

**Welcome...** just 8 weeks to go to the SPUN Annual Conference! Mark it on your calendar today and read on for all the latest details. Ryde Library Service located in metropolitan NSW is our August Site of the Month. Ryde has recently revamped their website and we review their range of exciting new online patron services. We also announce the availability of new Enriched Content via the Spydus OPAC and coming soon the new Spydus Helpdesk. If you have any ideas or suggestions for newsletter articles please contact your Account Manager.

## Cooloola Goes Live in QLD

Cooloola Shire Library in Queensland went live with Spydus on 29 July. Two weeks down the track, Ron Pauley, Cooloola Shire Library Service User Services and Systems Librarian, had some very positive feedback on the launch. "I'd like to express my gratitude and add my congratulations to the many people who have made this project a success. By bringing all of the elements together they have delivered a seamless launch. For those of you who haven't taken the opportunity yet, take a look at our new web page at: <http://www.cooloola.qld.gov.au/libraries.asp> ... a team effort literally visible to the world!"



Perfectly situated in Queensland's south east corner between Fraser Island and Noosa, the Cooloola Region is a wonderful blend of beaches, waterways, rural hinterland, and heritage. The region consists of the coastal towns of Rainbow Beach and Tin Can Bay, the heritage city of Gympie, and the rolling hills of the Mary Valley, offering several unique holiday destinations within one location.

## SPUN Annual Conference

**Wednesday 15 October - Friday 17 October**  
**Rydges Riverwalk Hotel, Melbourne**

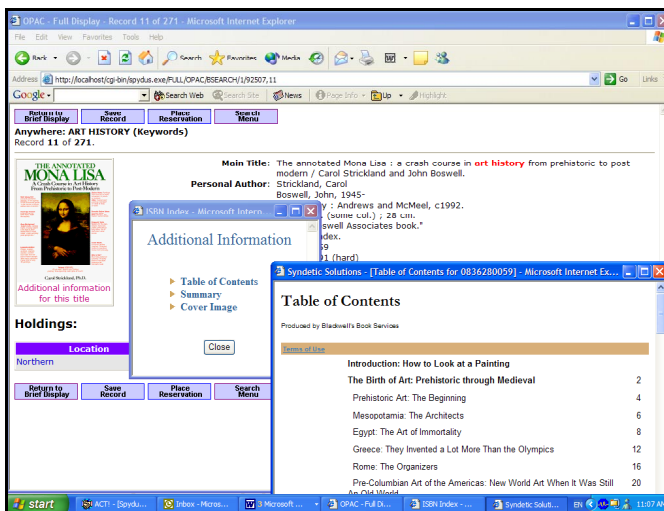
The program will include optional library visits on Wednesday, a demonstration of Spydus Version 8 and presentations by a number of Libraries. For further details and registration forms please visit the SPUN web page at: <http://www.spun.asn.au/conference.html>

**Register today! Accommodation is at a premium because of the World Rugby, so don't miss out!**

**Registrations close Friday 5th September**

## New Enriched Content adds excitement to Spydus OPAC

Civica has signed an agreement with Syndetic Solutions Inc. to be a reseller of their enriched content services to Spydus customers. By simply submitting a search via our award winning Spydus OPAC, subscribers will view a wealth of information including cover art, book reviews, summaries, table of contents and author notes.



### How does it work?

Spydus dynamically places the enriched content in the brief and full record displays. This is achieved by executing a URL containing the ISBN to the Syndetic Solutions server that contains the source information. This interface is available with Spydus Version 6.5.3+ and your Account Manager will be happy to provide further details.

## [www.civica.com.au](http://www.civica.com.au)

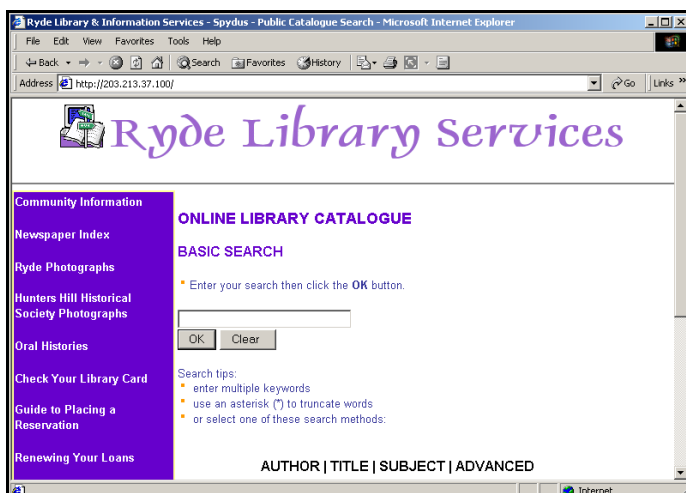
Recent additions to the Spydus website include:

