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Transforming the way you work

Spydus

Integrated Library Management System

Delivering better outcomes

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Transforming the way you work

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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.

Designed in Australia, exported to the world

With a 30 year pedigree, Spydus development originates in Australia, with contributions from our Civica teams worldwide including Singapore and the UK.

Our experienced team of software developers, technical, service staff and trainers understand the needs of libraries. They can provide 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.

spydus 10

Digital Assets

Insights

Mobility

Events

Automation

Archives

Data Security

Discovery

Integration

Flexibility

Customer Management

Intuitive Interface

Collection Management

APIs

Cloud

Digitally Enabled Citizens

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.

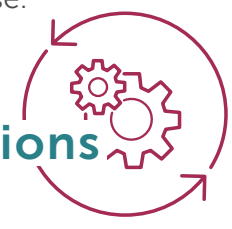
Reports

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



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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

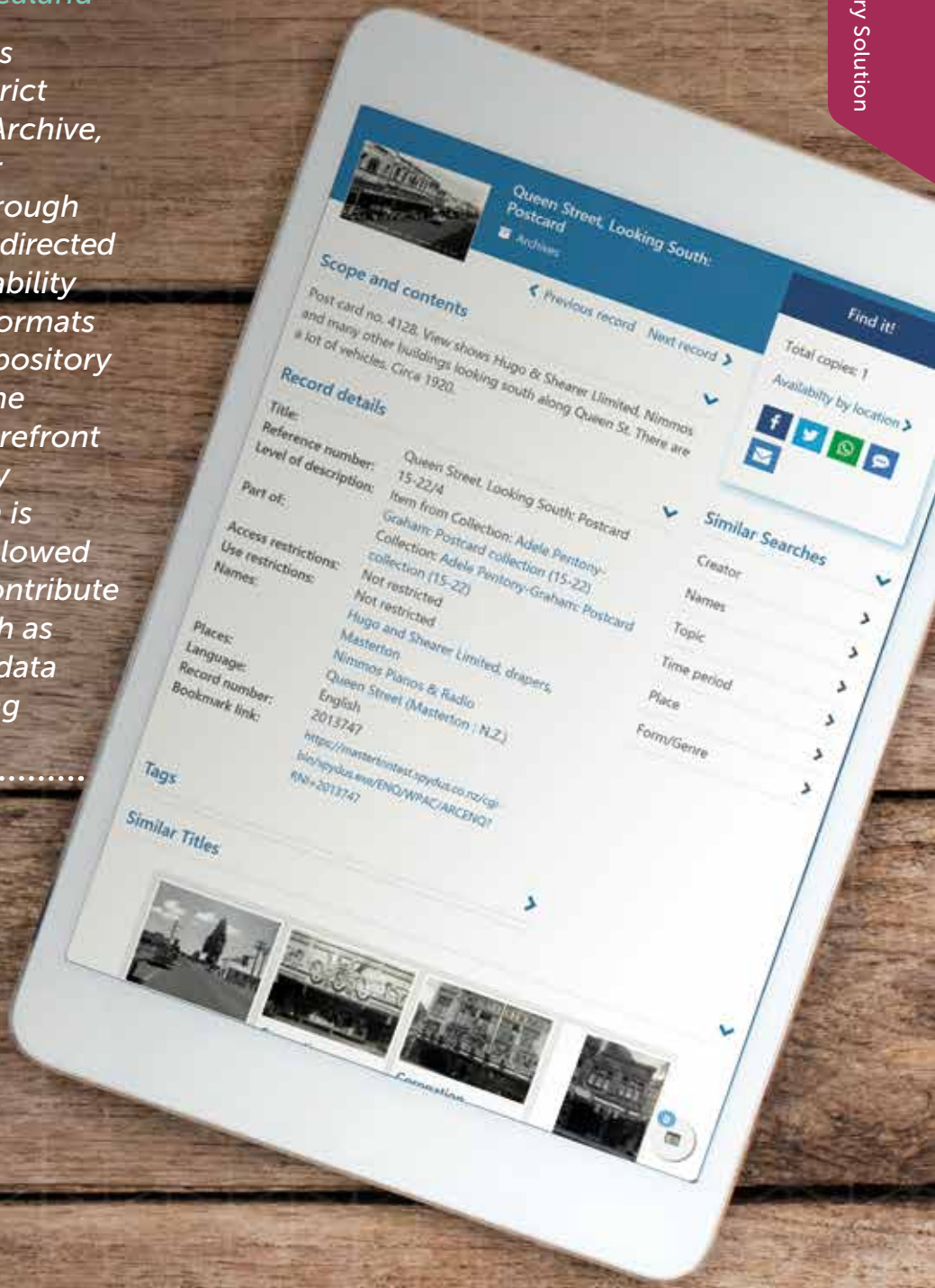
Complementing Spydus Archives, Digital Assets (DA) is also a core component of the Spydus suite for both ordinary library collections and local studies collections. DA catalogues and supports digital resources including ebooks, journals, unpublished manuscripts, images, music, audiobooks and video content.

