



## March 2008

Welcome,

This month in the Spydus Newsletter we are delighted to introduce our latest UK customer, the Isle of Wight Library Service. There is also plenty of product news with general release Spydus 8.4 delivered this month and we also have articles on the new Spydus PC Lockout module and a report from Victor Harbor in South Australia on their implementation of the Spydus RFID solution.

Our Queensland customers feature strongly this month with our Site of the Month being Mareeba Shire in Northern Queensland and our March Customer Service Innovation Award nomination comes from the Shared Service Agency library in Brisbane.

As usual don't miss the Hot Tip article, which this month outlines the process for automating Circulation Off-line downloads.

Please send your suggestions and ideas for newsletter articles to Matthew Hunter. You can email Matthew at [mhunter@civica.com.au](mailto:mhunter@civica.com.au) or call him on + 61 3 8676 4400.

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## Civica Welcomes Isle of Wight

This month we are very pleased to welcome a new customer in the UK, the Isle of Wight Service. The Isle of Wight is an English island and county in the English Channel three from the south coast of Great Britain. It is situated south of the county of Hampshire separated from mainland England by the Solent. Popular since Victorian times as a resort, the Isle of Wight is known for its natural beauty and for its world-famous sailing in Cowes.

The Isle of Wight has 11 library branches, including 2 mobile libraries with a turnover of 981,480 items per year amongst its 100,000 members scattered across the islands 148 miles. The Isle of Wight is part of Co-South, which is an initiative aimed at bringing the resources of libraries and other information providers in the south of England together, thereby making these resources accessible to everyone.



Library miles and is holiday based

square

At present the aim is to link the Spydus library catalogues of the four authorities consisting of Hampshire County Council, the Isle of Wight, Portsmouth City Council and Southampton City Council. When completed, users will be able to search for a resource they need, locate it and request it – from any of the four authorities, regardless of where they live.

A popular tourist attraction come rain or shine is Osborne House, Queen Victoria's palace by the sea, which was built as a family home for the monarch. Visitors gain an intimate glimpse into what royal life was like for this royal family by exploring the acres of grounds, gardens, take horse and carriage rides, or visit the delightful restaurant and café.

The Island's maritime and industrial history encompasses boat building, sail making, the manufacture of flying boats, the world's first hovercraft and the testing and development of British space rockets. The island has some exceptional wildlife and is also one of the richest fossil locations for dinosaurs in Europe.

## Spydus 8.4 - New General Release

The new general release of Spydus Version 8.4 has just completed the final QA stages and is now available for release to all customers.

Major new features in this release include:

- a fully redeveloped Acquisitions Module
- revamped OPAC
- an automated reservation shelf check facility

Key benefits of:

- New Acquisitions module - data entry is made a lot more efficient by the use of a single screen for ordering and multiple templates to set default data
- New OPAC - adheres to W3C accessibility guidelines
- Automated shelf check - provides a facility that allows each library to be alerted in turn thus saving time by not having all libraries look for the same item at one time

A number of existing functions have been reviewed to provide additional flexibility in setting up stock rotation lists; a new item maintenance screen that adds additional fields for libraries that use broad classifications; the claims returned/lost item process handles overdue items and the date of birth field in borrower registration is simpler to use.

These are just some example of many new features and changes that have been included with this new release. Over the next few months we will provide more detail on these exciting new features.

Civica advises all customers to move to this release as soon as they are in a position to do so. Please contact your account manager in your region to arrange your upgrade.

## Victor Harbor Library Benefiting from New-Generation RFID



A long term Spydus customer, Victor Harbor Library in South Australia has implemented the Spydus RFID solution, using Gen 2 RFID tags and UHF readers, to enhance its library management systems and the services provided to its customers. Victor Harbor introduced RFID a year ago to coincide with the opening of their new purpose built Library and Civic Centre.

The tagging of 31,000 stock items has since been completed and now counter staff are able to check out multiple items simultaneously, and record their return just as easily.

"The introduction of RFID has made life much easier for staff at the front counter," says Ben Footner, Library Manager and System Administrator. "Their work is more efficient since RFID reduces the amount of stock-handling they need to do, and because RFID is faster than bar-coding, customer service is quicker."

The Spydus RFID solution allows staff to place a number of varied sized items over the reader, and it has been tested with up to five hardback fiction or 10 softback fiction books at any one time. All staff need to do is place a handful of library items on a certain spot at the counter in any order, and the Spydus RFID reader checks each one to the customer's library card.

## Spydus Customer Service Innovation Award - Vote for SSA

### March Nomination - Email Advertising Tag Line



The Shared Service Agency (SSA) - Library in Queensland provides corporate library services to a number of government organisations in Brisbane's CBD and regional offices throughout Queensland. SSA's role is to provide high-quality and cost-effective corporate support services to agencies within the Queensland Government.

