



December 2007

Welcome,

As the year draws to a close we would like to take this opportunity to thank you all for your support and commitment during 2007. It has been a very busy and exciting year and we are very pleased to have welcomed a number of new libraries to the Spydus family in Australia, the United Kingdom, Brunei, Singapore and Taiwan.

We congratulate those libraries that have received nominations for the Spydus Customer Service Innovation Award during the year and our final nominee for 2007 is Timaru District Libraries in New Zealand. Amalgamations have been a hot topic in Queensland in recent months and our December Site of the Month is Gatton Shire Library, who will amalgamate with Laidley Shire in March next year.

Customer service and communication are always key topics and this month's Spydus 8 feature is all about using Postcode Search to ensure you have accurate patron address details. Make sure you also have a look at the Hot Tip on Borrower Categories and Charges.....getting these right can save a lot of frustration for staff and patrons!

Our Spydus Helpdesk teams in Australia, Singapore, the United Kingdom and the United States continually strive to resolve your queries as quickly and efficiently as possible. We encourage all customers to take a few minutes to review the Service Requests (SR) Procedures and Check-lists in the Spydus Helpdesk article, which are designed to help both you and our helpdesk staff resolve any queries in the most efficient way possible.

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

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Spydus Customer Service Innovation Award - Vote for Timaru

December Nomination - Timaru District Libraries, New Zealand

Timaru District libraries in South Canterbury, New Zealand has undertaken an innovative, collaborative project with their local Aoraki Polytechnic, (a post secondary school learning centre). The Polytechnic provides a tutor and even computers to teach Timaru District library customers how to surf the Internet or use the word processing applications of the PCs completely free of charge!

According to District Librarian Linda Hughes all the library has to provide is the space for the learning to take place.

"It has been a wonderful opportunity for both parties to encourage learning and the sharing of resources within the community," said Linda.

She said a number of the participants who have completed the computer course feel more comfortable now accessing technology, applying for jobs, using the library catalogue and accessing a range of services within the community that they never knew existed before.



If you would like to find out more information about this innovative partnership between Timaru District Libraries and Aoraki Polytechnic please feel free to contact [Linda Hughes](#).

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.

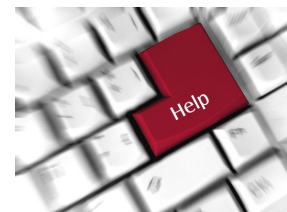
Voting

And don't forget if you would like to vote for Timaru District Libraries Computer Class innovation simply click on the 'Vote Here' button below. Thank you.

Spydus Helpdesk

Submitting Your Service Requests (SRs) for Optimum Resolution

There are four Spydus Helpdesks now operating throughout the world that provide you with dedicated resources to support your Spydus customer enquiries. Each Helpdesk is staffed by a team of fun, friendly and proactive team members who have a solid knowledge base of the Spydus library management solution and are dedicated to resolving your queries quickly and efficiently. These teams work very closely with our product development and training teams to ensure that their knowledge of the product and understanding of your needs and requirements is always up to date.



We continually strive to ensure that the interaction between our helpdesk team and our customers is a productive and effective partnership and the following tips are provided to help us serve you better! The check-list below is designed to help you easily log your Service Requests and ensure that resolution is provided in a proactive and timely manner. By following this check-list you may even find you can resolve the issue yourself!

Firstly, have you.....?

- Checked your Spydus documentation - training manuals and Spydus online help?
- Discussed your problem/issue with your library colleagues, who may have knowledge on how to resolve the issue with you?
- Checked if any changes have taken place on the systems or within your organisations IT infrastructure?
- Checked if this happens on all PCs?
- Checked if this happens for all users?
- Checked you are using the latest recommended release?
- Tested the problem in-house?
- Checked if the issue can be reproduced?

Many customers have a 'training' or 'test' system which can be used to carry out your own in-house testing and often customers find their questions can be answered by using the in-house test system, which may in some instances save you the time of logging an SR with the Helpdesk.

If after following the above steps you would like to log an SR please follow these instructions:

1. Visit the Civica [web page](#)
2. Select Spydus> Customer Services> Support Services> Service Request System
3. Then enter your library sites user ID and password and click ok
4. Ensure that all relevant detailed information is entered in the service request, together with relevant examples and screen shots
5. Provide an explanation of the workflow that was taking place when the error occurred
6. Select a 'Severity level' from the five(5) options below, ensuring that your service request is matched closely to one of the definitions

Severity levels

Critical – A critical problem is one that threatens continuity of library member services

Severe – Complete malfunction of key activity in a module

Moderate – malfunction of key activity on a particular item or record

Low – Any other problems for example cosmetic problems or changes

Enhancement – suggestion for future consideration; new features, new reports or modifications

Telephone

If you need to contact the Helpdesk via telephone please ensure you have all the information or SR reference number on hand so that our teams can attend to your needs quickly.

Please contact the Spydus Help desk in your region and our Helpdesk Team will be happy to assist with your queries.

