



DIGITAL INCLUSION

DIGITAL INCITE SUPPLEMENT

November/December 2019 VOLUME 40 Issue 11/12



NAVIGATION TIPS

Tap on the titles listed in the **Contents** below to jump to an article.

Use the **Menu** on the bottom of each page to jump to an article.

MENU 

Some articles have additional photos. Tap on the **circles below the images** to view more.



Contents

3 INTRODUCTION

AUSTRALIAN CAPITAL TERRITORY

- 4 Digital engagement with women from culturally and linguistically diverse backgrounds – Libraries ACT

NEW SOUTH WALES

- 5 Digital access for researchers – Blue Mountains Library
6 Tech Savvy Seniors – Parramatta Libraries
7 Connecting generations through digital learning – Shoalhaven Libraries

NORTHERN TERRITORY

- 8 Making digital engagement fun – Alice Springs Public Library
9 MacConnect and digital education – MacDonnell Regional Council

QUEENSLAND

- 10 Robotics and digital inclusion – Rockhampton Regional Council Library Service
11 Empowering users to digitise their collections – Sunshine Coast Libraries

SOUTH AUSTRALIA

- 12 Inspiring digital creativity – Adelaide City Libraries

TASMANIA

- 13 Teenagers teaching digital workshops – Libraries Tasmania, Kingston Library

VICTORIA

- 14 Digital engagement as community outreach – Campaspe Regional Library Service
15 Encouraging students to improve their digital literacy – Kangan Institute
16 Coding and intergenerational creativity – Yarra Libraries

WESTERN AUSTRALIA

- 17 Ready, Tech, Go – City of Canning Libraries
18 Ensuring that the community is prepared for technological changes – City of Joondalup Libraries



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The Australian Library and Information Association acknowledges the Traditional Owners of Country throughout Australia and recognises their continuing connection to lands, waters, cultures and communities. We pay our respect to Aboriginal and Torres Strait Islander peoples; and to Elders past, present and emerging.

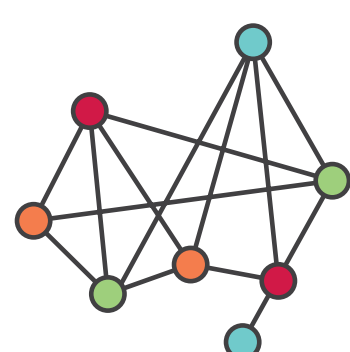
ALIA would like to acknowledge the assistance of the contributors, including Libraries ACT, Blue Mountains Library, Parramatta Libraries, Shoalhaven Libraries, Alice Springs Public Library, MacDonnell Regional Council, Rockhampton Regional Council Library Service, Sunshine Coast Libraries, Adelaide City Libraries, Libraries Tasmania - Kingston Library, Campaspe Regional Library Service, Kangan Institute, Yarra Libraries, City of Canning Libraries and City of Joondalup Libraries

INTRODUCTION

AUSTRALIAN LIBRARIES HELP



Australian Library and
Information Association



AUSTRALIAN
PUBLIC LIBRARY
ALLIANCE

The Australian Library and Information Association (ALIA) has been a strong advocate for digital inclusion for more than 30 years. Libraries were early adopters of digital technologies, not only to support our own operations, but also to improve customer services and help our clients build their own technology skill sets.


Over the years, our advocacy has taken different forms, and in 2016, we were pleased to be invited to join the Australian Digital Inclusion Index Advisory Committee at the start of Telstra's venture to map the state of play in Australia. This was the first time such a project had been undertaken. It was an ambitious goal, but one which has proved to be extremely valuable. We have continued to be involved with the index and to use the results to campaign for further funding at a national level for digital inclusion initiatives through libraries.

In recent times, we have supported eSmart Libraries, the cyber safety initiative created by the Alannah & Madeline Foundation, with funding from the Telstra Foundation; the Tech Savvy Seniors program, again with Telstra; and the Be Connected program, run by the Office of the eSafety Commissioner and Department of Social Services, with Good Things Foundation as the network partner manager.

Earlier this year, ALIA was awarded a \$1 million contract by the Australian Digital Health Agency to provide consumer health education training for library staff through public and health libraries, which we are in the process of rolling out with ALIA's Australian Public Library Alliance and ALIA Health Libraries Australia.

These are examples of activities at a national level, but there are also amazing projects being rolled out at state, territory and local level. In this report, we showcase just a few examples of the kinds of digital inclusion programs and services delivered in public libraries around Australia. We have stories about intergenerational learning, technology training for culturally diverse groups, digital access to local history collections, helping people digitise their personal collections, running coding classes, and providing local communities with opportunities to interact with robots, virtual reality and other advanced technologies.

