CIVICA

{ Spydus Library Service Platform

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Future-proofing libraries with innovative solutions to support communities

Spydus is an industry-leading integrated library services platform that has been supporting libraries for nearly 40 years with cloud optimised solutions. We empower patrons to access meaningful resources and services through innovative features.

Our innovative patron-centric features enable you to deliver a high level of service to your library community. Library staff are provided with a suite of backend features to improve operational efficiencies through web-based applications.

A fully configurable software solution to meet the needs of libraries of all types and sizes. Our customers include large consortia, public and government libraries, schools and higher education institutions.

Some key features include:

Patron discovery
The Spydus discovery platform draws both digital and physical items across core components into one seamless and unified search. It provides the library user with a personalised experience once they are logged in - loan and account details, alerts, title recommendations based on borrower profile and borrowing history, and the ability to add reviews, links to social media, and manage updates to personal information.

Personalised staff dashboard
Spydus home streamlines the administration burden and workflows by making tasks simpler to complete. It can also be used as an effective communication tool to deliver updates and announcements in a timely manner.

Event management
Event programming plays an important role in the service offering of the modern library. This module allows libraries to manage and promote all types of events and formats (physical, online, or hybrid) and processing of payments for ticketed events. The functionality also supports promoting events via social media sharing tools, email, and direct promotion to your community or specific library borrowers through calendar invites.

Book groups
Book groups are a great way to support groups within the community. At Civica, we have worked with a group of Spydus users to create functionality flexible enough to support the different needs of book groups - joining and attending book groups, promotion of the group, provision, and advanced booking of book sets.

Reading challenges
Spydus Reading Challenges allows libraries to incentivise reading by creating trackable challenges that can be made available through the Spydus discovery platform. Challenges can be based on lists of resources, topics, or volume, and patrons can update their progress as they move through the challenge.

Business intelligence
SpydusBI is an interactive Business Intelligence tool utilising dashboards and charts to take the guesswork out of library decision making. Through our various modules, you will have the ability to understand borrower history, library's collections, and facility and equipment usage.
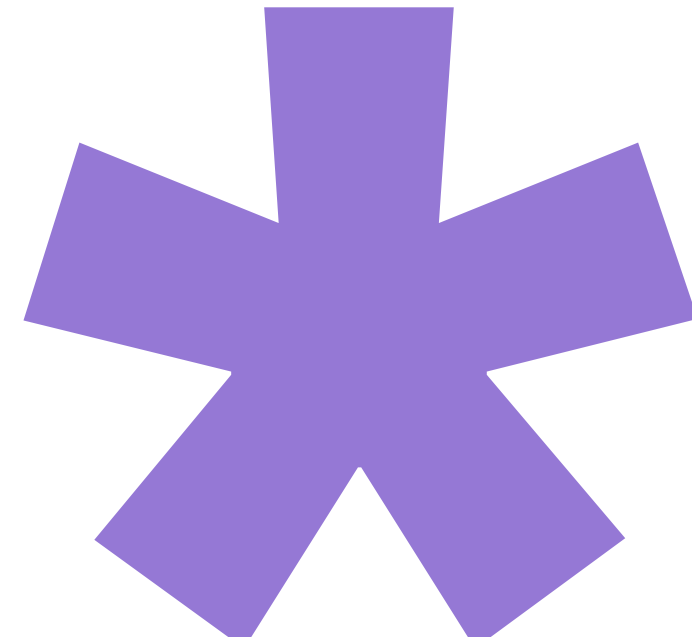
Public Interface (Spydus Discovery platform)

