



September 2008

Welcome to another instalment of the Spydus Newsletter.

We hear about the great time everyone had at the ALIA Dreaming 2008 conference in Alice Springs and the success of the Spydus Dinner where we had over 30 customers attend.

We are also very proud to announce that the Ministry of Education (MOE), Singapore awarded Civica the contract to provide procurement and resource management services for their primary school English Language (EL) class libraries in 2008.

Do read the article on "web enquiry" where we have included more information about this feature.

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 Chris Ng Kok Lian. You can email Chris at cng@civica.com.sg or call him on +65 6511 7888.

Articles in this month's newsletter

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Civica Silver Sponsor ALIA Dreaming 2008 Conference

Civica was delighted to be a silver sponsor at the ALIA Dreaming 2008 Conference held in Alice Springs earlier this month. Alice Springs is the third largest town in the Northern Territory and is located in the red centre of Australia.



Alice Springs and the ALIA conference provided a must see opportunity for the library industry to come and visit this destination renowned for its unique identity and rich cultural heritage.

Civica's traditional customer dinner on the Tuesday evening was another great success with more than 30 customers joining Civica staff and enjoying the opportunity to catch up on the latest news and trends in the library world prior to the conference starting the next day.

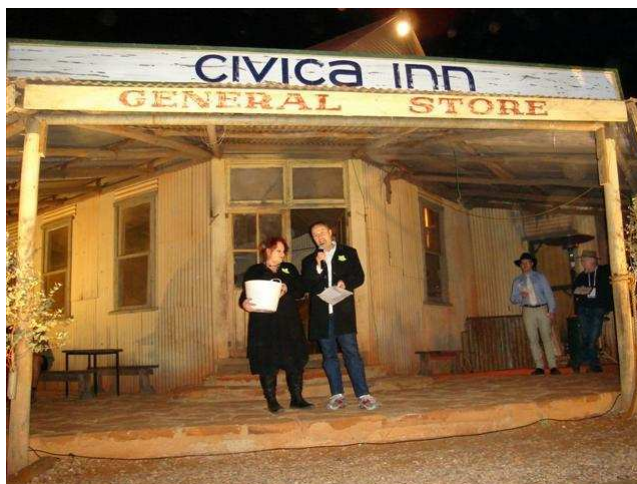


Civica sponsored the Conference dinner at ALIA '08; a memorable night held in the outback under the stars at the Ooraminna Homestead. The Homestead is located 30 kilometers from Alice Springs and was originally constructed to be used as a movie set. The evening allowed many to escape Alice Springs and experience the true outback by enjoying a meal under the stars and drink at the 'Civica Inn'.

The ALIA committee worked tirelessly during the conference bringing together an interesting and relevant

program of speakers, mixed with the opportunity to meet with indigenous artists and to experience the local wildlife first hand with many librarians having the opportunity to see snakes and lizards for the first time.

The Civica Sales team were kept busy on the trade stand at the conference and spoke to many customers and prospects promoting the new W3C compliant OPAC and Spydus Google Gadget. The winner of the Tom Tom XL IN-Car GPS Navigation competition was Michelle Sweeney from Scotch College Melbourne with the prize winner being drawn by Ms Karen Siegmann, Manager Bayside Libraries in Victoria at the Civica Inn dinner.



Dundee City Council National Entitlement Card

In line with the Scottish Executive's Improvement Services guidelines that library suppliers should support easier customer access with smart card technology, Spydus has been enhanced to provide interoperability between the National Entitlement Card (NEC) and Spydus.

In Dundee the NEC is currently used by young people between the ages of 12-25, 60+ and concessionaries who also use the card as a library card. Developments undertaken by Civica will achieve a seamless interface with the smartcard. Civica have developed the middleware product that allows Spydus to read the person's details on the Smartcard, automatically search for duplicate or old cards and create borrowers automatically on the Spydus system. Civica have fulfilled phases 1 and 2 of the NEC specification making Dundee the first library authority in Scotland to achieve a full interface with their library management system and the NEC.