Through public libraries, we reach some of the least connected people in society, but digital inclusion activities are also critical in school, TAFE and academic libraries, where students may have varying levels of digital literacy, and in special libraries, where, for example, clients need help accessing vital information contained in electronic databases and in identifying authentic information from the morass of results generated by an online search.

The purpose of all these activities is to help people connect to the internet, have positive online experiences, improve their digital skills, build their confidence and be prepared for the next wave of technological innovation. Today, digital inclusion is core to what a library delivers. 

AUSTRALIAN CAPITAL TERRITORY

DIGITAL ENGAGEMENT WITH WOMEN FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

LIBRARIES ACT

Libraries ACT has partnered with Global Sisters to deliver online privacy and security awareness training for women from culturally and linguistically diverse backgrounds. Global Sisters is a not-for-profit organisation that works with women to reduce barriers to full time employment, this takes the form of a nine-session course designed to help participants develop their own businesses.

One of the sessions is a hands-on workshop delivered by library staff in simple English. This session explains concepts such as spam, phishing, malware and viruses. So that the participants learn how to protect their personal details online, the importance of creating strong passwords, and how to keep their devices secure. 🌸



DIGITAL ACCESS FOR RESEARCHERS

BLUE MOUNTAINS LIBRARY

Blue Mountains Library is a popular choice for researchers due to its comprehensive local history collection. However, as most of the collection were physical items, it soon became clear that the library needed to improve its digital access. The goal was to digitise photos, oral history recordings and other materials so that they could be freely available online.

To enable this the library implemented a digital content management system, digitised the content, checked quality standards, developed descriptive metadata records, integrated the system with the online catalogue, and worked with the National Library of Australia to harvest the data into Trove.

This resulted in 2016 in a free online local history collection with more than 5,000 historical photos, maps and ephemera, along with more than 100 oral history recordings and numerous Blue Mountains fact sheets and blog articles. These resources can be accessed locally through the library's online public catalogue or via Trove.

The online collection raises awareness of, and fuels curiosity for, the history and culture of the Blue Mountains. It extends the reach of local historical researchers and helps to bring history alive.

Touchingly, the library receives regular enquiries from the families of the people interviewed in its oral histories. There have been several occasions where a relative has passed away, and the family has been able to download spoken recollections to play at the funeral or memorial service, or just to hear the voices and stories of grandparents and great-grandparents. 🌸





TECH SAVVY SENIORS

PARRAMATTA LIBRARIES



The fun, hands-on training sessions were delivered to small groups in a variety of languages



Parramatta Libraries facilitates the Tech Savvy Seniors program across its libraries. Tech Savvy Seniors is a partnership between government and Telstra, that provides free technology training for seniors who have little to no computer skills. The program helps participants gain confidence with various technologies and allows them to stay connected with family and community services. Since it commenced in July 2012 the program has helped more than 19,000 seniors gain critical digital literacy skills.

In 2018 multiple workshops were offered across Parramatta Libraries, including Introduction to Computers; Using the Internet; and Introduction to Social Media. The fun, hands-on training sessions were delivered to small groups in a variety of languages including Mandarin, Vietnamese, Dari, Hindi and Arabic which meets the diverse cultural needs of the area. Additional technology sessions in English and Mandarin were offered at the Epping and Dundas branch libraries.

To complement these workshops, attendees could drop-in to computer help sessions to have their technology enquiries answered by helpful volunteers. Such sessions provide participants with the chance to meet like-minded individuals who speak their language and allows for knowledge learnt in the Tech Savvy Seniors program to be reinforced in a safe and relaxed environment.

Parramatta Libraries also offers access to an extensive collection of resources in languages other than English, which means that users can borrow material about the use of technology in their language. 🌸

CONNECTING GENERATIONS THROUGH DIGITAL LEARNING

SHOALHAVEN LIBRARIES



GenConnect is a free ongoing collaborative program organised by the Shoalhaven Council's Community Development Team, and Shoalhaven Libraries staff that partners local Nowra High School students with older members of the community to troubleshoot technological interface issues.

The students help the older people discover how to use their technology or workshop any specific issues they are encountering. It has afforded some of the most disadvantaged and isolated members of the community access to digital technologies that allow for information access, such as health information, leisure, education and entertainment.