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.

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 a personalised experience with loan, reservation and account details, alerts and title recommendations based on borrower profile and borrowing history.

It additionally gives the ability to do the following:

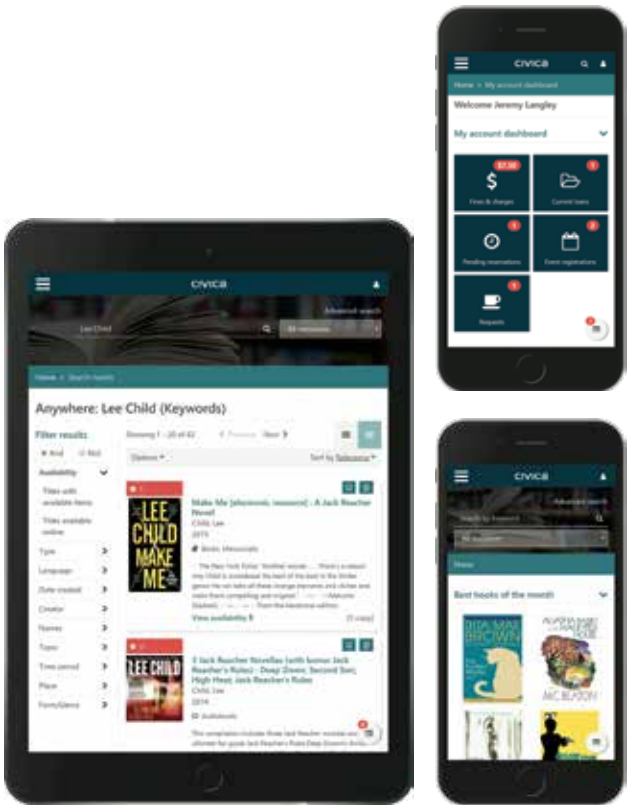
- Renew loans
- Place reservations
- Add reviews
- Place inter-library loan requests
- Place purchase requests
- Link to social media
- Update personal details
- Join online

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

Easily customisable catalogue

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 page text.

Libraries 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.