The cards hold personal data and will work with the central Dundee library and 13 community libraries eventually enabling 82,000 people across the city to access library services across Dundee. The NEC is being used for free or subsidised bus travel, access to leisure facilities, in Schools for meals, vending machines and the library, and in the Public library Service. In addition, it has the ability to be charged up and used for e-money payments. Over the next few months National Entitlement Cards will be rolled out to all users on a library by library basis, as well as in other areas of the Council. Library staff at Dundee will be using the Spydus Enquiry module to enable them to gather lists of library users to target at each library; they are then encouraging them to switch to the entitlement card.

Simon Parkes, Civica UK Library and Learning Director, said: "Civica's culture of ongoing innovation ensures that Spydus remains at the forefront of library services, extending far beyond the scope of traditional library management systems. Any council wishing to integrate smart library cards with a flexible system should view Dundee's libraries as a beacon example."

The next stage of development for the Spydus library system for Dundee City Council is to implement Electronic Data Interchange (EDI) for purchasing new stock. This will enable them to improve the Acquisitions process, reducing the manual intervention required and time taken to get stock to the shelves.

Visit Dundee City Council's website at www.dundee.gov.uk



"I Read, do you?"

In Civica, we nurture a reading culture among the students. We are proud to announce that the Ministry of Education (MOE), Singapore awarded Civica the contract to provide procurement and resource management services for their primary school English Language (EL) class libraries in 2008.

An EL Curriculum & Pedagogy Review was conducted in 2006 and the panel had recommended the promotion of extensive reading as one targeted means of enriching the EL curriculum.

With solid understanding of pupil's reading needs and extensive network with book vendors, Civica is MOE's choice to recommend reading materials based on school needs and advise on the selection of books for the respective student levels. The Consulting Services team will also assist schools to develop school-wide reading programmes. MOE can also track the school's readership and participation in reading programmes.

Civica at the Istana

Civica and many of our Spydus customers were very privileged to have been invited to the first ever Reception at the Istana, for Librarians and Information Professionals. The industry was represented by those from Universities, government agencies, the National Library Board and of course, corporate businesses.

The Istana, meaning "palace" in Malay, is the official residence of the President in Singapore and is only available to the public on special occasions.

President S R Nathan took this opportunity to recognise the importance of librarians in the new information age and presented Long Service Awards to three dedicated Librarians, Ms Lau Siew Kheng, Ms Manijeh Namazie and Mr R Ramachandran.

Civica's Managing Director, Mr Phil Barr, along with other representatives and many of our Spydus customers had the unique opportunity to share with the President their current projects and thoughts on the challenges libraries face in this information age.



Spydus Customers at the reception

Singapore Office Gets A Makeover

Civica Library & Learning continues to experience steady growth and with new staff joining our team on a regular basis, the Singapore office has recently undergone a major renovation. We now have space for more than 100 staff and will be well equipped for the many exciting ventures ahead.

As a reflection of the business of the Asia region, a Civica mural, "The Rainforest", was painted to symbolize the creative growth and development of our Library & Learning activities. This magnificent artwork was kindly painted by our own in-house artist (and library assistant), Ms Magdalene Boon. With a spacious new reception area, new facilities in our meeting rooms and new open office concept, we hope our clients will find the new office as comfortable and attractive as we do.



....and Melbourne expands

Civica's premises in Melbourne have also recently undergone a renovation to provide additional work, office and meeting room space for the Library & Learning development and support staff.

The winner isGympie Regional Libraries

The votes have been counted and we are very pleased to announce the fifth winner of the Spydus **Customer Innovation Award** is Gympie Regional Libraries in Queensland for their 'Then & Now' project which was nominated in our June newsletter.

Congratulations to the staff at Gympie Regional Libraries 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, Gympie Regional Libraries 'Then and Now' is an online, interactive photographic project using technology to create a unique and creative time capsule for the local area.

The 'Then and Now' project was funded by a State Library of Queensland Strategic Grant and provides a photographic comparison of the past and the present, clearly showing the developmental changes that have taken place in the Gympie Shire's environment over specific periods of time. The 'Then and Now' project is effectively an electronic time capsule for future generations, showcasing photos from the past and present at the click of a mouse button.

