



February 2008

Welcome,

The year is off to a flying start as we announce our latest Spydus site, Dundee City Libraries in Scotland who become the 14th Spydus site in the United Kingdom. This month we also announce the re-naming of our library business to Library & Learning, as we continue to expand our solutions into the broader education sector.

We are also very pleased to announce we have recently become a Microsoft Gold Certified Partner, which is recognition of the high level of competency of our services, software and support of Microsoft technologies.

Make sure you read the article below on the Spydus Cash Management solution which can dramatically simplify the way you manage cash transactions in your library. The Spydus 8 feature on multiple Borrower records may also help you to provide better service to your patrons.

This month the Spydus Customer Service Innovation Award Nominee is Austin Health in Victoria for their Electronic books and the February Site of the Month is Wollondilly Library & Information Services in New South Wales.

And finally, don't forget to read the February Hot Tip, which outlines how booking charges are linked to a booking record in Spydus and how to find this information.

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 Dundee City Libraries, Scotland

We are delighted to announce that Dundee City Council, the fourth largest city in Scotland has chosen to implement the Spydus Library Management system. The library service caters for a community of around 143,000 people with more than 3500 people visiting the city's 14 libraries every day.

Dundee is very influential in Scottish library circles and they have recently been pro-active in the development of a Smartcard system. Dundee has over half a million items in stock including DVDs, CDs, talking books and videos, as well as books and reference material. The libraries Local History Centre has a collection of more than 20,000 items relating to the City of Dundee.

The fourth largest city in Scotland, Dundee is situated near the mouth of the River Tay which is in the region of Angus. Today the city is known as the City of Discovery, in honour of Dundee's history of scientific activities and of the RRS Discovery, Robert Falcon Scott's Antarctic exploration vessel, which was built in Dundee and is now berthed in the city harbour.

Dundee have now commenced their Spydus implementation becoming the 14th UK Council to choose Spydus for their Library Management System.



Civica expansion into education sector

Civica is extending the scope of its international library solutions business into the broader education sector and will re-name the business Library and Learning. The expansion is driven by a number of significant opportunities in the East Asia, Brunei, UK and Australian education marketplaces. More than 1500 libraries worldwide currently use Spydus including more than 420 schools.

library & learning

Philip Barr, Civica's Managing Director Library and Learning, says: "Libraries are an integral part of the lifelong learning process and as people seek sophisticated ways of dealing with trusted knowledge, libraries are well positioned to offer solutions.

"We are building on our long experience in library solutions and taking this wealth of expertise further, into the broader Education sector."

Civica is developing a solution that will allow educational institutions to offer students of all ages a new learning approach, which is problem or co-constructivist learning, as opposed to the traditional 'chalk and talk' or instructivist learning methods. The unique Spydus search and retrieval engine expertise will be utilised as a core element of the new Learning solution to provide advanced search, retrieval, indexing and qualification of information for students.

Last year Civica saw continued success within the Asia-Pacific education sector including major contracts for Spydus with the Ministry of Education in Brunei, which is expected to roll-out to more than 180 schools and Queensland Institute of Technical and Further Education (TAFE) in Australia, which involves 80 libraries.

The final phase of the Singapore Ministry of Education contract to provide library services, across 352 schools, was also completed successfully in June 2007, 16 months ahead of the original award.

In the UK Civica has contracted with Sheffield City Council as strategic ICT partner for the city's Building Schools for the Future (BSF) programme and has also been awarded a contract by Essex County Council to provide the foundation for a shared learning environment for schools across the county.

The new Australian Labor Government's education policy will also offer opportunities within the education sector, with every Australian student in years 9-12 to have access to their own school computer. Every secondary school will be equipped with educational tools of the 21st century to teach the lessons of tomorrow, enabling Australia to stay competitive in a digital economy. Civica is currently working on a 'School of the Future' solution for a number of Australian schools.

Civica achieves Microsoft Gold Certified Partner status

We are delighted to announce that we have recently achieved the status of Microsoft Gold Certified Partner with a Microsoft Competency in ISV/Software Solutions and Networking Infrastructure Solutions.



Microsoft conducted a rigorous evaluation of our services, software and support for Microsoft technologies and achieving this status is recognition of the high level of our qualifications and close relationship with Microsoft.

As a Microsoft Gold Certified Partner we will have access to the latest Microsoft technologies, ensuring that we continually deliver leading edge products and services to our customers.

Spydus Cash Management



The Spydus Cash Management module has been designed to provide libraries with one portal for processing all monetary transactions completed within the library. The module is fully integrated with the Circulation Module, and manages both borrower related charges and the sale of library merchandise such as library bags, CDs, photocopy cards, etc. The Circulation PCs can link one-to-one with a physical cash drawer or a number of PCs at the same branch can link to the one physical cash drawer.

