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July Edition

This month in the Spydus Newsletter we are delighted to introduce our new customer **Liverpool City Libraries** in Sydney.

Thank you to everyone who voted for the **Spydus Customer Innovation Award**. We are pleased to announce the winner for this quarter is **City of Port Phillip** for their **Wheelbarrow Library Service**.

Porirua Library in New Zealand has been nominated this month for their use of '**LibraryElf**' as a way to improve their customer relationships.

The July **Site of the Month** is **Cockburn City Libraries in Perth**, Western Australia and our **Spydus 8 feature** is all about how you can easily add your customers to email distribution lists.

And don't forget to read the **July Hot Tip**, which shows you a quick and easy way to renew children's loans from the parent record minimising the risk of overdue and or fines for your customers.

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 me at mhunter@civica.com.au or call me on + 61 3 8676 4400.

Articles in this months newsletter

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Liverpool City Library chooses Civica for new technology partnership



Progressive and fast-expanding Liverpool City Library, which sought a technology partner rather than simply a library management solution, has selected Civica to accommodate its wide-ranging needs. The library is located in a rapidly growing Sydney metropolitan area 25km south-west of Sydney CBD and is a large, modern library service with a strong focus on education and information, as well as being a venue for social and cultural interaction.

The Liverpool Library Service has five locations: headquarters at Liverpool City Library, plus Moorebank Library, Casula Library, Green Valley Library, and Miller Library. Spydus will deliver functionality that makes life easier for staff, as well as integrating with the library's booking system, self-checking machines, RFID and cashless system.

Karen Selona, Co-ordinator of Library Operations says the Civica solution will benefit library staff by streamlining workflows, making cataloguing work in particular much smoother, more sophisticated and faster. As well as giving more choice and flexibility in cataloguing, Spydus will increase staff's ability to locate resources and information.

Spydus will also enable the library to introduce a blog, allow the Children's section to have its own web page, and deliver better services to Liverpool's 'virtual' library.

"We have about 4,000 virtual members who don't set foot in the library," says Karen. "Spydus will allow us to redesign our web site,

give a much better look and feel, introduce discussion forums, add a phone database and index our newspapers online.”

She says the Civica solution will yield financial benefits by allowing the Library to install the Pharaos Uniprint cashless system. This will result in the library becoming an almost cashless environment, reducing the time staff spend counting money and delivering it to Council.

Library management are confident that the Spydus solution will permit the introduction of new initiatives as they arise. Already Liverpool City Library has an online language learning centre currently accommodating six languages, and recently introduced wireless hot spots which give customers free online access to their notebook computers and PDAs.

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[Link to full article](#)

Spydus Training & Consulting Services



Do your staff ask you for advanced reports training or are you moving to the new cataloguing client? Then it's important that you contact your Business Development Manager in your region for further information or to discuss your training needs. Our team of Spydus trainers, who are all librarians, are happy to help.

Mt Gambier Public Library in South Australia recently completed their Spydus 8 Upgrade Training **with** Spydus Training/Consultant Eleanor Hambleton.

The first week of training saw library staff members working through Web Enquiry, Circulation, System Supervisor, Reports and Circulation Supervisor and the following week they covered two more days of Cataloguing training.

Eleanor will visit Mount Gambier again in September for further training in Acquisitions, Serials and Requests.

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New Civica Website for Australasia & South East Asia

Civica launched a brand new website in June which can be viewed at www.civica.com.au

To ensure that you have access to our Help Desk 'Support Services' please follow the link <http://www.spydus.civica.com.au> and update your 'browsers favourites' for future use.

Should you experience any difficulties accessing the Help desk via the new website please contact the helpdesk via telephone on +61 3 8676 4415.

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[Spydus Help Desk Link](#)

Port Phillip - Winners Spydus Customer Service Innovation Award



We are delighted to announce the second winner of the quarterly Spydus Customer Innovation Award is City of Port Phillip for their Wheel Barrow Library service, which was nominated in our June newsletter. Congratulations to the staff at City of Port Phillip Libraries who will receive a Gold Red Balloon Days Gift Voucher valued at \$1000 to redeem for the Team building event of their choice. This might be gourmet cooking, a yacht charter, sea-kayaking expedition or a drumming class the choice is theirs... and we look forward to seeing all the photos! To briefly recap, during the 2007 hot summer, Port Phillip Library Service found a useful way to allow beach goers the opportunity to enjoy reading on the sand by providing them with some older stock withdrawn from its shelves. 'When people have finished with them, we're simply asking readers to pass them on to another reader or a suitable home' said Coordinator, Libraries - Damian Tyquin.

