



November 2007

Welcome

This month in the Spydus Newsletter we are delighted to bring you an article on the **South Australian Regional Libraries Consortium** and we are pleased to welcome two new Spydus libraries Kangaroo Island Public Library and Renmark Paringa Public Library. Together with District Council of Mallala public library the trio will enjoy the benefits of a managed service using a shared database.

Mid-Western Regional Library Service in NSW are this month's nominees for the November **Customer Service Innovation Award** for their **Audio Navigator** for customers suffering from Macular Degeneration.

November's **Site of the Month** is **Timaru District Libraries** in the South Island of New Zealand.

Two great new **Spydus 8.4.x Release** features are profiled this month **Renewal Type & Forgotten PIN**...make sure you check out how these features can save time for your staff and customers.

And finally, don't forget to read the **November Hot Tip**, which outlines how you can catalogue your DVDs & CDs so that the Syndetic Enriched Content features will display in the OPAC.

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.

Articles in this month's newsletter

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South Australian Trio sign for Civica's Managed Services Consortium

Three South Australian public libraries have signed up for Civica's SA Regional Libraries Consortium, to enjoy the benefits of a managed service using a shared database based on the Spydus software.

The newly created District Council of Mallala Library Service went live with the new service in May, while Kangaroo Island Public Library is scheduled to start in December, followed by Renmark Paringa Public Library in early 2008.

"The new consortium gives us the benefits of a managed service and has saved us significant infrastructure costs," says Kimberley Hargrave, Library Manager at Two Wells. "It's such a relief to know that backups and software upgrades are done for us, and there has been an enormous decrease in our workload."

Sharon Gullickson, Library Manager at Kangaroo Island Public Library believes the consortium represents excellent value and offers everything they sought in a regional library service, including support which was critical.

"There will be benefits in allowing people to reserve items for the first time, and we have no OPAC at present. It will be like going from a push-bike to a racing car, delivering tremendous gains in cataloguing efficiency and service provision," said Sharon. "Being able to do everything from one screen will be of tremendous importance."

Library Manager at Renmark Paringa, Maxine Hodgson wanted a managed service to address their lack of IT resources. "We are just glad that we can focus on providing the services that people expect, such as online catalogue borrowing, reservations, etc," she said.

[Read more](#) about Civica's South Australian Managed Services Consortium.

Spydus Customer Service Innovation Award - Vote for Mid-Western



Mid-Western Regional Council Library Service NSW Audio Navigator

In September 2007 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 suffering from the eye disease, as part of the Foundation's Navigator Library Access Project (NLAP).

Macular Degeneration (MD) is the name given to a group of degenerative diseases of the retina that cause progressive, painless loss of central vision, affecting the ability to see fine detail, drive, read and recognise faces.

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.

The catalogue of titles is maintained at the library and books are downloaded to each audio navigator. The catalogue is stored on a USB hard drive commonly called 'library in a box or digital audio book vault' which is a large storage device holding approx. 1,000 titles. Depending on the size of books, library clients generally download 4 - 5 books of their choice.

Pictured is Edwina Matheson-Gaylord signing up a library member and explaining the benefits and features of the Audio Navigator.

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

"Initially there was some concern about the impact on staff's time on the circulation desk to download the various books, however staff have adapted well and the clients using the Audio navigators love them!"

"It has been a real community project with ladies from the local CWA (Country Women's Association) purchasing and providing protective pouches that the audio navigators can be carried and stored safely in," said Eilagh.

There is no cost to the nominated library client, as Mid-Western Region Council library currently pays the content copyright cost for each unit (\$100) per annum and there is a site licence cost (\$1,000) usually covered by the library.

Library clients using the technology range from elderly people through to a 16 year old, about to commence Year 11. Mid-Western Regional Council Library hope to be able to expand their services to the visually impaired in the future offering services to more library clients.

For more information about the Audio Navigators please contact [Eilagh Rurenga](#) at Mid Western Regional Council Library.

Don't forget if you would like to vote for Mid Western's 'Audio Navigator' innovation simply send an email to mhunter@civica.com.au with Vote for Mid- Western in the subject heading. 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.

Site of the Month - Timaru, New Zealand

Timaru District Libraries is located in Timaru in New Zealand's South island. Sitting at the doorstep of many inland lakes, sailing, water skiing, boating, windsurfing and fishing are popular summer pastimes. Many tourists visit the city en route to Lake Tekapo, Mt Cook and Queenstown where the central south island ski fields are located, less than two hours' drive from the coast.



