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CMI opens sales and support office for Spydus library systems in North America in line with global expansion

Dec 21, 2007 Englewood, OH... Creative Microsystems (CMI), a Civica, plc, owned company, and one of North America's most experienced providers of consulting, software and services for the public sector, plans to transform the efficiency and service delivery of North American libraries with the introduction of the widely used Spydus library automation system into the United States.

CMI has opened a dedicated Spydus sales and support office in Ohio and will officially launch the Spydus library automation system at the American Libraries Association 2008 Midwinter Conference in Philadelphia next month.

The Spydus library automation system is currently deployed at more than 1300 public, academic and specialist libraries worldwide. The solution has achieved considerable growth and success in Asia in the past two years and holds a market-leading position within the Singapore education market providing library systems and services to more than 330 Ministry of Education schools.

The Spydus solution was also successfully launched into the UK marketplace in 2005 and quickly achieved a high level of market acceptance winning the South East Library Management Services (SELMS) contract, a consortium formed by six public library authorities and valued at \$2.9 million.

Philip Barr, General Manager of the global Civica plc Library business says the Spydus solution will help North American libraries manage escalating service challenges.



“With the increasing pressure on libraries to expand their range of services to a growing number of people, we believe the time is right to launch Spydus into the United States. Whether the customer is a major urban library or a series of small or mobile branches Spydus can help librarians address those challenges, and with the resourcing pinch beginning to be felt, our managed services model is particularly relevant,” said Philip.

According to Philip, libraries have been finding that resources are a real issue, particularly over the past few years when librarians have been expected to understand and implement huge leaps in technology.

“Because of budgetary constraints, librarians are having to focus on software implementation, know how to make RFID (radio frequency identification) work, and set up self-service technology – all at the same time as helping their library patrons,” he said. “Many of our library customers are telling us ‘You look after the technology and let us look after our customers’.”

Five US libraries are currently utilizing the Spydus library automation system via a fully managed service. CMI administers every aspect of the library system, leaving library staff free to focus on other areas – such as dealing with customer inquiries or extending the number of services available.

The North American introduction of Spydus is backed by the company’s 20 years plus track record in the global library and educational marketplaces. The Spydus managed services delivery model is well proven, handling 60 million transactions a year for customers in the US, the United Kingdom, Asia and Australia.

About Spydus

Spydus is a web-based application which combines automation of traditional library functions with ongoing innovation to deliver a total information management capability. The system integrates modern library automation including web-based and mobile access and the latest tracking capabilities of RFID with a powerful and flexible search engine. Delivered as a complete in-house or managed service solution and fully supported by CMI’s experienced consultants, Spydus helps library staff meet performance and service innovation objectives.

About CMI



CMI is a part of the Civica Group, a global provider of consulting, software and managed services to the public sector. Supplying specialized solutions to the library, local government, enforcement and education industries, the Group has more than 1500 customers in the UK, Australia, New Zealand, Asia and the US. Civica Group has a 27 year history of providing effective software solutions to the library industry. More than 1300 libraries worldwide are using the Spydus Library solution, with more than 580 libraries choosing a Managed Service delivery model, enabling them to provide the highest level of customer service to their library patrons.