All the books given out on the beach include a sticker saying: "This book began its journey in a wheelbarrow library on a beach in Melbourne as part of the Port Phillip Library Service. It wants to travel - so please read, enjoy and pass on."

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.

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[Port Phillip Profile](#)



July Nomination: Porirua Library Service

Help from the Library Elf

Everyone has heard of the little fairies living at the end of the garden, however did you know there is quite possibly a magical Elf visiting your Library Management system quietly reminding library customers to renew their books?

Porirua Library service located in the Wellington region of New Zealand have discovered that one of the more common requests and responses from its customers after they have received an overdue charge is "why don't you warn us that our library item is about to go overdue?"

Library Manager Brian Anderson said his staff were alerted to the presence of the LibraryElf system after a 'rather more tech savvy borrower than usual' brought it to their attention.

The LibraryElf service is an American based website and is a free service that allows a borrower to register their library card number and PIN number linked to any LibraryElf member library. LibraryElf then checks the relevant card once a day and sends the borrower an email if items are about to be overdue, lists items on loan and lists reservations ready for collection.

The main purpose of the system is to let customers know that they have imminent overdue items and to contact their library directly and renew or return their items.

Library Elf does not have a renewal feature, however it will direct customers to their library's login page if they click on the due date in the reminder email notice.

Brian Anderson said "It is not for every borrower, but we have found it a good option for many and we're actively encouraging its use. We think it has potential to significantly improve customer relations!"

So if you hear your customers talking about LibraryElf.... no they haven't been reading too many Tolkien or Harry Potter books.... they more than likely just want to renew or return their library books on time!

Check out www.libraryelf.com for a tour or to see if your Spydus library is already registered! And don't forget you can vote for the next quarterly Spydus Customer Service Innovation Award by simply clicking on the Vote Here button below.

[Vote Here](#)

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[LibraryElf website](#)

Site of the Month - Cockburn Libraries

Cockburn (pronounced co - burn) is a major coastal city in Western Australia located just 22km south of the state's capital, Perth and 8km south of Fremantle, the state's major port and once the home of the "America's Cup" in the 1980's. Cockburn's population is estimated to be just over 79,000 people and is continuing to grow at a steady rate as people are attracted to this coastal city, which is renowned for its historical and tourism features.



There is a strong Aboriginal history in Cockburn and sixteen Aboriginal campsites have been found, most of them on the fringes of North and Bibra Lakes. Cockburn Libraries has used the Spydus library management system to deliver a full range of services since 1992 and last year they successfully upgraded to Spydus 8.

Cockburn has three branches at Spearwood, Coolbellup and the Success (Shopfront) library which will soon metamorphose into the new 2000m² Cockburn Central Public Library. The new library will be some 50 metres from the main entrance to the Cockburn Central Railway Station on the new high speed Southern Suburbs Railway. The line is scheduled to be operational by late 2007 with the new library providing a very convenient service for commuters.

The Azelia Ley Museum in Spearwood represents much of the cultural and historical heritage of the City of Cockburn and has a large artefact and photographic collection that can be accessed via the library's website at <http://library.cockburn.wa.gov.au>. The museum focuses on a family experience in conjunction with the open park area and a heritage trail leads from the museum to three lookout points that command magnificent views of Cockburn, the offshore islands and the Indian Ocean.

You can visit the City of Cockburn Website at www.cockburn.wa.gov.au

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[Cockburn Library Website](#)

Spydus 8 New Feature - Subscribing to an e-mail distribution list

Did you know your customers can now subscribe to an email distribution list and receive promotional material as well as their regular customer service information notices?

It only takes a few moments for library staff to add a customer to an e-mail list and this new feature can be set up for customers as part of their registration process or can be completed at a later time.

To add a customer you simply click on the Subscribe button in the borrower's registration details. Spydus will then send an email to the library address specified in Parameters > System Parameters tab.

