CASE STUDY City of Melville Libraries, WA

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Where are you at in your eSmart Libraries journey?

City of Melville Libraries has just submitted all supporting documents for the 5 eSmart Domains. We are now waiting for approval to see if we will be accredited to become an eSmart Library.

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

There have been many challenging aspects throughout this eSmart journey which includes getting started! Organising eSmart meetings on a monthly basis that suited everyone's busy schedule and making sure we were on track with our assigned eSmart Domains. It was challenging for some team members who were overseeing library renovations and working on the eSmart project too.

For staff, to understand about becoming an eSmart Library and the skills required of them to assist library users, we had to ensure all library staff, across the five branches completed the eSmart induction and online training to understand what is required of them.

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

Library staff often assist customers with technology issues on a daily basis and address cyber safety concerns as they arise. Library staff often help to identify that a customer has received an email scam and warn them to not respond and give out personal details.

Implementing eSmart practices within our library reinforces our existing cyber safety practices, guidelines and programs such as the Digital Hub computer classes.

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

Prior to implementing eSmart we have a Cyber and Online Safety webpage on our website that consists of cyber safety links to eSafety and ReachOut Australia which highlights internet safety.

City of Melville Libraries runs the Digital Hub program which offers a wide range of computer and internet training to the community. This service helps residents to improve their digital literacy, preserve their independence and increase digital knowledge and basic cyber-safety awareness online.

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

eSmart will benefit everyone in the community and even those who do not have access to digital technologies at home and for those who are not confident using technology.

Everyone has the opportunity to learn how to use digital technologies and be safe online whether at home or in a public area such as libraries. Libraries are seen as the ideal safe place where help and support will be provided and to have eSmart measures in place will give customers that reassurance. Customers can confidently use library computers knowing there are internet safety measures and protocols in place, library staff will assist and educate them how to be cyber aware, identify harmful cyber-risks while navigating online.

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

There have been so many benefits since we started our eSmart journey because it has given the library, staff and the community with skills they need for smart, safe and responsible use of digital technology.

eSmart has given us the opportunity to identify gaps in staff knowledge on digital technology and eResources which are now organising relevant training and support for staff, so they will be equipped in addressing cyber-safety matters, role modelling responsible use of digital technology when assisting library users and building upon their digital literacy skills.

After reviewing our policies, procedures and guidelines we amended our Membership Guidelines by including an eSmart Behaviour Charter that has guidelines clearly stating consequences for inappropriate behaviour for computer users and online safety practices such as not to share out passwords.

Implementing eSmart will enable us to continuously improve and build on our current knowledge on cyber-awareness. It will encourage us to organise new eSmart services and programs that educate the community and upskill staff on current cyber-risks and trends on the online world.