



July 2008

Welcome,

This month we welcome a new Civica Managed Service customer, the Accounting and Corporate Regulatory Authority (ACRA) in Singapore. We also have news of Blacktown City Council in NSW and their official launch of the Spydus RFID solution. Blacktown have taken a leading role in the innovation of the Spydus RFID solution and we congratulate them on a successful launch.

In other news we have an article on the Spydus Picture Australia Catalogue interface with examples from our customers at Sunshine Coast and CitiLibraries Townsville and our Customer Service Innovation Nominee this month is from Central West Libraries in NSW with their IFLA award-winning, online Homework Help programme.

The ALIA '08 Conference is just around the corner and Civica is delighted to be hosting a customer dinner at this event as well as sponsoring the Conference Dinner and we hope to see many of you at Alice Springs in early September.

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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Accounting and Corporate Regulatory Authority (ACRA) - The First Spydus Elite Managed Services Client in Singapore

The Accounting and Corporate Regulatory Authority of Singapore (ACRA), a governing body committed to service excellence and ensuring continuity in the provision of quality performance to the public and private businesses in Singapore, is one of the latest customers to join the Spydus family.

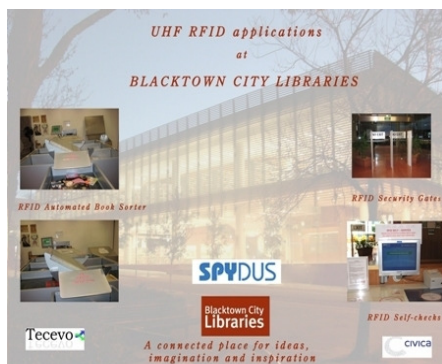
ACRA has selected Civica's Spydus Elite Managed Services as their preferred solution as part of its continuous efforts to promote a pro-enterprise and pro-business environment. ACRA provides a one-stop shop to public and private businesses, integrating e-services with multiple agencies such as the Inland Revenue Authority of Singapore (IRAS), Spring Singapore and Singapore Government Network Information Centre (SGNIC).

Civica's two-stage provision of library services to ACRA includes an initial review and cataloguing of their library collection, followed by a weekly recurrent maintenance service, supported by a part-time librarian, to keep the library fit and sustained. Professional services to be provided include collection development, cataloguing and processing of new library materials, collection maintenance (such as the updating of statutes and professional subscriptions) and maintenance of loans.

Blacktown City in Sydney launches Spydus RFID to meet growing Community needs June 2008

Blacktown City Council Library in western Sydney, officially launched their Spydus RFID solution on Friday 11th July. Partnering with Civica to design and beta test this leading edge technology, Blacktown is believed to be the world's first adopter of the latest Gen 2 RFID tags and UHF readers.

Blacktown is the most populous city in NSW and is the eighth fastest growing city in Australia. Recognising the high rate of growth in their community, Council has implemented the Spydus RFID solution to help them address the many challenges posed by an increasing demand for library services.



With the potential to deliver efficiencies across a number of areas including circulation, materials management, security and inventory the Spydus RFID solution has effectively given time back to Blacktown's library staff, enabling them to focus on creating valuable patron experiences.

The UHF reader technology used in the Spydus RFID solution, has been identified as having an advantage in performance in a self service loans context, providing smoother transactions and requiring less intervention from the library borrower and staff. It also offers an increased reading speed of the UHF tag and reduced susceptibility to tag masking.

The Spydus RFID solution includes fully integrated security doors, that provide flexibility in colour selection to fit with the architectural design of the library building and also provide superior read rate and range for improved security.

Blacktown is the first library to install the Spydus RFID Solution returns chute partnering with Civica in the development of both the software and hardware components.

Spydus Pictures Australia® Catalogue Interface

The Spydus Pictures Australia Catalogue interface is a new interface available from the OPAC and allows your library customers to search online for picture images. The pictures catalogue interface uses a separate collection filter for records with images attached and uses the BIB record as a link to find the stored image.

Key benefits of the Spydus Pictures Australia Catalogue Interface are:

- Ability to electronically store pictorial images of interest for retrieval at a local and global level
- Easy to use, store and link information
- Useful research tool
- Fast search and retrieval engine

Picture Australia is an internet-based, free image searching service accessible via your Spydus OPAC catalogue that allows your library customers to search multiple online pictorial collections at the National Library of Australia's union catalogue of images. Your library can subscribe to this service and make your own pictorial collections accessible to anyone searching across the Picture Australia database.

How does it work?