Spydus Cash Management is a flexible module that can provide your library with the following features:

- A fully integrated solution that dispenses with the need for stand alone cash registers
- The ability to complete cash transactions using the Spydus system for library merchandise that does not need to be linked to a library patron record. For example a photocopy card or library bag, local history books, computer disks.
- Functionality that allows for charges to be optionally linked to a library patrons record
- Records each payment transaction
- Creates cash management reports for export in a number of formats
- Interfaces to a slim cash drawer, replacing the need for a cash register
- A comprehensive range of daily cash audit reports

Key benefits of the cash management module include:

- Simple and easy to configure ensuring a fast and efficient implementation
- Easy to use ensuring your staff can deliver efficient customer service
- Flexibility to set up charge codes for the full range of library merchandise or services that your library offers.
- A single point of access for all cash transactions simplifying the cash management process and eliminating the need for cash registers and additional administration.
- Cash audit reports can be produced in formats suitable for use with accounting systems to further simplify your libraries cash management processes.

If you would like a demonstration of the Spydus Cash Management solution please contact your Business Development Manager in your region or email mhunter@civica.com.au

Spydus Customer Service Innovation Award - Austin Health



February Nomination - Electronic Books

Austin Health is a major provider of tertiary health services, health professional education and research in the northeast of Melbourne, Victoria and is world-renowned for its research and specialist work in cancer, liver transplantation, spinal cord injuries, neurology, endocrinology, mental health and rehabilitation.

Modern technology and advances in medicine are expanding at a phenomenal rate and staff at Austin Health Library found a way to keep up with student and medical staff demands for the latest medical information by making their search for electronic books even easier.

Austin Health's Senior Librarian, Dominique Collins says the library has been adding catalogue records for electronic books and reports to Spydus for some time with excellent results.

"The Library has added links to subscription electronic texts, as well as to free electronic books and reports of interest to Austin Health staff. However our students and staff found that finding these electronic texts on the OPAC was still quite time consuming."

To try and make the process easier and faster, Austin Health Library staff created a 'canned search' to find electronic books and reports. Clicking on the 'Electronic books' link in the menu of the OPAC screen, opens a canned search that looks for items with something in the catalogue record '020' field (ISBN) and '856' field (URL). Patrons can then refine their search further by using the 'Refine set' button and adding their area of search interest.

'By listening to our customers needs we were able to develop a solution that ensures our electronic books are accessible to a larger audience than previously possible," said Dominique.

The Austin Health library provides a service to staff and students from Austin Health and the Mercy Hospital for Women with their [catalogue](#) available via the web. To view an example of an electronic record follow this [link](#).

For more information on how to create canned searches or to list your electronic books please contact [Anne McLean](#) Library Manager at Austin Health.

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 the Austin Hospital 'Electronic Books' innovation simply send Matthew an email mhunter@civica.com.au with Vote for Austin Health in the subject line. Thank you.

Spydus Customer Service Innovation Award - It's time to vote!

Final votes are now being counted for the latest Spydus Customer Service Innovation Award and the nominees are.....

Cockburn Libraries – In-House Telecommunications System

Cockburn Libraries in Western Australia for their Multi screen in-house Television Communication System at their customer service desk to promote library collections, events and community information.

Mid Western Regional Council Library – Audio Navigator

Mid Western Regional Council Library in New South Wales for their Audio Navigators which read books, magazines and newspapers aloud to vision impaired library customers suffering from Macular Degeneration disease.

Timaru District Libraries, New Zealand – Computer Internet Classes

Timaru District Libraries in South Canterbury, New Zealand for their collaborative project with their local Aoraki Polytechnic to teach library customers how to surf the Internet or use the word processing applications of the PCs.

Voting

To vote send an email with the library's name in the subject heading to Matthew at mhunter@civica.com.au

Voting closes **Wednesday 12 March** so make sure you get your vote in today and one lucky Spydus library team will win a \$1000 Team Building experience of their choice with [Red Balloon Days](#).



Site of the Month - Wollondilly Library & Information Services, NSW



Wollondilly in the south western outskirts of Sydney covers 2,560 square kilometres stretching from Bargo in the south, Appin and Menangle in the east, Warragamba in the north with the Nattai wilderness, Yerranderie Ghost Town and Burragorang Valley to the west.

The Wollondilly Library & Information Services central branch is located at Picton and it's mobile service provides coverage to twelve townships throughout the shire with its state-of-the-art, purpose built Library truck.

