

CIVICA

Transforming the way you work

Spydus Library solutions and services



Delivering better outcomes

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Spydus

Integrated Library Management System

Spydus10, Civica's integrated library management system uses the latest technologies and offers all the features to manage the changing needs of a modern library service. Our focus is on providing innovative customer-centric features to enable you to deliver a high level of service to your library community.

Commitment to customers

With over 30 years' experience in the industry, Civica is committed to the long term development of integrated library solutions. The long term relationships we have with our customers form a key part in product roadmaps and associated services, as we search for continual improvement as one of the world's leading library vendors. Entering into a partnership with Civica enables customers to continually remain at the forefront of library technology solutions, with ongoing benefits provided to their users.



Spydus: next generation library management solution

Spydus10 is the perfect combination of traditional integrated library management with the unique features of a discovery OPAC, which includes reader recommendations, digital asset management and cultural and local history collections. Spydus10 also comprises integrated modules for business analytics, event management and streamlined digital content.

Reduce risk, reduce overheads with the cloud advantage

Civica can help you safely take advantage of the cloud whilst transforming your IT security and performance. Our fully managed offering means that you can be confident that your critical data and applications are kept up-to-date, secure and protected at all times.

100% web based and mobile ready

Spydus10 has been designed with mobility first in mind to provide an optimal viewing experience with easy reading and navigation. It enables staff members and library customers to have full access from any web enabled device.

Fully supported in Singapore to deliver library best practice

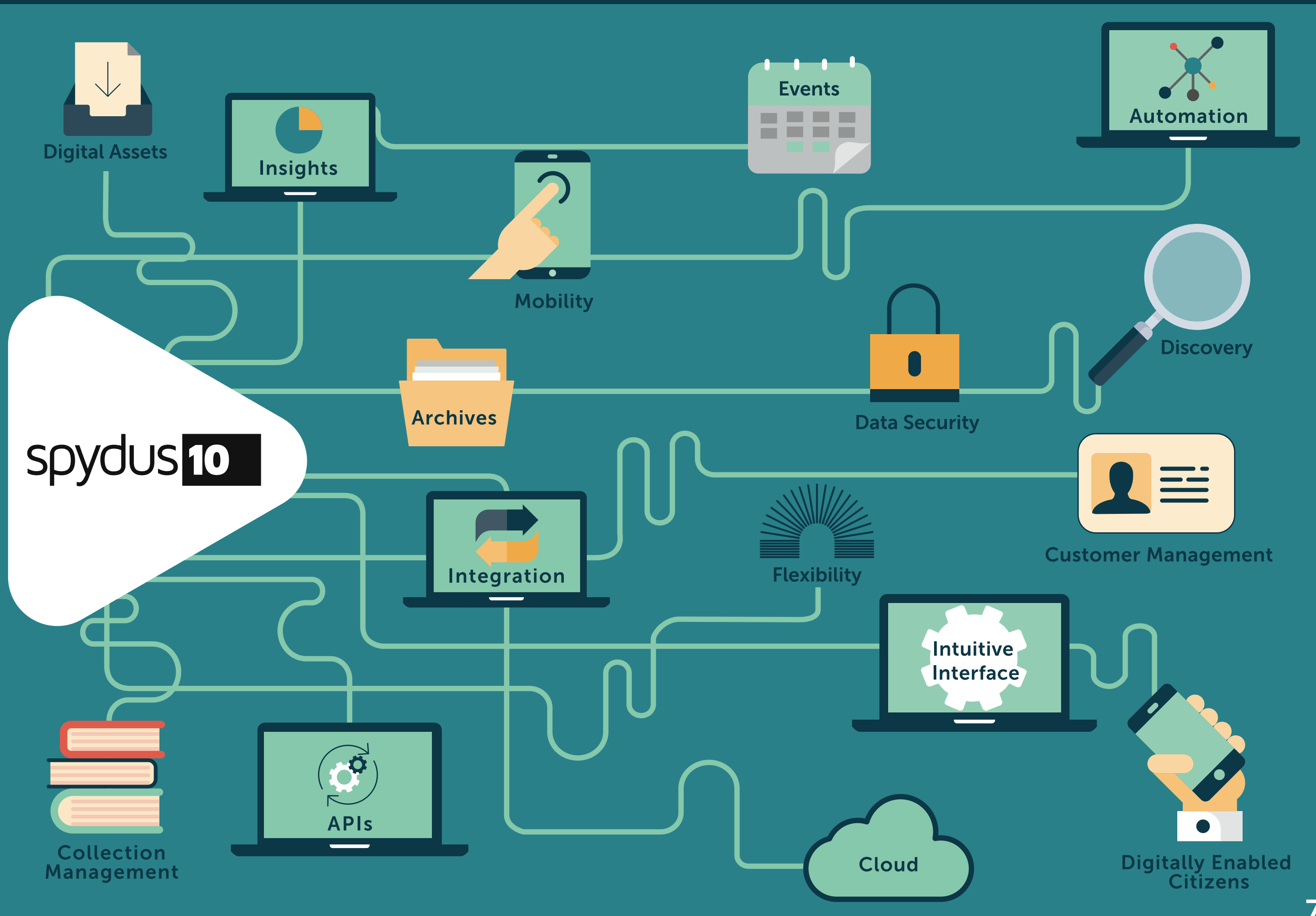
With a 30 year pedigree, Spydus development originates in Australia, with contributions from our Civica teams worldwide including Singapore and the UK. In Singapore we have a full support team of helpdesk staff, business analysts, trainers and experienced professional librarians.

