



September 2007

Welcome,

This month in the Spydus Newsletter we are delighted to bring you an article by Karyn Siegmann, from Bayside Libraries in Victoria as she journeyed to Papua New Guinea as a volunteer for eight weeks... read **Karyn's intrepid librarian adventures...**

The September Customer Innovation Award Nominee is Darebin Libraries in Victoria for their **Sponge Club**, an interesting and innovative way to reach out to the children aged 7 -12 years of age and encourage them to use the services of their local libraries....and the September Site of the Month is **Pentleigh & Essendon Grammar School in metropolitan Melbourne.**

This month the **Spydus 8 feature** is all about the new features that will be available in Spydus release 8.4.x. And finally, don't forget to read the **September Hot Tip**, which outlines how you can ensure your customers have full access to your Syndetics subscription by ensuring the settings on your OPAC PCs allow pop-ups or windows to appear and display book covers, annotations and other enriched content elements.

Also it is last call for registrations for the **SPUN conference** being held in Canberra late October early November.

Remember, to access the PDF document of the Spydus Newsletter simply click on the link above or go directly to our website.

Please send your suggestions and ideas for newsletter articles to Matthew Hunter. You can email Matthew at mhunter@civica.com.au or call him on + 61 3 8676 4400.

Articles in this months newsletter

- [Adventures of an Intrepid Librarian](#)
- [Spydus Customer Service Innovation profile - Darebin - Victoria](#)
- [Vote for your favourite Customer Innovation profile!](#)
- [Site of the month - Pentleigh & Essendon Grammar - Victoria](#)
- [Spydus 8 - New features](#)
- [New Spydus Client Releases](#)
- [Spydus Upgrade Projects](#)
- [Hot Tip #40](#)
- [SPUN Conference - Registrations Closing](#)
- [New Civica Website](#)
- [LIANZA Conference](#)
- [Spydus People](#)
- [Upcoming Events](#)

The adventures of an intrepid Librarian

In late 2006 Karyn Siegmann, Library Manager at Bayside Library Service in Melbourne put her hand up to be a volunteer with Australian Business Volunteers (ABV). In April this year Karyn was offered the opportunity to volunteer for an 8 week project in Papua New Guinea (PNG) and in early June she departed for the Church of the Nazarene Bible and Teacher Training College. A small library with untrained library staff, Karyn's job was to provide training, develop training manuals and also to advise on IT solutions for managing the collection.



The college is located in the Western Highlands about a ½ hour drive from Mt Hagen, PNG's third largest city. Continue [here](#) to read about Karyn's project in more detail and below she shares with us some things learnt along the way.

- I have a very privileged life in Australia and am very lucky to have been born into the life I have.
- There are still many, many people in this world who live in poverty and have to fight for even the basics of human existence.
- Education is one of the most important things we can provide and libraries are very important in helping with this.
- Too often we seem to concentrate on what our differences are, it seems to me, these differences are a very small component of what makes us human beings and we are more alike than we are different.
- If you are donating books for a worthy cause please take the time to consider whether they are in good condition and the information is still useful!!



You can also read more about Karyn's adventure on her blog at <http://www.karyns-blog.blogspot.com/>

Spydus Customer Service Innovation Award - Vote for Darebin

September Nomination - Darebin Libraries, Victoria



Darebin Libraries Sponge Club is the direct result of research and consultation with the local community to develop a children's identity for the local library service. The introduction of the Sponge Club has resulted in the development of a fun interactive program for children aged 7-12 years to share ideas, learn and develop their literacy skills.

Sponge Club centres on eight characters, four children and four mythical characters, who come to life when they are released from the books in the library. Together they embark on a series of exciting adventures that encourage them to explore places and new ideas.

The full story and additional adventures can be obtained by logging onto their website at <http://www.spongeclub.com> and downloading the story.

Sponge Club has allowed Darebin Libraries junior members to develop a greater sense of ownership of their library service and at the same time provide opportunities for children to meet and develop their social and learning skills, particularly those skills relating to homework and using services within the library.

Sponge Club allows Darebin Libraries to promote itself as a fun and exciting place to be and be seen. Engaging young people early on and building an awareness of what is available via our libraries and website encourages young people to continue to use the library through their secondary school and beyond.

Sponge Club members first met in June 2003 and continue to meet once a month after school at all Darebin Libraries outlets throughout the year. Children have had the opportunity to meet special guest authors, illustrators, and contribute to the Sponge Club website.

