

# Spydus

Integrated Library Management System



Using the latest cloud technology, Spydus enables you to meet the challenges of a modern library service. Our focus is on providing innovative features that streamline administration, increase engagement and allow you to deliver a high level of service to your library community.

Having been innovating for more than 30 years in the industry, Civica is committed to the long term development of cutting edge library solutions.

Our customers form a key part in the development of our product roadmaps, enabling us to ensure that Spydus not only remains at the forefront of library

technology, but also continues to meet the changing expectations of library users.

Entering into a partnership with Civica enables you to provide your community with a solution that meets their needs – now and in the future.



# Spydus10

## The next generation of library management

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

### 1 Reduce risk and overheads with secure cloud technology

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.

### 2 100% web based and mobile ready

Spydus10 has been designed to be fully responsive on mobile devices. With a clear interface and intuitive navigation, it enables staff members and library customers to have full access from any web enabled device.

### 3 A global solution

With 30 years of ongoing innovation, Spydus is developed with contributions from our Civica teams and customers worldwide, including the UK, Australia, Singapore and the US.

Our experienced team of software developers, technical and service staff and account managers understand the needs of modern libraries. They can provide the expertise and delivery know-how to help you deliver best practice library services to your community.

### 4 Established consortium model

Spydus10 is flexible and scalable to suit small single institutions and consortiums of any size. Consortium working allows libraries to take advantage of a shared catalogue and resources; Spydus is designed to facilitate this, whilst allowing individual libraries to maintain their unique identities.

# 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 supports full z39.50 protocol. The module provides full screen editing, real-time indexing and the ability to work on or offline. In addition to the standard cataloguing module, customisable web based forms are provided for easy data entry.

## 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 request items to purchase or borrow (inter-library) via the OPAC, and allows the customer to monitor and review the progress of their requests. Library staff can manage the requests, including mediation.

## Electronic Resource Management

Electronic Resource Management (ERM) is designed to assist the 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.



# 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**

Part of the core Spydus offering, Spydus Archives manages 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 your library's digital assets**

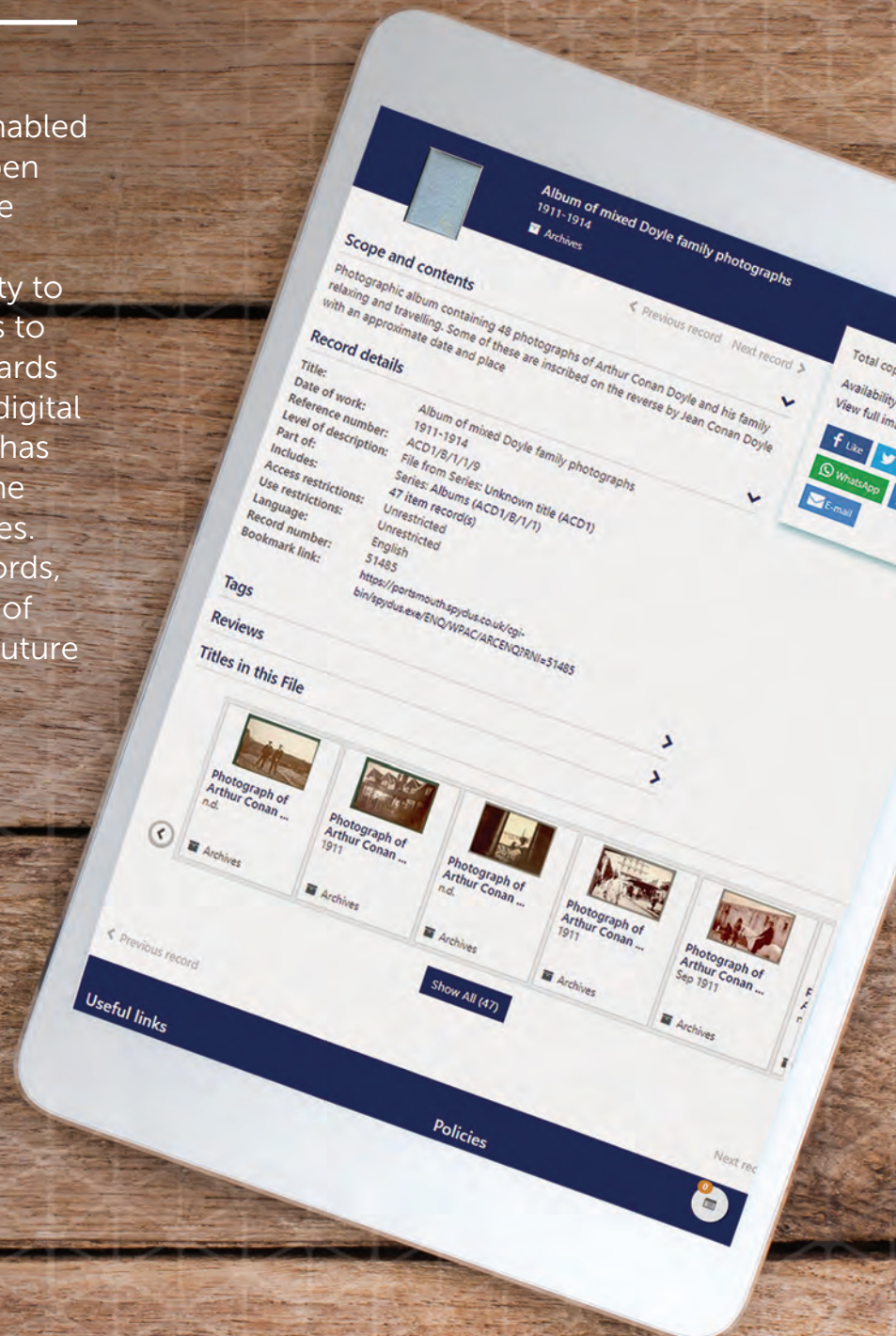
Complementing Spydus Archives, Digital Assets (DA) is also a core component of the Spydus suite for both ordinary library collections and local studies collections. DA catalogues and supports digital resources including ebooks, journals, unpublished manuscripts, images, music, audiobooks and video content.