Rachel Lethem, Gympie's Information Services Librarian, along with assistance from the Local History Officer, chose a selection of historical photos of the region from the Local History Collection. Rachel then organised for current photographs to be taken from the same aspect to reflect the changes that have taken place over the years.



Pictured on the left 'Then' Early view of Mary Street and Nash Gully (now the Fiveways) from Caledonian Hill, Gympie, 1868. Photographer Unknown.

Pictured on the right 'Now' View from the Town Hall Clock Tower overlooking Mary Street and the Fiveways, Gympie, 2007.



Photographer: Greg Weir.

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 Chris Ng Kok Lian at cng@civica.com.sg and he'll call you and assist in writing your nomination.

Customer Service Innovation Award Nomination



Blacktown RFID AutoLibrary Sorter

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

Partnering with Civica in the development of software and hardware components to design and beta test the Spydus RFID technology, Blacktown City Libraries is believed to be the world's first adopter of the latest Gen 2 RFID tags and UHF readers including an automatic book sorter.

The Operations Librarian, Mark Grosvenor, was a driving force behind the introduction of the system.

A jewel in the contemporary Max Webber branch library at Blacktown is the Spydus RFID automated returns chute and book sorter. The Library material sorting solution operates on a small footprint due to its unique, innovative design, allowing easy integration where space is a limiting factor.

Library customers place items through a 'returns' slot in the outside wall of the library Returns Room and behind the scenes a series of moving conveyor belts and RFID technology ensures that library items are returned off library customer records quickly and effortlessly. They are then automatically sorted into predetermined Dewey storage bins. This process frees library staff to focus on their customers and attend to other core products and services, with technology removing repetitious and potentially dangerous occupational health and safety issues.

Library Manager, Jennifer Burrell said 'Staff love the automated returns sorting room, because 89 % of items are returned into predefined Dewey storage bins. All staff have to do is change the bins when they become full and transport the full bin into the library for re—shelving. The other 11 % of items only require further attention because the item may belong to another library branch or may be a reserved item and needs to be placed aside for collection by our library customers.'

Acting Operations Librarian Nina Antosz said 'Staff are very happy with the sorter, it makes their lives so much easier. For the first 6 months of the year the sorter handled over 700,000 items' she said.

Max Webber's book returns sorter room is unattended for 90 % of the time as the sorter is self regulating. Staff on the Circulation desk are alerted via a screen if storage bins are full and need changing, or if other human intervention is required.

Nina says "We love it, it's just fantastic and it fits in perfectly with our modern and purpose built library which plays a significant part in the Blacktown community."

For more information on the Blacktown RFID solution please contact Mark or Nina, phone numbers + 61 2 9839-6601 or + 61 2 9839-6608.

HOT TIP # 51 - Batch Returns Stocktake



The Batch returns function is designed to be used in the event of returning items which were missing at stocktake, or not on the shelves, back into the system.

During the stocktaking process, "missing" items can sometimes be "hidden" in the wrong branch or collection. To avoid deleting these items by mistake, it's recommended that all items are returned at all branches before running the bulk copy deletion function.

When the items are ready to shelve, library staff can simply run a batch return to reverse the bulk copy deletion, thus activating the items in their Spydus server.

Spydus 8 New Features - Web Enquiry II

Some major new features and enhancements have been added to Web Enquiry in server release 8.4., which will provide more information and functionality for library staff and their customers.

These new features include:

- Added bibliographic link checker facility.
- Added record number access points to staff web pages
- Added access points to Quick find search page



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 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

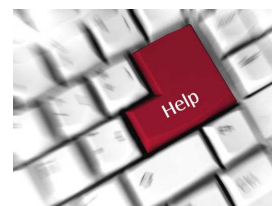
NB. Customers do not need to install Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) SP3a if it is already installed from a previous client release. This information is being provided in case it was accidentally or inadvertently removed.

8.4. x Customers

There has been a **new release of 8.4.3d** 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@spydus.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'

AGEIS - 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.

Upcoming Events 2008

- SPUN Conference, Adelaide, South Australia, Australia, 1 - 3 October
- LIANZA, Auckland, New Zealand, 2 - 5 November
- New Librarians Symposium, Melbourne 5-6 December