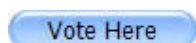
Caz Smith, Manager Children's & Teenager said that "Sponge Club continues to grow and evolve over time in order to stay relevant to the needs of our junior members. Sponge Club members currently total 1500 and membership continues to grow annually.

For more information regarding Darebin Libraries Sponge Club please email Caz Smith carole.smith@darebinlibraries.vic.gov.au

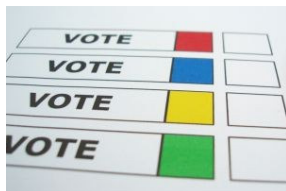
How to submit a Customer Service Innovation profile?

Ever wanted to submit a Customer innovation Profile! If your library service has introduced an interesting customer service innovation please don't be shy, let us know. We are very happy to help you so that your library team can be in the running to win a great prize. Please email mhunter@civica.com.au for assistance in writing your profile.

And don't forget if you would like to vote for Darebin's 'Sponge Club' innovation simply click on the 'Vote Here' button below. Thank you.



Voting - It's time!



It's time to vote for your favourite Spydus Customer Innovation Nominee!

Each quarter one lucky Spydus library team has a chance to win a \$1000 Team Building experience of their choice with [Red Balloon Days](#).

And the nominees for this quarter are.....

[Porirua](#) - Library Elf - Porirua Library are successfully using the Library Elf website to alert borrowers to when their items are about to become overdue ...[more info](#)

[Dalby](#) - Launch Pad Project - Dalby Library Service have created a media lounge - a custom built room complete with cool furniture, a huge LCD TV, a PS3 and a wide-dispersal sound dome to be used for activities such as cultural introductions, workshops, virtual book clubs, pod casting, foreign film sessions, media tutorials, group game playing - and the list goes on....[more info](#)

[Darebin Libraries](#) - Sponge Club - see Darebin's profile in this month's newsletter.

Voting

Any library staff member can vote, all they have to do is be a **current recipient** of the Spydus Newsletter or they can simply [subscribe](#) today! Remember to include your name, email address and the name of your organisation.

To vote for your favourite simply click on the library name above or send an email with the library's name in the subject heading to Matthew at mhunter@civica.com.au

Voting closes **Wednesday 24 October** so make sure you get your vote in today!

We welcome nominations for the Spydus Customer Service Innovation Award and it's very easy to enter! Just send Matthew an [email](#) and he'll call you to assist in writing your nomination.

Site of the Month - Pentleigh & Essendon Grammar School - Victoria



Penleigh and Essendon Grammar in Melbourne's inner North West is a Uniting Church School for boys and girls. The product of a happy amalgamation in 1977 of two schools, Penleigh Presbyterian Ladies' College and Essendon Grammar School, the school now has four campuses located in Essendon, Moonee Ponds and Keilor East.

Penleigh and Essendon Grammar school has continued to grow and develop over the years with its reputation for the provision of a strong and successful academic programme being the envy of many schools of the same size. The school offers a complete educational programme for children from kindergarten through to year 12 offering a unique blend of single sex and coeducational experiences to over 2000 students.

To support the students through their studies at Penleigh and Essendon Grammar campuses the school libraries operate the Spydus library management system using a Managed Service approach to look after over 50,000 items in its collection. Since October 2005 PEGS has been using a Spydus Managed Services Schools Consortia model sharing a bibliographic database, with separate holdings. This approach was chosen as the system management is undertaken by Civica technical staff, thus providing optimum performance with

costs set in advance, freeing Pentleigh Grammars library staff to focus on providing information and services from their collections for their students.

The school has four libraries: a central library at the Middle School (Boys) on the Keilor East Campus and branch libraries at the Essendon Campus, the Moonee Ponds Campus and at McNab House. Spydus networks the four libraries providing students with access to the resources of the entire school.

At all levels, students are guided by the library staff in the effective use of their library and its resources, including the development of good study habits and information researching skills. The school library provides all students with the materials and services that they require for both their educational and recreational needs, including books, magazines, newspapers, computer software, audio cassettes and CDs, VHS and DVD resources, board games and various educational packages and websites.

Visit the library [website](#) for more information.

Spydus 8 New Features - Spydus 8.4.x release

Some of the new features available in Spydus release 8.4.x are described in Fact sheet 840. The fact sheet covers the new Acquisitions module which has been completely redeveloped, stock rotation plans, user groups and user accounts, PIN rules, and changes to borrower registration to name a few of the new features that will be available in this future release.

For your copy of this PDF fact sheet [follow this link](#).

