



## Stonnington Library & Information service fine-tunes its community focus with Spydus



Spydus reduced the administrative burden on the library staff by automating processes enabling them to focus on more strategic projects that make an impact on the community.

a new item in a matter of minutes and have it instantly available and discoverable. With the ability to grow its 55,000+ holdings more efficiently, on a platform that is familiar and accessible to end users.

**The Challenge: Library staff at the City of Stonnington in Melbourne's inner south-east have always sought to improve processes within some key components of their operations, such as ordering and distributing library collections to their four branches, and making Stonnington's rich local history more accessible to their community. In both these areas, highly administrative and time-consuming processes often resulted in delays in getting resources out in a timely manner.**

### Benefits and outcomes

- ▶ Automation of routine tasks and elimination of manual work processes.
- ▶ Less time spent on training staff and end users on the system freeing them to take on important community facing projects.
- ▶ Users can access library resources and content faster than before due to interoperability.

### Integrated archives for improved discoverability

The Stonnington History Centre had been using a system which was well past its time and a process that would take anywhere between 6-8 weeks to add (or edit) a new record in order to make it available to end users. Since cataloguing was not connected to a live system, staff at the History Centre were required to catalogue new items on local drives and at the end of the month, transfer these to a disc. The disc would then be sent offsite to be uploaded to the live database. However after deploying the integrated Spydus Archives module, the Stonnington History Centre can now record

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**Natasha Tsui-Po**  
Senior Team Leader, Library and Information Services

## Streamlining the vendor to shelf process for better customer service

When it came to purchasing, the book vendor to borrower process was a long drawn out one as well. From the delivery of new stock, it could take up to 14 days to get books onto the library shelves due to the number of manual checking processes required.

Eighteen months ago, the libraries introduced the Spydus EDI (Electronic Data Interchange) interface with one of their main suppliers, which allows the staff to automatically transmit the necessary data in a seamless and convenient way that reduces the delivery to library shelf time to effectively one day.

“Last year our Support Services team had to temporarily hold off on receiving deliveries whilst we moved offices. When the vendor delivered the held off stock – around 80 boxes – with the EDI set-up already in place, the team were able to unpack those boxes and have the books on the shelves two days later, ready and for users to borrow,” explains Natasha Tsui-Po, Senior Team Leader, Library and Information Services.

By not needing to scrutinize an order at every single stage before it reaches the shelves, but rather, combining and automating some steps, books are out in the library and with borrowers a lot sooner.

With an integrated library system that can streamline and reduce processes and manual operations, the time that was taken to run-through such tasks has declined considerably,

enabling library staff to devote more time to professional development and training, and delivering more value added activities to the community.

## A single source of truth

Spydus as an intuitive and user friendly integrated solution with various interfaces to external third party systems, has led to Stonnington Libraries being open to implement processes and system efficiencies that allow for more time and better engagement with its community.

“Having one system that incorporates many key aspects of our service delivery means that we can readily access the data we need at any step in the process, but more importantly, allow staff to concentrate their efforts on areas that are becoming more crucial in what modern public libraries do,” explains Natasha.

As a long-standing Spydus user, Stonnington libraries have been able to continually and consistently implement initiatives that have truly transformed them as the thriving hubs of the communities they support. The library teams now have time to focus on strategic projects and expand the programs and activities they deliver such as digital education classes both formal and ad-hoc, book groups, chess clubs, knitting and creative activity groups, author talks and workshops and so on.

The Stonnington Library and Information Service currently runs approximately 80 community programmes or events across its branches during any given month.