Newcastle Library Service, QLD

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Where are you at in your eSmart Libraries journey?

We are close to completing our eSmart accreditation. Our final steps include an update of our WIFI notice and an eSmart refresher for staff.

These actions will be completed by the end of September.

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

Keeping the momentum going through a library service restructure, creating a new website and major building refurbishment.

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

It contributes to an inclusive, informed and family friendly library environment.

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

The level of advice would have varied in our branch libraries depending on the confidence of the staff in delivering online safety messages.

We now endeavour to deliver consistent messages regularly through our website, knowledgeable branch teams, library spaces and events.

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

Yes. We have used the eSmart framework to:

- Evaluate and improve the computer and internet services in our libraries.
- Inform customers of online risks and safety measures through library notices and promotions.
- Ensure that our library teams support the digital literacy of our customers and are proactive in identifying issues that impact on their privacy and online safety in our libraries.

Provide individual and group digital learning opportunities that include eSmart guidance. (Tech Savvy Seniors for example)

What do you believe are or will be the benefits of implementing eSmart Libraries?
The eSmart program facilitates more positive and safer digital experiences for the community.