

Moreton Bay Region Libraries, QLD

eSmart Libraries
Coordinator: Tara Murphy

eSmart Working Group
Sponsor: Nicole Hunt



L-R: Nicole Hunt and Tara Murphy, Moreton Bay Region Libraries

Where are you at in your eSmart Libraries journey?

Moreton Bay Region Libraries commenced our eSmart journey in April 2016. We are currently finalising the Implementing phase of our program and hope to achieve eSmart Libraries status in mid-2017.

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

With a large number of staff across 10 branches and 1 mobile library, ensuring that all staff were trained in eSmart principles was an issue we identified in the Planning phase.

To overcome this, we developed a training model and identified eSmart Champions in each branch, who would be responsible for leading their branch, facilitating staff coaching and troubleshooting at a local level.

This has proved to be a very successful strategy and our eSmart Champions have not only excelled at developing the capacity of our staff, but have also developed professionally as individuals in their role as change agents and contributors to the eSmart Libraries Working Group.

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

eSmart Libraries has become a part of daily operations, with staff empowered to identify opportunities to improve cybersafety awareness and increase customer satisfaction.

Our staff are quickly becoming advocates for eSmart Libraries and throughout the process, we have used the Framework to identify gaps our policies and operations and optimise the services that we provide to our community.

In addition to the Working Group representatives from each branch, we are fortunate to also have Nicole Hunt sponsoring the program as a representative from the library leadership team and has enabled us to effectively communicate the eSmart message at the highest levels of the organisation.

Strong management support has been integral to this process and critical to the success of the project.

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

Prior to implementing eSmart, cybersafety was always a topic that we discussed during our computer and technology classes. The flexibility of the eSmart Libraries framework has enabled us to tailor program to suit our library customers and community.

eSmart has provided us many opportunities to begin the conversation with our customers outside of these training sessions. We have been able to engage with our customers on how they can best protect themselves and their families, in a context that is relevant to the individual.

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

Moreton Bay Region Libraries provides customers with a regular offering of classes to explore digital technologies using library-owned mobile devices and desktop computers.

eSmart Libraries adds a further dimension to this training, enabling the community to not only improve their digital literacy skills, but also improve their skills to assess and avoid cyber-risks ,and access the internet with confidence, regardless of what digital technologies they have at home.

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

eSmart Libraries gives us the framework and resources to empower our staff and customers, to increase their digital literacy and develop skills to navigate the online world in a safe, smart and responsible way.

We have already begun to see the benefits to our staff and customers, and are committed to educating our community to model responsible online behaviour.