Beyond functioning as a purely educational exercise the program has also connected community members who would otherwise seldom interact which builds social cohesion and fosters a sense of community engagement and connectivity. The project can be run with no costs outside of normal operational costs as the associated costs are made up entirely by staff time to provide coordination and facilitation of the weekly sessions. These tasks were undertaken by staff members from the council or the library, via a roster to share the load, facilitate and supervise the sessions.

The project idea and format can easily be transferred and delivered to any library, or organisation keen to improve its digital inclusion. At present the program takes place at the Nowra branch and the library is exploring expansion of the project to local TAFE intuitions, and other branch libraries such as Sanctuary Point and Ulladulla. 🌐



MAKING DIGITAL ENGAGEMENT FUN

ALICE SPRINGS PUBLIC LIBRARY

Alice Springs Public Library (ASPL) has several programs that provide digital inclusion support and inspire digital engagement. These programs include the ongoing STEAM Club which has operated since October 2017. This program emerged from a gap in after school programming for people between the ages of 8–14 with the objective of utilising library resources to introduce STEAM (science, technology, engineering, arts and mathematics) principles into the informal education of Alice Springs' young people.

STEAM Club aims to increase young people's digital literacy and knowledge of STEAM concepts; introduce and develop peer mentoring through digital capacities; encourage creative and abstract thinking; and to inspire young people to consider STEAM career avenues. By giving young people a space to learn and engage with new technologies, ASPL uses STEAM Club to promote STEAM initiatives in Alice Springs.

Another program supported and hosted by ASPL is Geeks in Residence. Originally offered by Central Australian Youth Link Up Service (CAYLUS) this program facilitates digital skills and content creation in youth access computer rooms in community centres in Town Camp leases across Alice Springs.

Since January 2018 ASPL has partnered with CAYLUS and hosted Geeks in Residence after school and during school holidays. Facilitating digital skills and supporting content creation via a wide range of programs from stop motion animation to tee-shirt printing. 🌟



MACCONNECT AND DIGITAL EDUCATION

MACDONNELL REGIONAL COUNCIL

Situated in an arid desert environment at the centre of the Australian continent, MacDonnell Regional Council (MRC) is comprised of thirteen remote Aboriginal communities spanning across a region the size of Victoria. Out of the thirteen communities, only nine have access to 4G or mobile networks and out of this nine, six have received connection only in the last two years. In addition, during the last two years Northern Territory Public Libraries (NTPL) has established free Wi-Fi hotspots in eleven out of the thirteen communities. Use of mobile devices and interaction with the internet is still very new for many MRC residents.

MacConnect is a program developed by MRC in direct response to the digital age being introduced to MRC Communities. MacConnect is funded by NTPL and the Office of the eSafety Commissioner's program, Be Connected. The program's goals are connected access, digital education and content contribution.

Digital education workshops delivered in MRC's remote communities to residents and remote based Aboriginal MRC staff have been underway since July 2019. The workshops provide an opportunity for participants to interact with digital devices and learn applicable digital literacy skills on an assortment of hand-held digital devices, purchased with funding provided by Be Connected. Hand-held devices were chosen, rather than computers, because during the initial research for the program it was clear that hand-held devices were more accessible and cost effective for MRC residents, rather than computers.

The first three months of digital education workshops have taken place during wintertime in the Red Centre of Australia. At night in MRC communities a warm fire burns in front of most homes and family members gather to tell stories and share the warmth of the fire. Acknowledging the fire is traditional a place of gathering and interaction, MacConnect has been delivering workshops around the fire outside Community Safety buildings. Community Safety is a program that conducts nightly community patrols and the building is a safe haven for residents to come and gather. During these sessions, hand-held devices are provided and residents and staff sit around the fire being taught how to use search engines, download useful apps such as Your Online Journey (produced by eSafety Commission and the Department of the Prime Minister and Cabinet), utilize camera phones, and write emails and to attach pictures in an email.

The traditional way of gathering around the fire combined with digital literacy training has proved to be highly successful and engaging. Some residents now have email accounts, can search for new cooking recipes and from a work issued mobile phone, can now take a picture of a report, write and send an email with images attached. This has completely changed the way some residents conduct business. The fax machine has been the main port of call for document exchange and now with 4G, the new remote digital age and MacConnect digital education, a new way of communicating is taking place. 📶



ROBOTICS AND DIGITAL INCLUSION

ROCKHAMPTON REGIONAL COUNCIL LIBRARY SERVICE

In July 2018 the Rockhampton Regional Council Library purchased a NAO (pronounced now) humanoid robot that became the library's 'Digital Inclusion Officer'. Renamed following a community competition and now known as iZac, the robot has been used in a variety of creative ways to engage with the community. This reinforces the library's position as an innovator in the field and iZac has become a unique tool for the library to engage with the community.