Essentially your library's picture collection data is made available in Dublin core on the local Spydus server and Picture Australia either harvests this data on a regular basis, or the library sends the data to Picture Australia via a regular scheduled task. Picture Australia then links directly from their records to the full image located on your Spydus server.

Joining Picture Australia®

Picture Australia is a free searching service that allows anyone to surf their online pictorial collections from a whole range of cultural agencies, both in Australia and overseas. Search results will include images from libraries, archives, galleries, museums, historical societies, universities and other cultural agencies.

To contribute to the Picture Australia database each contributor pays an annual fee which goes towards the costs of publicity materials and enhancements to the service. Contributors must also adhere to certain requirements and standards which is noted in their contributor guide.

In order to utilise this facility, Spydus8 customers will need to arrange a subscription to the Picture Australia service.

Spydus Customers using PictureAustralia®

Sunshine Coast Libraries in Queensland has been a contributor to the Picture Australia collection at the National Library of Australia since 2003.



*Old and new locomotives in the Morton Sugar Mill yard, Nabour, 1963
Image courtesy of Pictures Sunshine Coast*

Visit the Spydus [Picture Sunshine Coast Catalogue](#)

You can also visit [The Thuringowa Collection](#) at the CitiLibraries Townsville website, where you will discover books, pictures, oral histories and ephemeral materials for you to enjoy or help you with your research.



96A Whippet & Essex cars, Marlin Street, Balgal Beach Ca1946
Image courtesy of The Thuringowa Collection

If you would like more information on how your library can implement an interface to Pictures Australia please speak to your Account Manager.

Spydus Customer Service Innovation Award – Vote for Central West Libraries

The IFLA Award Winning 'Have you done your Homework?' Program

Central West Libraries is a regional library service located on the Central Tablelands and Western Slopes of New South Wales. Central West library are enjoying local success with their "Have you done your Homework?" program as well as recent international acknowledgement for their achievements within their community recently winning the international management and marketing award for their "Have you done your homework?" campaign.

Manager Library Services Jan Richards said it was a huge coup for Central West Libraries and Australian public libraries.

"Our research identified a need to offer students a different way of using Central West Libraries' resources to help them with their homework. The yourtutor online delivery gave us the means to connect a student with an experienced tutor via the internet," she said.

Central West Technical Services Librarian, Ros Dorsman prepared the IFLA award application.

"It is a terrific thrill for us to win this award and being able to go the IFLA conference in Quebec is very exciting," Ros Dorsman said.

Central West Libraries will receive a cash award of US\$1000 to further the marketing efforts of the library. As part of the prize Ros will attend the 2008 IFLA General Conference and Council to be held in August this year in Quebec City in Canada, with the award being officially presented at the conference.

The 'Have you done your homework' program provides an online classroom partnership and online homework help for school students with Central West Library staff available to provide guidance to students in the use of the libraries traditional collections and resources. Orange City Library operates Homework Help @ Orange City Library for two (2) hours after school Monday to Thursday during school term. Qualified and experienced librarians are available to assist school students make optimal use of their libraries classic reference and research solutions including using the web and the yourtutor web tool. Library staff at Central West have also prepared pathfinders (web links) for commonly requested school topics /projects and direct students to these links to complete homework or undertake research.



Spydus 8 New Features – Spydus Cataloguing Feature



A range of new features and enhancements have been added to the Spydus Cataloguing module in 8.4 including:

- New fields have been added to web entry forms
- Ability to select material type in DVD and Video cassette web entry forms
- Allow for https protocol in urls in tag 856

Hot Tip # 49 - Testing Spydus Offline



Spydus Circulation Offline is a backup system that is designed to be used in the unlikely event that a libraries Spydus system goes offline during your library's front desk operational hours. It can be used to issue, renew and return items as well as register new borrowers while the Spydus Library System is offline.

It is important that libraries ensure that this offline functionality does in fact work by testing it on a regular basis.

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.

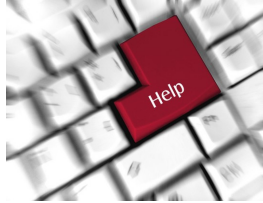
The prompt is not included in the installer for client release 8.2.19a, so the manual work around for this is:

- 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 8.4.3c 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 mhunter@civica.com.au 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.

ALIA Dreaming '08 Civica Customer Dinner

The ALIA Dreaming '08 Conference is just around the corner and promises to be a very exciting event with more than 650 delegates heading to Alice Springs for this key four day event.

Civica will be hosting a special customer dinner for our Spydus customers on Tuesday 2nd September at Hanumans Thai Nonya and Indian Restaurant at the Crowne Plaza.

