



April 2008

Welcome,

This month we are very pleased to announce that Kent Libraries, the UK's largest library authority, has chosen to implement the Spydus Library Management system, by joining the South East Library Management System (SELMS) consortium.

Also in the Spydus Newsletter we bring you an article on the accelerating trend towards Managed Services amongst our NSW regional library customers as our first site celebrates five years on a Spydus Managed service.

CitiLibraries Thuringowa are nominated for the Customer Service Innovation award this month for their use of Wireless Tablet PC's. Don't miss this article which features really clever use of technology to deliver better service and also has some interesting facts and research on how patrons prefer to seek help from library staff.

Civica's Consulting Services are profiled this month and Civica has a range of consulting services to help you and your staff achieve optimum outcomes from your Spydus applications. If you would like to optimise the use of any of your Spydus modules, a session with one of our professional consultants may be worth exploring.

In Singapore the Civica team recently celebrated their 3rd Annual Dinner and Dance with more than 200 staff and guests gathering at the Grand Copthorne Waterfront Hotel.

Finally, don't forget to read the April Hot Tip, which outlines setting up your Spydus Self Service parameters to ensure you are recording accurate customer usage statistics.

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.

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Spydus chosen by Kent Libraries, England



We are delighted to announce that Kent Libraries, the UK's largest library authority, has chosen to implement the Spydus Library Management system, with Kent joining the South East Library Management System (SELMS) consortium.

Cath Anley, Head of Libraries, Archives and Museums for Kent County Council said: "Our top priority is to ensure our customers have access to a reliable service, allowing them to browse library stock easily regardless of location and make their library experience as enjoyable as possible. The ability to do this online is imperative in today's "always on" environment. Our work with SELMS and Civica will deliver an enhanced level of customer experience, underpinned by Civica's state-of-the-art software platform, at the same time as offering cost savings."

SELMS is the UK's primary library services consortium model, which is working to introduce online, automated library systems across the South East of England.

Simon Parkes, libraries director at Civica said: "This latest win continues to show Civica's commitment to the library & learning sector. It is the latest in a series of significant wins across the UK with some of the foremost authorities. SELMS has demonstrated that the consortium model can equip library services with modern infrastructure and automated processes based on best practice from the international library sector, to help them meet their goals. Kent Libraries decision to join SELMS is a significant one, given the authority's size and influence. We look forward to delivering an enhanced and very flexible service for Kent library users."

Currently the authorities participating in SELMS are Brighton & Hove City Council, Buckinghamshire County Council, London Borough of Hammersmith & Fulham, Milton Keynes Council, Royal Borough of Windsor & Maidenhead, West Berkshire Council and Wokingham District Council.

Spydus Managed Service delivers results for NSW Regional Consortiums

Regional Libraries in NSW, some of which have delivered shared library services to remote councils for more than half a century, are rapidly accelerating a trend to using outsourced managed services for delivery of their library systems.

Five years ago, North Western Library was the first library to adopt Civica's Managed Service for delivery of their Spydus library management system. As a result of this initial partnership, many more Spydus customers such as Central Northern Regional Libraries, Central West Libraries and Mid-western Library Service have moved to Civica's Managed Service solution and are experiencing its benefits.



Civica runs the day-to-day operations for all four regional libraries on servers at its data centres in Melbourne or Sydney, connected to each library via a secure virtual private network (VPN). The libraries receive annual software upgrades and full 24x7 technical support, while comprehensive backup and disaster recovery facilities include a mirror site. All these services are covered by a fixed fee.

"Knowing that Civica will continually upgrade our software, and that our systems are being looked after and backed up, gives us peace of mind," says Simon Jones, Manager, Library and Community Services at Mid-western Library Service.

"Managed services also delivers key disaster recovery procedures, and we have confidence knowing that Civica is looking after all these important issues."

Civica's Managed Service model is finding favour among regional libraries because in some cases they tend to lack the resources needed to handle the complexities of information technology. Hardware, software, communications and peripherals are often provided by different suppliers, and their IT services people are busy trying to manage the network infrastructure, as well as peripheral hardware and communications.

Pam Kelly, Regional Library Manager at North Western Library, recalls that when the organisation chose managed services in 2003, small Councils like Warren (population 2,000-plus) could not afford full-time IT support.