As part of the core Spydus system, the Spydus discovery platform draws both digital and physical items across core components into one seamless and unified Public Access layer search result. It provides the library user with a personalised experience once they are logged in, providing a loan, reservation, account details, alerts and title recommendations based on borrower profile and their borrowing history, as well as the ability to renew loans, place reservations, add reviews, place inter-library loan requests, place purchase requests, link out to social media, update their details, renewing their membership and much more. Borrowers can join online.
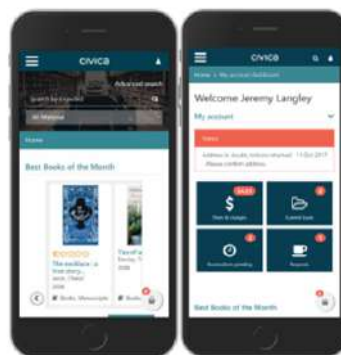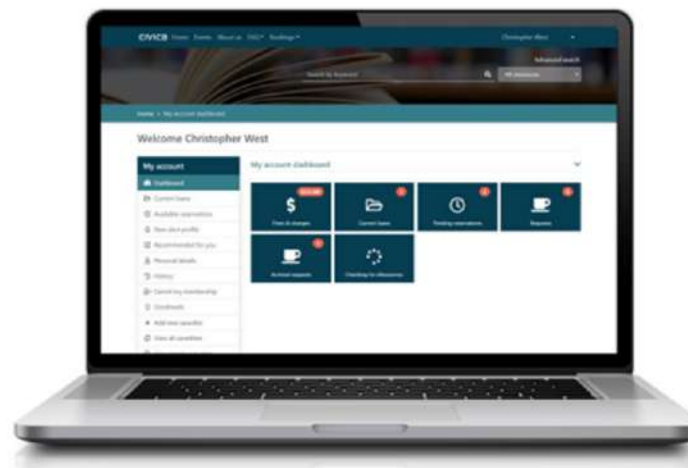
Staff Modules

The Spydus solution is one application and one database, that manages a range of library functions, library content and various metadata standards. This ensures real time, single points of metadata entry, with internal linked data enabling quick staff links to browse the system.

Spydus provides a single web entry point to all modules, that can be accessed on any page. User access to modules and functionality within each module can be controlled via privileges to ensure secure access.

Home

Home streamlines the administration burden making tasks simpler to complete. Authorised staff can post announcements and messages for other staff. Individual staff are able to build a custom menu of useful links and add widgets to their Home to view records such as pending invoices, waiver approvals, review approval, upcoming events, and more.

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.
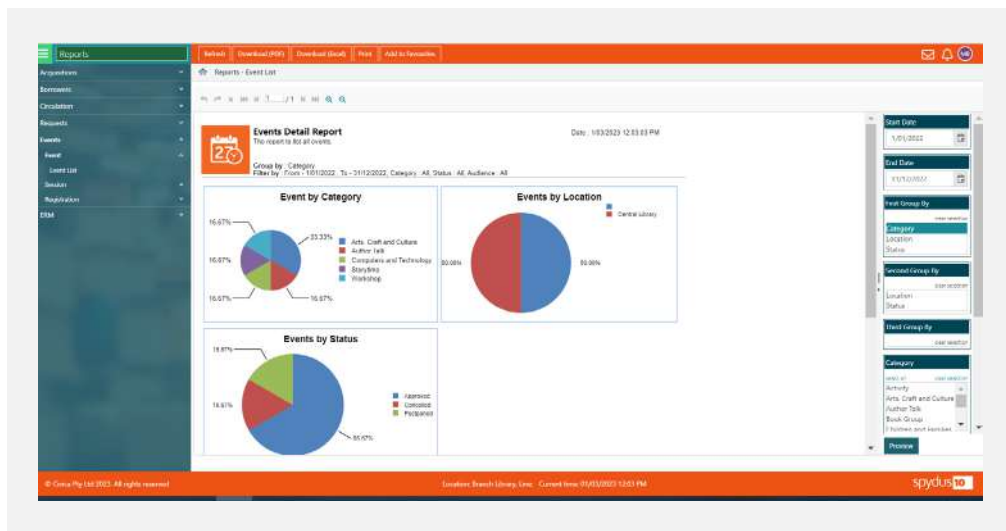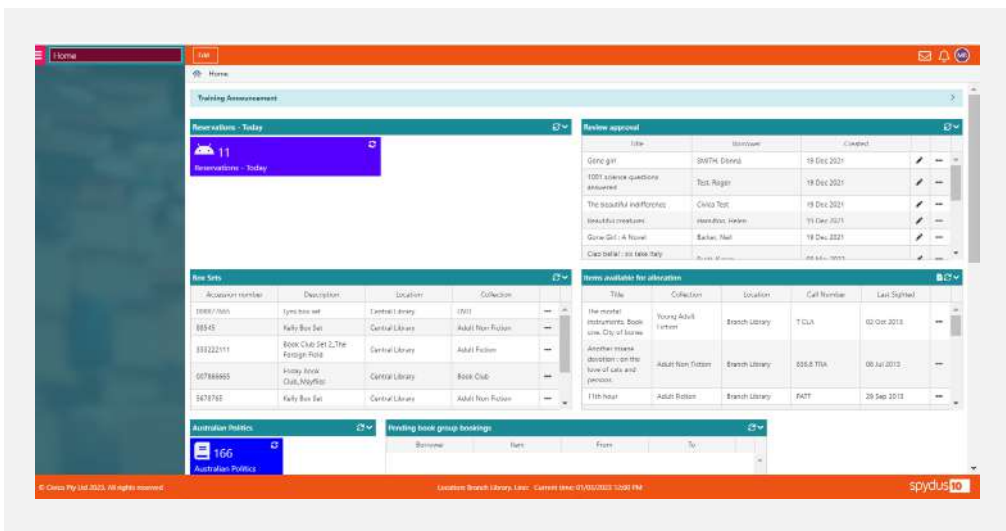
Archives