Our local team understands the needs of libraries and provides the expertise and delivery know how to help you deliver best-practice library services to your community.

Established consortia model

Spydus10 is flexible and scalable to suit small single institutions and consortia of any size. Our customers worldwide include education libraries, public libraries, national libraries and special libraries. Our approach to consortia is that libraries can have the option to maintain their unique identities yet be part of a wider shared service.





A complete library software and service offering

| Spydus10 offers the following key modules and features:

Circulation

Spydus Circulation is an intuitive web based module that staff can use to perform daily library transactions as well as borrower and item maintenance, stocktake, offline home library services and much more.

Cataloguing

The Spydus Cataloguing module is MARC21, RDA, AACR2, FRBR and Unicode compliant and allows for full global authority control. It provides full screen editing, real-time indexing and the ability to work offline or online. In addition to the standard cataloguing module, customisable web based forms are provided for easy data entry. It supports full z39.50 protocol.

Acquisitions

The Spydus Acquisitions module is fully integrated. It provides a comprehensive facility for managing the purchasing of items (physical and digital) right through to invoicing processing, check-in, fund management and reporting. The EDI interface allows library staff to communicate with their suppliers in a fast, modern and convenient way.

Serials

The Spydus Serials module is fully integrated with the Acquisitions and Cataloguing modules and is designed for the complex task of managing a serials collection. The module provides the functionality to manage a library's serials subscriptions including renewals, issue claims and reminders.

Requests

Spydus Requests allows library customers to create requests for items to purchase or inter-library loan via the OPAC and allows the customer to monitor and review the progress of their requests. Library staff can then manage these requests, including mediation and further streamline the requests into purchases.

Electronic Resource Management

Electronic Resource Management (ERM) is designed to assist in management of records for online resources such as databases and websites. It can be used to store contractual information as well as information about online resources available to the public.

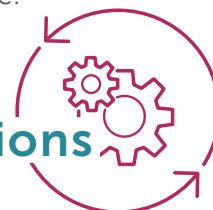
Reports

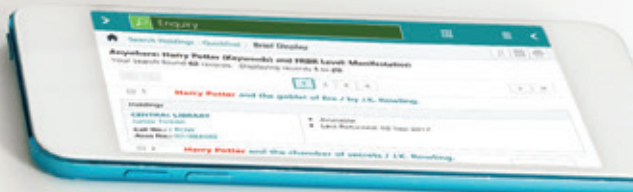
Within the core Spydus product the Reports module carries an extensive range of standard operational and statistical reports that assist with the processes involved with all modules. All reports can be directed to network printers or transferred to desktop applications such as Microsoft* Word and Excel.

Maintenance

Spydus provides a complete, easy to use interface for maintaining system parameters and policies for all modules and operations. This interface is designed to allow libraries to easily configure and update parameter settings and policies across the database.