This corporate library has found an innovative way to remind the various government departments and its employees that the library holds a number of resources that may assist them in their every day work.

In all email correspondence sent to recipients, below the signature panel a tag line reads 'Love your Library' in bright colours as a subtle yet effective means of advertising.



Merrill Cowdrey, Library Manager, said 'We strive to remind people that we are here to assist them in any way we can with their research or project planning. Our subtle tag line attached to our email signature we hope brings a smile to people's face and encourages them to remember us and to visit often.'

'Being a corporate library, a lot of our resources are available on-line via our library catalogue, so although people don't necessarily have to visit, it's important to remind them of all the resources they have available to them, and that includes their library,' she said.

For more information on SSA and the Library Services innovative and subtle email tag lines please contact Merrill Cowdrey or visit the SSA website.

Don't forget if you would like to vote for the Shared Service Agency 'Email Advertising Tag Line' innovation send an email to [mhunter@civica.com.au](mailto:mhunter@civica.com.au) with Vote for SSA in the . Thank you.

### 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](mailto:mhunter@civica.com.au) for assistance in writing your profile.

## Spydus PC Lockout

The new Spydus PC Lockout interface has been designed to provide libraries with greater control in managing their public Word Processors (WPs) and Internet computers.

The Spydus interface allows WPs and Internet computers to be self-managed by the library patrons, who must sign in using their library card and PIN. The interface authenticates a booking that has been submitted via the Spydus Booking module from an OPAC or the web catalogue, and either allows or denies access to the PC.

Research has shown in today's ever changing world that people are increasingly time poor with additional pressures to deal with. In libraries conflict often arises over booking timeslots for PCs/Internet with people forgetting their bookings, arriving late or accessing past their allocated times, which in turn creates tension and ill feeling amongst patrons with the library staff more often than not caught in the middle.

Spydus PC Lockout takes the responsibility away from the library staff and transfers it back to the library patron, allowing them to use the latest technology to create and self-manage their own bookings in relation to public access PCs, thus freeing library staff to focus on other customer service delivery tasks.

The self managing interface sits on each individual WP or Internet computer and is easily activated each day by library staff when logging on the PCs. The interface is easy to configure to libraries site requirements with the following additional features:

- Alert warning advising customer to save work prior to session time expiring
- Suspension of a session for a short period of time
- Ability for a library patron to lock PC during suspension
- Time remaining display
- Libraries can specify a 'Buffer Period' between bookings
- Libraries can customise the desktop to display either a promotional image or play a movie in the background while it is in stand-by mode
- Configurable to allow a customer to walk up and use the PC if it is available without a prior booking, subject to library policies

Subsequent benefits of the interface are a reduction in library staff time required to monitor or administer bookings.

Vernan Lee Online Service Librarian Wanneroo, Western Australia said "In our trial testing of the Spydus PC Lockout solution we discovered that there was a staff time saving of approximately 20 minutes a day. Staff are somewhat relieved that they do not have to have to monitor the PCs or get involved in disputes, as the system takes care of itself."

If you would like a demonstration of PC Lockout please contact your Business Development Manager in your region or email Matthew Hunter.



## The Winner is...Mid-Western Regional Council Library Service!



The votes have been counted and we are very pleased to announce the fourth winner of the Spydus Customer Innovation Award is Mid-Western Regional Council Library in NSW for their Audio Navigators, which was nominated in our November newsletter last year.

Congratulations to the staff at Mid-Western Regional Council Library who will receive a Gold Red Balloon Day Gift Voucher valued at \$1000 to redeem for a Team Building event of their choice. This might be gourmet cooking, a yacht charter, sea kayaking, the choice is theirs... and as always we definitely look forward to seeing the photos.

To briefly recap Mid-Western Regional Council Library was successful in receiving a grant from the Macular Degeneration Foundation to provide portable hand-held Audio-Read Navigators for nominated library clients.

The Audio-Read Navigator is a hand-held, portable device with powerful navigational functions, developed by Australian company Audio-Read, which reads books, magazines and newspapers out loud. The range of books, magazines and newspapers available for the Navigator device changes every few months, providing vision impaired residents with a wider selection of material.

"Up until now, vision impaired Australians have only had access to cassette-style talking books or CD libraries," said Eilagh Rurenga, Library Service Co-ordinator at the Mudgee Library.

For more information about the Audio Navigators please contact Eilagh Rurenga at Mid Western Regional Council Library.

Each quarter one lucky Spydus library team has a chance to win a \$1000 Team Building experience of their choice with Red Balloon Days.

We welcome nominations for the Spydus Customer Service Innovation Award and it's very easy to enter! Just send Matthew at [mhunter@civica.com.au](mailto:mhunter@civica.com.au) and he'll call you and assist in writing your nomination.

