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Welcome

Welcome to the October issue of the Spydus Newsletter, the first issue to be published from our brand new premises in the Melbourne CBD!

Interest in the Spydus Managed Service continues to grow across all sectors of the library market and in this issue we have Managed Service articles on Penleigh Essendon Grammar (a school library), Bayside Library Service (a public library) and Australia Post (a special library). Plenty of product news this month as well, with an article on how to select an item for another bibliographic record in Cataloguing and a detailed description of the steps required to duplicate LIVE environment to TEST environment.

In earlier issues we announced the launch of Spydus into the UK market. Recent reports out of the UK suggest that their library industry faces a few challenges over the next three years and early feedback on the Spydus system and Managed Service as a means of addressing those challenges has been very positive.

The annual SPUN conference was held this month and was again a very successful and well-attended event. If you missed the conference, don't miss the presentations, which are now available from the SPUN website.

The Spydus team continues to grow across all areas of our business and this month we introduce and welcome four new Spydus team members, all based in our Melbourne office.

Suggestions and ideas for Spydus News are always welcome, please contact your Account Manager.

Two more Victorian libraries join the growing list of Civica's Spydus Managed Service customers....



Penleigh & Essendon Grammar School (PEGS) Library in Melbourne went live at the end of September becoming the second of our secondary college libraries to choose Civica's Schools Consortia model within a Managed Service environment.

According to Michael Jongen, Head of Library Services at PEGS, the new system will provide a number of advantages.

"One of the advantages of moving to the consortia solution is that we now have access to key modules like Acquisitions and Serials, which would have otherwise have cost thousands of dollars to obtain the licences. This means we can modernise our ordering processes and reduce the paper trail and duplication that is part of the present process. Using an automated acquisitions package will mean that from the moment a request is made for a title the order can be tracked on the catalogue."

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Upcoming Events

PLA Albury 9-11
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NLB Conference- Singapore November 13-15

“The Managed Service also enables better financial house-keeping, especially in estimating our committed funds.”

Under the Managed Service model many processes previously done by PEGS Library and IT staff will now be performed by Civica staff.

Michael commented that the changeover process was relatively painless due to the combined efforts of the PEGS IT department and Systems librarian.

<http://www.pegs.vic.edu.au/PEGSLibrary/>



....and **Bayside Library Service** went live with the Spydus Managed Service on Monday October 3. Located 15 minutes south of the Melbourne CBD, Bayside is a long standing Civica customer and has been using the Spydus Library Management System since 1990. Bayside provides library services to 4 service points across the Beumauris, Sandringham, Hampton and Brighton areas.

Visit their website at <http://www.bayside.vic.gov.au/library.htm>



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Australia Post signs for Spydus Managed Service

Australia Post has announced they will implement the Spydus Managed Service becoming the first 'Special Library' Managed Service.

Australia Post is a government-owned enterprise dedicated to providing accessible, reliable and affordable postal services for all Australians. The corporation currently employs 35,049 full-time and part-time staff, operates 4,477 postal outlets, serves 1.10 million customers in its outlets every business day and delivers mail to 9.68 million Australian addresses.

The Australia Post library is located in Melbourne and will be accessible via the Staff Intranet to the more than 35,000 staff working at postal outlets throughout Australia. The library catalogue includes a comprehensive range of policy and procedure documents, training materials such as videos, and historical and educational collections.

As a government-owned business enterprise, Australia Post has a comprehensive system of corporate governance practices in place. The tender process was particularly stringent and in-depth testing and analysis was completed to ensure Civica's Managed Service met all of the criteria. Civica's Spydus library management system now offers national access to three specialist government libraries: Australia Post; the Australian Bureau of Statistics and the Department of Family and Community Services.

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SPYDUS to meet UK Library Challenges

In the United Kingdom, local authorities are under increasing pressure to provide 'comprehensive and efficient' library services including year-on-year progress against public library service standards (including ICT provision) that require more opening hours and equal access for all.

At the same time, the number of visits to libraries in the UK is rising with an increase of 14 million in 2003/04 to 337 million in total, reinforcing the need for increased investment in public library buildings, book stock and new technology. In addition, recent surveys show that 59% of libraries in the UK are having difficulty filling vacancies and nearly a third of staff will retire in the next 10 years.

The Museums, Libraries and Archives Council (MLA) is the lead government agency for developing and delivering a national strategy for England's 3000 public libraries. Through "Framework for the Future", its 2003-06 libraries improvement programme, £9 million of central government funding is already being invested in supporting reading and literacy initiatives in libraries; on improving leadership and management; and on a major recruitment campaign to attract a new generation of public library staff.

