



Case Study Broome

eSmart Libraries Newsletter: joanna.whitford@amf.org.au

Where are you in your eSmart Libraries journey? (Planning, implementing etc)

We have completed our E-Smart accreditation, and are sustaining our eSmart status.

What have been the most challenging aspects of your eSmart Libraries journey so far?

While the eSmart implementation isn't onerous, it was finding the time to dedicate to it, in an already busy work load. However, I must say that Jo Whitford (our eSmart advisor) held our hand throughout, breaking down the process into manageable steps, and made it 'do-able'.

How does eSmart Libraries fit in with the day-to-day processes already in place at your library?

eSmart has become a natural part of our daily processes – in the advice we give to patrons, the policies and procedures that we operate by, as part of our collections and the information that we have available for the public.

What advice did you provide to the community on how to manage cybersafety prior to implementing eSmart?

Prior to eSmart implementation, our advice to the public was ad hoc, inconsistent and probably not well informed.

Do you feel eSmart will benefit members of the community who do not have access to digital technologies at home?

Many Broome residents and visitors don't have digital technologies at home – and rely on the library to provide them with access to the internet, and the computers to do it. We see it as part of our responsibility to be ready to give them the advice to use these 'tools' safely.

What do you believe are or will be the benefits of implementing eSmart Libraries?

While our staff aren't experts in cyber-safety, we are now better equipped to help patrons access the information that they need to be safe, smart and responsible in the online world.