- ◆ **Spydus 6.5.3 New Features Document** has been posted to the website and can be found at Customer Services >New Features and Enhancements >Release 6.5.3.
- ◆ **Secure Internet Access to the Library Catalogue Fact Sheet no. 25** has been posted to the website at Customer Services >Support Services >Fact Sheets. This document discusses important security issues you should consider when providing Internet access to the Spydus library catalogue. It describes the network, firewall and application level options available, outlining the advantages and disadvantages of each option. The document also details measures for improving the security and privacy of membership information. Your Account Manager will be happy to provide further information and discuss the most appropriate option for your library.

## Site of the Month

Ryde Library Services in North Western Sydney provide library facilities to the communities of Ryde, North Ryde, West Ryde, Gladesville and Eastwood.

In line with their strategy to continually improve patron services, Ryde Library Services has recently launched a revamped website.



Patrons now have easy, online access to several exciting new collections including a delightful **Local Studies Oral Histories Collection** featuring in-depth interviews with long time members of the Ryde Community. By simply clicking on a link, patrons can listen to an audio tape of the interview of their choice. A full transcript plus photos is also included and the collection delivers some amazing memories and experiences. Each recording has a URL link in the bibliographic record allowing patrons access via the main library catalogue or directly via the Oral Histories Collection.

Ryde also offer online access to the **Northern District Times Newspaper via the Spydus Newspaper Index**. The index provides access to a selection of articles about the Ryde and Hunters Hill areas. Indexed from 1992 to the present, the emphasis is on Council affairs, building, environmental issues, local identities, organisations and social issues. The index allows patrons to search for articles providing information on the article title, date of publication, the type and length of the article.

A successful website is one that patrons find simple to use and for this reason Ryde has created **Patron Help Pages**. With explicit step by step instructions the site provides detailed guidelines for patrons to complete their Reservations and Renewals online.

**Check out the new site online at:**

<http://www.ryde.nsw.gov.au>

## Adding Last Sighted Date to Staff Web Enquiry

Have you ever spent hours searching for a title to discover the last time it was actually physically seen was about 5 years ago? As you know this makes the chances of it being on the shelves fairly slim. Adding the Last Sighted Date to your Staff Web Enquiry lets staff know the last time the item was physically handled and provides a good indication of the likelihood of it being where it is supposed to be.

### How is it done?

- ◆ Using the whtegrate client navigate to the System Supervisor menu, Enquiry/OPAC, Holdings Display Maintenance. You will then choose to Amend the Holdings Display Maintenance.
- ◆ The parameter ID you wish to amend in this instance is HL.FULL (for the full display) and HL.SET for the extended brief display.
- ◆ On the 2<sup>nd</sup> screen select Update the system. Typing in a "?" will display the available options. The Last Sighted Date is 07.
- ◆ The field type will be added automatically, but you will need to add a caption to appear on the top of the grid, for example, "Last Sighted".
- ◆ Enter a length of 10 and the Tag/Attr of 7. Enter through all other fields.
- ◆ You may want to adjust the widths of other columns to accommodate the extra column. Change the "Len" fields as required and save your changes.
- ◆ Test by conducting a search in Staff Web Enquiry.

For additional assistance please call the Spydus Help Desk .

## Coming Soon .... New Spydus Helpdesk

On September 1, 2003 we will be launching our new Spydus Help Desk. Our aim is to continually improve our service levels with faster response times and more efficient communication. Features of the new Helpdesk include:

- ◆ WEB front end that allows Service Requests to be logged directly to the on-line help desk.
- ◆ Catering for attachments
- ◆ Customer can view their logged Service Requests directly on-line to check current status
- ◆ Provides the Help Desk staff with improved Service Requests tracking functionality
- ◆ Automatic escalation of Service Requests based on our Spydus escalation procedures
- ◆ Full security control
- ◆ FAQ
- ◆ Access to a knowledge database

Stay tuned next week for additional details and instructions on how to use the new Help Desk system.