

## 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, inner eastern 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 users 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.

*"There are a lot of library systems out there, however Spydus stood out. It is intuitive, it speaks the library language and it follows the library processes rather than imposing a new regime."*

Ron Pauley, Manager, Cooloola Shire Library

*"It is the only product we saw that really understands the fundamentals of public web access. People will be able to look after their own reservations, build their own borrower profiles (reading lists) and carry out catalogue enquiries via the web. Across all areas we are very pleased with Spydus - it is a complete package..."*

Catherine Anderson,  
Local Government Association of Queensland, Official Spokesperson

The Civica Group is one of the UK's most experienced providers of consulting, software systems and managed services to the public sector. Supplying many customers in the UK, Australia and the USA, including over 500 libraries and more than 700 local authorities, the company has a 20-year history of delivering effective software solutions to local government, criminal justice, healthcare and education organisations.

Its UK customers include 83% of local authorities and more than 90% of police forces.

Civica works closely with clients and partners to develop robust, flexible solutions, helping them reach out with more accessible, responsive services.



# SPYDUS

from  CIVICA

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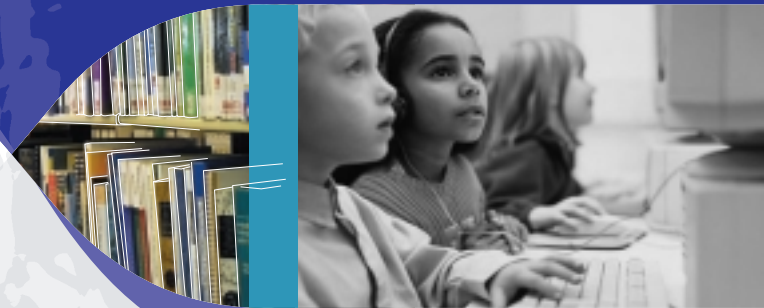
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Library solutions  
that deliver convenience,  
knowledge and manageability





# 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 25 years. The company is also a leader in library managed services, combining consulting, software and infrastructure services to help libraries respond to key requirements such as:

- Provide an increasing range of services at a reasonable and consistent cost.
- Improve traditional library functions and accelerate new ones.
- Provide the flexibility to find, reserve and collect information at the time and place of choice.
- Deal easily with increasing volumes.
- Provide consortia solutions that allow sharing, yet retain individuality.
- Deliver information in multiple formats, languages and locations.
- Implement practical, easy to use web services to empower patrons.
- Cater effectively for homebound borrowers, mobile libraries and community information.

**SPYDUS**  
The total information management solution for libraries, in a single product.

*"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."*  
Julia 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 covers the complete library activity:

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

### 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 library solution, not just a product. Civica combines the foremost modern system with expert consulting and managed services to ensure better outcomes and a rapid return on investment.

### Consulting: creating solutions

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

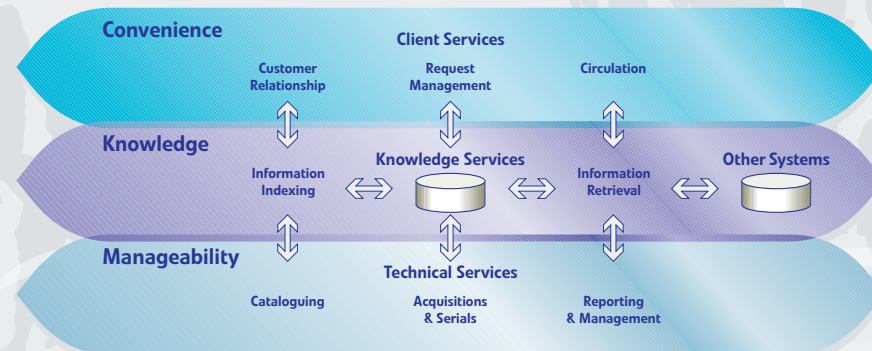
**Process engineering:** Analysing, documenting and re-engineering existing processes. Civica's approach enables organisations to meet objectives in a cost-effective way, helping to improve responsiveness and efficiency of services.

**Low risk solutions:** With a track record in delivering implementations on time and within budget, a Spydus solution provides a low-risk, migration from your existing system to a new and modern environment.

**e-government:** Defining IT strategies, from essential infrastructure to multi-channel client services and mobile working. Civica focuses on delivering rich library services from a customer-centric viewpoint.

**IT services:** Civica is an expert in the design, delivery and integration of modern infrastructure. Accredited technology architects, consultants and project managers provide a range of IT professional services.

### SPYDUS Library Management System



### 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 software 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 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, security and is also tightly coupled into the circulation functions.

### Managed services: 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 and infrastructure to guaranteed levels and predictable costs.

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 suitably the necessary resources within budgetary constraints. Civica combines the skills and experience to optimise service quality and flexibility, while keeping pace with technology. Customers are provided with a single point of contact and accountability. Data services, including storage, backup and archiving enable you to store, manage and protect growing volumes. Innovative financing, together with reduced capital costs also allow authorities to address funding issues and cope with change.



Tangible benefits include:

- A single solution with improved service levels.
- Assurance that library management software is up to date in a rapidly advancing field.
- Essential 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.

