

# eSmart Libraries - Gap Analysis



Domain 1. Library vision, strategy and leadership

Domain 2. Library Agreements and Procedures

Domain 3. Effective staff knowledge and capabilities

Domain 4. Guidance and learning for users

Domain 5. Community Connections

Action area	Targets	Stage	Completed	Summary/ commentary
<b>Domain 1. Library vision, strategy and leadership:</b>				
1.1 eSmart Working Group	You have an eSmart Working Group that meets regularly or have included eSmart as part of an existing team meeting.	Sustaining		
1.2 Digital capacity and needs of users	You continue to regularly evaluate and document the digital literacy levels and needs of users.	Sustaining		
1.3 Vision, values and principles	You continue to align eSmart with your council /governing body's vision, values and guiding principles.	Sustaining		
1.4 Library policies and service plan	The Library Strategy and Service Plans demonstrate a strong commitment to cybersafety, wellbeing and positive use of technology.	Sustaining		
<b>Domain 2. Library Agreements and Procedures:</b>				
2.1 Behaviour charter	Your Behaviour Charter contributes to a safe, smart and responsible culture in your library. You ensure that users and staff are aware of this Charter.	Sustaining		
2.2 Staff agreements of acceptable use	Acceptable Use agreements are integrated with normal HR policies and practices, and refreshed regularly	Sustaining		
2.3 Library member/ user agreements...	Your agreements have been reviewed and remain relevant, easy to understand and are communicated clearly and regularly.	Sustaining		
2.4 Procedures for responding to incidents & complaints	The library manages incidents and complaints in a transparent, accountable and fair manner.	Sustaining		
2.5 Monitoring computer use and data collection	You continue to review how your library monitors and collects data.	Sustaining		
<b>Domain 3. Effective staff knowledge and capabilities:</b>				
3.1 eSmart induction for staff	You continue to keep staff updated on eSmart developments and the role it plays in your library service.	Sustaining		
3.2 Staff knowledge and training on the use of digital technologies and cybersafety	The digital skill level of library staff is regularly being assessed and professional development opportunities provided to ensure staff have comprehensive cybersafety knowledge.	Sustaining		
3.3 Staff model responsible behaviour	Your staff actively help members of the library community to be good digital citizens.	Sustaining		
<b>Domain 4. Guidance and learning for users:</b>				
4.1 Overall plan for information, guidance and training for users	You continue to assess where the needs are for cybersafety guidance and training for users.	Sustaining		
4.2 Cybersafety information and materials for users	You are continually improving and providing the materials given to library users and this is having a positive impact on the library community.	Sustaining		
4.3 Formal and informal training for library users	The library's' training and guidance activities are evaluated and revised regularly.	Sustaining		
<b>Domain 5. Community Connections:</b>				
5.1 Connections with relevant government services and external organisations	Your connections and partnerships have enriched your activities to support cybersafety, wellbeing and building resilience for users. You continue to look for new partnership opportunities.	Sustaining		
5.2 Connecting with the wider community	The library is representative of the community it serves and fulfils its role in decreasing the digital divide, supporting digital citizenship and building resilience.	Sustaining		