The MLA believes libraries face five major challenges over the next three years:

- To extend opening hours, particularly at evenings and weekends
- To diversify both the library workforce and the services on offer
- To sustain free internet access in all public libraries
- To co-ordinate book procurement, reducing overheads and increasing the range of resources available to users
- To establish a major investment programme to renovate and sustain public library buildings.

Civica has launched Spydus into the UK marketplace and initial interest in the software and the Managed Service delivery model has been very positive.

Phil Barr, Library Solutions General Manager at Civica explained, "With the increasing pressure on libraries to expand their range of services to a growing number of people, we believe the time is right to launch Spydus into the UK. It helps provide better and more efficient library services, whether the customer is a major urban library or a series of small or mobile branches and with the resourcing pinch beginning to be felt, the success of our managed services model is particularly relevant."

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Site of the month: Thuringowa Library Service

Thuringowa City Council is one of the oldest local authorities in Queensland, celebrating its 125th birthday in 2004. Since its declaration in 1986, Thuringowa has experienced spectacular growth with the population more than doubling in the past twenty years to 56,000 and the area is currently one of the

fastest growing in Northern Queensland.

In April this year, Thuringowa City Council's library was officially named the best public library in Queensland being awarded the prestigious Queensland Public Libraries Association Public Library of the Year Award for 2005.

The award focuses on three key factors:

- Service to the community.
- Creativity and innovation in developing specific community programmes or a dramatic increase in library usage.
- Leadership in creating programmes that can be emulated by other libraries.

According to Thuringowa Mayor, Cr Les Tyrell, the award was very much a team effort by the Library's dedicated staff.

"They are a great group who have consistently demonstrated a willingness to embrace change and take on new challenges while always maintaining a focus on good customer service", he said.

However, Cr Tyrell said it was the Library's patrons who were the real winners.

"The Library has been asked by the Council to take a leadership role in the development of Thuringowa as a learning community," Cr Tyrell said.

"The Library has consistently scored well in Council's Customer Attitude Surveys and has been placed in the top four libraries in Queensland surveyed by the AEC group in terms of scores attained for customer service."

In their commentary, the judges of the award said the library had been an innovative service from its very beginnings in the mid-80s and had been prepared to take a leadership role for north Queensland libraries.

Comments from the Judging panel included: "Given the demographic mix and the challenges presented by a 'scattered population' TLS have clearly demonstrated equity in their provision of services to the community. Of special note are the following: Commitment to the Indigenous community via the employment of a Indigenous Library Resources Officer; the range of targeted learning programs; partnerships/collaborations with the Smith Family, local schools, National Library etc; and innovations such as the web based InfoInstruction. It is also important to note TLS is looking a long way ahead by the development and implementation of its Strategic plan, 5 Year Plan and Marketing Plan and their alignment with Council's Corporate and Operational Plans."

Thuringowa Library Service has been a Spdyus library customer since September 2003 and went live with Spdyus 8 this month. To find out more about Thuringowa Library Service visit their website at: <http://library.thuringowa.qld.gov.au/>

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Spydus 8.2 Upgrades

Congratulations to Frankston Library Service in Victoria and Thuringowa Library in Far North Queensland on successfully upgrading to Spydus 8.2! You can access their new Spydus 8 Library Catalogues at the following addresses:

<http://www.frankston.vic.gov.au/library/spydus.html>

<http://library.thuringowa.qld.gov.au/>

The following sites are also in the final stage of their Spydus 8 implementations. Keep an eye out for their Spydus online catalogues in future newsletters.

Alfred Hospital Library (Vic)

MTRC (Hong Kong)

Camden Public Library (NSW)

North Western Library Service (NSW)

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Spydus 8 - Selecting an item for another bibliographic record in Cataloguing

You can select an item for a different bibliographic record without having to close the Item Maintenance dialog first. Simply scan or type the accession number of the item you want in the box at the bottom of the left pane, and then press **Enter**.

To select an item for a different bibliographic record, scan or type the accession number here.



You will be prompted whether you wish to save your changes. If you select the **Auto save** check box then any changes you've made will be automatically saved — you won't be prompted.

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Hot Tip # 19 - Steps to duplicate LIVE environment to TEST environment for Spydus 6.x

Note: In the documentation below it is assumed the LIVE environment is in D:\SPYDUS\SANLIB and the TEST environment is in D:\SPYDUS\SANTEST. The equivalent for Unix/Linux environments would be /spydus/sanlib for LIVE and /spydus/santest for TEST. The http server port number for the TEST environment is usually 8080, however this can vary. If unsure please check with the System Administrator or the Spydus Help Desk.

There are two options:

1. Database Refresh: programs, parameters and web are NOT duplicated from LIVE.
Note: the LIVE and TEST environments MUST be on the same Spydus version.