The landscape of the region consists of rolling hills created from the lava flows of the extinct Mt Horrible volcano, which last erupted many thousands of years ago. The result is that most of the main streets are undulating, a clear contrast with the flat landscape of the Canterbury plains to the north.

Timaru District Libraries have branches in Geraldine and Temuka and earlier in the year they started a book club and discovered the first one was so popular that they now have two clubs running and are taking expressions of interest for a third! To ensure that their customers are kept up to date with the latest new books and services a quarterly library newsletter is published on the library website and is available for download.

Timaru recently upgraded to Spydus 8 and are enjoying the additional functionality this version is offering their customers, especially the library OPAC. They have embraced their new OPAC and made it their own by customising it to better meet the needs of its varied community. Features include photos, links to the council & library website, a kid's catalogue, additional text reminding its customers to log in for member services and a special 'contact us' button that links to a customised web form.

The kids are not forgotten at Timaru District Libraries with their own web page and links to their own photo page, a link to a [homework website](#) a collection of optical illusions, book news and other fun stuff!

Don't forget to check out the new YA (Teenage) webpage with book reviews, links to music, links to help with those dreaded assignments and other groovy stuff!

Visit the Library [website](#)

Visit the Timaru Region Council [website](#).

Spydus 8 New Features - 8.4.x Release

Renewal Type & Forgotten PIN OPAC

In the Spydus 8.4.x Release there is a new option to the loan renewal screen allowing your Library staff to choose the type of renewal from a drop down box e.g. the renewal was undertaken in person, by phone or online.

This information stays within the history of the loan record and assists your staff when they need to clarify when and how an item was renewed. This is particularly beneficial in assisting the Library Service in analysing how the library is being accessed by the patron and their preferred mode of contact with the library.

For your copy of this PDF fact sheet please [follow this link](#).

Forgotten PIN

Another convenient new feature has been added to the Spydus OPAC allowing library borrower's who have forgotten their PIN to retrieve it via email, providing the library patron with greater autonomy. Library borrowers must have a current email address so that their PIN can be sent to them.

For your copy of this PDF fact sheet please [follow this link](#).

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

Customers running Spydus Clients 8.2.15 or less should upgrade to 8.2.17a, whilst those on Spydus Clients 8.2.16 should upgrade to 8.2.18a.

| Current Client Version.. | Upgrade Version.. |
|--------------------------|--------------------|
| 8.2.15 or less | Upgrade to 8.2.17a |
| 8.2.16 | Upgrade to 8.2.18a |

If you have forgotten your login details or require the latest password please contact the Help Desk on (03) 8676 4415. 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 Maroochy Shire Libraries in Queensland who recently completed their successful upgrade to Spydus 8.3.2visit their [catalogue](#).

HOT TIP # 42 - Syndetic Video & Music Cover Elements



Customers on Spydus server version 8.3.2 or 8.3.2 + now have the option to purchase extra Enriched Content elements for Video/DVD & Music holdings.

Syndetic solutions currently have covers, summaries and track listings for over 760,000 VHS/DVD & CDs on their system with more listings being added each week. The video category represents not only popular new releases and DVDs, but also educational videos, documentaries, and how-to films. The paragraph-length annotations provided for videos identify the cast members and directors. A great new feature for all those movie buff's.

This month's Hot Tip tells you how to catalogue your Video/DVD and music holdings so that the enriched content will display correctly in the library OPAC.

For your copy of this month's hot tip [follow this link](#).

Spydus Star Librarian from Newbury, UK

West Berkshire Library Service (part of the South Eastern Library Management System (SELMS) Consortia in England) has a star Spydus Librarian in their midst. Helen Dahlke, who works at the Newbury Library branch as a reader development librarian was a successful contestant in the 'Love Libraries' Top Ten New Librarians competition.

Ms Dahike, won the award for her innovative use of Spydus, which resulted in savings of staff time and also for her work with book groups.

The SELMS Consortia currently has 3 of its 6 libraries live on Spydus with Brighton & Hove currently preparing for their 'go-lives' with remaining libraries at Milton Keynes and Buckinghamshire planning to move to Spydus at the end of this year.



