



October 2008

Welcome,

Well this month has proven yet again to be an exciting time for Civica and their customers. On the 16th of October, to a packed crowd, Civica was awarded the Freehills Breakthrough Award from the Australian Chamber of Commerce Singapore an amazing effort particularly due to some very stiff competition.

We also discovered what is possible when you have 60 days and a target of 5000 books per day to ship books to Primary Schools. Would you believe 80,000 books!?

A warm welcome to Medway Libraries into the fold as a new customer using the Spydus LMS. In addition China learns more about RFID and SPUN have their annual conference.

Don't forget! Customer Innovations

It's time to vote for your favourite Spydus Customer Innovation Nominee!

As you will have read in the Spydus newsletter, each quarter one lucky Spydus library team has a chance to win a \$1000 Team Building experience of their choice with [RedBalloonDays](#).

And the nominees for this quarter are...

[Blacktown RFID Autolibrary Sorter](#)

[Darebin Libraries use Podcasting to reach out to the Community](#)

[Sunshine Coast Libraries - Children's Library](#)

Voting

All you need to do to vote for your favourite is click on the library name above or send an email with the library's name in the subject heading to me at jdoery@civica.com.sg.

Voting closes Monday 24 November so make sure you get your vote in today!

We welcome nominations for the Spydus Customer Service Innovation Award and it's very easy to enter! Just send me an email to jdoery@civica.com.sg and we will assist you in writing your nomination.

Remember, to access the PDF document of the Spydus Newsletter simply click on the link above or go directly to our website.

Articles in this month's newsletter

- [Civica Library & Learning wins the Freehills Breakthrough Award in Singapore](#)
- [The Spydus Users Network Annual Conference](#)
- [New Customer Profile - Medway](#)
- [How to hit the big numbers! - Civica Asia takes up the challenge](#)
- [First RFID Library Seminar in China](#)
- [Customer Service Innovation Award Nomination](#)
- [Hot Tip #52 - Determining Spydus Client Versions](#)
- [Spydus 8 New Features - Circulation](#)
- [New Spydus 8 Client Releases](#)
- [AEGIS System Requests \(SRs\)](#)
- [New Staff](#)
- [Upcoming Events](#)

Please send your suggestions and ideas for newsletter articles to Jason Doery. You can email Jason at jdoery@civica.com.sg or call him on +65 6511 7888.

Civica Library & Learning wins the Freehills Breakthrough Award in Singapore

An award presented by AustCham, the Australian Chamber of Commerce in Singapore, the Freehills Breakthrough Award recognizes Australian affiliated companies in using their presence in Singapore to achieve a significant business 'breakthrough'. Short-listed against a rapidly growing telecom company and a significant civil engineering company, Civica Library & Learning was chosen as the winner due to the innovation of services and rapid growth in business and reach in the Asia region.

AustCham SINGAPORE
Your Australian Business Connection

Over the last three years, Civica Library & Learning has grown its Singapore presence from one staff member to over 330 staff and has expanded beyond library services to personalized learning solutions as one of the five consortiums in the innovative 'FutureSchools@Singapore' program. Supplying outsourced library solutions supporting nearly 400 schools in Singapore and Brunei, Civica also provides staffing to over 240+ schools, collection services to over 320+ schools and a managed library software solution to nearly 400 schools with contracted growth in the region to over 500 schools. In addition to the school library services, Civica supplies library solutions to the majority of the Singapore Statutory Boards, the Singapore Law Courts and to the Singapore Armed Forces. Civica Library & Learning has recently expanded its reach to Vietnam and Uzbekistan and also launched a Language Other Than English (LOTE) collection management service supplying Australia and other countries.



The Spydus Users Network Annual Conference



The International "SPUN" User Group Meeting was held in Adelaide this year at the magnificent Sebel Playford. It was well attended with over 60 delegates from around Australia and New Zealand – including a special guest from Southampton in UK, Liz Whale, who was invited and sponsored by Civica.

