



SPYDUS



**Library solutions
that deliver convenience,
knowledge and manageability**

Spydus Library Solutions

Library solutions that deliver convenience, knowledge and manageability

Libraries and information service providers continue to deal with far-reaching changes while addressing growing demands for improved service standards and greater efficiency. Drawing on Civica's extensive experience of delivering library management solutions around the world, Spydus helps libraries to deliver modern responsive services, easier access and improved efficiency.

As one of the earliest established library systems suppliers, Civica has a strong track record of delivering library automation solutions over 27 years. A leader in library managed services, Civica combines consulting, software and infrastructure services to help libraries respond to their key requirements by:

- **Providing an increasing range of services at a reasonable and consistent cost.**
- **Improving traditional library functions and accelerating new ones.**
- **Providing the flexibility to find, reserve and collect information at the time and place of choice.**
- **Dealing easily with increasing volumes.**
- **Providing consortia solutions that allow sharing, yet retain individuality.**
- **Delivering information in multiple formats, languages and locations.**
- **Implementing practical, easy to use web services to empower patrons.**
- **Catering effectively for homebound borrowers, mobile libraries and community information.**

SPYDUS

The total information management solution for libraries.

"Civica was the obvious choice, having vast experience in library systems. Now we have peace of mind. The reliability [of the managed service] is fantastic. We are getting much more for the same money, however in real terms we are probably making a 5-10% saving, and are saving staff time, since I can deploy staff members in other areas."

Julie Rae, Chief Executive, Central Highlands Regional Library Corporation



Why Spydus?

Integrated systems are fundamental to the successful delivery of library services. Yet libraries are challenged to update processes and integrate automated systems with web-based and mobile solutions, a situation compounded by a growing workload, resource constraints and the rate of change of modern technology.

Spydus delivers an integrated automation solution and encompasses the complete set of library activities:

- Acquisitions
- Online Public Access Catalogue
- Archives
- Public access and self service
- Cataloguing
- Serials
- Circulation
- Staff enquiry
- Homebound borrowing
- Z39.50
- Inter-library loans

Consulting: creating solutions

Combining deep insight with industry best practice, Civica's experts work with customers to recommend and implement change.

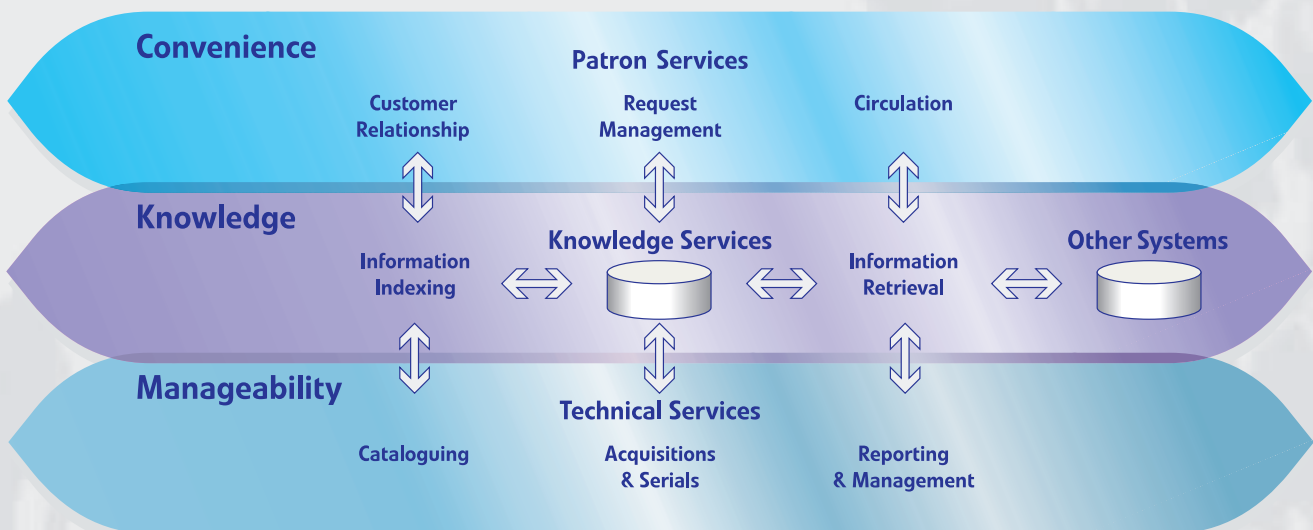
Workflow design: Analysing, documenting and re-designing existing workflows, Civica's approach enables libraries to meet objectives in a cost-effective way, helping to improve responsiveness and efficiency of services.

Low-risk solutions: With a track record in delivering implementations on time and within budget, a Spydus solution ensures a low-risk and pain-free migration from your existing system.

IT services: Civica is an expert in the design, delivery and integration of modern technology infrastructure.

Training: Civica's comprehensive and well structured training programs are delivered by our team of fully qualified library professionals. Using the library's own workflows staff receive the training they need to take full advantage of the library system.

SPYDUS Library Management System



'We are committed to working with quality providers who have a proven track record of successful and trouble free implementations with strong ongoing support. Civica demonstrated a real grasp of our systems and processes and reflected these in their communications with us. We are looking forward to working with a vendor that listens to customers and responds to our actual requirements.'