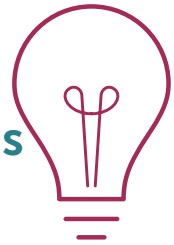
Spydus ePayments

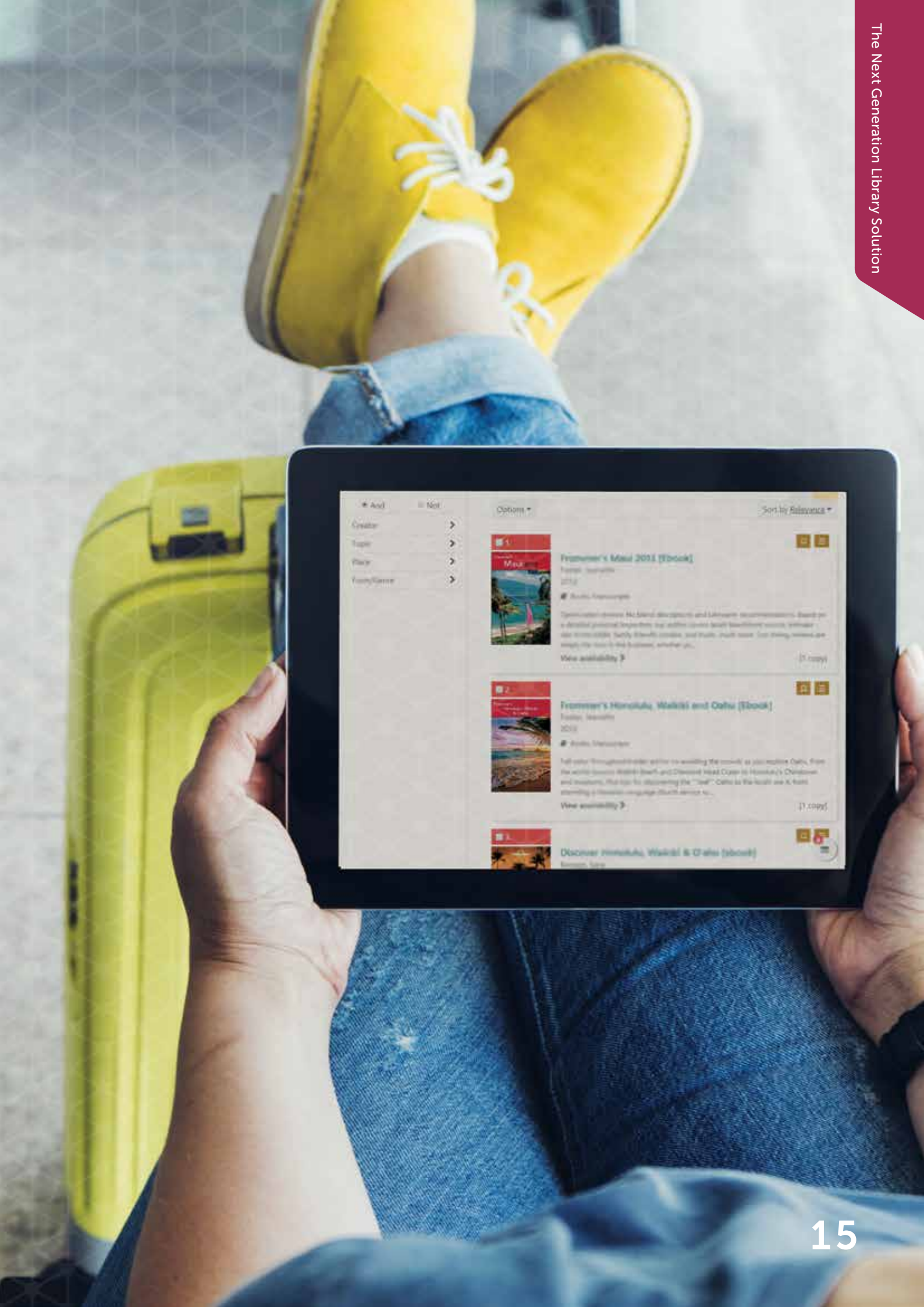
The online payments service is part of the Spydus ePayments module which allows borrowers to pay fines and charges over the internet 24/7. Spydus ePayments has been launched with PayPal, SecurePay and Payment Express.

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

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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.