Students at the local Rockhampton Special School were enthralled by the chance to engage with iZac in a small classroom setting, with many students interacting with the robot in varied ways. One teacher was thrilled to see a non-verbal student with multiple disabilities make a connection with iZac as well with the librarian who organised the visit – both very rare occurrences in the life of the child.

iZac was also invited to a meeting of a Parkinson's support group involving carers and people with various stages of the degenerative disease. Many of the older people were unaware of the technology trends in robotics and were delighted to have a face-to-face interaction with the robot.

At the opening of the Gracemere library branch, iZac was a popular addition to the suite of services and programs offered on the day. One of the most moving experiences was witnessing an older person from a rural background make a connection with the technology. The robot has become a natural addition and extension to the coding workshops offered at the library.

The next level of workshops offered to the community will feature coding activities linked to library or inter-departmental council programs or events, as well as community engagement programs. The future of digital technologies to promote inclusive programming is an exciting feature of the modern Rockhampton Regional Council Library. 🌟

EMPOWERING USERS TO DIGITISE THEIR COLLECTIONS

SUNSHINE COAST LIBRARIES

In order to improve its digital access Sunshine Coast Libraries has created preservation stations so that users can digitise their photos, slides, negatives, cassettes, vinyl records and home movies. The preservation stations provide the equipment and support needed for users to create digital copies of personal items, both to preserve the item, and enable sharing of the memories with family and friends. Customers need to be familiar with Windows, but no other knowledge or experience is required to use the equipment.

The opportunity to bring life to treasured personal memories held in old formats in a supported environment has inspired customers to try new technologies and improve their digital skills. The program has received some great positive feedback including:



Thank you so much I am very grateful to see 30-year-old footage of my son and my deceased father. Thanks to this project I now have a family treasure.



I'm really excited about being able to preserve a cassette with my now departed mum's voice on it. Also, some VHS tapes with my children on there. Can't wait for that. It's so great that the library is moving forward and taking us older people with them rather than simply sticking to books and magazines. 🌟



INSPIRING DIGITAL CREATIVITY

ADELAIDE CITY LIBRARIES

Adelaide City Libraries is inspiring community members to engage with digital technologies, and to grow their confidence in using said technologies. The libraries celebrate the digital world, adopting and providing access to the latest smart technologies and providing opportunities for greater participation and learning for all community members. The Everybody Dance NAO (pronounced now) program was a six-week robot dancing competition, delivered through a partnership with Adelaide City Libraries and the Brainary Interactive.

NAO is an interactive robot and students and teachers from schools around South Australia flexed their creativity and STEAM (science, technology, engineering, arts and mathematics), skills to choreograph its dances moves with more than 30 teams participating. Some schools engaged whole year levels to code robot dances as special school projects, exploring how people express creativity through technology and providing a fun and interactive framework for inspiring enthusiasm in computer programming and robotics.

The competition showcased the innovation, enthusiasm and expertise the students had learnt through their engagement with the technology. The community response to this program was overwhelming with a huge number of positive comments from participants as well as audience members, family and teachers.

Adelaide City Libraries also facilitates the Access2Arts program, which works to connect culture makers and audiences with creative activities, places and spaces to support people with disabilities. The ongoing partnership between Adelaide City Libraries and Access2Arts has enabled the presentation of its Beats program, which was a wide range of programs and workshops available within the library. Access2Arts has been working with the staff, facilities and resources of the library since it opened in 2014. The physical library space is accessible and supports the diverse access requirements of its participants. Beats is steered by people with learning disabilities and provides hands on instructions in how to beatbox, DJ, and create digital artwork. It is about people with disabilities getting creative and connecting digital technology and contemporary popular culture. 🎧



TASMANIA

TEENAGERS TEACHING DIGITAL WORKSHOPS



LIBRARIES TASMANIA, KINGSTON LIBRARY

Kingston Library in the Kingborough municipality of Tasmania has an ongoing mentoring partnership with Kingston High School. Students in years 9–10 participating in the Big Picture project attend and support learners as mentors in various digital workshops. It is a great way for the students to build employment skills, including being involved in the planning of programs, working as part of a team and participating in a work environment.

