CIVICA

Case study

City of Canning strengthens community-focused library services with Spydus



Case study

Located in Perth's southern suburbs, the City of Canning operates a vibrant network of libraries designed to reflect the diversity and needs of its community.

With three major libraries – Riverton, Cannington and Willetton – alongside two specialist learning hubs, the service supports residents with everything from traditional lending to innovative programs such as providing gaming spaces and a growing "library of things".

At the centre of this evolving service is Osman (Ozzy) Masnor, Coordinator Library Services for the City of Canning. With more than 16 years' experience across local government libraries and a background in both IT and librarianship, Ozzy oversees around 24 staff and leads the strategy and day-to-day operations across the network.

"I've worked at Canning, left for a while, and then came back," Ozzy explains. "Altogether it's about nine or ten years here. When the opportunity came up to return in a coordinator role, it was a promotion I couldn't refuse."

Today, Ozzy's role spans leadership, strategic planning and ensuring the library service continues to adapt to community needs. The City of Canning has used **Civica Spydus** since 2017, supporting library operations across the network and enabling staff to manage collections, resources and services efficiently.

Supporting a diverse and evolving community

Canning's libraries serve a broad cross-section of residents, and each location is tailored to reflect the community around it.

Rather than offering identical collections at every branch, the team focuses on community-led collections that respond to local needs.

Hillview Intercultural Community Centre, for example, serves an area where around half of residents were born overseas, so the collection emphasises languages other than English. Meanwhile the Canning River Eco Education Centre hosts a curated collection focused on sustainability and First Nations knowledge.

"We really think about where each library sits and who the community is," Ozzy says. "If that's the community we're serving, that's the collection we should be building."

Every two years, the library service surveys its members to ensure collections and services continue to reflect changing needs.

"We check in regularly with our borrowers. Their feedback helps guide our collection development policy and make sure we're responding to what people actually want, rather than just assuming."



CIVICA

Innovation beyond books

Like many modern libraries, Canning's services have expanded well beyond traditional lending.

Several years ago, the library service introduced a "library of things" collection, allowing residents to borrow items such as sporting equipment, musical gear and gaming devices. The service also installed gaming consoles in library spaces, giving young people a safe and welcoming place to gather.

"We took a bit of a risk when we first launched the library of things," Ozzy says. "But it's been running for about eight years now and it's incredibly popular."

"These days libraries wear a lot of hats. It's not just about books anymore – It's about creating spaces and resources that people genuinely use."

The team is currently reviewing the collection to explore a "version two" that expands the range of items available to borrowers.

A stable and reliable library platform

Behind the scenes, Spydus plays a key role in supporting staff and services across the library network.

The City of Canning migrated to Spydus in 2017 following a formal procurement process and upgraded to the cloud-based version in 2024. The transition involved extensive planning and stakeholder engagement, but the move was completed within about a week, with only minor issues that were quickly resolved.

"It was a major project for the organisation," Ozzy says. "From everything I've seen and heard, the transition went really smoothly."

For Ozzy and the library team, the platform's reliability is one of its greatest strengths.

"I haven't had staff coming to me saying the system is difficult or doesn't work for them. From what I see, Spydus does what it needs to do so staff can get their work done."

In fact, its smooth operation often means the system fades into the background.

"It's really a set-and-forget system," Ozzy explains. "It just runs in the background and supports everything we do."

Strengthening partnership and support

While the system itself has remained stable, the City of Canning has also seen improvements in its working relationship with Civica in recent months.

Ozzy says strong communication has made a noticeable difference, particularly when resolving technical questions or escalating issues.

"In my 16 years working in local government libraries, this is the most positive working relationship with an LMS vendor."

"When I raise something important with my Civica representative, Anthony, it gets acknowledged and followed up. That makes a big difference."

Looking ahead

As community needs continue to evolve, the City of Canning's libraries remain focused on innovation, inclusivity and accessibility.

From curated collections to gaming spaces and new lending models, the library service continues to explore ways to connect residents with resources, knowledge and each other.

For Ozzy, the combination of strong community engagement and reliable technology provides a solid foundation for the future.

"At the end of the day, libraries are about serving the community," Ozzy says. "If the systems behind the scenes work well, it lets us focus on what really matters – supporting the people who walk through our doors."

Find out more about how Spydus can transform your library operations.

Get in touch today.

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.