



Welcome

Welcome to another edition of the Spydus newsletter. This month we say hello to another Managed Services customer, Peterborough City Council who look forward to taking advantage of the many new benefits including enhanced automation processes and additional electronic services.

Also, Mount Gambier Library in Australia has received a very exciting donation, demonstrating amazing community commitment and drive!

In other news we have a report on this year's LIANZA Conference in New Zealand and who could forget this month's innovation nomination, Blacktown's RFID Self Service.

Articles in this month's newsletter

- [Customer Innovation Award](#)
- [Mount Gambier Library's donation the key to reaching the community](#)
- [News on the Education Landscape in Singapore](#)
- [Managed Services for Peterborough City Council](#)
- [The New Zealand Library Association's Annual Conference](#)
- [Customer Service Innovation Award Nomination](#)
- [Hot Tip #53 - Hours and Holidays](#)
- [New Spydus 8 Client Releases](#)
- [AEGIS System Requests \(SRs\)](#)
- [New Staff](#)
- [Upcoming Events](#)

Don't forget, if you have a suggestion or any ideas for the Newsletter please send your suggestions to newsletter@civica.com.sg or call the Civica Singapore office on +65 6511 7888.

Customer Innovation Award

And the winner is... Sunshine Coast Libraries - Children's Library!

The votes have been counted and we are pleased to announce another winner of the Spydus Customer Innovation Award, Sunshine Coast Libraries, for their innovation at their Children's Library which was nominated in our September newsletter.

Congratulations to the staff at Sunshine Coast Libraries who will receive a Gold Red Balloon Day Gift Voucher valued at \$1000 to redeem for a Team Building event of their choice.

For those people who missed the last issue, Sunshine Coast launched a new library card especially for kids. The card is designed for children up to the age of 12, and includes a graphic from award winning children's author and illustrator Terry Denton. We all hope this will encourage kids to take up reading and become a part of the Sunshine Coast Library Community.

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 an email to newsletter@civica.com.sg and we will call you to assist in writing your nomination.



Mount Gambier Library's donation the key to reaching the community

The Mount Gambier Library, in South Australia, has recently received the keys to a brand new Hyundai Getz Sedan. The car was donated as part of the new library development in an effort to extend the Library's reach into the community.

The generous donation of the motor vehicle by local car dealership from the Barry Maney Group is one of a number of donations by the Mount Gambier community to add zest to the new library.



The Barry Maney Group has a well-formed partnership with the library. For the past two years, the Barry Maney Group has also sponsored a 'Finding My Place' session at the library. The group led a number of teens through the process of buying a second hand car, helping them to avoid buying a 'lemon'.

Library Manager, Cathryn Harris remarked, "The use of a dedicated library car will allow the Library to extend its influence and service beyond its own four walls."

"Unfortunately not all people can access or use library facilities or services so it's very important for us to be able to extend our services to those who are unable to come to us."

"Most importantly, for a library to be able to reinvent itself and continue to engage with diverse audiences is a strength of the Mount Gambier Library," Cathryn said.

City of Mount Gambier Mayor, Steve Perryman, added that the sponsorship has great significance, as it allows the library to offer its services more widely.

"The sponsorship from the Barry Maney Group is an extremely generous gesture that will significantly enhance our ability to reinvent our offerings to everyone in the community," Mayor Perryman envisaged.

News on the Education Landscape in Singapore



The Ministry of Education (MOE), Singapore, successfully completed two Masterplans for ICT in Education, from 1997 to 2007. In April 2008, the Minister for Education, Dr Ng Eng Hen, announced the third Masterplan for ICT in Education. The aim of this masterplan is to re-orientate the education system towards a learner-centric, ICT-enriched mode of teaching and learning. Of interest is the inclusion of social networking technologies where users can create, collaborate and share information online.

MOE's effort is supported by Infocomm Development Authority of Singapore's iN2015 master plan to transform the way Singaporeans live and work. One of the first steps MOE took was the introduction of FutureSchools@Singapore programme. MOE is exploring how interactive and digital media (IDM) can be used in education. New models of learning, curriculum and assessment will evolve. Students will take on the role as constructors of knowledge through active participation and collaboration with their peers, teachers and the community at large. New modes of formative assessment will be developed to take into account the multi-dimensional models of learning. Ultimately it is not just about using ICT, but using ICT to foster and generate new relationships in learning. Eventually the aim is to transform the learning landscape of Singapore. More and more, the current line drawn between formal and informal settings for learning will be erased and this will make learning exciting for the young generation who will be empowered on their journey in knowledge acquisition.

Extracted from ON2IT. Singapore: Ministry of Education, 2008.

Managed Services for Peterborough City Council

Peterborough City Council has selected Spydus Managed Service and will migrate from their SirsiDynix Horizon library system before the end of their current contract in order to realise efficiency savings. This migration is part of a Peterborough City Council transformation project and it will see a greater automation of regular tasks including the use of EDI and delivery of stock direct to branches, more electronic services for library users and greater integration with wider council systems including the council call centre, finance and e-payment systems is also anticipated.

The New Zealand Library Association's Annual Conference

The LIANZA Conference 2008 was held at the centrally located SkyCity Conference Centre in Auckland, NZ. The theme for the Conference was Poropitia Outside the Box, which refers to "the shifting nature of what we do and the world we work in" implying that "we are developing and growing with the communities we serve."



