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January – February 2006

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Welcome

2006 is now well and truly underway and is already promising to be another busy and exciting year full of new products, new people and new customers. January was a very exciting month for our Singapore team with Phase One of the Ministry of Education Spydus Managed Service project going live at 69 schools. This issue we bring you an update and photos from our new Singapore office where we now have more than 90 staff.

The Spydus Managed Service continues to achieve strong market acceptance in Australia with Gatton Shire the latest library to migrate and we also have news of two US customers, Toledo Art Museum and Emmaus Public Library, that have also chosen to migrate to a Managed Service.

Our first Site of the Month for 2006 is Moreland City Libraries in Melbourne. Moreland's implementation of the Spydus Managed Service was just one of a number of initiatives the library undertook last year and library staff are now looking forward to enjoying the benefits of the change and development they worked through in 2005.

This month our product news has a reporting focus with an article on linking Crystal Reports via the Spydus Reporting Interface and don't miss the dates for the special Advanced Reporting Workshop we're running in Melbourne in March and April. We also have an update on the new interface for the AEGIS web based service request system, which provides a simplified way for customers to log and respond to SRs.

Ideas for articles or Hot Tips in the Spydus Newsletter are always welcome; please send any suggestions or ideas to your Account Manager.

Successful Go-Live for Ministry Of Education in Singapore

January was a very exciting and busy month for our Singapore team with the Ministry of Education (MOE) successfully going live with Phase One of their Spydus implementation project.

Phase One encompassed 69 schools, all using our Spydus Managed Service with full system hosting and management and our new Spydus Collection Services, which provide the schools with book selections, acquisitions, cataloguing and end processing. We also provided our new Spydus Manpower Services, which covers the recruitment and placement of library staff, for 53 of the MOE schools.



Civica's Singapore Staff including Library Assistants now deployed to the 53 MOE Schools.

The Civica team had a three month lead-up to the Phase One Go-live and during that time they were hard at work analysing and converting 1.4 million bibliographic records; completing a full stock-take at each school library; recruiting 53 library assistants for redeployment to the schools; training staff in Spydus and general library procedures and practices; holding profiling meetings with each school to ascertain their collection needs and interests; installing client software at all 69 schools and finally manually inputting more than 38,000 cataloguing records.

Naturally, it was very exciting and rewarding for the team to see all the hard work that took place over the three previous months come to fruition.

Civica's Singapore team is now well into the planning for MOE Phase Two, which will consist of 130 schools all due to go live on June 26 2006.

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Toledo Museum of Art & Emmaus Public Library in the US move to Spydus Managed Service

We are delighted to report that two more customers in the US, Toledo Museum of Art Reference Library and Emmaus Public Library have decided to migrate to the Spydus Managed Service solution.



The **Toledo Museum of Art Library** is located in the heart of Toledo, Ohio. A Spydus customer for the past 10 years, the reference library was originally established in 1901 and serves the Museum's staff, scholars, educators, and the public. In addition, it has served as the primary art research facility for students and faculty of the University of Toledo since 1921.

The library's primary collection includes over 60,000 books and journals, information files on over 18,000 artists, thousands of auction and sale catalogues, subscriptions to several hundred periodicals, and information from museums all over the world.

<http://www.toledomuseum.org>

Emmaus Public Library is located in Emmaus, Pennsylvania, 50 miles north of Philadelphia, and serves residents from the municipalities of Emmaus, Macungie, and Upper Milford Township. Largely founded on community group involvement and activities to increase and strengthen the services offered to the residents, Emmaus Public Library's mission is to continually provide programs to increase the public's awareness of the library and its value to the community and to promote greater use of library resources. The Library has been a long standing Spydus customer since 1994.

<http://www.emmauspl.org/>

.....and in Australia, Gatton goes live on Spydus Managed Service

We are also very pleased to report that Gatton Shire Council Library in South East Queensland successfully migrated to the Spydus Managed Service on January 25. Gatton Shire is located in the Lockyer Valley of South East Queensland approximately 90 km west of Brisbane and has been a Spydus customer since 2001.