**Streamlines
library operations**





Cultural collections and digital asset management: integrated and accessible

Today's heritage collections are rich and unique repositories of community knowledge and information, in both physical and digital formats. However, the dilemma many organisations often face is how to make these diverse collections accessible and searchable to their communities.

Complete archive and heritage management

An additional part of the core Spydus offering, our Archives module is included to manage local history collections. It has been designed to manage mixed collections of physical and digital items.

Records are created based on the General International Standard Archival Description (ISAD (G)). This incorporates data fields such as a title, creator, donor, summary description, subject authorities, search dates, access and use restrictions. ISAD (G) includes the incorporation of a hierarchical model, to retain provenance of collections and further link items to aid discovery of resources.

A single repository for all your library digital assets

Complementing Spydus Archives, Digital Assets (DA) is also a core component of the Spydus suite for both ordinary library collections and local studies collections. DA catalogues and supports digital resources including ebooks, journals, unpublished manuscripts, images, music, audiobooks and video content.

For digital files held within the library or archive, DA provides its own comprehensive digital repository. Assets are uploaded and catalogued using a metadata structure. They can then be linked to bibliographic MARC records or Archive records, and can be searched and accessed through the Spydus OPAC.

**Easily manage
digital assets**



Case study

Masterton District Library and Wairarapa Archive, New Zealand

Civica's archive solution has enabled the Masterton District Library and the Wairarapa Archive, New Zealand, to open their collections to the world through online access, enabling self-directed searching worldwide. The ability to deliver a wide range of formats through both the digital repository and the database has put the Wairarapa Archive at the forefront of New Zealand community archives. As Civica's system is ISAD (G) compliant it has allowed the Wairarapa Archive to contribute to federated databases such as Digital NZ. The web based data entry has made staff training and use quicker.



Public Catalogue: one repository, one discovery layer, one simple search

Spydus10 makes searching simple. It draws both digital and physical items into one seamless and unified search result. With the Spydus faceted search and collection browsing features, your library's entire collection can be discovered.

Once logged in, it provides library customers with a personalised experience with loan, reservation and account details, alerts, title recommendations based on borrower profile and their borrowing history.

It additionally gives the ability to do the following:

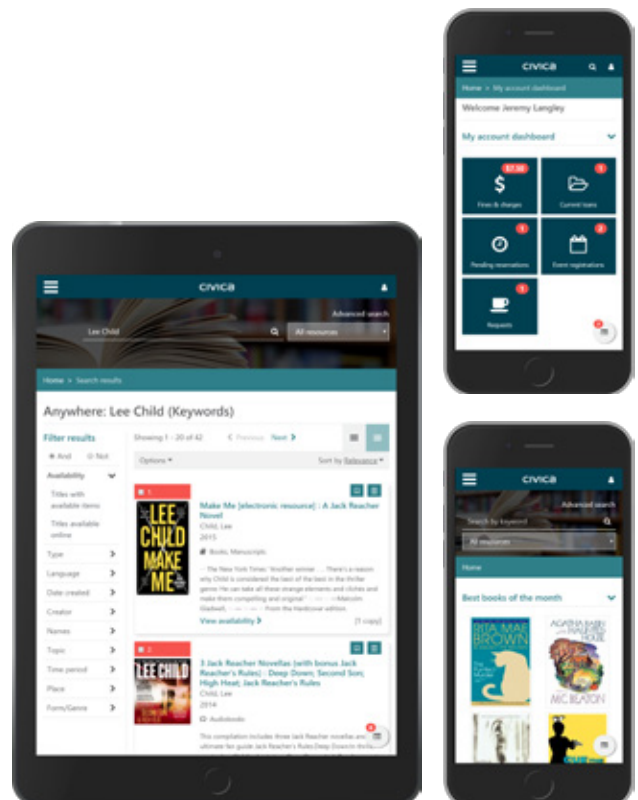
- ▶ Renew loans
- ▶ Place reservations
- ▶ Add reviews
- ▶ Place inter-library loan requests
- ▶ Place purchase requests
- ▶ Link to social media
- ▶ Update personal details
- ▶ Join online

The Spydus OPAC also provides full integration with Syndetics and other enriched content providers and a wide range of electronic resource providers.