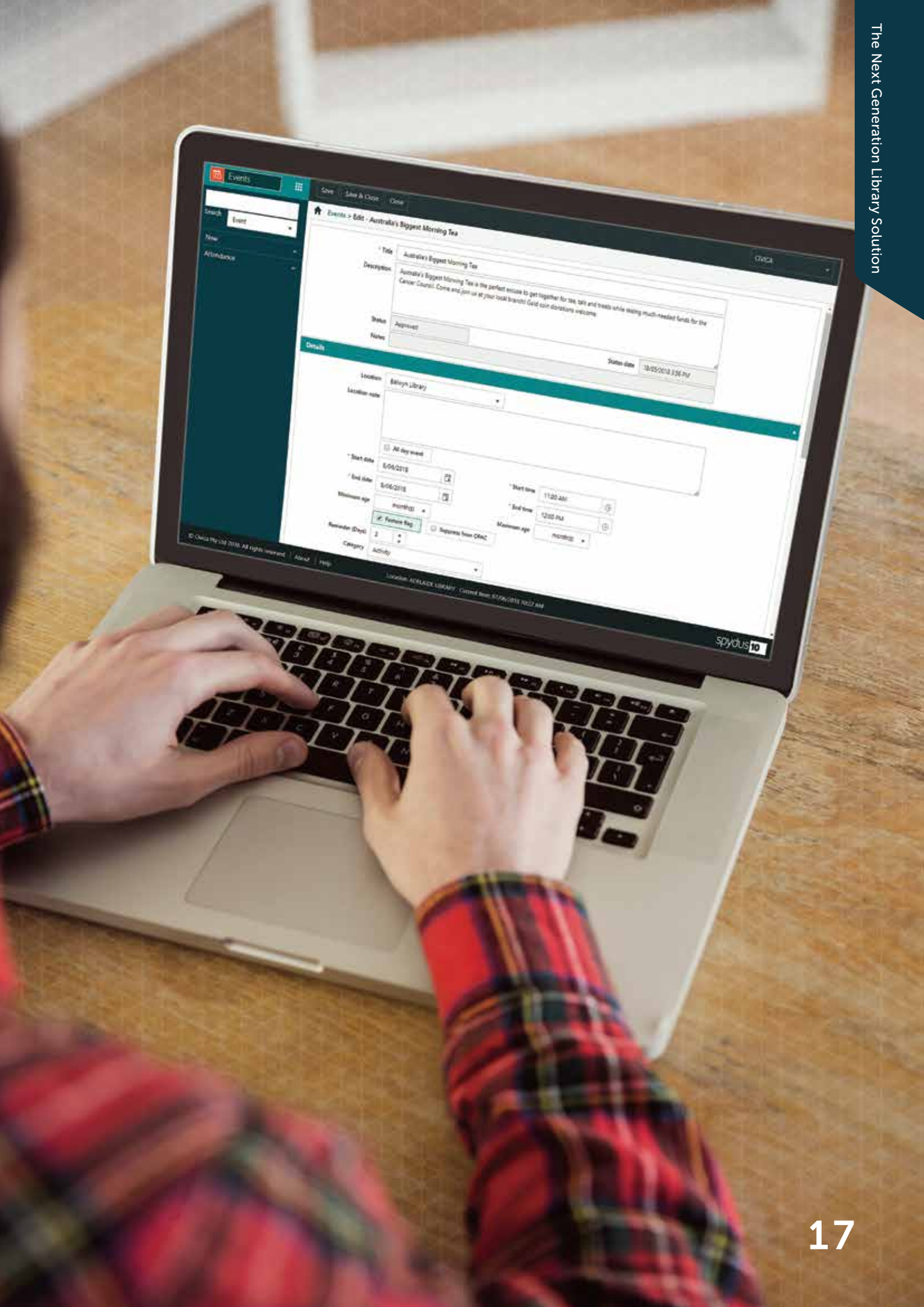
Get feedback

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


Events
Search
Event
New
Attendance
Save
Save & Close
Close
Events > Edit - Australia's Biggest Morning Tea
* Title
Australia's Biggest Morning Tea
Description
Australia's Biggest Morning Tea is the perfect excuse to get together for tea, tarts and treats while raising much-needed funds for the Cancer Council. Come and join us at your local branch! Gold coin donations welcome
Status
Approved
Notes
Details
Location
Balwyn Library
Location note
All day event
* Start date
5/06/2018
* End date
5/06/2018
Minimum age
Months
Feature flag
Requires host ORAC
Reminder (Days)
2
Category
Activity
* Start time
11:00 AM
* End time
12:00 PM
Maximum age
Months
About
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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, collections and general library administration reporting.