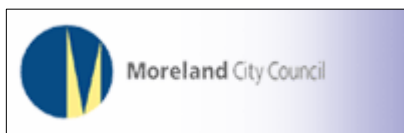
You can explore Gatton's home page at the following address:

<http://www.gatton.qld.gov.au/library.htm>

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Site of the Month: Moreland City Libraries

The City of Moreland is a large metropolitan municipality situated north of the Melbourne CBD. Moreland City Libraries serve a population of approximately 135,843 residents with Coburg Library the largest of the five libraries provided by the City of Moreland.



The last year has been a very eventful one for the staff and patrons of Coburg Library with activity both inside and outside of the library! During 2005 the library loans and information desks were redesigned to include the 'Shute to Shelf' ergonomic returns system and they also completed a transition of Library Management Systems to the Spydus Managed

Service, plus an upgrade to Spydus 6.5.3! And outside the library, Council completed a road works project to extend the mall in front of the library, creating a renewed and more positive surrounding streetscape.

In July 2005, Moreland City Libraries moved to Civica Managed Service and Spydus 6.5.3 to ensure they could continue to provide a high quality service for residents.

According to Jenny Guadagnuolo, Moreland's Technical Services Librarian the move to Spydus was positive for both staff and borrowers.

“It was a smooth transition and our library staff are now looking forward to Spydus 8, which will be implemented in June this year. Our borrowers are already enjoying the enhanced OPAC search capabilities that came with the move.”

Also of special interest at the Coburg branch is the Adaptive Technology Room with the Jaws and Kurzweil software and a Braille Blazer. The library has also recently acquired the innovative MyReader to make reading more accessible to patrons with low vision.

The changes to both the exterior environment and to the library itself have stimulated interest in the library services and Saturday morning “Live at the Library” performances by local musicians will be held in the new pedestrian space created outside the library. It is expected that re-development of the nearby Pentridge Prison site will also boost the number of visitors to the library. Moreland library staff are looking forward to 2006, when both the public and staff will have the opportunity to enjoy the benefit of the many changes and developments completed in 2005.

Visit Moreland City Libraries at: <http://www.moreland.vic.gov.au/services/libraries/librcont-fr.htm>

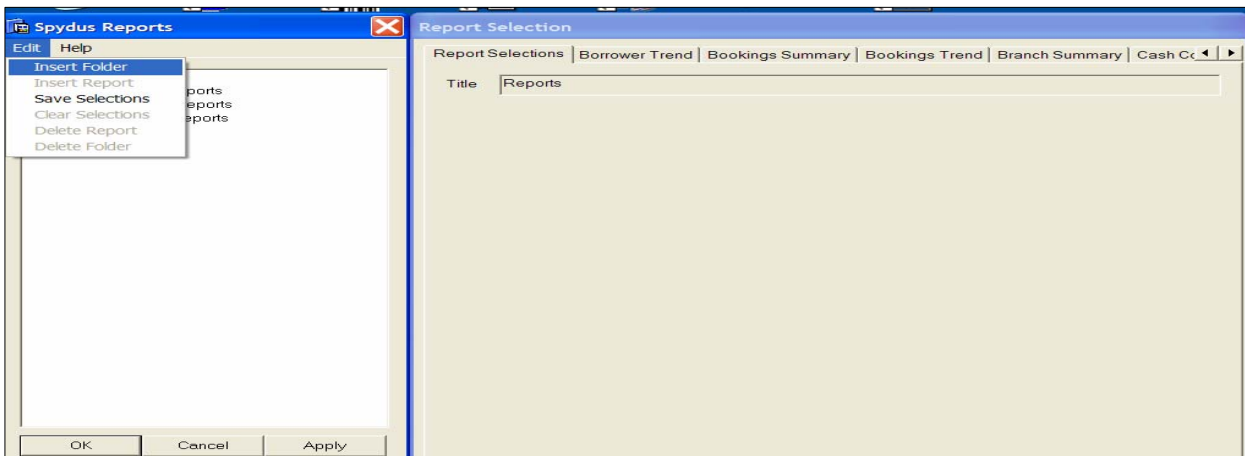
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Spydus 8 – Linking Crystal Reports via the Spydus Reporting Interface