The project allows for seniors to interact with younger people and gain confidence in using the latest technologies. Seniors also build confidence in connecting to public and private Wi-Fi and learning about Bluetooth and wireless technologies. As the students can provide personalised and targeted support for the project participants it has allowed for a greater feeling of confidence for the seniors. Due to the success of the project it is set to expand to include robotics and coding. 🌱



DIGITAL ENGAGEMENT AS COMMUNITY OUTREACH

CAMPASPE REGIONAL LIBRARY SERVICE

As part of its community outreach capacity, Campaspe Regional Library Service offers a variety of wellbeing programs and activities which support social, mental and emotional wellbeing. The library's aim is to reduce barriers to participation by ensuring community members have access to resources, opportunities and capabilities to engage, contribute and connect with their communities. One of the libraries programs has been incredibly popular. From July 2017 to March 2018 the library has conducted 28 OSMOTech sessions involving 377 participants, and 12 organisations/groups.

OSMOTech is one such wellbeing session which involves fun and easy iPad activities designed to enhance traditional and digital literacy for older community members. Although the OSMO game is essentially designed for young people the library service soon realised it had potential to be used across a wider range of age groups including older adults due to its interactive functionality. Participants can play solo, in pairs, and in group sessions, while developing relational skills, critical thinking skills, problem solving skills, and confidence with technology.

The OSMOTech program is currently offered throughout the Campaspe and Murray Shire areas. However, interest has developed in neighbouring communities who have opted to travel to a branch of the Campaspe Regional Library Service to take part and experience a session.

The success of the program is such that there are now regular sessions taking place across the two council areas. Each group books their OSMOTech sessions for the upcoming six-month period, monthly, bi-monthly or quarterly, according to area preferences. An average OSMOTech group session goes for approximately 1.5 hours (including setup and pack up) and can involve up to 24 participants.

At present the libraries are working with local planned activity groups, men's support groups, seniors' groups, aged care facilities, community centres, social activity groups as



well as Dementia support and carer groups. The library has received positive feedback and responses from the program from members of the community.

'Ernie is 100 years young. Prior to the OSMOTech sessions Ernie had never used a mobile phone, computer, iPad or any such device and assured us he didn't know anything about "those things". It didn't take long for Ernie to become fascinated by and capable with the technology. Now when new residents attend an OSMOTech session Ernie is the advocate for "having a go at something new," and for taking part in the session.'

'Jim regularly takes part in our OSMOTech sessions with his local planned activity group. During these sessions Jim was introduced to basic iPad functions and playing games such as OSMO Word, Magic Jigsaw Puzzles, and more. Recently he was supported in purchasing an iPad and downloading suitable games which he uses to pass the time and to exercise his arm and hand mobility and brainpower, as well as use Skype and the camera function which he uses to keep in touch with his family who live a distance away. This has opened a whole new world up for Jim and his wife.'