## Site of the Month - Mareeba Shire Library, Queensland

Mareeba Shire with a population of 18,000 people lies 64km south west of Cairns in Queensland and is the largest of the four shires on the Atherton Tableland.

The Library service uses the Spydus LMS with its main library located at Mareeba and three branch libraries in Kuranda, Dimbulah and Chillagoe, about 150kms from Mareeba, to service its diverse local community made up of over 60 different nationalities and the many visitors that the shire attracts each year.

Librarian Frances Utzinger said 'Library staff are excited to be able to provide more services to their user via the Spydus OPAC and have been delighted by the many positive comments from their users. Library staff are now planning on implementing a stock rotation schedule to streamline and facilitate their regular branch exchanges, up to 12 exchanges a year.'

The library has a wide range of up to date resources for all ages covering fiction, non-fiction, and access to online databases. Reading lists on specific topics are produced regularly to keep library members informed of the libraries holdings on authors, new books and audio visual materials. Other services include family history research materials, services for children and young adults, storytelling, homework help club, holiday and special programs.

Visitors to Mareeba can experience the natural beauty of tropical north Queensland where the rainforest meets the outback and can enjoy a diverse range of cultural and recreational experiences, from bush walking, bird watching, hot air ballooning and a trip on the scenic railway at Kuranda.



## Spydus 8 New Features



### Spydus Cash Management - New Feature

The Spydus Cash Management module has been designed to provide libraries with one portal for processing all monetary transactions and is fully integrated with the Circulation module.

A recent new feature to the Spydus cash management module is the ability for library staff to now amend the amount to be charged. This new feature is helpful to accommodate one-off variable cash transactions.

### User Groups & User Accounts

Rather than specify the privilege level for each individual person in their user account, library staff can now specify this information within a user group under the general tab found in Spydus Supervisor.

This feature is helpful for libraries that use volunteers, or school students to undertake some of their daily tasks. For example by assigning junior staff to a particular user group with a limited privilege level, it will restrict access points to the system, thereby ensuring database integrity.

## 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](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 8.2.18c.

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

### Additional Information

Installer for client release 8.2.18c should prompt the user to install Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) SP3 if it is not installed.

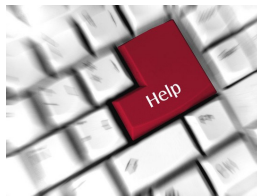
The prompt is not included in the installer for client release 8.2.18c, so the manual work around for this is:

- 1) Log on to the PC as a local administrator
- 2) Unzip the downloaded file SQLEXPRESSPYDUSOFFLINE.zip to a temporary folder
- 3) Run setup-spydusoffline.bat from the temporary folder
- 4) Reboot the PC
- 5) Verify the program has installed successfully by navigating to Add Remove Programs, Microsoft SQL Server Desktop Engine (SPYDUSOFFLINE) should be listed under currently installed programs

NB. Customers do not need to install Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) SP3a if it is already installed from a previous client release. This information is being provided in case it was accidentally or inadvertently removed.

### 8.4. x 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	Telephone (61) 3 8676 4415
New Zealand	Telephone 0508 779 387 or 0508 SPYDUS
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 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 to staff at the following libraries who recently completed their successful Spydus upgrades:

- SA Water , a special library in South Australia

We also welcome our new Spydus customers:

- Dingley Primary School in Melbourne, the first members of the Victorian Primary Schools Consortium (Managed Services)
- Isle of Wight Library Service in England

## HOT TIP # 45 - Automating Circulation Off-line Downloads



Each night an Offline schedule task is run on each customer's library server. This scheduled task generates files with the following information: location, user account information, borrower category information, debarred borrowers and trapped items.

These files need to be downloaded from the server to the Circulation PCs each day in case libraries need to use Circulation Offline due to the unlikely event of a system failure.

As of client releases 8.2.17 and 8.2.18 libraries can set up as a Windows Scheduled Task to download these files automatically ... thus alleviating the need for library staff to remember to download the files each day to Circulation PCs!

## Spydus 8 Fact Sheets

Feeling a bit stuck or need answers to a system query that you know you have read some information about in the past?

Remember to check out the Fact Sheets listing for Spydus 8 on the Civica website. Go to <http://www.civica.com.au/Spydus> Customer Services> Support Services> Fact Sheets>.

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

## Spydus People



### **Kate Hayman (UK)**

Kate joins Civica as Business Development Manager in the UK, covering the North of England, Scotland and Northern Ireland. Kate has worked for a number of Library Software Suppliers to the Public and Special library markets in Training, Customer Account Management and Sales roles. Kate enjoys reading with a particular obsession with books from the Golden age of Detective fiction, as well as going to the gym, walking and cooking.

## Upcoming Events 2008

- 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 29 July – 1 August

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