She says: "Civica's managed services model has been excellent, I cannot speak too highly of it. In the past we often had problems with either hardware or software, but now there is always someone on the other end of the phone if we need them. A lot of vendors offer managed services, but to have a specialised library solution is really special. Civica delivers everything we need to do."

Singapore celebrates with 3rd Annual Dinner & Dance

Civica's Singapore office celebrated its 3rd Annual Dinner & Dance 2008 this month at the Grand Copthorne Waterfront Hotel in Singapore.

Close to 200 of Civica's Library & Learning Staff, together with guests from Microsoft and the Infocomm Development Authority of Singapore gathered to share their experiences and reflect on the company's recent successes in the library and learning arena. Pre-dinner activities included a Strolling Magician and Instant Glamour Shots.

Guests were also entertained by staff from Civica's head office; saving the best for last, Mr Marc Nolan, Executive Director, Strategic Development, rocked the ballroom with a live band performance.



Spydus Customer Service Innovation Award - Vote for Thuringowa

April Nomination - Thuringowa -Wireless Tablet PC

Thuringowa Library* in North Queensland, Australia is combining technology and their Spydus library management to better serve the needs of their community with the use of Wireless Tablet PC's.

Wireless technology has afforded Thuringowa Library the opportunity to build on it's strong commitment to customer service by delivering reference services using a Wireless Tablet PC and a minimalist service point for in-person reference encounters.



Warren Cheetham, Coordinator – Technology & Access said "We recognised that the traditional service point for reference enquiries (a formidable Information Desk), was a formal and unwelcoming place for our customers and staff to engage. Experience reveals that our customers prefer to approach library staff who are on their feet and roaming the library floor."

The Tablet PC is connected to Thuringowa's corporate computer network via wireless signal, and uses a fully operational suite of Spydus clients, online databases, email and networked printers.

"We decided to trial a convertible model, a Toshiba Portege M200, which is similar to a laptop computer, where the screen swivels around 180 degrees and folds back on top of the keyboard as we felt that it may offer increased user flexibility." said Warren.



The wireless signal throughout the library space provides good to excellent connectivity and the tablet device is light and easy to use, thus meeting OH&S requirements for library staff.

The following outline is a typical scenario for using the Tablet PC with the Spydus Clients.

- 1) Information Desk staff start the reference transaction with the Tablet PC in laptop mode. They commence a search, and then change the Tablet PC to tablet mode and move to the shelves to find items.
- 2) Once items have been found, clarification is sought from the customer. "Is this the type of information you are looking for?" A secondary Spydus enquiry can easily be executed while standing at the shelves, and more items can be located if required.
- 3) If printed materials are not suitable, the librarian and customer can sit at a table away from the information desk, and commence searching online databases or the internet. Articles or web pages can be emailed or printed for collection.
- 4) Once on their feet and roaming, library staff often find themselves being approached for help by other customers. This response echoes the findings of Kazlauskas (1976, p.133) who found that "when there was a choice between a standing and sitting staff member...the patron, in all but one instance, went to the staff member who was standing".

"Background research suggests that while 'roaming reference' is not a new development, the availability of cheap and flexible wireless computing devices has had the potential to enhance this type of customer service delivery," said Susan Coker, Manager, Library Services.

Feedback received by staff, verifies that the Tablet PC has been an exceptionally good public relations exercise for Thuringowa Library. The wireless device possesses a 'wow factor' amongst library customers with it generating many questions from people of all ages. Very few customers have seen a Tablet PC before and they now view the Library as using cutting edge technology.

** Due to recent local government reforms and amalgamations, on March 15th 2008 Thuringowa Library Services was renamed CitiLibraries, The New Townsville City.*

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.

Don't forget if you would like to vote for the Thuringowa 'Wireless Tablet PC ' innovation simply send Matthew an email mhunter@civica.com.au with Vote for Thuringowa in the subject line. Thank you.

Optimise your outcomes with Civica Consultancy Services

Are there areas of the Spydus application that you feel you and your staff are not using to full benefit? Do you think there are some workflows in your library that could be improved with further investigation and discussion?

Civica offers customers a range of consultancy services that are designed to help you and your staff get the most out of your Spydus applications and help you effectively address these kinds of questions.