The conference organisers said they planned to deliver a conference with a difference - "one which will challenge you, change you, and help you change libraries." The programme was well attended with over 500 delegates, and the feedback on the conference programme affirmed organisers that they have packaged their content appropriately.

Civica's trade stand was more colourful than usual. The theme of Melbourne Cup served as the platform for exuberance with lots of fun decorations and balloons on show. Most sought after were the two rubber Pony stress relievers with one stolen on the first day, and the other reserved for collection. The Civica pens were voted by many as the best giveaway.

The Civica door prize competition of a digital photo frame was coveted, as was the popular prize of French Champagne in the Civica Melbourne Cup Sweepstake. 'A Big Thank You!' to all our Spydus customers who visited the stand. It was wonderful to meet and chat with you and learn more about your library services.

Of course there were many opportunities to socialise and network, with the often heard comment of "wonderful food" throughout. The highlight of the social calendar was the Masquerade Ball with dancing throughout the night -even StarTrek was in attendance, along with KISS and a lonely clown. The masquerade masks were beautiful and added that special touch to some striking outfits.



Customer Service Innovation Award Nomination

Blacktown RFID Self Service

Blacktown City Council in Western Sydney is the most populous city in NSW. It is the eighth fastest growing local government area in Australia.

Blacktown City Libraries have embraced RFID technology not only with their automated RFID library return sorters but are the first Spydus library to fully utilize RFID self service units. The Operations Librarian, Mark Grosvenor, was adamant on introducing cutting edge technology in the new Max Webber branch.



The library has a commitment to its customers to deliver services and products that compensate for the modern 'time poor' analogy that has become part of today's way of life.

Libraries have long been regarded as the keeper of knowledge and are often portrayed as old, musty and dowdy, but not Blacktown City Libraries.

The implementation of RFID technology not only benefits Blacktown's customers and staff but makes a visit to its library as simple as using an automatic teller machine (ATM) at the bank. Blacktown's contemporary and sleek Max Webber library is a joy to visit and experience as it has its own cafe, underground car park and conference rooms for the community to use.

"The Spydus RFID self service units are a source of delight to those library customers that use them," said Nina Antosz, Acting Operations Librarian.

All that customers have to do is place their library card in a predefined area, start with the items they wish to borrow on the left hand side of the bench and then push them to the right. In the meantime the Spydus RFID Self service machine issues the items to the library customers in the blink of an eye!

"Borrowers love it... it's just like magic! they exclaim to us," said Nina.

"We tell them it's Spydus magic and they all have a good laugh and chuckle as we wave them good bye till their next visit," she said.

"It's certainly been a huge talking point and our customers continue to tell us how much they love it," said Library Manager Jennifer Burrell who has constantly been a driving force for innovative services and products at Blacktown City Libraries.

For more information on the Blacktown self service RFID solutions, please contact Mark or Nina, phone numbers 02 9839-6601 or 02 9839-6608.

HOT TIP # 53 - Hours and Holidays



As the festive season approaches it seems a great time to remind everyone of two great features you can use within the Spydus system, location hours and annual holidays.

The linked [PDF](#) document steps you through the very easy process of using these features.

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.

Customers running Spydus Clients (new unicode cataloguing client) 8.2.16, 8.2.18 should upgrade to 8.2.19a.

Current Client Version..	Upgrade Version..
8.2.15, 8.2.17 version or less - Old Cataloguing Client	Upgrade to 8.2.17b
8.2.16, 8.2.18 - all versions - New Cataloguing Client	Upgrade to 8.2.19a

Additional Information

Installer for client release 8.2.19a 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 8.2.19a, 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 8.4.5b** 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) your name, email address and the name of your organisation.

Please include in the subject heading the title 'Subscribe to Spydus Client Release Database'

AEGIS - Service Request (SR) System - Watch this space

The AGEIS Service Request (SR) System is in the process of being upgraded in the future.

So please watch this space for more information.

New Staff

David Collins

David joins us as our new Executive Director of Operations based in Melbourne, responsible for sales, delivery of services and customer satisfaction for our Library businesses in Australasia, Asia, the United Kingdom and the United States. He joins us from Hewlett Packard where he spent over 20 years in a range of senior Operations, Sales, Client Management and Business management roles in both Australia and California, USA.

Outside of work, David enjoys working in the technical side of amateur theatre, motor racing and transporting his two daughters to their wide range of activities, as well as listening to the music of Sting, Steely Dan and Elton John.



Poh Chin Lee

Poh Chin joins Civica as a Consulting Education Specialist in Singapore. She has taught in several primary schools in Singapore. After leaving the Ministry of Education, Poh Chin went on to teach in Shanghai and thereafter, to further her studies. In 2007, she graduated with a Ph.D. from UWA (Sch. of Social & Cultural Studies and Sch. of Human Movt. & Ex. Sc.). She believes in developing and growing herself holistically. Her favourite past time is reading.

**Rohaya Mohammed**

Rohaya joins us as Consulting Librarian in Singapore and her main tasks will be developing training programmes and providing consultancy services to libraries. Prior to joining Civica, Rohaya was a librarian, a polytechnic lecturer and a manager of library services. Outside of work, Rohaya enjoys spending time with her children, catching up on reading and watching movies.

**Upcoming Events**

- New Librarians Symposium, Melbourne, Australia, 5-6 December 2008
- Information Online 2009, Sydney, Australia, 20-22 January 2009