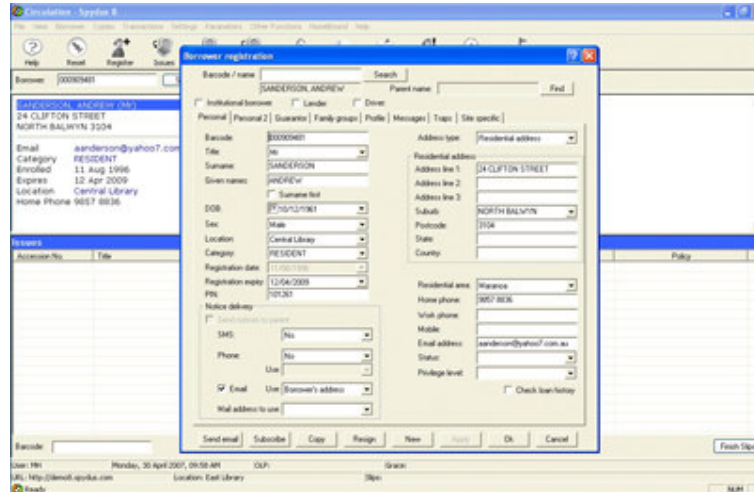
A staff member will then read this email and add the borrower to a distribution list. The borrower's e-mail address is used as the Subject line and the body of the e-mail is specified by Spydus support staff as part of commissioning.

For example:

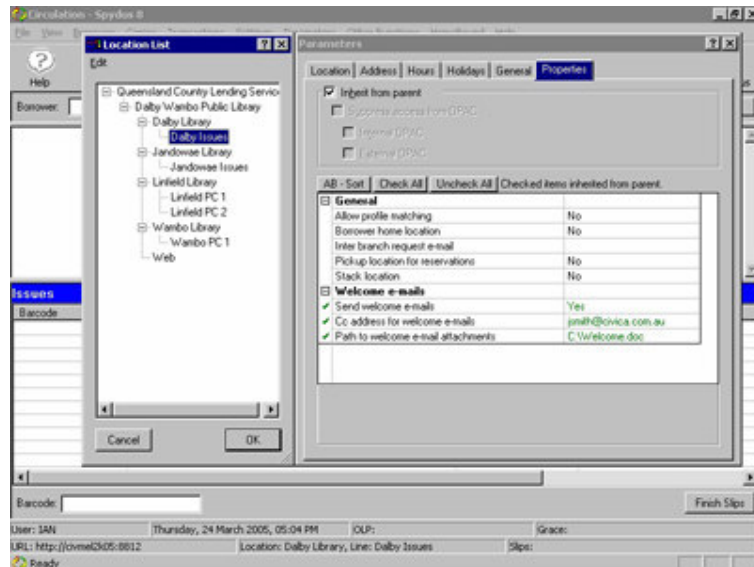
From: Andrew Sanderson To: John Smith

Subject: asanderson@yahoo7.com au Cc:

Please add this borrower to the distribution list for our library news letter



'Borrower registration' screen showing subscribe button and customer email information



Parameters 'Properties tab' screen showing cc address for welcome emails

Spydus 8 Upgrade Projects

Congratulations to the following libraries who completed upgrades recently:

Tiffin-Seneca public library in Ohio, USA recently completed their upgrade to Spydus 8 – visit their website at <http://tiffinsen.spydus.com/>

Toledo Museum of Art also in Ohio, USA have also completed their upgrade to Spydus 8 – visit their website at <http://www.toledomuseum.org/ContactUs.htm>

Maribyrnong Library Service in Victoria upgraded to Spydus 8.3.1 – visit their website at <http://maribyrnong.spydus.com/>

Mount Gambier a Managed Service Customer upgraded to Spydus 8.3.1 – visit their website at <http://mtgambier.spydus.com/>

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Name Correction - Sydney West Area Health Service

Last month we reported that Western Sydney Health, a specialised medical library had completed their upgrade to Spydus 8, when in fact the Area Health Service is now called Sydney West Area Health Service.

A network of nine medical libraries, Sydney West Area Health Service now includes the old West Sydney Area Health Service and Wentworth Area Health Service.

