IN WATER TREATMENT



Jake Hanshaw came to council in 2015 as a cadet looking forward to learning all about water treatment. But he didn't know that a short time later he'd be given the opportunity to step up to a role with a whole lot more responsibility.

Jake has spent the past two years learning everything about water treatment from scratch, and as a cadet Jake said his job was a daily learning experience.

"I was mostly working on plant maintenance and processes around water testing and I was always learning something new every day," he said.

After doing the hard yards as a cadet, Jake has recently taken on a role as one of our water treatment plant operators, ensuring our drinking water meets strict Drinking Water New Zealand standards.

Water and wastewater assistant manager Rich Kruse said Jake's ambition and drive to work hard and do well has seen him jump into a much more senior role within our water team.

"Being able to step up into a water treatment plant operator role is a credit to Jake and how he really exceeded our expectations as a cadet. He listens and learns quickly and really fits in with the team, so we're pleased he's been able to make the move into this more senior role."

Jake is enjoying the challenge and recommended a cadetship as a great way to kick-start a career.

"My new operator role has a lot more responsibility but it's empowering that I have been given the skills to be trusted to do the job," he said. "A cadetship is definitely a good opportunity to get into a place where you can progress your career, and there are plenty of opportunities to learn on the job and gain qualifications while you work."

Now Jake has made the move to an operator role, our newest cadet is Huia Anderson, who is already impressing our team.



"I'm a big reader and I read everything – good stuff and junk," he said. "It doesn't matter what you read, as long as you read."

Peter and many of the library staff are on a first name basis, and he said it's great to be able to have a chat about a good book.

"Sometimes you get recommendations through librarians and sometimes you give them," he said.

"You see familiar faces and it makes it a friendly place."

He reads six or seven books a week, and is a big fan of the library's customer basket – a feature that enables library members to request books for purchase.

"It's the first time I've been actually able to select books for purchase – it's very progressive," he said.

Librarian Moira Pereira said the feature was growing in popularity with library members.

"We try to be proactive about customer experience and improvement. It's not about what we think people should read – it's about what they want to read," she said.

Peter said he loved the whole library experience, from the books through to the library's technological revolution.

"To me a library is pretty much one of the cornerstone parts of our community," he said.

"Libraries used to be quiet places but it's changed for the better, people come in here to meet friends. It's the most wonderful sound when you come in here and its story time and the kids are laughing."

Taupō and Turangi libraries are open six days a week, and Mangakino Library is open on weekdays. It costs just \$1.50 to become a member for local residents with proof of address.

Remember how to reach us

» TAUPŌ

Taupō District Council's Taupō customer service centre is now located on Horomatangi Street, next to the NZ PostShop. We're open 8am to 5pm, Monday to Friday.

» TURANGI

If you're in Turangi, you can find our customer service centre located temporarily in Turangi Library, where we're open 8am to 4.30pm, Monday to Friday.

» MANGAKINO

Our service centre in Mangakino remains in the town centre, with staff available to help Monday to Friday from 9am to 12pm, and from 12.30pm to 4.30pm.

You can also find a range of council services at taupo.govt.nz, or you can call us 24/7 on **0800 ASK TDC** (0800 275832).

What's on?

- Sept 9 Auckland Boys' Choir concert, St Andrew's Church, Taupō
- Sept 15 Moto TT Taupō, Bruce McLaren Motorsport Park
- Sept 22 Taupō Hire Race Day, Centennial Drive Horse Racecourse

For more information on Taupō District events visit www.GreatLakeTaupo.com

A LIFETIME OF READING AT TAUPŌ LIBRARY

For some, visiting Taupō Library is about borrowing books or using the free WiFi.

But for Peter Sutton, 68, it's more like a second home – and that's not surprising considering he visits up to five times a week.

The local book enthusiast first came to the library when it was in the building that now houses the museum and art gallery, nearly 30 years ago.



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