



May 2008

Welcome,

This month we are very pleased to bring you articles on the new Spydus OPAC, Argyll & Bute discuss why they choose Spydus for their Library Management System and we profile Gympie Regional Libraries in Queensland as the site of the month.

Boroondara Libraries in Victoria are nominated for the Customer Service Innovation award this month for their use of Bookjetty and Facebook entry. Civica also had a strong presence at the Library & Information show in the UK for the second year running and was also a sponsor at the Bayside Literacy Festival in Victoria, Australia.

We are delighted to advise that Civica has consolidated its two existing Sydney offices at North Sydney and Hurstville into new regional corporate headquarters.

Also don't forget to vote for your favourite innovation profile for the last quarter and finally, don't forget to read the May Hot Tip, which outlines how reports can be set up as a scheduled task.

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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Civica Opens New Offices at Mascot in Sydney

We are pleased to advise that Civica has consolidated its two existing Sydney offices at North Sydney and Hurstville into new regional corporate headquarters located at Level 10, 163-175 O'Riordan Street, in Mascot. The brand new premises at Mascot, offer a centralised location with the convenience of Sydney International Airport just 5 minutes away.



New Look Spydus OPAC



In keeping with the latest contemporary design and functionality Spydus has released a new look OPAC incorporating a totally redesigned interface, giving you the opportunity to create a fresh new look and feel for your library catalogues.

The new OPAC has been designed under W3C compliancy guidelines ensuring ease of use for adaptive technologies for the sight impaired to access and use a libraries database.

Frames are no longer used in the OPAC making it a lot easier to incorporate existing websites and resulting in a more functional OPAC, which is no longer reliant on Java script. The new OPAC has been redesigned using web technologies of cascading style sheets, XHTML, XML documents and XSL.

The new design will provide libraries with an opportunity to make the OPAC their own, and allows you to easily customise to your own style and make it your own by incorporating your library's individual branding and design.

The OPAC features consistent Navigation via a Left Hand Panel and a Quick links option on the Right Hand side panel. Also included in the design are 'breadcrumbs' for ease of navigating backwards.

Other improvements to the overall OPAC design are On-line help, FAQ – Frequently Asked Questions, a Site map and Context sensitive help.

The new look Spydus OPAC is available with server release 8.4.x. For more information or to upgrade to this latest server release please contact a member of the sales team in your region.

Visit Queensland TAFE [catalogue](#) to view the new Spydus OPAC.

Argyll & Bute Now Using Spydus

Argyll and Bute, one of the largest and most sparsely populated local authority areas in Scotland has a population of approx 92,000. Split into 4 geographically defined areas which are served by 11 libraries and 5 mobiles, library staff at Argyll & Bute are now using Spydus after going live in December last year.

Argyll and Bute selected Civica's Spydus Library Management system as they thought it was a great opportunity to work closely with a library supplier who is considered an early technology adopter.

Argyll & Bute Councillor Douglas Philand, said: "The development and availability of technology in recent years has allowed us as libraries to enter people's homes via web access. Feedback from customers using the web OPAC has been very positive with many enjoying the additional information the OPAC displays such as book covers, annotations and being able to renew their loans online."

Pat McCann, Systems Librarian, said: "It's absolutely fantastic that as a company Civica listen to customers issues and looks for solutions to problems. I like that, it's good to know you have a supplier



willing to listen to your concerns and go out and find a solution.”

“Spydus’ online registration capabilities have enabled geographically remote members of the Argyll and Bute community to join the library service, and receive their library membership card and the potential is also there to deliver books via mail,” said Pat.

Tobermory High School, situated on the Isle of Mull is also part of the Argyll and Bute Spydus Library Management System implementation, and is using Spydus Circulation as well as Item maintenance. The public library service manages the catalogue records on behalf of the school. There is potential in the future for Argyll College, part of the University of the Highlands and Islands, to join and use the Spydus Library Management Solution.

Visit the Argyll & Bute Libraries [catalogue](#).

Site of the Month -Gympie Regional Libraries, Queensland



Gympie Regional Libraries is located in south east Queensland in one of Australia's fastest growing areas. Located 160 kilometres north of the state capital, Brisbane, Gympie City is a 40 minute drive north from the coast of Noosa.

Gympie Regional Council came into being on 15 March 2008 following the amalgamation of the former Cooloola Shire, the former Kilkivan Shire and Division 3 of the former Tiaro Shire.

The recent local government Council amalgamation has meant that the Gympie Regional Libraries now comprise 6 conveniently located service points. The main library is situated in Gympie and the branch service points reach out to encompass the lush hinterland areas of Imbil, Kilkivan and Goomeri, stretching further afield in the opposite direction to the beautiful coastal areas of Rainbow Beach and Tin Can Bay.

The libraries collections hold well over 106,121 items, inclusive of an extensive Local History collection, a sheet music collection, an Indigenous collection, and a variety of audiovisual formatted items. The services offered are numerous and include free Internet access, word processing, online computer databases, 'Your Tutor', black and white and colour photocopying, a housebound and nursing home delivery service, as well as regularly implemented adult and young peoples' promotional and outreach activities such as literary workshops, author launches, specialist events, children's Storytelling, Rhyme Time, Baby Bounce and school holiday activity craft workshops.