SELMS Consortia have annual loans of 10 $\frac{3}{4}$ million per year spread across their libraries:

| | |
|----------------------|--------------|
| Wokingham | 1 million |
| West Berkshire | 1.75 million |
| Windsor & Maidenhead | 1 million |
| Brighton & Hove | 1.5 million |
| Milton Keynes | 1.5 million |
| Buckinghamshire | 4 million |

Read more about Helen Dahlke's achievement at the [Newbury today](#) website.

West Berkshire Library Catalogue [link](#)

West Berkshire Council [website](#)

Events - SPUN Conference Canberra 2007

The Annual SPUN conference was held in Canberra recently with excellent attendance over the 3 day conference. Chris Thewlis from Civica provided a demonstration on the many exciting new features available in future releases of the Spydus solution including workflow manager, a new look OPAC and Faceted Searching.



Civica's management team was also on hand to answer various questions from attendees relating to the Spydus LMS and to discuss the company's future direction. Conference silver sponsor, Mark Anderson from Adilam Technologies also delivered a presentation on the Alien RFID technology and the future application of RFID within modern libraries.

Spydus Libraries attending the conference gave the following presentations:

- Web 2.0 Technology and Library Training presentation by Karyn Siegmann from Bayside Library Service in Victoria
- Youth & Libraries presentation by Sylvia Marshall & Andie Josey from Dalby Library in Queensland
- Spydus RFID presentation by Daniel Brinkworth from Victor Harbor in South Australia
- Checkpoint RFID & Envisionware integration with Spydus presentation by Neoli Blakeman & Andrew Main from Wollongong City Library in New South Wales
- Spydus Extended Bookings presentation by Vernon Lee from Wanneroo Library in Western Australia
- Library Hotspots – going wireless presented by a panel from Blacktown, Frankston & Noosa Libraries
- PC lockdown freeware solutions presentation by Brain Searles from the Frankston Library Service in Victoria
- Joomla CMS – Spydus enhancement system, presentation by Enzo Accadia (President SPUN)

Papers and presentations from the Canberra conference will be available for viewing by members on the SPUN [website](#) in the near future. The conference provided a great forum for library staff from all over Australia and New Zealand to network and share information with their colleagues and Civica staff.

We look forward to seeing you all next year in Adelaide, South Australia for the 2008 SPUN Annual Conference...keep an eye out for dates which will be confirmed in the New Year.

SPUN New Executive Committee

The SPUN AGM was held at the Annual Conference in Canberra and a new executive committee has been elected as follows:

- President - Dale Cousens
- Secretary - Phill Webb
- Treasurer - Brian Searles

Louise Pitcher will continue as the SPUN-Listserve administrator and Enzo Accadia will continue as the SPUN website administrator.

As the incoming president I would like to take this opportunity to thank Enzo, Robyn, Kate and Louise for all their hard work and dedication and for making the recent Annual Conference the great success that it was.

Dale Cousens
President
SPUN

Spydus People



Kate Woodforde

Kate Woodforde has recently joined the Spydus help desk team. Kate is a library technician and has worked in the library and information services area for the past 12 years. Kate's last role was at OCLC PICA as a support consultant working with VDX and ZPORTAL. Kate enjoys traveling, having recently returned from her wedding in Thailand.



Meredith Coffey

Joining the training/consulting team is Meredith Coffey. Meredith joins us from Monash Public Library service where she has worked since 2003, firstly as a reference librarian then as Team Leader and Corporate Librarian at the Glen Waverley branch. Prior to this she was a network administrator and library manager for a large primary school in East Bentleigh. Meredith's interests include gardening, roses in particular, her three children and socialising at every opportunity, not necessarily in that order! Meredith also loves a good or even a not so good joke!

The Great Endeavour - a Library Technician on a mission

The Great Endeavour Rally is a major off road annual fundraising venture for the Endeavour Foundation which is a Queensland based, non-Government, organisation supporting and providing opportunities for people with disabilities. In excess of \$3 million has been raised for the Endeavour Foundation since the rally began.

In July 2007, in celebration of the 20th Anniversary of the Great Endeavour Rally entrants were taken on a whirl wind journey from Toowoomba to Kooralbyn via the Bedourie Camel Races. Amongst them was library technician Nicole Kilah from Gatton Shire Library who was competing in the charity event for the fourth time.



For further information visit the great endeavour [website](#).

Upcoming Events



- American Library Association 2008, Philadelphia, Pennsylvania, USA , 11 - 18 January 2008
- VALA Conference, Melbourne, Australia, 5 - 7 February 2008

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