![eSmart Libraries logo]

Mitcham Library Service, SA

**eSmart Libraries
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eSmart Working Group
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Where are you at in your eSmart Libraries journey?

Having completed the implementation phase 6 months ago we are in the early stages of sustaining our accreditation. We have used this period to look back at our achievements as well as fine tune the work we have done to date.

Our project team now meets quarterly to review existing policies and procedures as well as discuss current eSafety events and practices.

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

The hardest part for us was simply getting started. In the early days of the project there was lots of new documentation and processes which we found overwhelming at first.

Meeting face-to-face and frequently keeping in touch with our eSmart Advisor was absolutely critical to our progression. Once we took the first steps and started completing items using the eSmart System Tool the ball just kept rolling.

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

We have involved all of our staff in eSmart learning, not just the project team. This has ensured they have learned at the same pace with us throughout the project.

We do our best to reach our customers on eSafety through social media, website etc. however it's when they speak directly with our staff the best outcomes are delivered.

We're now confident all of our staff can provide quality eSafety direction and/or refer customers to the appropriate resources.

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

Wow, this is a terrifying question to consider because before we implemented eSmart we had no cyber safety tools in place.

When I look back at this time I think our focus was more about us and protecting our hardware and digital assets rather than the individual.

What we have in place now makes us feel very pleased to provide such a safe environment for our customers.

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

The eSmart program will greatly benefit those who use our libraries as their single point of digital access. When people use our libraries they can be sure of

safe, secure, friendly and responsible digital services. None of this would have been possible without the eSmart program.

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

Our community clearly stands to be the main beneficiary of the eSmart program. Whether we educate 1 or 1000 individuals about eSafety we are making a difference in people's lives.

Our libraries are welcoming places and community spaces and being eSmart is a big part of us now.