As part of the core Spydus offering, the Archive Module is included to manage local history collections. It follows international archiving standards, ISAD(G). Archives have been designed to manage mixed collections of physical and digital items.

Additional modules

Events

Spydus Events allows libraries to manage and promote all events. Library users can:

- Manage one-off events, recurring events and series of events such as clubs.

- Manage waiting lists for events

- Take payments for chargeable events

- Promote events and target audiences using a range of categories

- Provide tickets for Events and record attendance either with the tickets or by scanning a user's library card

- Provide a feedback questionnaire following an event, and other email reminders and notices

- Use social media tools such as Facebook, Twitter and email, you can promote your events to the community or specific library borrowers, e.g. through calendar invites.
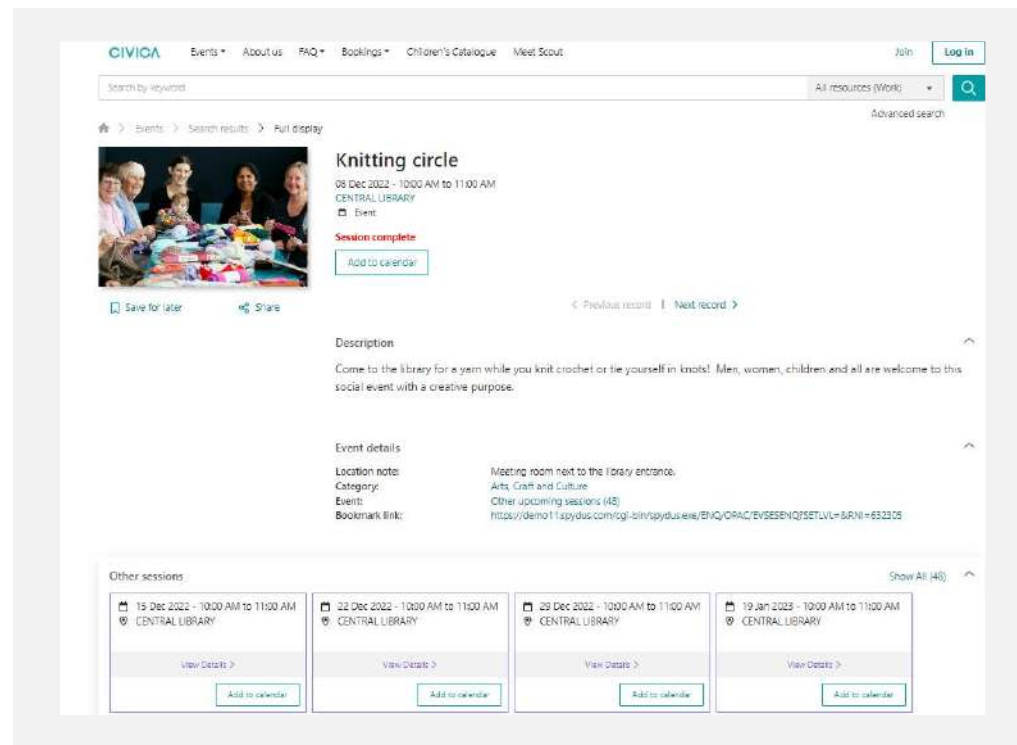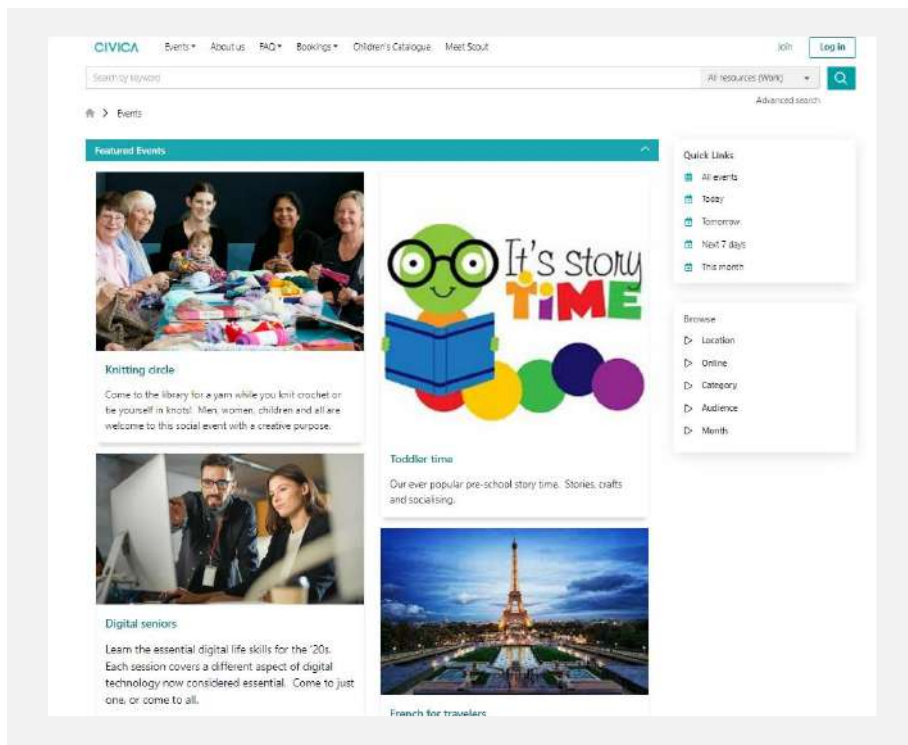
Spydus API

Civica is actively developing the SpydusAPI. This is a RESTful HTTP Web API service that allows third-party vendors to create both staff-based applications and patron-driven applications for interoperating with Spydus. Functionality includes patron authentication, retrieving patron information, check-out and check-ins of items, renewal, reservations and charges, event management, and more.

The patron-driven functionalities are predominantly based on BIC's Library Communication Framework (LGF); however, in some circumstances, customisations have been made to extend the functionality of LCF, including modifications to some mandatory and non-mandatory elements to suit Spydus better.

Content Interfaces

Spydus e-content integration enables users to search, view availability, reserve, and borrow e-resources in a single platform search. For streamlined reporting, loan statistics for these resources are captured within Spydus, and users can view their digital and physical loans in a single library account. Spydus currently integrates with Overdrive, Axis360, RBDigital, Wheelers, Bolinda, cloud library, and RBDigital Magazines (Zinio).

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Get in touch

Solutions built by librarians for librarians

To find out more about our library services platform or book a demonstration, email us at **spydus@civica.com.au**