Plenty of opportunity was provided for socializing and building networks. On the afternoon preceding the start of presentations, there was a choice of a training course or a trip to the magnificent Adelaide Hills library in wine country just outside the city. Then followed a Reception in the evening. A formal dinner on the second night provided further opportunity to meet new people and socialise.

Business on days 2 & 3 included presentations on local government amalgamations, joint-use libraries, Darebin Library's new website, Facebook & Ning, Reference Wikis and online learning tools, the new Spydus cash management feature and visits to UK libraries. A panel also contributed to a discussion on Web 2.0 and the new SPUN website section – for collecting ideas for enhancements from customers – was also demonstrated. Civica presented on product strategy, new 8.4.x product features and developments and responded to a Q&A session.

The general consensus was that the conference provided a great forum for meeting and catching up with old friends as well as providing a marvelous opportunity to share ideas. The next annual conference is scheduled to be held in Melbourne.

New Customer Profile - Medway

Please welcome Medway to our Spydus community. A new customer with Civica it has 16 static libraries, 2 mobile libraries, 2 prison libraries and a local Studies Centre.

The traditional library customer's needs are changing. To address this, the service is introducing new strategies with the aim of making libraries into community hubs offering a wide range of services. A great deal of work is focused on attracting and encouraging infants, children and teenagers to the services and activities such as: Baby Bounce 'n' Rhyme, Storytime, Baby Boogie, Summer Reading Challenge, Homework Clubs, Playstation Clubs, Bookstart, Books for Boys, Book Bar and work with children's centres, playgroups and nurseries. Libraries also hold a programme of events through the summer holidays and host events organised by the Arts Development Team.

Medway Council is a unitary authority located on the Southeast coast of England, responsible for providing services, including education, social services and public libraries in Rochester, Strood, Chatham, Gillingham, Rainham, the nearby rural areas and the Hoo Peninsula. Medway is located alongside Kent County Council (another recent member of SELMS) and consists of some of the oldest towns in the UK dating back to Roman times. Rochester for example is dominated by the impressive early medieval Norman Castle, while the town itself was a favourite haunt of Charles Dickens. Nearby Chatham is the site of the historic docks which encapsulates much of the maritime heritage of the area.

The Library service consists of 16 sites, each serving the diverse needs of a community ranging from areas which form part of London's "commuter belt" to the rural coastal communities and ports. Medway already have a long and successful history of working with their neighbouring library authority, Kent County Council. Both are now members of SELMS and looking forward to being able to enhance their joint working through their membership of SELMS and working with existing members to provide a premier library service across the South East of England.

Spydus will enable Medway to enhance its service to its customers and allow access to titles across the SELMS family of libraries.



How to hit the big numbers! - Civica Asia takes up the challenge

Preparing books for libraries and classrooms require time, space and expertise. As if this was not enough, Civica Asia took the "Mathematical Olympiads" challenge, a mission that included such high numbers that it has set a new record and benchmark for Civica worldwide.

Over the last three years Civica has mastered being able to shelf-ready and deliver between **500** and **750** books per day for Singapore school libraries from its existing **10,000 sq. ft** facilities. With the award of a government tender to procure and deliver English Language classroom readers for primary schools, Civica Asia has been put to task to deliver over **5,000** school classroom readers per day.

To achieve this, Civica acquired a new **4,000 sq. ft** warehouse facility in less than four weeks making Civica Asia the biggest office both in floor area (**14,000 sq. ft.**) and staffing. This new site also saw the adding of over **65 meters** of new shelving and workstations for up to 30 personnel. Special



arrangements were made with suppliers to ensure stock availability and fast deliveries. A dedicated freight service was created to deliver books to schools on a daily basis. Civica provided a separate facility for customers to preview the books being offered and place their orders on the spot. Other customers were happy to place their orders electronically using a book selection tool provided by Civica. More than **195,000** items were ordered within 4 weeks of the project kick off.

And the final verdict, a total of some **80,000+** books were delivered to schools over the last 4 weeks of the project, making it a record hit of **5000+** delivered per day!