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

### Portsmouth City Council

Civica's archive solution has enabled Portsmouth City Council to open their collections through online access, enabling self-directed searching worldwide. The ability to deliver a wide range of formats to recognised international standards (ISAD (G)) – through both the digital repository and the database – has put Portsmouth's heritage at the forefront of community archives. Spydus helps preserve the records, stories and collective memory of the people of Portsmouth for future generations.



# 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 easily discovered.

Once logged in, the Spydus public catalogue provides library customers a personalised experience. Loan, reservation and account details, alerts and title recommendations are based on borrower profile and borrowing history.

Additionally, the catalogue enables customers 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 BDS Link and other enriched content providers, along with 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 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.

# 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 across the globe, including all of our UK customers.

Civica provides critical business software to libraries, education, state and local governments, health providers, police forces and numerous other sectors around the world. Our cloud-based systems must be secure and protected at all times.

Civica understands this responsibility and will deliver and manage the technology on your behalf, in our UK data centres.

## **UK-wide support and expertise**

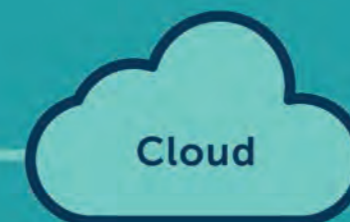
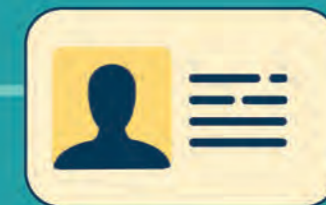
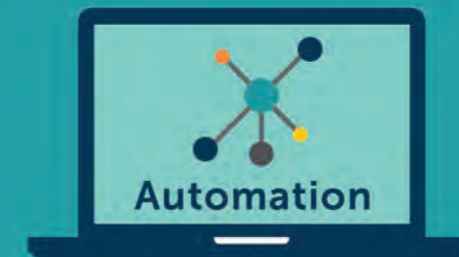
As one of the largest suppliers of library systems in the UK, our service desk teams, business and data analysts, trainers and project managers are nationwide.

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 ISO27001 accredited data centre
- Complete server monitoring and administration
- Un-interruptible power supply
- Complete system and data backup including offsite storage
- Library file management service
- Disaster recovery
- Full service desk support
- Regular software upgrades
- Secure connection to Spydus database via HTTPS

spydus10



# Integration options to take your library to new places

Spydus digital content integration enhances discovery by enabling 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).