You can choose from a range of consulting options which can be delivered on-site, via tele-conference or via a WebEx session, depending on your specific needs. Prior to all consulting sessions you will be requested to provide the consultant with a list of the areas you wish to see addressed, ensuring that the consultant is well prepared. Our experienced consultants will be happy to work with you to design a consulting session that will deliver the best outcome for your team.

Following a new implementation or a major upgrade you can book one of our consultants for a **Post Implementation Consultancy**. These sessions typically involve a consultant on-site for at least two days addressing the specific areas you need assistance with. This might include looking at current workflows to ensure that they are correct and that you are getting the most out of the Spydus product; addressing any teething problems; reviewing commissioning settings and workshop any other general issues you may be experiencing.

You will be provided with a written report which documents what was covered during the consultancy, the suggested solutions, workflow improvements, and any recommendations for further training or additional consultancy services.

Ad-hoc consulting sessions can also be booked taking a similar approach to a Post Implementation consultancy or you may wish to focus on a particular area of your library's operations e.g. Acquisitions, Serials or Circulation or specific components within a module which can be run as a workshop session.

The duration of the consultancy can vary from a minimum of one hour (via a teleconference or WebEx session) to one day or longer on-site sessions.

If you would like more information on the range of Consulting Services available to your library please speak to the Business Development Manager in your region.

Site of the Month - Mid-Western Regional Library Council , NSW



The Mid-Western Region is around 3 ½ hours north of Sydney in the Central West of New South Wales and covers an area of 9,000 square kilometres. The region features agricultural diversity ranging from quality wines to fine wools and includes the towns of Gulgong, Kandos, Mudgee and Rylstone in addition to many other rural village settlements.

Mid-Western Regional Council Library Service is a Spydus Managed Service customer that has library branches at Mudgee, Kandos and Gulgong townships.

To supplement its three branches the Mid-Western Regional Council runs a mobile library service that visits schools communities and housebound library members throughout the area.

An innovative library service, Mid-Western' recently added two new filtered views to its catalogue, to help its customers access and search newspapers and community information.

"These additions will improve our local content, ensuring that speedy access can be gained to local data that is always up to date. Council and library web pages also provide access to our on-line databases, family history & local studies and homework help via 'Your Tutor' links." said Eilagh Rurenga, Library Services Coordinator, Mid-western Regional Library Service.

Mid Western were recently voted the quarterly winners of the Spydus Customer Innovation Award by readers of the Spydus newsletter for their implementation of Audio navigators. The navigators read books, magazines and newspapers out loud for nominated library clients suffering from the eye disease, macular degeneration.

"This service has recently been extended to service a wide range of print impaired individuals through the support of service groups in our region" said Eilagh.

Visit Mid-Western <http://library.midwestern.nsw.gov.au/> and to discover more about the many tourist attractions in the region visit the Mudgee region website <http://www.visitmudgeeregion.com.au/j/index.php>.

Spydus 8 New Features - Booking Policies & Auto PIN Generation



Booking Policies

Two new parameters have been added to the booking policy in server release 8.4.x , Confirmation required & Borrower privilege code.

1. Confirmation required specifies whether or not a staff member must approve the booking before the item can be issued or checked out.
2. Borrower privilege code in the booking policy is used with the Privilege code in the borrower registration details. If libraries specify a Borrower privilege code for a policy, then the borrower must have this privilege code in their registration details to be able to place a booking under that policy.

This is useful to prevent under age library customers from booking an Internet session for example.

Auto Generation of PIN

A new feature in Spydus 8.4 x is the ability of the system to automatically generate a Personal Identification Number for new borrowers. This functionality is available subject to the PIN rules that are predetermined by each library/organisation. A Generate PIN button is available on the Registration screen in the Circulation client.

This functionality is useful and allows the creation of a PIN instantly during the registration process thereby safe guarding the library customers record and also enabling the customer to place reservations and bookings.

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

Australian customers

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

Current Client Version..	Upgrade Version..
8.2.15, 8.2.17 version or less	Upgrade to 8.2.17b
8.2.16, 8.2.18 all versions	Upgrade to 8.2.18c

Additional Information

Installer for client release 8.2.18c should prompt the user to install Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) SP3 if it is not installed.