First RFID Library Seminar in China

In 2007, Shangtou University (STU) launched the first UHF RFID library application in China. With a strong passion to promote discussions and sharing of experience within the library industry on the use of the RFID technology, STU initiated and hosted the first RFID library seminar in China. The seminar attracted some 70+ participants, mainly library directors and head of IT departments from public and tertiary libraries all around China. Mr Alan Butters who is the Standards Australia's National Expert in Library RFID as well as a member of ISO TC46/SC4/WG11 (RFID in Libraries) committee was invited as the keynote speaker for this seminar. Mr Butters is also the Principal Consultant of Sybis Australia.

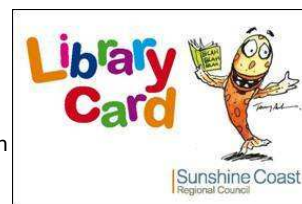
Various papers covering RFID Standards, application in library and book trade, comparison between UHF and HF, development of RFID technology, etc were presented by library practitioners, vendors, etc. Civica was one of the key sponsors of the event and presented the Civica approach of Spydus RFID solutions.



Customer Service Innovation Award Nomination

Sunshine Coast Libraries – Children's Library

Sunshine Coast Libraries in Queensland recently celebrated the launch of a new library card especially for kids. The card has been designed for children up to the age of 12, and includes a graphic from award winning children's author and illustrator Terry Denton. While announcing the launch Cr Paul Tatton, chair of the council's Service Delivery Committee said "To secure such a distinguished author for the introduction of this card is a great achievement for council's libraries...We are confident that Terry's artwork will make the card attractive to children and encourage them to own one and visit the library even more regularly."



Sunshine Coast Libraries are supporting International research that has demonstrated the value of early childhood education. Improved literacy rates have been linked with better self-esteem, higher

achievements in education, higher wages and higher rates of home ownership in adults. A recent study indicated that 82% of parents say they wish their child would read more books for fun. Acknowledging the importance of providing opportunities for all students from Prep to Year 12 to master reading so they can meet the challenges of 21st century life, Cr Tatton said " "By introducing a children's library card, and continuing to run programmes such as storytelling and many other activities, council is encouraging our children to make reading a habit."

In the first two weeks, more than 1800 cards were distributed to excited children.

[Vote Here](#)

HOT TIP # 52 - Determining Spydus Client Versions



A frequently asked question that our helpdesk often gets from customers is;

"How do I know what client version I am running on my PCs?"

See [PDF](#) for a step by step guide.

Spydus 8 New Features - Circulation

Some major new features and enhancements that have been added to Circulation in 8.4 server release include:

- Blocking borrowers from other locations
- Viewing resigned borrowers
- Paid status added to lost loans display

See [PDF](#) for more information



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 SQLEXPRESS-SPYDUSOFFLINE.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 8.4.3e** 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 Balch

David joins us as our new Customer Support and Helpdesk Manager. He has lived in Singapore for over ten years working initially as Acquisition Librarian with the national television broadcaster, Mediacorp Singapore.

In 2001 he joined a LMS vendor as Support Manager for their Singapore and Malaysian customers.

Outside of work, David serves in his church's children's ministry, enjoys soccer and running, as well as listening to the music of U2, Jars of Clay and Hillsong.



John Brunskill

John Brunskill joins the Library and Learning as a Web Designer. He will likely work across the on-line products of the company as well applying the 'style stick' to other areas of company communication and products. He is a keen blogger and enjoys keeping his own blog up to date and helping his wife with her on-line hobby store called tippy.com.au where she sells Natural and SLS products.

John is very interested in Search Engine Optimization, Web Standards and Usability. He has 4 kids and likes to think that he can lose those 15 kilos he put on when he started Web designing. Maybe this summer he says.



Upcoming Events

- Library & Information Association New Zealand Aotearoa (LIANZA), Auckland, New Zealand, 2-5 November 2008
- New Librarians Symposium, Melbourne, Australia, 5-6 December 2008
- Information Online 2009, Sydney, Australia, 20-22 January 2009