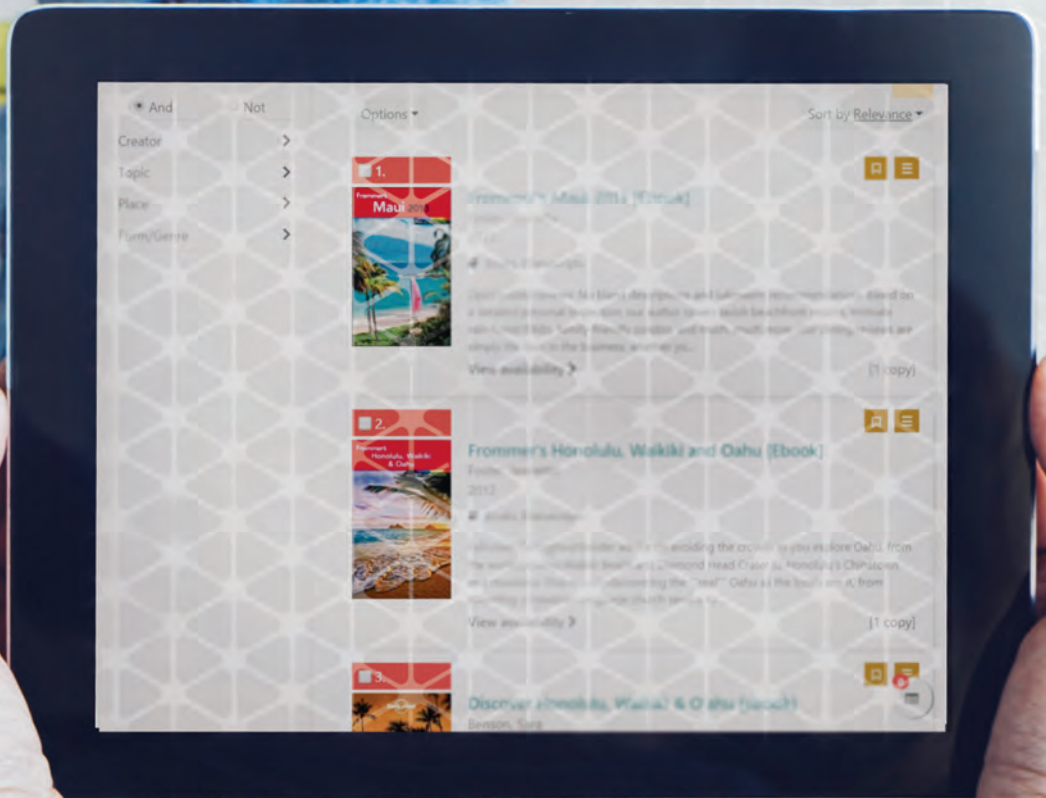
For streamlined reporting, loans statistics for these resources are captured within Spydus.

## **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 CivicaPay, Netbanx, WorldPay and others.

## **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.



# Integrated event management for streamlined operations and reporting

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

## Manage your event easily and quickly

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.

## Integrated payments

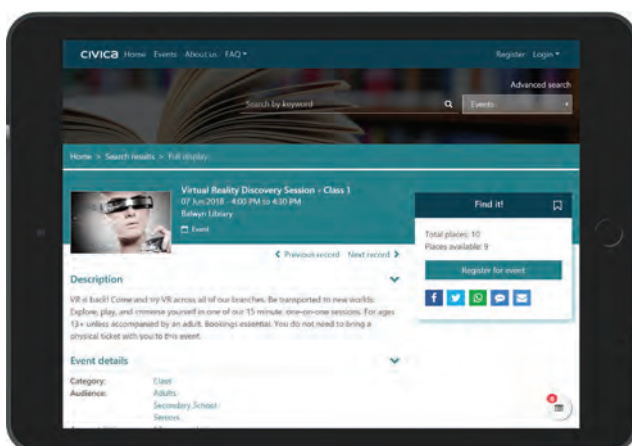
Easily collect money for events that require payment. Using a supported online payment gateway, you can process online payments or have attendees pay at the door.

