



# Central Northern Regional Library automates reporting processes with Civica's SpydusManager



By shifting resources away from report curation, the library is able to focus on development and actioning insights.

## Report automation takes days off manual generation, compiling and formatting.

As a government body, CNRL is legally required to generate and distribute quarterly reports. CNRL also compiles reports for its 17 branch libraries, as well as report summaries to local councils that give insights on loan statistics, stock acquisition data etc. Reports can be over 150 pages long and stats are compiled up to 20 times a month. Reporting is extremely important to the library in demonstrating KPIs and fulfilled annual targets.

The process of compiling, formatting and distributing CNRL quarterly reports typically took a senior Librarian two to three business days or one full day without distractions to complete. Using Civica's SpydusManager, a web-based business intelligence tool, the reporting process has become automatic.

"Before using SpydusManager I would have to manually collate our quarterly reports, which could take me a full day without interruption and up to one or two additional days with distractions. Now I can populate and distribute reports automatically without the hassle of compiling the report myself," said Eric Elsley, Systems and Technology Officer at CNRL.

By shifting resources away from report curation, CNRL is able to focus on actioning insights and explore other areas that can be developed, according to Marian Bennet, Digital & Communications Librarian at CNRL.

"With more time spent analysing data and less time writing reports, SpydusManager provides us with the ability to conduct a more comprehensive analysis of the effectiveness of our service, and ultimately make more intelligent decisions regarding areas such as resource allocation."

**Marian Bennet**  
Digital & Communications Librarian

### Customisable dashboards enhancing forecasting

SpydusManager is designed to provide library decision makers with the ability to access, understand and act on insights, while helping to automate back-end library functions, freeing up time for quality analysis. The system includes highly customisable, interactive dashboards with easily applied filters and sub queries which enhance forecasting abilities.

A key feature of SpydusManager, is its ability to schedule the generation and automatic distribution of different reports at various times. Not only can this ensure that the reports can be ready at any time, it also helps to alleviate the server load as the process can be scheduled to run when the usage is low.

"I've scheduled reports to come in at 8, 8:15, 8:30 and so on. There are some reports that require a higher level of computing power, so this really helps relieve the server load whilst making sure that the reports are ready for stakeholders to peruse at the beginning of the day," said Eric.

With SpydusManager, reports are sent automatically to a nominated email address. The creation process for reports is user friendly and is streamlined to match. Previously, a holistic understanding of the back-end of data collection was needed in order for reports to be created. Presently, reports can be generated in an accurate and consistent manner without such prior knowledge.

### Browser based with collaborative tools

As SpydusManager is completely browser based, the library is able to access and share reports at an unprecedented level. Once a report has been created once, the same content can be accessed anywhere and on any device.

The SpydusManager system also features collaborative tools that give decision makers the ability to annotate reports or dashboards, make public and private comments on specific content, create discussions and receive automated alerts.

### Outcomes

- ▶ **No more manual collation of quarterly reports**
- ▶ **New reports and brand new insights into library operations**
- ▶ **Operational efficiencies delivered - allowing re-deployment of staff to other frontline areas**
- ▶ **Tangible savings - reduced staff time in running reports**
- ▶ **Browser based, therefore accessible from any device**



**Brand new insights**  
into library operations



**Tangible savings** in reduced staff time to run reports



**Operational efficiencies** allowing staff deployment to frontline

"Using filters and drag and drop options, we can easily examine data. Data is linked to enable us to gather greater data insights than before."

Eric Elsley  
Systems and Technology Officer