Spydus 8 allows you to create your own reports using Crystal Reports Designer/Developer and then add these reports to the Spydus Reports module. Once reports have been developed, the file should be stored on a shared network directory if it is intended to be used by multiple staff members. Alternatively, you can store the file on the local PC for each staff member who is to access the report.

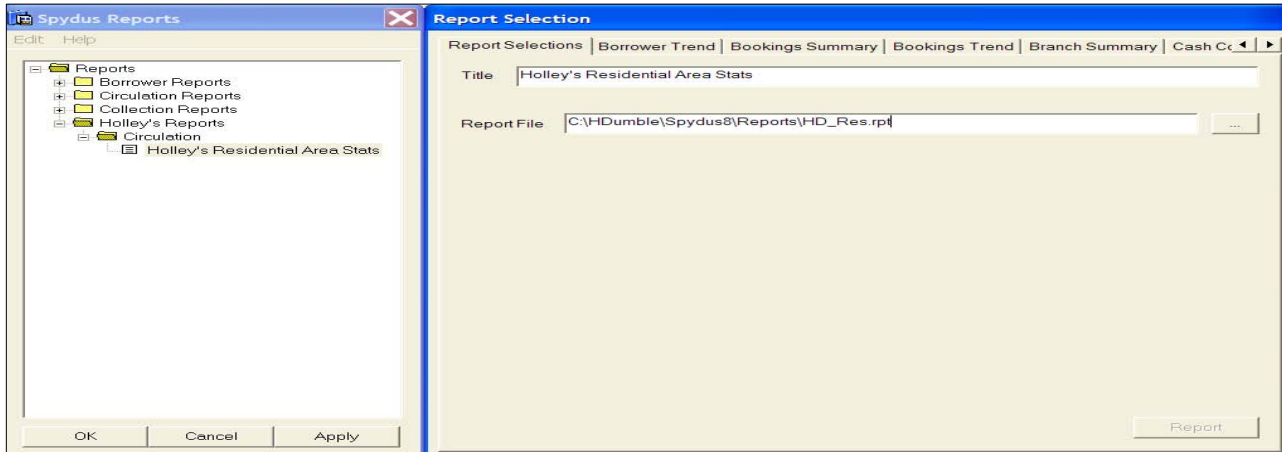
To create a new folder:

1. Click the folder in which you want to create a new one.
2. On the **Edit** menu, click **Insert Folder**.
3. In the **Title** box, type the name for the new folder.



To link a newly created report:

1. Click the folder in which you want to create a new report.
2. On the **Edit** menu, click **Insert Report**.
3. In the **Title** box, type the name for the new report.
4. Click  to search for the report you want to add.



This process will be covered in detail in the [Spydus 8 Advanced Reporting Workshop](#). Please refer to the Training article below for further details.

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Training - Spydus 8 Advanced Reporting Workshop

Learn everything you need to know about Reporting at our Spydus 8 Advanced Reporting Workshop.

We are running two workshops at our Melbourne Office:

- **22 & 23 March**
- **27 & 28 April**

Please contact your Account Manager if you are interested in attending a session.

