CIVICA

Adopting digital capabilities to facilitate hybrid library offering

The Japanese Association, Singapore (JAS) provides library service to its members along with a main library section, as well as a dedicated kids library. They have over 2,000 members and a circulation of over 70,000 hardcopy books. As a specialised library, their loan rate is at a record level of 30,000 loans per month, which is much higher compared to similar libraries in the region.

With the daily operational demands, JAS were in the market for a robust Library Management System (LMS) that could support both English and Japanese language requirements of their members, manage software updates, and provide technical support services. To help future proof their operations and better manage its resources.

JAS choose Civica's LMS, Spydus, to help digitise their services to meet the needs of its community.

Expanding their library offering with digital capabilities

Challenge
Set up as a traditional library, JAS members could only browse the book collection at the physical library, where they can access the catalogue platform via intranet. A lot of loan requests were also handled manually by staff, which led to very inefficient paper-based processes.

Solution
Spydus' Online Public Access Catalogue (OPAC) allows members to now browse collections and check its availability online anytime, anywhere. Members are also able to make reservations online or through the Spydus mobile app. This allows library staff to track and manage requests easily.

Using data to drive better insights & decisions

Challenge
Generating reports with their previous LMS was very limited and non-customisable. Simple data extractions on total book loans and overdue fines were the extent of reporting that their system allowed. Without flexible reporting tools, library staff were not able to produce any insights on library operations or make plans for future development.

Solution
Spydus' sophisticated report module has helped provide deeper insights through advanced filter metric features, and the flexibility to extract data into different downloadable file formats. Through our training sessions, library staff were guided on how to generate reports to show an overview of library operations and transactions, and utilising customisable dashboard widgets to visually understand the data better. The ability to easily identify key trends and transactional data will help with better decision making, which is crucial for a specialist library with specific member needs.

Improved tracking & security with RFID solution integration

Challenge
The library staffs spent a lot of time on managing loans and book returns by scanning them individually. This results in putting its library staff in high pressure as a large portion of time was focused on loan transactions, taking away from other important responsibilities within the library such as returning books to shelves and attending to members.

Solution
To help provide a more seamless process to its services, Civica introduced Radio Frequency Identification (RFID) as an automation solution that can be easily integrated with Spydus. The RFID self-service return book drop, and loan kiosks has significantly reduced the workload of library staff as members can manage their own loans and transactions, and not worry about theft or book loss. With the elimination of time spent scanning barcodes, library staff can now focus their time on providing better experiences for members.

Key Outcomes:

- Enhanced patron experience

- Streamlined library operational processes

- Comprehensive data analytics to help with better decision-making