If you will be attending ALIA we invite you to join us for dinner on the Tuesday evening following the Welcome Reception. To RSVP please email Matthew Hunter at mhunter@civica.com.au or call (03) 8676 4400 by Friday 29th August.



We are also delighted to be hosting the Conference Dinner, which will be held under the stars at the unique, outback Ooraminna Homestead with panoramic views of the Ooraminna Ranges and with spectacular colours on sunset. This evening offers you the opportunity to escape the "four walls and ceiling" for a few hours and come to the true outback where your ceiling will be a canopy of a million stars.

ALA Conference – Anaheim, USA

Civica attended the annual ALA Conference in Anaheim, CA at the end of June which was very well attended with more than 15,000 library representatives from across the globe. Joe Keller from our US office, Chris Thewlis from our Australian office and Will Blackburn from the UK were on hand to provide Spydus demonstrations and information to delegates.



Spydus Upgrade Projects

Australia

We welcome and congratulate twelve (12) TAFE Colleges in Queensland who have joined Spydus as a Managed Services customer on 8.4.1

Fiji

Congratulations to University of the South Pacific Library (USP) for their recent upgrade to Spydus 8.3.2

Spydus 8 Fact Sheets – Fund Rollover

It's end of financial year time again and you may find it valuable to review the Spydus 8 Fund Rollover fact sheet that can be found on the Civica website.

Remember to check out other Fact Sheets on the Civica website as these are regularly updated. Go to <http://www.civica.com.au/> Spydus> Customer Services> Support Services>Fact Sheets, enter the password to gain access and then download or print the fact sheet that is of interest.

Spydus People

Australia

Matthew Hunter



Matthew joined Civica's Library & Learning team in Melbourne in a sales support role in March 2007 and he has recently accepted the new role of Account Manager for New Zealand, South Australia, Victoria and Fiji. Matthew and his partner have finished renovating their Melbourne 1950s clicker brick home and are now relaxing and enjoying the fruits of their efforts. Matthew is also recovering steadily from a broken arm that he sustained while body surfing in Bryon Bay in New South Wales earlier this year.

Nikki McGregor



Nikki joins Civica's Library & Learning team in Melbourne as Account Manager for Australian Capital Territory, New South Wales, Queensland and Western Australia. She has worked in Victorian public libraries for 10 years in variety of roles including: children's; branch management; systems; and training. She has also worked in a number of low paid hospitality and retail jobs to support a severe backpacking habit in her youth. Having broken this habit a few years back, her holidays are now a lot more expensive, but much more comfortable.



Bede Doherty

Bede Doherty has joined the Civica Library & Learning Sales team in Melbourne and will be focusing on new business in the Australian Capital Territory, New South Wales, South Australia, and Western Australia. In his spare time he is interested in wine, having studied viticulture and winemaking and radio where he is an occasional newsreader on 3RPH Vision Australia. Bede also has an interest in film where he has worked as an extra on some films, is passionate about the environment being a member of a climate change lobby group and enjoys watching rugby union, doing aerobics and cycling.



Ann Marie Findlay

Ann Marie has joined Civica's Library & Learning team in Melbourne in the role of Business Development Manager for Northern Territory, Queensland, Victoria and New Zealand. Ann Marie has previously worked in the IT, Information and Insurance industries with sales experience in consultancy services including information management, business process improvement, online documentation and training. Ann Marie enjoys scuba diving in warm tropical waters, and skiing the long slopes. Being a Kiwi she is coming to grips with the AFL, but prefers the NRL.

Singapore



Jason Doery

Jason Doery will be relocating from Melbourne to join the Singapore Civica Library & Learning team as a Project Manager focusing on strategic development. Jason will be assisting in the strategic development of new products and services and the delivery of business growth for the company. Jason brings to Civica 5 years experience working within the education sector, where he managed a laptop program and service desk for a well-established private school in Victoria, Australia. More recently Jason has worked on the implementation of a hardware refresh program involving over 11,000 desktop and laptop computers. Jason's hobbies outside of work include swimming and mountain biking.

Upcoming Events 2008

- ICT LT, Singapore, 5 - 6 August
- ALIA, Alice Springs, Northern Territory, Australia, 2 - 5 September
- SPUN Conference, Adelaide, South Australia, Australia, 1 - 3 October
- QPLA, Brisbane, Queensland, Australia, 19 - 22 October
- LIANZA, Auckland, New Zealand, 2 - 5 November
- New Librarians Symposium, Melbourne 5-6 December