Kate Amos, CIO, Hutt City Council, New Zealand.



Software: enabling solutions

Now in its fourth generation, Spydus is a functionally rich, web-centric application built around open systems concepts. As well as automating traditional library functions such as circulation, cataloguing, public access, acquisitions, and serials control, Spydus includes facilities for inter-library loans, selection, stock rotation, newspaper indexes, homebound borrowers, archives, self-service and data loading. In addition to managing bibliographic data, Spydus caters for multimedia collections, community information, historical archives and artefacts, and abstracts or full text management.

Key features include:

State-of-the-art technology: A high performance library management system, with modern capabilities built from long experience, Spydus provides an end-to-end solution that is easy to deploy, manage and use.

The most powerful and flexible search engine: At the heart of Spydus is its indexing and retrieval engine. Based on specialised indexing technology, the Spydus engine is optimised for delivering high performance data merge and join operations. This guarantees fast response times regardless of the size of the retrieved set of records and allows for massive Boolean operations across any or all indexed fields and unlimited refinement of the result set. The result is the leading search engine in the market place ensuring both precision and recall.

Innovation: 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. Customers can focus around a complete set of capabilities that equal the very best today and in the future, delivered by a "single source" provider, whether for affordable self service solutions, electronic payments, resource bookings, collection development or RFID solutions.

RFID (Radio Frequency Identification) is an identification and security technology for which Civica has devised an affordable market-leading solution fully integrated with Spydus.

By logically separating the circulation and security functions, only a unique identifier is required to be encoded onto the RFID tags, delivering a cost-effective and efficient solution for stock control. The Spydus RFID solution provides for self service kiosks, collection management, automated return sorting, security and is also tightly coupled into the circulation functions.

Managed Service: delivering solutions

Civica has designed the Spydus Managed Service in response to a demand from libraries to be able to cost-effectively provide patrons with an increasing range of services. On behalf of its customers, Civica manages the day-to-day running of applications, infrastructure and library services to guaranteed levels and predictable costs.

Civica's Collection Services encompass collection development, management and maintenance to deliver 'shelf-ready' reference and lending library resources and our comprehensive Manpower Services ensure libraries have access to the staff resources required to operate an efficient library service.

As systems have grown in complexity, the need for skilled staff to manage and support the IT infrastructure has also grown and for many libraries it is simply not possible to afford or retain the necessary resources within budgetary constraints. Civica combines the skills and experience to optimise service quality and flexibility, while keeping pace with technology.

Tangible benefits of a Managed Service include:

- **A single solution with improved service levels.**
- **Assurance that the library management system is up to date in a rapidly advancing field.**
- **Scalable resource capacity, now and in the future.**
- **Delivering reliability of access, reduced risk and disaster recovery.**
- **A predictable cost base year-on-year with flexible payment models.**
- **Reduced management and system support overheads.**

The complete solution

Whilst high quality, high performance software is fundamental, the imperative is for an experienced partner with the ability, capacity and insight to deliver a more complete library solution. Civica combines the foremost modern system with expert consulting and managed services to ensure better outcomes and a rapid return on investment.

An experienced partner

- Civica's Spydus Managed Service is helping the City of Boroondara Library Service, in Melbourne, to improve performance while handling a growing workload from more than 100,000 customers, including issuing over 2 million items per year. A large, urban library with 71 staff, City of Boroondara relies on Civica's Managed Service to provide 24 x 7 system management, automatic software upgrades and full disaster recovery provision.
- Civica's Spydus online catalogue will enable customers to access Blacktown City Library's 280,000 in-house titles, as well as providing a gateway to electronic documents, databases and websites. The 3rd largest local government area in Australia, Blacktown provides library services to 100,000 plus registered members and the 290,000 City residents.
- Civica's Spydus Managed Service is helping more than 340 primary, secondary and junior college schools deliver efficient library services to students in Singapore, with the schools' library collections, staff and library systems all managed by Civica.
- Civica's Spydus Managed Service is helping the SELMS Consortium in the United Kingdom to improve the management and service capabilities of the participating local authorities' library services, which together serve 1.4 million people across South East England.

"The introduction of this new management system translates to convenience for members and other users of our City Library in terms of the much reduced time it will take to complete routine transactions. the system will help realise an ongoing goal of the service, which is to move with the times in order to cater to customer expectation and demand."

Lord Mayor, Wollongong City Council, Councillor Alex Darling

"The consortium will provide an innovative and cost effective shared resource for members to renew and improve their library services and meet customers' expectations."

Zoe Albright, SELMS Project Manager,
United Kingdom.

The Civica Group is a global provider of consulting, software and managed services to the public sector. Supplying specialist solutions to the library, local government, enforcement, education and healthcare industries, the Group has more than 1500 customers in the UK, Australia, New Zealand, Asia and the US. Civica has a 27 year history of providing effective software solutions to the library industry. More than 1300 libraries worldwide are using the Spydus Library solution, with more than 580 libraries choosing a Managed Service delivery model, enabling them to provide the highest level of customer service to their library patrons.

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