CIVICA

Case study

Regional WA Library Consortium helps libraries thrive through shared services and local support



Key outcomes

- **Patrons enjoy a faster, more reliable library experience**
- **Affordable access to enterprise-grade library technology**
- **Expert local support from people who understand regional libraries**
- **Less administration provides more time for community service**

Working together for better libraries

For many regional libraries, delivering modern library services with limited budgets and small teams is an ongoing challenge. The Regional WA Library Consortium (RWALC) was established to solve this problem by bringing libraries together on a shared **Civica Spydus** platform.

The consortium gives its 43 member libraries (across 28 local governments) access to a leading library management platform trusted by libraries around the world, without the cost and complexity of managing it independently. It also creates a collaborative network where libraries share knowledge, support one another and continually improve services for their communities.

For Krissy Hindley, who led the migration to Spydus at Esperance Public Library, and Chloe Jones from Murray Library, joining the consortium has delivered benefits well beyond the technology itself.

CIVICA

Esperance Public Library: A smooth transition from an ageing system

Esperance Public Library had used Amlib for almost 26 years before learning the system would no longer be supported. Krissy, then a Library Technician, project managed the migration to Spydus.

The Shire already used Civica systems elsewhere, giving the IT team confidence in the move. Joining the consortium also made financial sense, allowing Esperance to share costs and resources with other regional libraries.

One of the biggest advantages was having experienced local support.

“Having local support from the Albany team is great,” Krissy said, “If an issue comes up, I can call the Albany team directly and generally get an answer pretty quickly.”

Preparing for migration was a well thought-through process. Around 18,000 locally acquired items had no ISBNs and needed to be identified before data could be transferred. The library closed for a day while staff from across the organisation worked together to scan the collection using every available computer and laptop.

The Albany team also provided hands-on support during go-live, helping staff learn the new system in a practical environment.

“We used to joke that working with Amlib was kind of like working with a digital brick.”

One of the biggest day-to-day improvements has been reporting. Instead of manually compiling monthly reports, they’re now generated automatically.

> **“I really appreciate those monthly reports, not having to draw them manually. That’s saving me quite a large chunk of time every month.”**

Having since moved into a management role within the consortium, Krissy now encourages other Amlib libraries considering the change.



Murray Library: Better access and support that never feels far away

Murray Library joined the consortium in 2020, having already adopted Spydus in 2015. According to Senior Library Officer Chloe Jones, the system was chosen for its user-friendly interface, affordability and ability to grow with the library.

However, for Chloe, the real value of joining the consortium was the large array of benefits that membership unlocks.

"The one library card system means you have access to all the libraries in the consortium. It's flexible for patrons and provides much greater access to collections."

That shared access became even more valuable after the government-funded regional library courier service ended. Inter-library loans can now be managed directly through the consortium without separate requests.

"You don't have to do a separate request through Rapido or anything like that. It's so easy – it literally comes up as part of the allocations."

Like Krissy, Chloe also thinks the Albany-based support team has been invaluable.

"The tech help we get from Albany is above and beyond amazing. They basically advise you what to do when you're not sure."

She also values the collaborative culture the consortium has created.

"You can be a bit freer with your questions and not feel like any question is a dumb question.

You don't feel alone, especially as a regional library."

That support has helped Murray launch new services, including a successful book club kit collection.

"No one in the consortium had ever done that before, but they figured it out for me and helped me do it. Now we've got about 65 book club sets."

Stronger together

For both Esperance and Murray Libraries, joining the Regional WA Library Consortium has delivered far more than a new library management system; it provides an ecosystem where anything is possible.

As more libraries join the RWALC (six more libraries are mid-migration) the collections on offer to patrons will continue to expand, while staff have the assurance that knowledgeable local support is only a phone call away. As Krissy sums it up:

"It's not just a shared system – it's a community that's here to help each other succeed."

We'd be very happy to share how Spydus can transform your library operations.

Get in touch today to find out more.

CIVICA



CIVICA

A global GovTech champion

We make software that helps deliver critical services for citizens all around the world.

Contact us

Speak to our team today to discover how Civica can support your organisation's goals.

Request a call back

For more information, please visit **civica.com**

© Civica 2026. All rights reserved.