

Blacktown City Libraries, NSW

**eSmart Libraries
Coordinator:**
Tim Ungaro



Where are you at in your eSmart Libraries journey?

We're at the implementing stage.

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

Finding a suitable time for everyone on our working group to meet at once is challenging sometimes, but we are fortunate to have a very supportive management team who see the value in the program.

The only thing holding us back at this point is action areas 3.2-3. We operate a large service and our staff demonstrate varying degrees of knowledge and skills in ICT's at present. We have run various initiatives over the years to improve staff digital literacy skills and plans are in place for further initiatives to be led by the eSmart Working Group. I think we are ready to apply for eSmart status now - I can see an improvement and we have plans in place to improve things further.

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

We consider our involvement in eSmart Libraries to be a long-term project and many of our staff development programs relating to digital literacy are being led by members of our eSmart Libraries working group.

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

Council has long been committed to supporting the community in understanding internet safety principles and the library has been proactive in this space for many years, which is reflected in the types of programs and services that we offer - eSmart Libraries is a natural extension to this.

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

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Yes! Our staff are better equipped to assist library users and there is the potential for new users to find out about our programs and services through the extra exposure that being involved in the eSmart Libraries program brings.

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

We see the eSmart Libraries program as a great opportunity to reflect on our service and identify areas that need fine tuning. We've placed a lot of emphasis on Domain 3 'Effective staff knowledge and capabilities' of the eSmart Libraries framework so that we can meet our goals for supporting customers' techno-literacy.

It has been very useful for us to have a framework that we can refer to when planning staff development initiatives and also to have a working group that can support the rest of the team through the learning process.

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