

Greater Dandenong Libraries, VIC

eSmart Libraries Coordinators:

Jane Baker & Ros Tiberi

eSmart Working Group

Seated: Jane Baker
& Ros Tiberi

Standing: Oleshya Zavinski,
Mary Orsino, Gareth Evens
and Ned Railic

Absent: Koula Kalaitzoglou
and Mara Savic



Where are you at in your eSmart Libraries journey?

Greater Dandenong Libraries completed the Planning stage in June and has recently implemented a comprehensive 24/7 eSmart web presence with one click access and associated links through *The Vault*.

The Digital Conditions of Use have been updated and the Cybersafety Button is on all library public computers. A direct link to Library Policies and Conditions of Use makes it easier to access on our web pages. We are developing close ties to various community groups with a focus on eSmart principles and cybersafety.

The staff and our patrons have completed eSmart surveys and we are working on comprehensive training to address the gap in knowledge. Education and training on eSmart and cybersafety for our communities will be rolled out in the next few months.

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ThinkUKnow has conducted presentations to all staff as part of the staff training program in conjunction with a weekly staff online learning blog developing. All staff have a librarian as a mentor to guide them through this compulsory training that is part of their ongoing professional development.

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

The most challenging aspects for us were:

- communicating the complexities and scope of the project
- being able to establish an excellent Working Group with the ability to structure a working framework around all the other time commitments while running a large public library system
- working around the rosters to establish regular meeting times for the Working Group and also opportunities for smaller meetings.

We are now working on expanding the organisation's understanding and appreciation of the eSmart project as we move to implement the necessary changes required in a public library setting.

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

Our Working Group has a diverse spread of members across all areas of the libraries. All members are able to work within their areas of expertise on the specific requirements for implementation.

Typical examples are:

- staff from technology and web development working on the web content
- others developing and implementing the staff training, library procedures and policies. This also includes staff induction
- the further development of our connections with the wider community particularly with our Children's and Youth Services team.

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

We provided cybersafety resources in the libraries including links through the website. Library staff provided advice and general information.

Our library policies and procedures, and Conditions of Use included cybersafety information. For example, advising parents / carers that they needed to sit with their child on public access PC's if they were 10 yrs and under, and children under the age of 18 needing parental permission to use the Internet.

We made eSmart and digital literacy a key platform of the Library Strategic and Business Plan. Through this we have been able to incorporate digital security and cybersafety awareness through a number of avenues that are already in existence.

These include public digital literacy training sessions, the provision of links relating to cybersafety on our website as well as reviewing existing digital and social media policies and conditions of use.

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

Yes - The City of Greater Dandenong is one of the most diverse communities in the country with over 150 different languages represented. Our Community also has one of the lowest PC ownership and Internet access rates in metropolitan Melbourne.

As a result, the library is a key community space where the community can access free Internet as well as English language and literacy resources and advice. We have one of the highest public internet access usage rates with 98% usage of our library computers and also very high Wi-Fi usage.

We have extensive digital literacy access and learning programs ranging from English language learning, computer introductory sessions to iPad sessions.

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All of these programs have an eSmart and cybersafety component built into their sessions with staff developing user knowledge in these areas. We will be running dedicated eSmart and cybersafety programs in the future.

For National eSmart Week our new eSmart web pages went live. There were excellent eSmart displays at both branches with Greater Dandenong eSmart flyers available. Extensive staff training is also enabling effective assistance on a one-to-one basis for our patrons.

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

Achieving eSmart outcomes will improve community wellbeing through awareness of cybersafety and anti-cyber bullying principles.

The eSmart project will enable the Library Service to more effectively provide the education and facilities to educate and help those that depend on us in a digital world. The eSmart project has recognition at the strategic level of the organisation and its outcomes have been built into strategic planning, council plans and business plans.

Our staff will be trained in cybersafety principles so they can educate and advise our patrons with confidence. Cybersafety will also be a key component in all digital literacy programs.

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