Australia & New Zealand	(61) 3 8676 4415
Singapore	(65) 6333 5202
United States	(800) 686-9313 Ext 3113
United Kingdom	01225 485000

Site of the Month - Gatton Shire Libraries - Queensland



The Lockyer Valley of South East Queensland is home to the rich farming region of Gatton Shire, just 60 minutes from downtown Brisbane. From bushwalking on the scenic mountain trails and exploring heritage treasures, Gatton Shire is a great way to experience a beautiful part of Queensland's South East.

Late last year, the State Government determined that Gatton Shire will be home to a new correctional facility and this in conjunction with funding from Queensland's 150th Legacy Infrastructure Program (a \$100 million capital works funding program for communities throughout the State) has allowed Council to fund a new cultural precinct incorporating a new Library, Art Gallery, Tourist Information Centre and Transport Museum.

This will be opened in January 2009 and will be situated at Lake Apex, which is renowned for its local bird life, historical village and Aboriginal history.

Library Manager Linda Canning said 'This is great news for the residents of this shire as library users will be able to enjoy new features of the precinct which will include meeting rooms, study areas, places for people to meet and congregate, a café and the ability to collect and return items from a new drive through facility for those people that are "time poor".

To keep Gatton's library users up to date on the development of the precinct, Library staff have created a Library Blog on their Spydus catalogue where the latest precinct information is added regularly.

"The blog will be updated regularly during 2008 as the building process takes place," said Nicole Kilah, Library Technician.

Gatton Shire Library presently has one branch and a mobile library, however this will change with the upcoming amalgamations. When Gatton Shire merges with the neighbouring Laidley Shire next year the service will have two branches and an expanded mobile service. Staff are looking forward to the merge as residents of Laidley Shire currently have reciprocal membership.

Gatton Shire Library has been a Spydus customer since 2000 migrating to managed services in January 2006.

"Since upgrading to Spydus 8, we have been using our catalogue as the library's webpage. This has allowed us to incorporate other information including on-line electronic databases, the mobile library timetable, information for parents on staying up to date with 'stay smart on-line' and our teenagers can access information about their career choices and much more," said Linda.

View the Gatton library [catalogue here.](#)

Spydus 8 New Features - Postcode Search - UK Customers

The new Spydus Postcode search feature available for UK customers is designed to save your staff time and ensure that your customer address details are accurate so that all of your customer communications are successfully delivered.

This convenient and easy to use feature allows your Library staff to simply type in a postcode during borrower registration and they will then be able to search for the matching street address. They can also search for the full address including the house number within Spydus and then select the relevant address information which will automatically populate the address detail fields in the borrower registration screen.



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

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 8.2.18b.

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 8.2.18b

UK Customers

There has been a re-release of the 8.4.1 clients to incorporate some minor changes.

Spydus Help Desk

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

Australia & New Zealand - Telephone (61) 3 8676 4415

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'

Spydus Upgrade Projects

Congratulations and welcome to new Spydus sites in Scotland and England.

- Argyll and Bute in Scotland , visit their council [website](#)
- Southampton In England, visit their [catalogue](#) which is integrated into their website
- Portsmouth in England, visit their [website](#) and check out their Naval Catalogue

Welcome to Kangaroo Island in South Australia, the second members of the South Australian small libraries managed services consortium. Kangaroo Island will share the consortium with Mallala and will be joined next year by Renmark Paranga. Visit Kangaroo Island Councils [website](#) here.

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

- Warwick Library in Queensland, visit their [website](#)
- Lasalle in Singapore, visit their [website](#)
- Murray Bridge, South Australia, visit their [website](#)

HOT TIP # 43 - Borrower Categories & Charges



Setting up your charges and fines correctly within the borrower category in the Spydus Supervisor Module will ensure that the correct workflow for damaged items and other charges is followed. If charges and fines categories are not correctly set-up, patrons access to services offered by your library via your OPAC or website may be affected, leading to unnecessary confusion or conflict between patrons and your staff.

Ensuring that these settings are correct not only protects your library customers access to the full range of services, it also avoids the possibility of any dissatisfied customers at the Customer Service Circulation desk.

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

Upcoming Events



American Library Association 2008, Philadelphia, Pennsylvania, USA
11 - 18 January 2008

VALA Conference, Melbourne, Australia, 5 - 7 February 2008

Spydus Customer Dinner - VALA



Civica will be hosting a Customer Dinner on the first night of the Victorian VALA conference at 'Scusami restaurant' in Southbank on the evening of Tuesday 5 February at 8.00pm following the Welcome Reception.

If you are attending the conference we hope you will be able to join us. Invitations are being sent to all of our customers or you can RSVP [Matthew](#) at mhunter@civica.com.au or call him on (03) 8676 4400.

We look forward to seeing you in Melbourne.

Seasons Greetings & Happy New Year



The Spydus team wish you, your staff and your families a safe and enjoyable festive season. We thank you for your support during 2007 and we look forward to working with you all in 2008.

This email was sent by Matthew Hunter, L5,565 Bourke Street, Melbourne 3000, Australia, Tel + 61 3 8676 4400 to mhunter@civica.com.au