A huge challenge for the newly formed Shire and its skilled, proactive library staff is the effective servicing of the large geographical area of the Shire.

Libraries Manager, Leonie Day Wilson said "With such a supportive Council backing us, library staff are able to pride themselves on providing the best and most timely levels of technology, facilities and services to residents and visitors, even though we are reaching out to a population base of 42,820 people over an expansive area of some 6,898 sq. km.

"At the time of amalgamation we chose to extend our Spydus Library Management System across the new Shire because the system had already met our needs well and with regular upgrades, will continue to take us far into the future of our technological requirements. Our new staff find the system easy to master and library users are always amazed at what it can do!"

Gympie Regional Libraries use filtered views on their Spydus catalogue, allowing library customers to gain immediate on-line access to the valued collection of photographs included in Picture Cooloola and Gympie Region Then and Now.

The Gympie photographic catalogue interface uses a separate collection filter for records with local images attached. The system uses the BIB record as a link to find the stored image. This makes searching for a particular image or picture fast, efficient and simple!

"The Gympie Spydus Kids' catalogue is icon driven, which has been specifically designed for junior library users and the kids love it," said Leonie.

The principal design for the Kids' catalogue is a preconfigured canned search which operates across a subset of junior collections, where each category of enquiry is linked to a Dewey classification, or a truncated Dewey classification. This provides an easy and simple solution for younger patrons seeking library materials on particular topics.

Another creative and interesting project for the kids is the 'I Spy' display cabinet, which is undertaken and maintained by the Friends of the Library. Children have to identify 15 items in the cabinet, which start with the letter of the month. They list the items and place their entry into the competition box for a chance to win a monthly prize.

Leonie says "This activity helps children identify and learn the shape of letters and associate them with words."

According to Leonie the libraries large 'Friends of the Library' group has been a back bone of the library service for many years. The group is a very proactive group of individuals who volunteer their valuable time to assist staff in many ways, making services such as the housebound library service run so efficiently. They also hold regular book sales, with the funds raised providing a much appreciated supplement to the libraries book vote.

Last, but definitely not least, the local history volunteers have in depth knowledge of the local area and its history, so they are able to offer local history enthusiasts skilled research assistance. The libraries range of promotional events and activities are also highly regarded, not only because of their subject content and presentation, but because the support of the Friends at these events allow library staff the time to concentrate on what they do best, knowing that that extra help for patrons is at hand.

To find out more about Gympie Regional Libraries, be sure to visit their user friendly [catalogue](#).

Spydus Customer Service Innovation Award - Vote for Boroondara

May Nomination - Boroondara -Bookjetty & Facebook

City of Boroondara Library in Victoria has recently joined Bookjetty, a Singapore based site as it moves to promote its collections and extend its reach globally by using the web and its Z39.50 interface.

BookJetty is a user-friendly on-line book cataloguing system designed for its members to keep track of the books they have read, are currently reading or want to read in the future. Members can tag, rate and review their books, make a book list available on their blog or share their catalogue.

Anne Holmes, Library Manager at Boroondara said "Developments in the areas of on-line technology have opened doors for traditional libraries as we have been looking at ways to not only promote our collections, but also encourage our members to use dedicated web sites relating to reading and Bookjetty is perfect."

Members can determine if a book is available at their local library seamlessly as Bookjetty currently integrates with about 300 public libraries worldwide.

"Bookjetty allows users to create a blog, share reviews, interact with like minded people and most importantly it's fun, easy to use and it's free!" said Anne.

Bookjetty uses Z39.50 technology to interface with libraries allowing its members to borrow titles they are interested in from their local library, thereby saving money, or alternatively there is a search engine link allowing them to buy titles directly on-line from Amazon.com.

"A lot of our customers have book collections at home, or like to keep a record of what they have read and Bookjetty allows them to do this in a contemporary electronic format" said Anne.

Boroondara has been promoting Bookjetty on its Facebook Page and on its [website](#) at or visit its [facebook page](#). Since Boroondara's catalogue was added to Bookjetty a number of other Melbourne Spydus libraries have also added their links.

Bookjetty has recently added some new and exciting features making it more social and interactive including a new and improved layout. For a quick tour, follow this [link](#).

Don't forget if you would like to vote for the Boroondara 'Bookjetty & Facebook' innovation simply send an email to mhunter@civica.com.au with 'Vote for Boroondara' in the subject line. 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 for assistance in writing your profile.

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 in this quarter are.....

Austin Health – Electronic Books

The Austin 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.

Shared Service Agency(SSA), - Email Advertising Tag Line

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.

Thuringowa– PC Tablet

Thuringowa Library in North Queensland, is using Wireless Tablet PC's to better serve its customers by delivering reference services using a Wireless Tablet PC and a minimalist service point for in-person reference encounters.