New Spydus 8 Client Releases now available for download

The latest Spydus Client releases are now available for download from Civica's website at http://www.spydus.civica.com.au/Spydus/Support_Services.htm

Customers running Spydus Clients 8.2.15 or less should upgrade to 8.2.17a, whilst those on Spydus Clients 8.2.16 should upgrade to 8.2.18a.

Current Client Version..	Upgrade Version..
8.2.15 or less	Upgrade to 8.2.17a
8.2.16	Upgrade to 8.2.18a

Alternatively, if 8.2.17 or 8.2.18 is already installed on your Spydus PC you can simply update to 8.2.17a or 8.2.18a respectively by running the appropriate patch which is available from the ftp server.

Current Client Version..	Patch required to upgrade..
8.2.17	Run patch 17a
8.2.18	Run patch 18a

Patches are significantly smaller than the full install of the Spydus Clients and are quick to download.

If you have forgotten your login details or require the latest password please contact the Help Desk on (03) 8676 4415.

To ensure you are advised of Spydus Client Releases as they become available you can subscribe to the Spydus Client Release Database. Simply email [Matthew Hunter](#) your name, email address and the name of your organisation.

Please include in the subject heading the title 'Subscribe to Spydus Client Release Database'

Spydus Upgrade Projects

Congratulations to the following libraries who recently completed their successful Spydus upgrades:

- Central Northern Regional Library in New South Wales , visit their [website](#)
- Corangamite Regional Library Service in Victoria , visit their [website](#)

HOT TIP # 40 - Syndetic & OPAC Settings

Have you ever had customers complain that the Syndetic features on your OPAC are not opening correctly or at all? This could be a result of your OPAC PC settings not allowing pop-ups or new windows to display correctly. This month's hot tip will show you how to easily alter these settings on your OPAC PC to allow the additional Syndetic features to display.

For your copy of this month's hot tip [follow this link](#).



SPUN Conference 2007 - Register now!



The 2007 SPUN conference will be held in Canberra from Wednesday 31 October to Friday 02 November 2007 at Rydges Lakeside, Canberra.

All late Registrations are required by close of business on Friday 28 September.

To register or find out more information about the conference please visit the [SPUN website](#) or if you have specific questions please contact [Kate Nalder](#) directly.

The following websites will assist with accommodation and venue information.

- Canberra Tourism: www.visitcanberra.com.au
- Rydges Lakeside Canberra: www.rydges.com See you in Canberra!

Enzo Accadia
President
SPUN - Spydus Users Network Inc.
Web: www.spun.asn.au
Email: enzo.accadia@chcc.nsw.gov.au
Tel: +61 2 6648 4129

New Civica Website for Australasia & South East Asia

Civica launched a brand new website in June this year which can be viewed at <http://www.civicapl.com/aus>

To ensure that you have access to our Help Desk 'Support Services' please follow the link <http://www.spydus.civica.com.au> and update your 'browsers favourites' for future use.

Should you experience any difficulties accessing the Help desk via the new website please contact the helpdesk via telephone on +61 3 8676 4415.

Libraries & Information Association of New Zealand Aotearoa - Rotorua

Spydus was on display this month at the LIANZA (Libraries & Information Association of New Zealand Aotearoa) Conference that was held in the geothermal city of Rotorua in the North Island of New Zealand.

The conference was held at the brand new Energy Events Centre in the heritage gardens behind the Arts Museum and the theme for the three day event was 'Transforming the Future'.



Spydus People

Amanda Norton

We welcome Amanda Norton to the Spydus team in a Training Consultant role. Amanda originally started her career as a primary school teacher where she taught in Bendigo and Melbourne for 5 years. Amanda has since commenced her Graduate Diploma in Information and Knowledge Management where she has completed half of the post graduate degree and her interests include swimming, reading, spending time with friends and family and gardening.

Fiona Downie

We also welcome Fiona Downie to the team as a Training Consultant. Fiona has worked at the State Library of Victoria in Document Supply and at Eastern Regional Libraries as Interlibrary Loans Officer. Fiona is currently studying by distance to become an 'official' librarian through Charles Sturt University and her interests include running/walking and swimming, watching movies, shopping and facials.

Upcoming Events

- ASLA XX, Adelaide 2-5 October
- ALIA Top End Symposium, Darwin 5-6 October
- SPUN Conference, ACT, Canberra, 31 October - 2 November

This email was sent by Matthew Hunter, Level 5, 565 Bourke Street, Melbourne VIC 3000 Australia,
Tel +61 3 8676 4400 to mhunter@civica.com.au

