

Redlands City Council Library Service, QLD

**eSmart Libraries
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**eSmart Libraries
Working Group:**

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Where are you at in your eSmart Libraries journey?

We have almost completed the planning part of our journey and are beginning to implement policies and training programs. We are also preparing to roll out a user survey, which will help us understand the concerns and needs of the Redlands population a bit better.

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

Looking at the framework in its entirety was fairly challenging. Once we were able to start ticking boxes and tailoring the framework to our own needs, the end goal became clearer.

While the framework is excellent for organising, it is not a “one size fits all” tool. Once we realised what our library service would look like as an “eSmart” library, the framework made a lot more sense.

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

Through this journey, one thing that we realised was we were already an eSmart library to some extent but our policies and training did not explicitly address eSmart issues.

Now that our attention has been focused on what it means to be an eSmart library, our decisions going forward are being filtered through the eSmart lens.

An example of this is when we started up Libraries2U, a new tablet lending and training program for seniors, offering cybersafety advice and resources was one of the top priorities during its development.

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

Before implementing eSmart in the library, we made resources available to the public, offered users of our Information Technology Centre some guidance for remaining safe online, and we also offered safety tips during our 1-on-1 technology training session. The problem in hindsight is that this advice and training was not focused or directed and was provided haphazardly. We intend to remedy this going forward.

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

Yes. Being eSmart could break down the barriers that prevent people from using technology in the first place. Libraries are spaces that we hope are seen by the community as safe and inviting and as providing access to information experts. Extending that perception to the digital space would be beneficial to new and hesitant users of technology.

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

I think the benefit is the provision of comfort and awareness for library users and staff in a digital environment. Libraries are uniquely positioned as traditional institutions that have been quick to incorporate new technologies into their collections, services and programming. Now that we have started on our own journey, focusing on creating awareness in this area seems long overdue.

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