Library manager, Sue Grimes said "Those of us who were Wentworth Area Health Service previously used DB/TextWorks and now we have joined the upgraded Spydus service we are slowly finding our way with the new integrated service which will be an invaluable information resource for all health workers within the area and the broader community".

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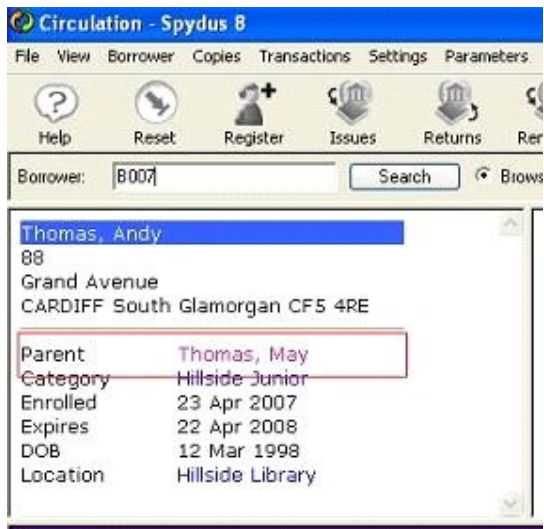
HOT TIP # 38 - Renewing children's loans from parent recor

Showing the linkage between a parent and child's membership record gives library staff a quick and easy way to renew the loans for all the family members therefore minimising the risk of overdues and or fines. As part of commissioning, Spydus can set up the borrower registration pane so that links to the parent or children are displayed.

For example:

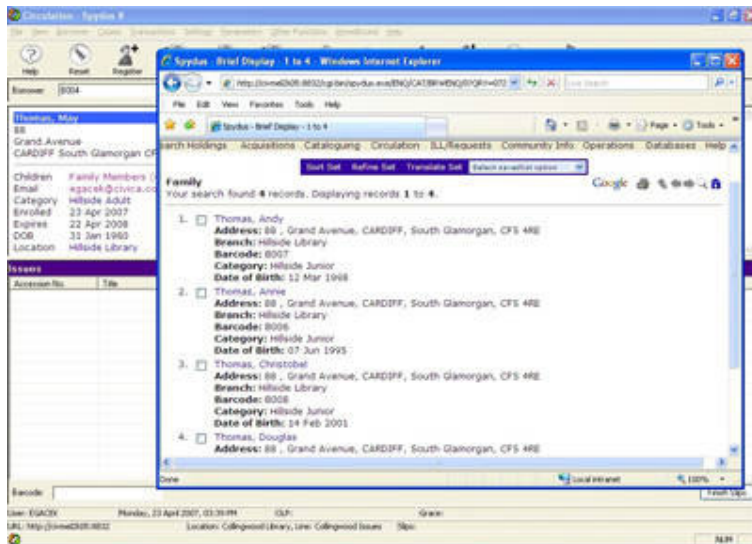


Parent's library card showing link to children

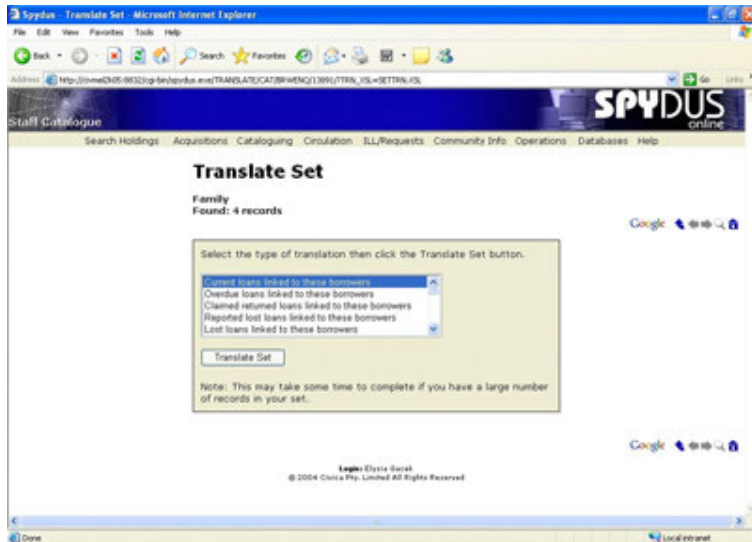


Child's library card showing link to parent

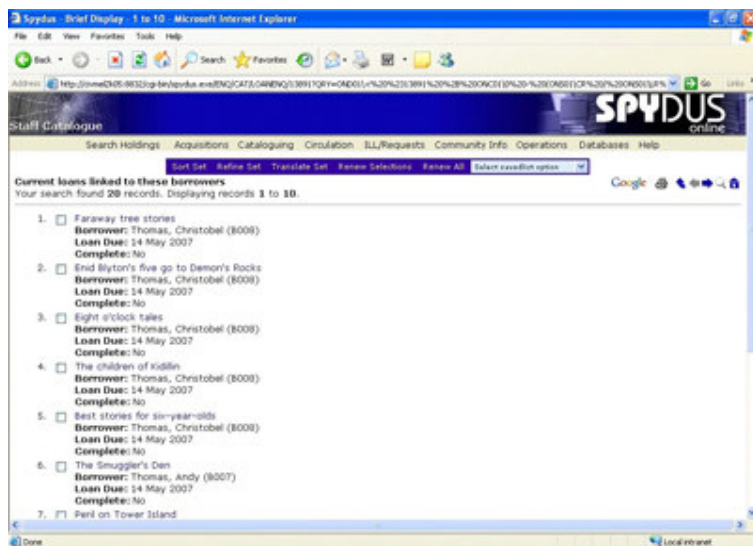
This feature can be used during a customer service interaction by following these steps:
 1. Scan the parent's card in Circulation Client
 2. Click the **Family Members** link which will display details of the children, for example:



3. Then click **Translate Set**.



4. Then select **Current loans linked to these borrowers**, and then click **Translate Set**



5. In this example the results page shows there are 20 titles on loan to the four (4) children.

By clicking **Renew All** - all these loans may be renewed.

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Spydus People



Annemarie Bowman

Annemarie has joined the Spydus team in a Systems Support role. Annemarie has worked at Curtin University for the past 7 years and has experience in various departments within an academic library. In her spare time she enjoys watching live bands, rock n roll dancing and playing the double bass.



Clare McBride

Joining the development team is our new Web Designer Claire McBride. Claire worked for a web design company for 2 ½ years where she designed and manipulated e-commerce shopping systems, trained her clients on completion of the projects and worked in the sales department. She enjoys playing basketball, spending time with friends and going to the beach in summer.



Joy Sever

We welcome Joy to the Spydus team as a trainer/consultant. Joy has 20 years experience in public libraries with specialised cataloguing knowledge. Her most recent role was as Team Leader of the Technical Services division of DA Information Services. Joy's interests include Latin dancing and a recent yen to play golf, which she admits she does very badly... but enjoys.

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Reminder SPUN Conference 2007

The 2007 SPUN conference will be held in Canberra from Wednesday 31 October to Friday 02 November 2007 at Rydges Lakeside, Canberra. The National SPUN executive are currently moving into conference planning mode and are requesting that all SPUN members provide their input for the conference programme.

Please email or phone Enzo Accadia with any ideas you have for presentations or discussion panels. If you know of another Spydus site that is doing interesting things that would be valuable to share with other libraries please let Enzo know. To find out more information about the venue or the conference location visit the following websites.

- Canberra Tourism: www.visitcanberra.com.au
- Rydges Lakeside Canberra: www.rydges.com

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[Contact Enzo Accadia](#)

Upcoming Events



PLA South Australia, Adelaide, 5 - 7 August
LIANZA Rotorua, New Zealand, 9 - 12 September
SPUN Conference, ACT, Canberra, 31 October - 2 November

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Spydus Customer PLA Dinner - South Australia - 5 August



Civica will be hosting a Customer Dinner on the first night of the PLA Conference in South Australia on Sunday evening 5 August start at 8 pm at The Queen's Head Hotel, 117 Kermod Street, North Adelaide.

If you are attending the conference we hope you will be able to join us.
All of our customers are invited and you can RSVP that you will be attending by simply emailing Matthew at mhunter@civica.com.au or calling him on (03) 8676 4400.
We look forward to seeing you in South Australia.

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