Monash Public Library Service, VIC

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Where are you at in your eSmart Libraries journey?

Monash Public Library Service is in the implementing phase of the eSmart journey and we are aiming to gain eSmart status within the next three months.

Some of our recent milestones include:

- Evaluating our Internet Use Policy and consequences for breaches
- Completing a successful public eSmart survey which was combined with our overall community survey on library collections, spaces, programs and technology. This helped increase eSmart's profile.
- introducing eSmart to staff at our recent whole staff planning day after they completed a survey about digital literacy practices
- Presenting workshops to schools and a local Probus Club around the topics of social media and cybersafety

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

Working collaboratively with staff across our six different service points is a challenge that we have been able to overcome and address by appealing for volunteers to join the team and to be branch champions for eSmart.

We have also ensured that cover is provided for team members to attend a regularly scheduled monthly meeting so that we can meet face-to-face and work on group tasks together.

As there are so many different components to eSmart certification, each member of the team is responsible for collating and tracking the progress of one domain which is a fantastic way to share the workload and empower people to take ownership of the process.

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

eSmart Libraries complements many of our existing processes. We already had an Internet Use Policy in place and now it has been amended to include clear consequences for inappropriate behaviour as well as instructions for staff in our procedure manual so all staff members are empowered to address these issues.

In developing training programs in technologies we are even more aware of any eSmart implications and issues. An example of this is making sure people's passwords are secure.

We often have library users asking staff for guidance in this area. I recently helped a lady whose email account had been hacked while another staff member was able to identify a scam email for a customer who thought they had won a lot of money.

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

Before eSmart, we did hold a number of cybersafety sessions. Now that we have information from the community through the recent survey, we are able to identify key areas that people would like to know more about.

In the next few months we will be running sessions for families on how to keep their children safe online as well as the safe and responsible use of social media.

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

Nowadays people expect libraries to be able to help them navigate their way through the digital world and eSmart provides an excellent framework for this. By creating in-branch displays and highlighting important eSmart tips through our computers, everyone who enters the library is exposed to the positive messages of how to stay safe online.

eSmart is now mentioned in all of our technology programs to ensure that people are aware of the need to be cyber aware and that libraries are perfectly placed to support them and provide information on how to enjoy using technology ethically and securely.

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

The benefits of implementing eSmart are that it provides us:
1. A framework to ensure that all facets of our library service are promoting safe, smart and responsible use of technology.
2. Opportunities to identify gaps in staff knowledge of expertise and so provide relevant skill development

Opportunities to develop and deliver new programs that meet our community's lifelong learning needs and adhere to eSmart principles.