2. Full Refresh: data, programs, parameters and web are all duplicated from the LIVE environment.

Important: There must be no Unidata database activity whilst the files are being copied.

1. Database Refresh

In D:\SPYDUS\SANTEST replace SD & LIBD by deleting existing directories and then copying from D:\SPYDUS\SANLIB

This should be quite adequate for most circumstances.

2. Full Refresh

1. Delete all directories in D:\SPYDUS\SANTEST

2. Copy from D:\SPYDUS\SANLIB the following:

- SL SP SS SD
- LIBRUS AWAIRS30 LIBC LIBD
- wwwroot

3. Log to D:\SPYDUS\SANTEST\SL

4.1 ED PARAMS VERSION

G1

A/ Training

FI

4.2 ED GM GN.MENU

L/M A I N

R/M A I N/TRAINING

FI

4.3 CM GN.MENU

4.4 ED [WWW.PARAMS](#) CONFIG

G16

In this field add http server port number for TEST environment to end of server IP Address or hostname. For example: 192.168.11.12:8080 or spydus.com.au:8080

FI

CONFIGWP

File = [WWW.PARAMS](#)

4.5 Repeat 4.4 for [WWW.PARAMS.OPAC](#) [WWW.PARAMS.CI](#) [WWW.PARAMS.CAT](#)
[WWW.PARAMS.ZPAC](#) [WWW.PARAMS.ZWEB](#)

4.6 Update LINELOCS

- Spydus Main Menu
- System Supervisor
- Circulation
- Reference File Maintenance

- Lines/Ports
- A to Amend
- use N for Next to get to screen 6
- add :8080 to Field 1 Host Name
- press <RETURN>
- Y to file away
- . to get back to sub menu
- choose Compilation
- Y to compile

4.7 ESEARCH HTDOCS

String = <http://>

We are looking for any URLs that may contain the Spydus servers IP address or hostname

The likely ones are spydus.html asklib.html cominfo.html

To each URL we need to add :8080 to keep the searches in the Spydus Training System.

The above steps ensure that the correct URL is set for the clients calling the browser, the character based system says it is "Training", and users don't access the "live" system when using the web OPAC.

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SPUN 2005 Conference

Congratulations to the SPUN Organising Committee this year on a hugely successful conference held in Noosa, Queensland. All SPUN conference papers will be published on the Spydus User Network homepage at <http://www.spun.asn.au/>, so remember to visit the web page and take a look!



Conference highlights!

- Trevor Trotter presented a demonstration of Advanced Reporting in Spydus 8 and an advanced Acquisitions workshop, which included EDI, Order Loading and Claims and Reminders.
- The conference dinner was held at Trio's Restaurant overlooking Noosa River. It was a very merry evening, with dancing finally making its debut at a SPUN conference!
- Enzo Accadia from Coffs Harbour Public Library, Tom Grey from Darebin Public Library, and Anne Kingsun from Thuringowa Public Library, provided interesting and detailed descriptions of their recent migrations from Spydus 6 to 8.
- Campbell Scott from Napier Public Libraries in New Zealand started his library profile with a traditional Maori welcome and thank you, which was just wonderful and preceded a very lively and interesting presentation, in which he also covered the libraries' migration to Spydus 8.

Spydus People News

Melody Ku has joined the Development Team as an Analyst/Programmer. Melody is originally from Hong Kong and has been living in Australia for 6 years. She has also recently graduated from Monash University where she studied for an Honours BA in Computer Science. Melody enjoys cooking and relaxing in her spare time.



Gurav Kapur has joined the Spydus Support Team where his main role will be undertaking tasks on the Spydus Helpdesk. Gurav is an experienced Web Developer and IT Support Officer and he enjoys playing cricket and travelling to exotic destinations.

Sarah Cavanagh has joined the Spydus Training and Consulting team. Sarah is currently undertaking a Masters Degree in Information Management Systems at Monash University and brings a range of skills to the team as her past employment includes working as the Information Services Librarian at Holmesglen TAFE Waverly Campus and also at the Department of State & Regional Development special library. Her interests include travelling, having recently returning from a fantastic holiday in Thailand.



Nader Kidwani has joined the Spydus Development Team. Nader brings a wide range of skills and specialist knowledge to the team. Nader's background is in molecular physics, where he worked as a Research Assistant at the Centre for Molecular Simulation at Swinburne University's School of IT. He has completed a Masters in Computer Science which he obtained at Swinburne and Victoria University and is in the process of undertaking a Masters of Physics at Melbourne University. When Nader is not studying, he enjoys reading and playing chess.



...and last, but not least, we have moved!



Our new Melbourne office is located at:

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Mark Aplin manning the Spydus Helpdesk – and what a view!

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