Libraries can customise the functionality and apply local branding to their own catalogues through the Spydus Maintenance module, staff can customise their own menu options, join online forms, and help text.

They can also add new content and static pages directly to the OPAC – all without needing to understand how to code.



The Spydus public catalogue is designed for mobility.



Integration options to take your library to new places

eContent interfaces to enhance discovery and streamline reporting. Spydus e-content integration enables library customers to search, view availability, reserve and borrow e-resources in a single platform search.

Spydus currently integrates with Overdrive, Axis 360, RBdigital, Wheelers, BorrowBox CloudLibrary and RBdigital Magazines (Zinio).

For streamlined reporting, loans statistics for these resources are captured within Spydus.

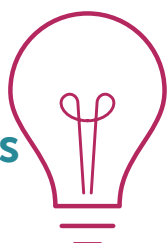
Spydus ePayments

The online payments service is part of the Spydus ePayments module which allows borrowers to pay fines and charges over the internet 24/7. Spydus ePayments has been launched with PayPal, SecurePay and Payment Express.

SpydusAPI – web services for endless library options

The SpydusAPI allows both vendors and Spydus customers the flexibility to create their own solutions integrating Spydus. A wide range of functionality is available via the API including customer authentication, retrieving patron information, check-out and check-in of items, renewals, reservations, charges and more.

Create your own library solutions





Integrated event management for streamlined operations and reporting

Spydus Events is designed specifically for libraries. It completely integrates with Spydus to link borrowers with events, collect event payments and track registration progress in real time.

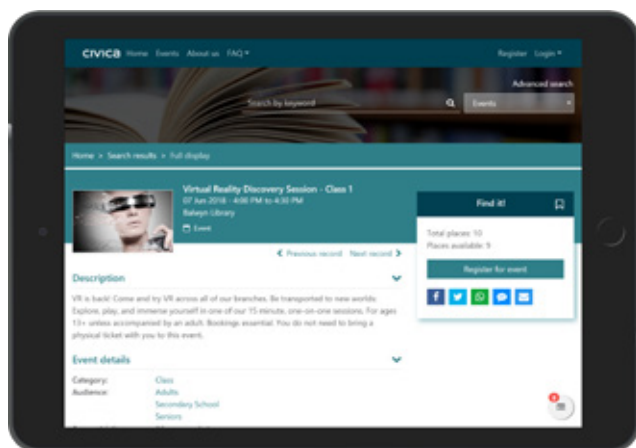
Easily and quickly manage your event

Library staff can easily add their event information, both text and images. The events can be categorised into any type specified by the library, for example, Children's Storytime, Book Club, or Author Talk. Events can be single or recurring.

Events can then be tracked in real time. With an easy to use administration interface your staff can review events and bookings as they happen.

Spread the word

Spydus Event Management appears as a page in your library OPAC dedicated to upcoming events. Using social media tools such as Facebook, Twitter, email and more, you can promote your events to the community, or target specific library borrowers.



Customers can easily manage their events from the Spydus catalogue.

Integrated payments

Easily collect money for events that require payment. Using a supported online payment gateway you can process online payments or have attendees pay at the door.

Get feedback

We understand that event feedback is vital for your reporting. Spydus Event Management has built in survey functionality that can be sent to attendees for post-event evaluation.

Streamlined reporting

All events can be reported on using the standard Spydus reporting modules.



Designed for
library events



SpydusBI: business intelligence for better library decisions

Civica's SpydusBI suite, powered by market leader in analytics, Yellowfin, offers a fresh approach to library business intelligence. It focuses on empowering library decision makers with the ability to access, understand and act on fact-based insight.

Designed for library decision makers, SpydusBI is more than just interactive dashboards and intuitive data visualisations. This innovative end-user-oriented software that's incredibly easy-to-use, offers a richer view of data and trends in your library service, and with collaborative features makes for better, more efficient fact-based decision-making.