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Hot Tip # 22 - Date Query Macro's

Whenever a date is required in the Spydus enquiry functions the following date query macros can be used.*

* **Spydus 8.2.3 onwards**

TODAY – replaced with today's date as dd mmm yyyy (ie. 1 JAN 2006)

YESTERDAY – replaced with yesterday's date as dd mmm yyyy

TOMORROW – replaced with tomorrow's date as dd mmm yyyy

NEXTWEEK – replaced with the date 7 days from now as dd mmm yyyy

(ie. todays date is 4 JAN 2006 so NEXTWEEK is 11 JAN 2006)

LASTWEEK – replaced with the date 7 days ago as dd mmm yyyy (ie todays

date is 4 JAN 2006 so LASTWEEK is 28 DEC 2005)

THISMONTH – replaced with the current month as mmm yyyy (ie JAN 2006)

LASTMONTH – replaced with the previous month as mmm yyyy (ie DEC 2005)

NEXTMONTH – replaced with the next month as mmm yyyy

THISYEAR – replaced with the current year as yyyy (ie 2006)

NEXTYEAR – replaced with the next year as yyyy

LASTYEAR – replaced with the previous year as yyyy

Spydus 6 supports the following:

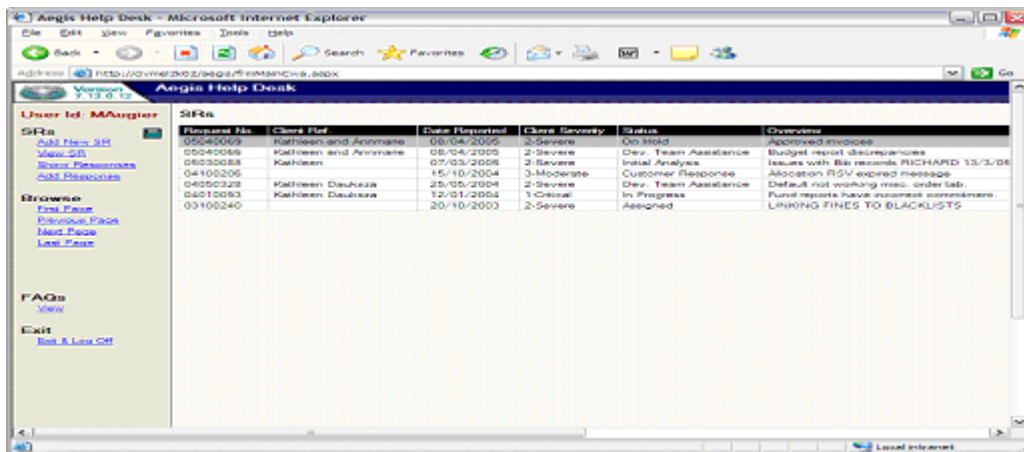
TODAY
THISMONTH
LASTMONTH

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AEGIS Interface Changes

The Aegis web based service request system has recently been upgraded. The new interface provides a simplified way for customers to log and respond to SRs.

Once you have logged into the system, you are presented with a list of hyperlink options from the left hand frame and a list of your active service requests.



To add a new SR, click 'Add New SR' and complete all details as per helpdesk requirements.

Add: SR

Client	Northern Melbourne Institute Of TAFE	Request No.	
Contact	Michael Augier	Status	
Client Ref.			
Client Severity	Low	Date Reported	5/02/2005
Module	Other	Time Reported	10:14:23 AM
Reproducible	N/A	Reported By	MAugier
System	Live System		
Client Version	6.5.3.54	Future Release	
Server Version			

Overview

OPAC Commissioning request

Description

We would like to add a link in the OPAC for customers to access an inhouse database application.

Comments

To upload a file, click the Browse button to select a file (do not type in the file name):

To add a response to an existing SR, highlight the SR from the list and click 'Add Response'.

Add: Response - Request No. 04100206

This issue has now been resolved

Request No.:	04100206
Status:	Customer Response
Client Severity:	3-Moderate
Date Reported:	15/10/2004
Reported By:	TJewelyn
Future Release:	
Client Version:	
Module:	Circulation Client
System:	Live System
Client:	Northern Melbourne Institute Of TAFE
Contact:	Michael Augier
Reproducible:	N/A
Client Ref.:	
Time Reported:	9:57:38 AM
Overview:	Allocation PSV expired message
Description:	I know that SR 27824 has been written c there any way we can suppress having obviously need to go into BMM and re
Comments:	
Server Version:	6.5.3

To generate a filtered report, click on the report icon below your username. Customers have the option to create a filtered view of active requests, closed requests and all requests. You can then conduct a sort on individual columns or generate a detailed report for your records.