Feedback received by staff, verifies that the Tablet PC has been an exceptionally good public relations exercise for Thuringowa Library. The wireless device possesses a 'wow factor' amongst library customers with it generating many questions from people of all ages. Very few customers have seen a Tablet PC before and they now view the Library as using cutting edge technology.

Voting

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

Voting closes **Wednesday 11 June** 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.

Spydus 8 New Features –Sub-locations within a branch



In Spydus you can now specify sub-locations within a branch.

For example, you might want to hold items in a reading room and so specify the room as a sub-location within a branch. This can be particularly helpful for collecting statistical reporting purposes.

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 8.2.18c.

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.

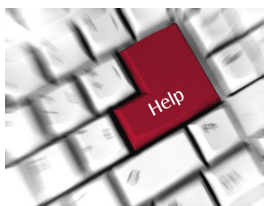
The prompt is not included in the installer for client release 8.2.18c, so the manual work around for this is:

- 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 8.4.3a clients however customers should not download and start using this client until they are advised to do so by Civica.



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](mailto:Matthew.Hunter@Civica.com.au) your name, email address and the name of your organisation.

Spydus Upgrade Projects

Singapore

In Singapore we welcome Management Development Institute (MDIS) who are now running live on Spydus 8.4

Australia

As part of the Queensland Council amalgamations we are delighted to welcome Caloundra library who have amalgamated with Maroochydore and Noosa to form the Sunshine Regional Libraries on Spydus 8.3.2.

HOT TIP # 47 - Setting up Reports as a Scheduled Task



Reports can be set up to run as a scheduled task to run after hours. This is particularly useful if a report(s) is required by a manager, staff member on a regular basis.

For your copy of this month's hot tip follow this link.

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 as these are regularly updated. 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.

Bayside Literacy Festival



Bayside Library Service in Victoria hosted the first Bayside Literacy Festival from Friday 16 to Sunday 25 May and Civica was delighted to be a sponsor of the Festival. There were numerous events hosted throughout the week by various Bayside Literacy groups, authors and library staff.

Pictured in their Civica sponsored T-shirts are Back row from left is Jenni Masters, Marie Camera, Sue Doherty, Front row from left is Laurian Corner and Ursula Faas.

UK Library Information Show

Civica exhibited again this year at the Library and Information Show (LIS) which is the main Library event in the UK, catering for all sectors of the library profession. The stand was busy for the entire event with two demonstration areas, one showing Spydus and one showing our Civica e-payments software. In addition, Civica Connect also joined us with their self-service kiosk showing our RFID technology capabilities.



The LIS event was held at the National Exhibition Centre in Birmingham on the 23-24 April and brought in 1800 visitors. The Spydus team spoke to many customers, prospects and partners during the 2 day event and there was much excitement about the UK's largest library authority, Kent Libraries' decision to join the South East Library Management System (SELMS) consortium and use Spydus to deliver all of their library services.

Simon Parkes said "Interest in the Civica proposition continues at a high level whether in terms of product functionality or the progress we are making with new customers. Uncertainty with some of the competition is helping to further encourage prospective customers to see Spydus as the safe alternative".

Spydus People



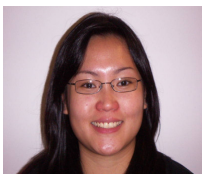
Pushpdeep Sharma

Joining the Library & Learning development team as an analyst programmer is Pushpdeep Sharma. Prior to joining Civica, Pushpdeep worked for an education consulting firm in Melbourne and completed his Master of Applied Science (Information Systems) at RMIT last year. His hobbies include a long list of sporting pursuits including playing cricket, badminton, squash and cycling.



Dipa Parmar

Dipa has joined the Library & Learning QA team and her role is to create the installer for the Spydus client software. Her previous experience has been in managing test environments (Functional and Integration) and software testing in web based applications within the financial and health care industries. Dipa's interests include Oil and Acrylic painting, long countryside walks and travelling.



Florence Magnaye

Also joining the Library & Learning Development Team is Florence Magnaye as an Analyst/Programmer. Florence previously worked at Options Technology Solutions as an analyst/programmer for its proprietary Spitfire product management application. Florence's interests outside of work include music, reading, cooking and travelling.



Rohan Seth

Rohan has joined the Spydus Technical Services team as an application specialist where he is looking forward to increasing his experience and inculcating his skills further in the library and learning field. In the past Rohan has had the opportunity to work in organizations hosting heterogeneous systems which has made working in the IT industry all the more exciting. In his spare time Rohan likes to read, travel, watch movies and play cricket.



Amir Pandozv

Amir Pandozv has joined Civica's Library & Learning development team in Melbourne. His hobbies include fly fishing, soccer, music, and most important playing with his kids.

Upcoming Events 2008

- American Library Association Annual Conference, Anaheim, CA. USA, 26 June – 2 July
- CPLA, Tamworth, NSW, Australia, 29 July – 1 August
- ALIA, Alice Springs, Northern Territory, Australia, 2 -5 September
- SPUN Conference, Adelaide, South Australia, Australia, 1 - 3 October
- LIANZA, Auckland, New Zealand, 2 - 5 November
- QPLA, Bundaberg, Queensland, Australia, 19 - 22 November



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