There are three modules within the SpydusBI suite:

- ▶ **SpydusManager** – uses all of the key elements within Spydus to create reports around borrowers, loans, reservations, charges, bookings, acquisitions, locations, items, notices and requisitions.
- ▶ **SpydusCollections** – provides an in-depth look at a library's collection focusing on collection profiling, performance and maintenance tasks.
- ▶ **SpydusAnalytics** – aims to bring in range of data sources such as PC usage, Wi-Fi, door counts, OPAC searches, data from council systems etc. into a single interface to streamline reporting alongside Spydus data.

Complex reporting is simplified

- ▶ Build interactive library reports in just minutes with drag-and-drop functionality
- ▶ Over 50 chart types to choose from
- ▶ Comes with predefined report templates to assist libraries with their annual reporting requirements, both for councils and other statutory bodies such as the State Library.

Being completely browser-based, SpydusBI is quick and easy to use. Library content is created once, with that single version of the truth being available anywhere, on any device.

With more time spent analysing data and less time writing reports, SpydusBI provides you with a more comprehensive analysis of the effectiveness of the library service.

Easy to use



Richer views of data and trends

Dashboards

Dashboards allow users to see different data sources on a single dashboard with high level summary reports and KPIs. Dashboards can also be personalised for each user, for example providing high level details for executive management, or branch specific dashboards for branch managers.

Trends Analysis

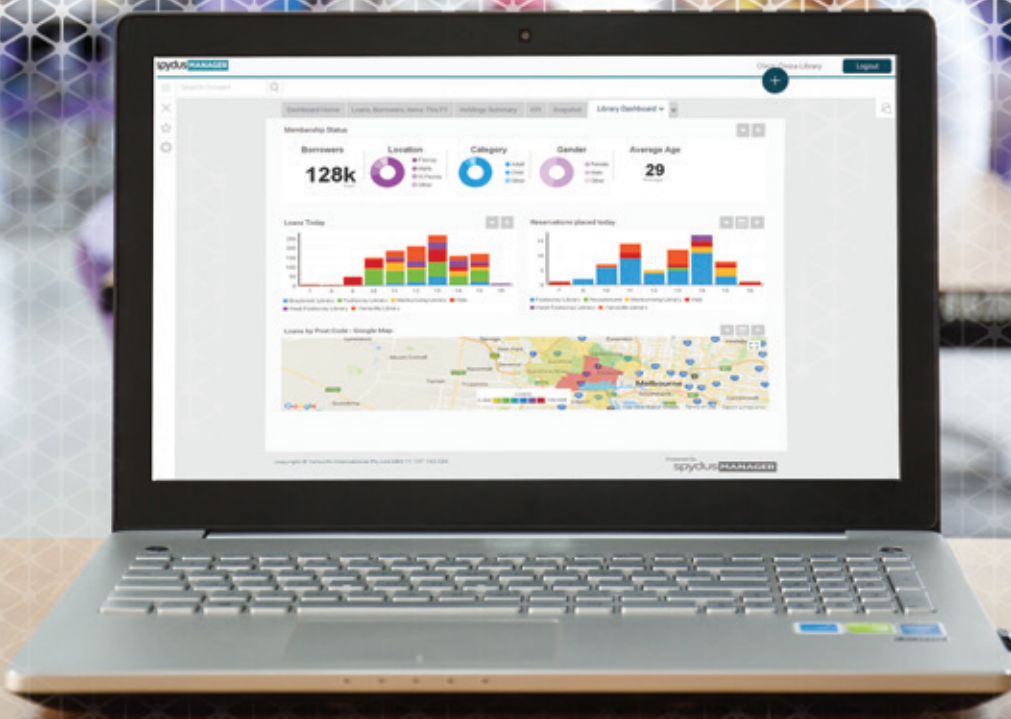
Using the built-in trends and analysis functionality, SpydusBI can assist users to identify patterns and spot outliers. Using these analytics capabilities, trends can be easily identified. Automated forecasting tools can be used by library staff to gain insights.

Collaboration and sharing

Easily share your library insights with library colleagues to take smarter, faster collective action. SpydusBI empowers you to annotate reports or dashboards, make public and private comments on specific content, create discussions, receive automated alerts and schedule reports.

Enterprise reporting for greater oversight and control

Centralised reporting and analysis is vital for consortium customers. This includes financial reporting and analysis, collection and general library administration reporting.