[Active Requests](#)[Closed Requests](#)[All Requests](#)[close print](#)**Northern Melbourne Institute Of TAFE - All Service Requests**

Request No.	Client Ref.	Date Reported	Client Severity	Status	Overview (detailed rep
04010225		21/01/2004	2-Severe	.Resolved	Circ. client crashes when quick registration (on cliel button) reported by NMIT, on Venus (client 1.3.124).
03110063		7/11/2003	1-Critical	.Resolved	When updating database Spydus Cataloging Client window appears.
03100262	Tina L	21/10/2003	1-Critical	.Resolved	Scanning problems
04010158	Academic Course Codes	16/01/2004	1-Critical	.Resolved	Adding academic course
04020039	Kathleen Dauksza	3/02/2004	1-Critical	.Resolved	The description for Fund 2004 have not rolled over User Defined Table.
04010093	Kathleen Dauksza	12/01/2004	1-Critical	In Progress	Fund reports have incorre commitment.
04010120	Kerry Carter	13/01/2004	1-Critical	.Written Off	Inability to load MARC rec

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Spydus People

- Spydus Singapore Team

The last 5 months has been a whirlwind of activity for our Singapore team! Along with the MOE project, we have also established a brand new office in Singapore, which included a total refurbishment of the entire office space plus installation of network and all hardware and office equipment. We have also recruited and trained staff across all areas of our business operation including: management, finance, HR, administration, IT, help desk, technical services (acquisitions and cataloguing staff) and circulation staff, along with temporary staff to complete such tasks as stock-take and data entry.



We now have more than 90 staff in Singapore and we are proud to say we have another great team of dedicated and professional staff. Each and every one has contributed to making this a successful story.

Sarah Gauci will be returning to Melbourne in March and will be handing over to Marc Nolan the newly appointed Director of Operations in Singapore.

- New Staff



We are delighted to welcome Kirsty Armit to our Spydus Training and Consulting Team based in Melbourne. Kirsty's educational achievements include a Bachelor of Business (Information & Library Management) at RMIT, a Grad Dip. (Communications) from Monash University and a Grad Dip. (Primary Education) from LaTrobe University. She has experience working as a Children's Librarian at Darebin Libraries, Monash Public Library Service, Yarra Plenty Regional Library Service and as a casual librarian at Stonnington Library and Information Service. In her spare time, Kirsty enjoys going to the cinema, reading, cooking, travelling and supporting the Hawthorn Football Club.

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VALA 2006 Crown Towers Melbourne

The 2006 VALA Conference was held in Melbourne last week at Crown Towers and attracted a great crowd with more than 550 delegates. Civica sponsored the conference again this year and our Spydus team spent 3 busy days catching up with customers on our exhibition stand.



to the winner of our
VALA Lucky Business Card Draw
Karyn Siegmann, Manager Libraries, Bayside Library Service.
Karyn will receive a dozen bottles of Yalumba, Yarra Burn Pinot Noir 2001 Chardonnay.

!@# Correction

Thesaurus creation Hot Tip #21 December Issue

When adding a thesaurus code to a subject heading in the 6XX #2 subfield it should be added in lower case, not in upper case as indicated in the December newsletter.

e.g. the example from the newsletter

650 7 #aKnowledge management#2APT

should be

650 7 #aKnowledge management#2apt

The codes in the Spydus table ZAB are entered and stored in upper case (as are all lookup codes in Spydus), but the codes in the MARC record are entered and stored in lower case (as per the MARC standard). When the linked authority record is created, the code will have been changed to lower case in the authority record anyway, but it should also be entered in the BIB record in lower case.

Upcoming Events

- Asia-Pacific Conference on Library & Information Education & Practice A-LIEP): Preparing Information Professionals for Leadership in the New Age Singapore 3-7 April [...More](#)
- Queensland Public Libraries Association Conference Cairns 4-7 June

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