## Get feedback

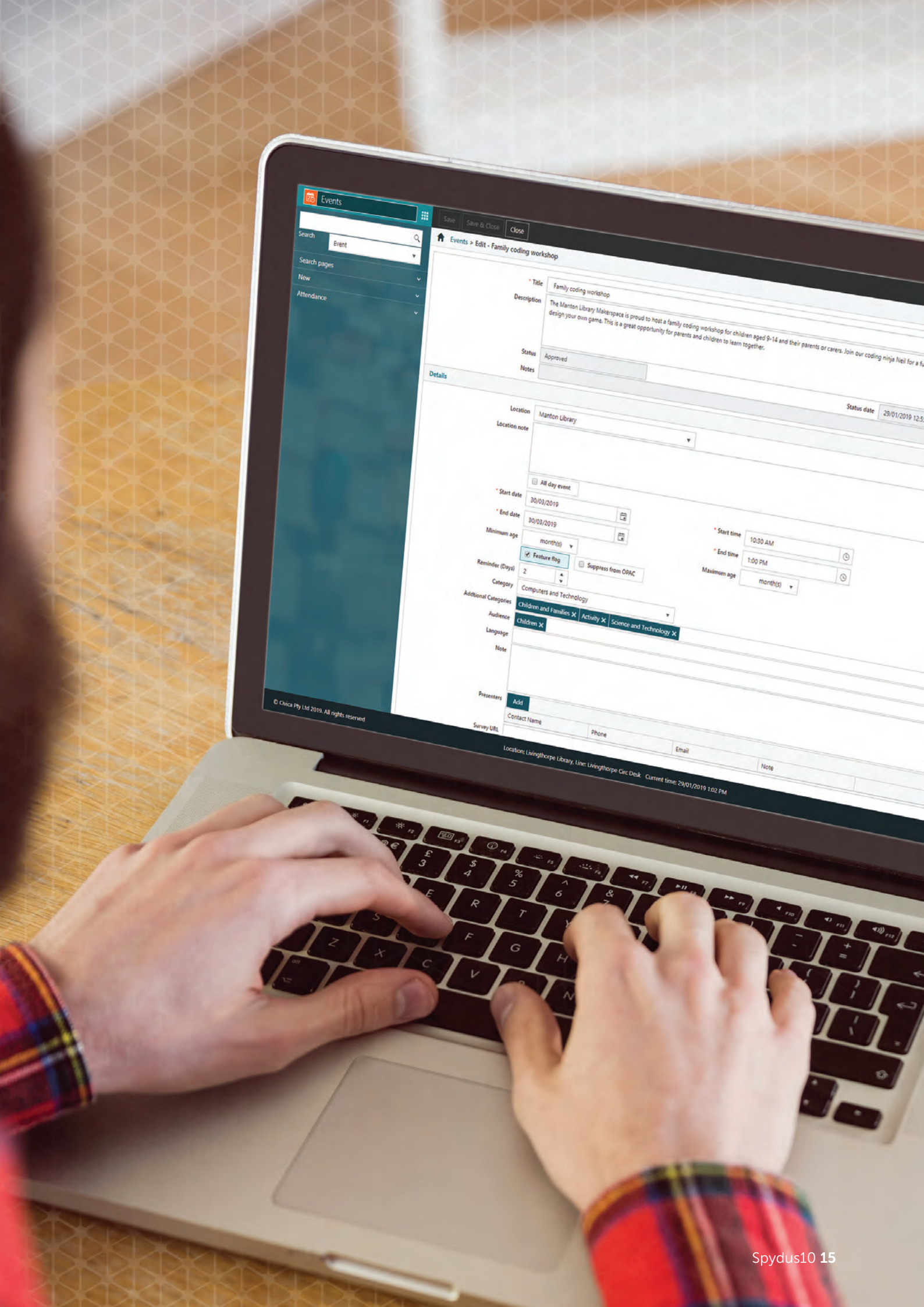
We understand that event feedback is vital for your reporting. Spydus Event Management has built in survey functionality that can be sent to attendees for post-event evaluation.

## Streamlined reporting

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



Customers can easily manage their events from the Spydus catalogue.



# 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, easy to use, end-user-oriented software offers a rich view of data and trends in your library service and, with collaborative features, makes for better, more efficient 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** – enables users to combine a range of data sources such as PC usage, Wi-Fi, door counts, OPAC searches and data from council systems with Spydus data into a single interface to streamline reporting.

## 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.

Being cloud-hosted and 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.