Civica Managed Libraries

| Managing and operating different types of libraries is our expertise.

With a large staff of professional senior librarians and technical experts, running a library is second nature at Civica since we have been managing more than 300 libraries for over a decade.

What sets us apart from other library vendors is our transformational approach which encompasses software, services, consultation and inspiration.

Our people and professional integrity is supported by an established infrastructure that spans library systems, collections, library staffing and library programmes.

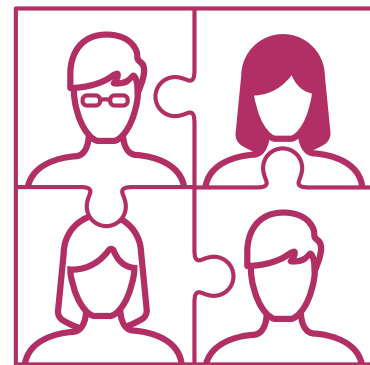
A Civica Managed Library includes:

- ▶ Library consultancy for renovation and design - professional advice on library layout, equipment and infrastructure based on the library's requirements and needs
- ▶ Library staffing and administration – providing the 'best fit' staff for your organisation
- ▶ Collection services - delivering the most popular and relevant library resources in a timely manner
- ▶ Library technologies – in addition to Spydus we procure all technologies required to run a library
- ▶ Programmes and education – designed by our library and education specialists for your specific needs

Consultancy and training services to put the focus on your core service delivery

Our expert training and consulting services enable your staff to concentrate on core service delivery activities for your customers, whilst our team of highly qualified librarians at Civica takes care of the rest.

We offer a wide range of complementary library services, from staff training, collections analysis and profiling, library space consulting to physical stocktaking.



Library consultancy **Collection services**
Library technology **Programmes**

Supported by
our professional library staff

Library staffing for the right support and best fit

Civica provides WSG qualified Library Assistants and Library Officers at your library full-time, to assist with the operation of the library.

All Civica library staff are full-time employees with the company supported with a comprehensive staff welfare structure including health and life insurance packages.

Our goal has always been to build and retain a large, healthy and happy Civica family to deliver a professional and consistent level of service to our customers.

The right trained librarian for your best outcomes

With many years of experience in library staffing recruitment, Civica provides library staff ranging from qualified librarians to para-professionals to library assistants and shelvers.

We understand the culture, the processes and the relationships to be able to provide the right support to get the best outcome for the customer and our staff.

Civica is an Approved Training Organisation (ATO) with Workforce Singapore (WSG) delivering accredited library operation skills courses.

Not relying on library operational training alone, we also regularly conduct a broad range of "soft skills" training to supplement their library skills.



Programmes transforming literacy and readership

Focused on multiple literacies, our suite of programmes have been designed to be in line with curriculum learning outcomes. Each programme has specific objectives and integrates 21st century skills such as collaboration, critical thinking and information finding.

Delivered by Civica trainers, these programmes can be conducted in small or large groups, depending on the needs of the school organisation.

A wide range of programmes to enhance literacy

Civica has been providing reading and literacy programmes including book talks, workshops and courses on media literacy, digital citizenship, research skills, to students, teachers, parents and the general public.

Since we began offering this service, over 500 programmes have been designed and developed for a range of target audiences.

Developed and delivered with expertise and experience

Our team of programme developers have experience in course design and development with an understanding of pedagogies and learning styles.

Our trainers are from a wide variety of backgrounds and have trained thousands of students in both primary and secondary schools.

**Programmes
integrating 21st
century skills**



“Integration, discovery, compatibility and flexibility are what we are looking for in a great LMS and Spydus delivers! It’s an easy system to use for both staff and customers. We can’t wait for the next upgrade with more fantastic features to come. Civica also provides prompt and efficient support and customer service – it’s an ideal library partnership.”

Thuy Nguyen
Information and Digital Solutions Coordinator
Library, Museum & Customer Service
Fairfield City Open Libraries





Start the conversation and get in touch with Civica

If you would like to know more about Civica and our Library Services, please speak to your Civica Account Manager or contact us.

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Watch our Spydus video

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Transforming the way you work