The Library truck features an on-board generator, which provides power to computers enabling a complete on-line service for all circulation and enquiry functions as the service travels to villages throughout the Shire. To assist library customers with research, access is available to an array of on-line services; The Virtual Bookshelf, Homework & projects, newspapers and magazines and an email based reference desk librarian called 'Ask a Librarian' which can be accessed via the Spydus Web catalogue.

Gail Dunn Team Leader at Wollondilly said "This is possible through our Next G wireless broadband coverage and a small antenna on the back of the truck, which allows us to have coverage in every village. The use of this technology enables the Mobile Library to offer the same ease of lending, returning and placement of reservations via Spydus that is possible in our main Library at Picton."

Wollondilly has chosen a Managed Service approach to deliver Spydus to it's geographically diverse community throughout the shire.

"A Managed Service approach was chosen because we don't have a dedication person looking after the system in-house and we just couldn't afford a new server to support the library system. We also wanted to take the stress out of managing the whole thing ourselves and Civica's Managed Service solution is wonderful," said Gail.



Check out the Wollondilly [library catalogue](#) or the Council Shire [website](#).

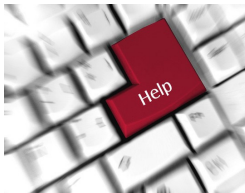
Spydus 8 New Features



Spydus now has the ability to record borrower information in two records — the borrower registration record and a borrower account record. This new feature will allow library customers to have one membership card and be able to borrow items from multiple libraries/institutions. It will also reduce library staff time creating borrower records and is environmentally friendly.

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

8.2.x 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

8.4.1 Customers

There has been a new release of 8.4.1c client and customers running 8.4.1 should upgrade to this latest release.

Spydus Helpdesk

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 at mhunter@civica.com.au 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 8 Factsheets - Boolean and SQL Queries and more!

Are you sometimes looking for answers to a system query that you know you have read some information about in the past? Make sure you check the **Spydus Fact Sheets** on our website.

In recent months there has been quite a bit of interest in terms of Boolean and SQL queries and the fact sheet available on the website on Boolean & SQL queries is regularly updated with new information – so make sure you check it out!

Remember to check out the Fact Sheets listing for Spydus 8 on the Civica website. Go to http://www.spydus.civica.com.au/Spydus/Support_Services.htm and select Fact Sheets.

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

Drumming Day for City of Port Philip

City of Port Philip Libraries won a Spydus Customer Service Innovation award last year for their Wheel Barrow Library Service and recently participated in their chosen 'drumming team exercise' which they held under the shade of the trees outside the municipal buildings in St Kilda.



HOT TIP # 44 - Booking Charges

All booking charges are linked to a booking record in Spydus client release 8.2.15. In the event that library staff are questioned about a particular booking charge(s) they now have additional booking charge information available at their finger tips. This additional information is available via hyperlinks and allows library staff to answer queries quickly and efficiently.

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



ALA Conference - Philadelphia, USA

The American Library Associations mid-winter conference was held in Philadelphia, Pennsylvania in January and more than 20,000 people visited the show over the 5 days. Civica's CMI business has opened a dedicated Spydus sales and support office in Ohio and officially launched the Spydus library automation system at the conference. Corbit Harrison and Joe Keller from CMI together with staff from Civica's Melbourne office were busy providing demonstrations on the Spydus LMS and RFID solutions to delegates.



VALA Conference - Melbourne, Australia

Civica attended the three day VALA Conference earlier this month and the Spydus team were busy demonstrating the latest 8.4.1 release of Acquisitions, the new Unicode Cataloguing client and PC Lockout.



Spydus People



David Johns Joining our Help Desk team in Melbourne, Australia is David Johns. David's interest in libraries and all things related stem from his studies at Monash University, where he is studying Librarianship. His interest in this area is complimented by his IT career where he has worked in a variety of roles ranging from Help Desk to Database Administration. In his spare time he enjoys reading walking the dog, swimming and leisurely bike rides.



Rammira Hornibrook Also joining the Spydus team in Melbourne as a Trainer/Consultant is Rammira Hornibrook. Rammira is a qualified Library Technician who previously worked at DA Information Services in Books Customer Service as well as Tech Services. Rammira enjoys reading, movies, gardening and traveling in her spare time.

Upcoming Events 2008

- Public Library Association (PLA) Conference, Minneapolis, MN. USA, 25 - 29 March
- Library & Information Show, Birmingham, UK, 23 - 24 April
- ASLA Online III Virtual Conference, 5 - 26 May
- American Library Association Annual Conference, Anaheim, CA. USA, 26 June - 2 July
- CPLA, Tamworth, NSW 29 July - 1 August
- ALIA, Alice Springs, NT 2-5 September



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