

Welcome ... to the first issue of Spydus news for 2004! We have plenty of activity to report including Mitchell Library's Managed Services go-live in late December. January's Site of the Month is Bathurst City Library, the first Public Library to implement the new Spydus standard release OPAC main page. Civica offer libraries a diverse range of consulting services and this issue we look at Extended Scope Application Support, plus there are tips on the new SR's Customer View within Aegis. The State Library of Victoria's, prestigious Margery C Ramsay Scholarship for 2003 has been awarded to Patti Manolis, Manager of Library Services, Maribyrnong Council. Read on to discover Patti's plans for a study tour of East Timor. And last, but not least we are delighted to introduce two new additions to the Spydus team Holley Dumble and Robyn Wright.

Mitchell Library go live with Managed Services

Mitchell Library went live on December 18 2003 becoming our second Library Service to go live with Spydus Managed Services.

A Victorian Library Service, Mitchell caters for the Shire of Mitchell and parts of the Macedon Ranges Shire with branches in Broadford, Seymour and Kilmore. Mitchell also provides a mobile library service that visits more than 20 towns on a two weekly cycle.

Mitchell Library chose to replace their existing hosted software and ISDN connection last year and staff now connect via high-speed ADSL lines to a powerful Dell PowerEdge 2650 server located in the Civica offices in Collingwood. Annual software upgrades are a key component of the Managed Services contract and will ensure that Mitchell staff always have access to the latest Spydus software available.

<http://www.mitchell-library.vicnet.net.au>

Libraries to Learn from East Timor

Congratulations to Patti Manolis, Manager of Library Services, Maribyrnong Council, on receiving the State Library of Victoria's, prestigious Margery C Ramsay Scholarship for 2003. Patti will be undertaking a study tour of public library and community building activities in East Timor over May and June 2004.

The study tour will involve investigating and documenting services and activities, as well as working towards establishing a relationship between the Victorian Public Library Network and libraries in East Timor. Whilst Patti is very excited to have this amazing



personal and professional development opportunity, she is also aiming to help contribute to East Timor in this formative period of social and physical infrastructure planning and development.

The people of East Timor face many challenges in their endeavours to build a just and vibrant community. Public libraries such as the Xanana Gusmao Reading Room in Dili have been established and are playing a major role in community building.

While in East Timor, Patti will have the opportunity to develop a greater understanding of community building as

experienced by a community facing many challenges, as well as gain a greater knowledge of the community building potential of public libraries.

In between now and the actual study tour Patti and a team of volunteers from the Victorian Public Library Network are organising a fund-raising Trivia night to be held at the Hawthorn Town Hall at the end of April/early May 2004. All proceeds from the Trivia night will go towards the purchase of library materials for East Timorese Libraries. For more information and for details on how you can assist, please contact Patti at Maribyrnong Library Service on Tel. (03) 9688 0290, Fax (03) 9689 5283 or by email patti.manolis@maribyrnong.vic.gov.au.



Children at a Timorese school perform a traditional dance.

Extended Scope Application Support

The Spydus Team offer a comprehensive range of consulting services, including Extended Scope Application Support.... it sounds like a mouthful, but what does it entail?

Our Extended Scope Application Support service is designed to ensure that maximum benefit is being achieved from your Spydus Applications.

A Spydus Consultant will work with you to review your current system settings, including general parameters, loan and borrower category policies and copy statuses. The Consultant will complete any identified changes resulting from this review and will provide you with an on-going system commissioning service as required.

This service also covers analysis of your workflow practices and advise on your Housekeeping jobs list, circulation notices set-up, and the functions to be run regularly in order to optimise your systems performance.

If you feel that your library is not maximising the potential of your Spydus Applications or that you don't have the staff to dedicate to this systems role then talk to your account manager today to explore this service further.

Site of the Month

Bathurst, located 200kms west of Sydney is the oldest inland settlement in Australia. The town was gazetted as a city in 1885 and has superb examples of early 1800's architecture with an abundance of heritage buildings. The main streets are a delightful mixture of old and new, with charming cast iron Victorian lamp-posts adorning busy shopping centres.



Bathurst Railway Station

Mount Panorama is Bathurst's jewel in the crown, with 6.213kms of public road which, at each race meeting, transforms into the world-renowned Mount Panorama racing circuit. The circuit becomes the focus for over 1 billion people worldwide each year.



Mount Panorama Racing Circuit

Bathurst City Council Library went live on Spydus 6.5.3 in November 2003 becoming the first Public Library to implement the new Spydus OPAC main page. Check out the website at: http://bathurst.local-e.nsw.gov.au/community/17/1024981784_15060.html .

Spydus customers for nearly 10 years, Bathurst's upgrade to Release 6.5.3 brings Spydus Web and Client functionality to the Library service and includes the implementation of Spydus Materials Bookings and the brand new GUI Homebound module. Collection and Technology Management Librarian, Robyn Scrivener is also currently serving as the SPUN National Executive secretary. Congratulations and well done to Bathurst City Council Library !

Viewing SRs on Aegis

Due to feedback from a number of our customers we have created a new view for you to select from. Called Customer View, the new view includes the following display columns in the following order:

- Request No:
- Client Ref No:
- Date Reported:
- Client Severity:
- Status:
- Overview:
- Comments:
- Reported by:

◆ Please remember that if you change your filter, this may affect your view. It may default to the 'Requests by Severity' View and you will need to select the Customer View option again.

We look forward to your feedback regarding Aegis; please contact your Account Manager with any recommendations or comments.

New Staff

The Spydus team welcomes a new member to the Training and Consulting team **Holley Dumble**. Holley has 10 years experience in the Library and Records Management industry. Holley is very keen to continue to develop and extend her training skills having recently completed the Certificate IV in Workplace Assessment and Training. In her free time Holley enjoys the outdoors, going to the theatre and films and looking after her 3 cats.



Civica also welcomes **Robyn Wright** to the Team in the role of Sales Manager, Library Solutions - Australia/New Zealand. Robyn has twelve years experience in the Library Automation industry and prior to that worked in a variety of libraries for 16 years, mainly public and special libraries, covering every facet from cataloguing and reference work to library management.

Robyn will be responsible for new sales in Australia and New Zealand and the expansion of Civica's presence in these markets.

With her extensive knowledge of library automation systems, Robyn will also be able to contribute to the ongoing enhancement of Spydus.



12th BIENNIAL CONFERENCE
AND EXHIBITION
3 - 5 February, 2004
Melbourne Convention Centre

<http://www.vala.org.au/conf2004.htm>

Come and visit us on
Stand 45 & 46