## Richer views of data and trends

### Dashboards

Dashboards allow users to see different data sources on a single interface 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

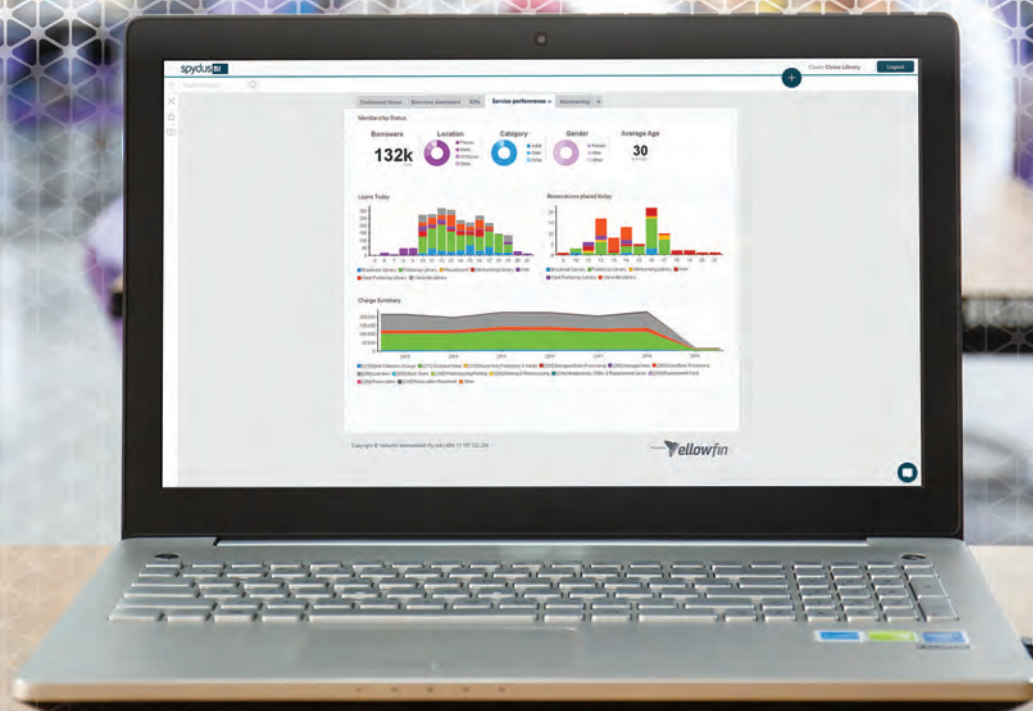
Using the built-in trends and analysis functionality, SpydusBI can assist users to identify patterns and spot outliers. Using these analytics capabilities, trends can be easily identified. Automated forecasting tools can be used by library staff to gain insights.

### 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 resources across the consortium – members, loans, reservations and transfer of items, or simply a bibliographic database.

Civica has successfully implemented the Spydus Consortium Model worldwide, including a number of large public library consortiums across the UK. In addition to national, regional and local libraries, the Spydus Consortium Model is also used to bring groups of 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 consortium 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 consortiums**

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.

## Case study

### SELMS consortium

Created in 2006 when six authorities joined together, the SELMS consortium has more than doubled in size since, now including 13 member authorities across the South East of England. The library consortium currently supports more than 600,000 borrowers with over six million items stocked across its libraries.

The SELMS consortium has helped its member libraries make significant cost savings and performance improvements with Spydus, whilst retaining their local identities. Alongside the benefits that being part of a consortium can provide – for example the increased purchasing power – using Spydus has seen the libraries reduce their expenditure and reallocate budget and employees elsewhere.

“Spydus functionality is just fantastic, because a customer can have access to all 13 authority libraries and more than 300 service points with just one library card. They can sit at home and browse over six million items of stock, reserve what they like, and have it delivered to their local library.”

Hilary Ballard, SELMS



**"Integration, Innovation, compatibility and flexibility** are what we are looking for in a best of class LMS and **Spydus delivers!** It's an easy to use system for both customers and staff. Updates and new features are consistently being developed with great opportunities for us to feed into these. Civica's account management, customer service and support are **first class** - It's an **ideal library partnership.**"

Mark Winson, Systems Manager,  
Peterborough Libraries

To find out more and book a demonstration please email **[libraries@civica.co.uk](mailto:libraries@civica.co.uk)**

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