Mount Gambier Libraries, SA

eSmart Libraries
Coordinator: Jessica Tucker

eSmart Working Group L-R:
Danni Reade, Local History Officer
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Where are you at in your eSmart Libraries journey?

We are currently in the Planning stage of our journey, having done staff surveys and customer surveys to find out where our staff and community are at with their eSmart knowledge. We are looking at our current policies and procedures, and see that we are already doing more than we originally thought.

Our next stage is helping our customers and staff become more confident when using the internet etc. by supplying web links such as "The Little Black Book of Scams" and running Internet Safety computer lessons.

We are also currently planning a page on our website with eSafety resources and information on it.

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

The most challenging aspect has been trying to figure out how to help our customers without them realising it, we don't want people to feel uncomfortable or not wise, so we've had to go about things subtly.

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

We are already providing services such as our Tuesday Help Desk, which allows customers to book into a half an hour session and have a one-on-one experience dealing with a technology based issue that they have.

We are also getting more confident with helping our customers with internet and computer based issues, and we are supplying more educational information for them.

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

We have always carried out computer lessons on how to use the internet, and covered some cybersafety tips. We also educate parents when they let their children use our computers/internet on the risks associated with it and recommended that they stay with the child.

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

Yes, we do. We are already providing a service to the community members that do not have access to digital technologies at home through our MakerSpace program, and our free internet and wireless internet use here.

When eSmart is added to those services, it will make them more educated and equipped to handle any situation that arises to do with cybersafety.

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

We believe that in implementing eSmart into our library, it will benefit not only our customers, but the wider community. Word of mouth is a powerful tool, and we want our customers to feel so educated and supported in our library, that they talk about us to their family and friends who do not currently use our services.

We would love to further our support for children and youth in the library, and make them feel stronger in the fact that we can provide services and resources that can open their eyes to cybersafety.