One system, many options

A key feature of Spydus is its ability to connect all libraries. Civica's Consortium Model has been developed to meet the needs of libraries who wish to share all resources across the consortium through members, loans, reservations and transfer of items, or simply a bibliographic database.

Civica has successfully implemented the Spydus Consortium Model worldwide including public and tertiary institutions in Australia, New Zealand. Singapore and the UK. In addition to national, state and regional libraries, the Spydus Consortium Model is also used to bring smaller libraries together.

Connecting communities - sharing resources

The Spydus Consortium Model enhances the library experience for both users and staff. For users it enables access to increased collections and for staff, greater opportunities to develop and expand their roles and experiences. Importantly, the Spydus Consortium Model connects communities but enables them to maintain their individuality.

Greater flexibility to for all consortia partners

We understand that all libraries have specific needs. The Spydus Consortium Model therefore maintains flexible policies that can easily adjust with the changing requirements of the group. Based on access policies, all libraries in a Spydus Consortium have the ability to retain local customisations yet also enjoy all the advantages and benefits of a consortium set up.

Your expert partner in library consortia

A strong partnership is vital to the success of the project. With over 15 years' experience in implementing library shared services, Civica has worked closely and in partnership with many libraries to ensure a smooth transition from the current library system to a Spydus Consortium Model.

Manages varied consortia requirements

Case study

Great Southern Consortium, Western Australia

The Albany Public Library is designated by the State Government as a Regional Library – supporting eight regional local governments (and twelve library branches) in the Great Southern region of Western Australia.

The region serves a population of over 60,000, with collections of over 120,000 items with approximately 25,000 members. A regional shared service based on Spydus now offers significantly enhanced service to both participating shires and library staff, as well as library users across the region.

"We are delighted to work with Civica on making this library network happen for our region. We hope to achieve our vision of creating physical and virtual community hubs with Spydus10 beyond the City of Albany into our regional council partners. We believe that Spydus10 will help to preserve our social and documentary heritage for current and future generations. With Spydus deployed across the consortium, we will be able to share knowledge and resources across libraries, thereby deepening our partnerships with other councils and the wider community."

Paul Nielsen, Manager Precinct, City of Albany

Spydus managed services: support and security to count on

Over 15 years ago, Civica pioneered managed services solutions for libraries. This is now the preferred choice of the majority of Spydus customers, with over two hundred solutions being supported across Australia and New Zealand.

Now, Civica provides critical business software to libraries, education, state and local governments, health providers, police forces and numerous other sectors around the world. Our systems hold vast amounts of Personal Identifiable Data (PID) and they must be secure and protected at all times.

Civica understands this responsibility and will deliver and manage the technology on your behalf.

Australia-wide support and expertise

As one of the largest suppliers of library systems in Australia, our service desk teams, business and data analysts, trainers and project managers are nationwide.

From the outset, our teams will consult with your organisation to understand your success criteria and what we need to do to ensure a successful project.

As part of our managed services solution Civica provides you:

- Dedicated Spydus LMS (including database, application and web servers) managed by Civica within an an ISO27001 accredited data centre
- Complete server monitoring and administration
- Uninterruptable power supply
- Complete system and data backup including offsite storage
- Library file management service
- Full disaster recovery
- Full service desk support
- Regular software upgrades
- Secure connection to Spydus database via HTTPS

Security

Compliance

Expertise

"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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