The prompt is not included in the installer for client release 8.2.18c, so the manual work around for this is:

- 1) Log on to the PC as a local administrator
- 2) Unzip the downloaded file SQLEXPRESS-SPYDUSOFFLINE.zip to a temporary folder
- 3) Run setup-spydusoffline.bat from the temporary folder
- 4) Reboot the PC
- 5) Verify the program has installed successfully by navigating to Add Remove Programs, Microsoft SQL Server Desktop Engine (SPYDUSOFFLINE) should be listed under currently installed programs

NB. Customers do not need to install Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) SP3a if it is already installed from a previous client release. This information is being provided in case it was accidentally or inadvertently removed.

8.4. x Customers

There has been a new release of 8.4.2c clients however customers should not download and start using this client until they are advised to do so by Civica.

Spydus Helpdesk

If you have forgotten your login details or require the latest password please contact the Help Desk in your region.



Australia	Telephone (61) 3 8676 4415
New Zealand	Telephone 0508 779 387 or 0508 SPYDUS
Singapore	Telephone (65) 6333 5202
United Kingdom	Telephone 01225 485000
United States of America	Telephone (800) 686-9313 x3113

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](mailto:Matthew.Hunter@spydus.com) your name, email address and the name of your organisation.

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

Events - Public Library Association Conference - USA

The Public Library Association (PLA) Conference was held in Minneapolis, Minnesota in late March with more than 9,000 people visiting the show over the 5 days. Civica's CMI Spydus sales staff from Ohio, Corbit Harrison, Joe Keller together with Chris Thewlis from Civica's Melbourne office were keep very busy at the conference providing demonstrations of the Spydus LMS and RFID solutions to delegates.



Spydus Upgrade Projects

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

England

In England the South East Library Management Systems (SELMS) consortium recently upgraded to 8.4.2

New Zealand

In New Zealand Weltec, a Technical Institute in Petone, upgraded to 8.3.2

Australia

The first 2 of the 12 Queensland TAFE institutions are live on Spydus – Brisbane North and Tropical North with 8.4.1

As part of the Queensland Council amalgamations

- Goomeri and Kilkivan libraries have amalgamated with Cooloola to form the 'Gympie Regional Council Library' and are now live on 8.2.5
- Townsville Library upgraded to 8.3.2 and have amalgamated with Thuringowa Library Services to form 'CitiLibraries , The New Townsville City'

In South Australia we welcome two new Spydus customers

- Renmark Paringa a member of the South Australian regional libraries consortium went live with 8.3.1
- Kadina Library the first of the Yorke Peninsula Consortium SA went live with 8.3.2

HOT TIP # 46 - Setting up Spydus Self Service–Parameters for Accurate Customer Usage Stat's



In order to collect accurate statistical information regarding your library customer borrowing patterns in relation to service, it's important that your parameters are set up correctly in SIP (Standard Interface Protocol) to create a user account. This will ensure that all customer issues or returns via a self check terminal location are also recorded to provide accurate statistical reporting information.

Spydus 8 Fact sheets

Feeling a bit stuck or need answers to a system query that you know you have read some information about in the past?

Remember to check out the Fact Sheets listing for Spydus 8 on the Civica website as these are regularly updated. Go to <http://www.civica.com.au/> Spydus> Customer Services> Support Services>Fact Sheets.

Then enter the password to gain access where you can then download or print the fact sheet that is of interest.

Spydus People



Kevin O'Shea, UK

We welcome Kevin O'Shea to our Civica UK team as a Library Consultant. Kevin brings more than sixteen years library management systems experience to the team, having previously worked for Talis. Kevin is a Walsall Football Club supporter and he also enjoys walking in his spare time, having tackled parts of the Worcestershire Way, Staffordshire Way, Pembrokeshire Coast, Hadrian's Wall and the Offas Dyke Path.

Upcoming Events 2008

- ASLA Online III Virtual Conference, Australia, 5 - 26 May
- American Library Association Annual Conference, Anaheim, CA. USA, 26 June – 2 July
- CPLA, Tamworth, NSW, Australia, 29 July – 1 August
- ALIA, Alica Springs, Northern Territory, Australia, 2 -5 September
- SPUN Conference, Adelaide, South Australia, Australia, 1 - 3 October
- LIANZA, Auckland, New Zealand, 2 - 5 November
- QPLA, Bundaberg, Queensland, Australia, 19 - 22 November

