

Ipswich Libraries, QLD

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Where are you at in your eSmart Libraries journey?

Ipswich Libraries is progressing steadily through the eSmart program with our working group meeting together monthly as suggested in **Domain 1: Vision, Strategy and Leadership**.

The library has delivered a range of eSmart workshops and information sessions to the community as part of **Domain 5 Community Connections**. The programs have covered a range of eSmart topics including: online scams, parenting in the digital age, online security, sharing photos safely, online identity for teens and creative digital writing for tweens. We have partnered with local community representatives and professionals to run eSmart programs, and have a good working relationship with the **Ipswich District Crime Prevention Unit**, Queensland Police Service.

Recently, the eSmart working group completed a digital literacy survey with Ipswich Libraries staff as suggested in **Domain 3: Staff Knowledge and Capabilities**. In coming months, the survey will be analysed to inform training needs for library staff.

To help with the requirements of **Domain 4: Guidance and Learning for Users**, the eSmart working group is developing a cybersafety page for the Library's website, which will provide a central place for both staff and customers to access information about internet safety.

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

Time has been the biggest factor we've faced on our eSmart journey. The library has a busy calendar of existing programs and events, and getting the eSmart message out to all staff has been a challenge. Scheduling regular monthly meetings for the eSmart working group has helped to keep us on-track and progress actions.

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

Ipswich Libraries provides day-to-day digital technology assistance to customers accessing the internet through the Library PCs and Wi-Fi network. We also provide computer and digital training classes to the public, and makerspace and gaming activities for young people. eSmart aligns well with the library's existing programs and library staff have taken opportunities to include an eSmart component when planning programs. Later this year staff will receive training to better equip them to assist the public with technology questions, the aim being to foster the skills for both staff and the community to be safe, smart and responsible when online.

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

The Library provides customers with a wide range of computer training sessions including training delivered through the *NBN Digital Hub* during 2013-2014. Free training sessions include information on the basic aspects of safe and responsible online behaviours. Library staff often assist customers with on-the-spot technology issues and address cybersafety concerns as they arise. The eSmart Libraries program will assist us to review customer service in relation to cybersafety across the whole service.

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

Yes, eSmart Libraries will benefit those in the community who don't have access to digital technology at home, particularly those less confident using technology. It encourages community members to speak to Library staff and seek information of potential risks and hazards. The eSmart program has already benefited Library members with participants in our eSmart events providing positive feedback:

"This is just what the library should be doing - filling in the gaps between technology and computer classes."

"I didn't know a lot of that stuff the policewoman talked about."

"Amazingly important information I'd never seen before."

Internet, Wi-Fi and PC use in the library continues to grow and library staff play an important role in helping the community to stay eSmart.

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

eSmart Libraries helps to build greater awareness of cybersafety in the Ipswich community and has prompted us to review guidelines around safe and responsible online behaviour. The program offers opportunities for library staff to become confident in addressing cybersafety matters and building digital literacy skills. It's exciting to have a program that encourages us to develop and deliver eSmart services to our community.

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