ENCOURAGING STUDENTS TO IMPROVE THEIR DIGITAL LITERACY

KANGAN INSTITUTE

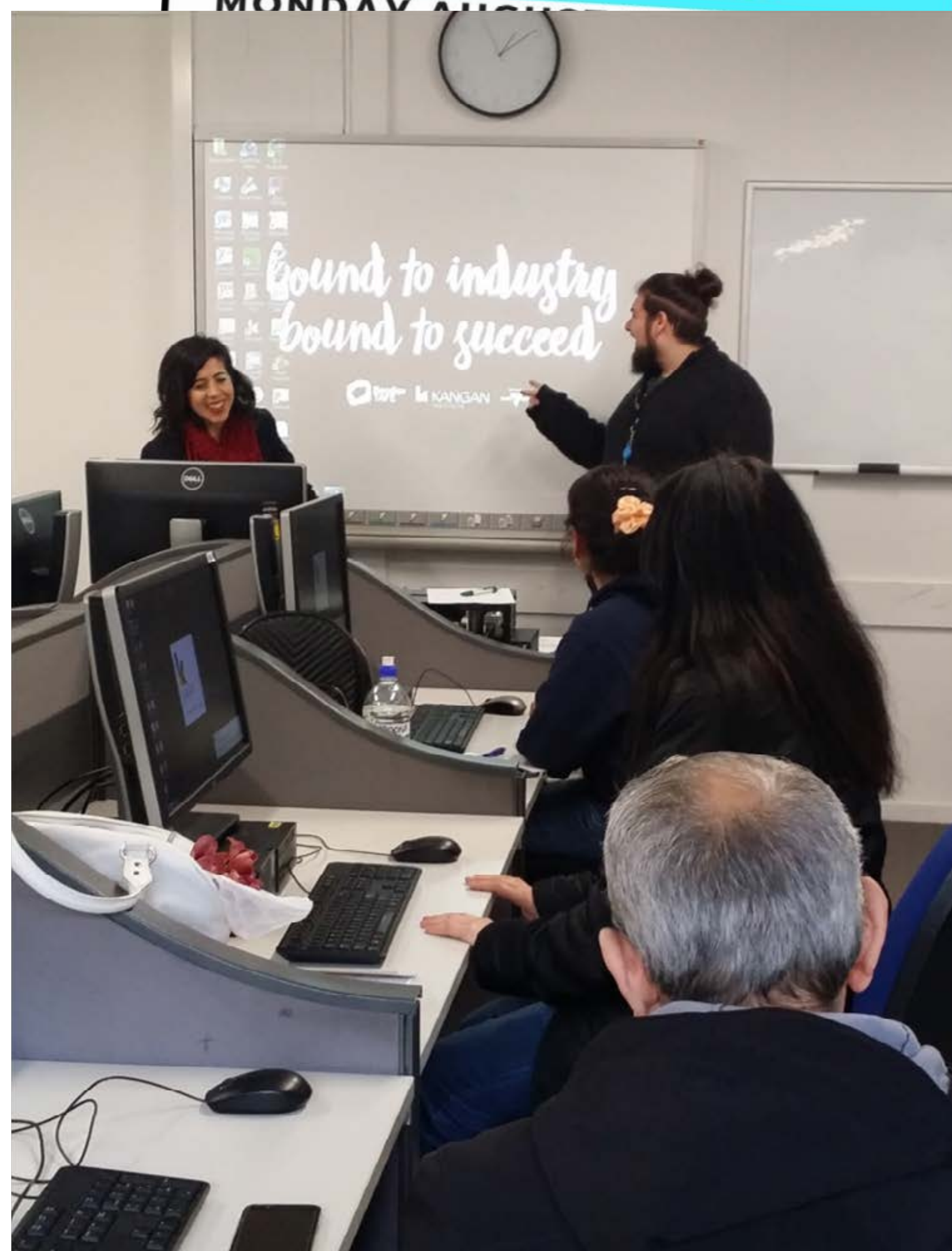
The Kangan Institute hosts ongoing digital inclusion sessions in its library space to support students who are unfamiliar with computers, need assistance with the internet and require support for programs such as Microsoft Word. Each class runs for 45 minutes and students can sign up at the library help desk or online. Additionally, teachers can sign up their entire classes for a session.

These classes were critical given the large amount of computer novices among the student base. This is particularly evident in the English language and work education departments.

At present the Institute offers targeted support in the below areas with plans to expand the scope of the program.

- **Internet searching** – how to search Google and use the advanced search functions to find images.
- **Microsoft Word** – how to use the different functions in Microsoft Word to create well laid out documents.
- **PowerPoint** – how to use Microsoft PowerPoint to create basic slide shows for presentations.

Previously some of the student base was receiving this training at another institution. Being able to offer these classes on campus was extremely beneficial for students, eliminating the need for students to leave the campus to receive assistance. 🌟



CODING AND INTERGENERATIONAL CREATIVITY

YARRA LIBRARIES

Yarra Libraries provides ongoing digital inclusion support for its patrons through a range of programs. Each month the Discover Digital program focuses on a different area of digital engagement and has featured presentations on Google apps, website design, Evernote and productivity apps, social media, and cyber security.

This program has been run with support from Infoxchange, Fitzroy Academy, Kasa Digital, the Alannah & Madeline Foundation. Another program that Yarra Libraries runs is Social Seniors, which offers information about how to film and edit videos and slideshows and explore their interests and social connection through online communities.

In recognition of the multicultural nature of the local Yarra community the library has also run a weekly seniors program called Tea, Talk and Tech. This program is run in English and Chinese and is a safe space where users can ask questions about the digital space.

The library encourages patrons to use the skills that they have learnt in the library at home, an example of this ongoing learning is the Creative Electronics workshops. To begin with patrons could experiment with basic circuits like the Atari Punk Synth Console, and variations of the bazz fuzz – a simple DIY guitar FX pedal. Patrons then used a range of tools including solderless breadboards, integrated circuit chips, a variety of resistors, potentiometers and diodes to create basic circuits.

After building a circuit, learners' experiment with different parts and configurations to change the sound. iPads were also included for the purpose of sampling sounds where they could then be manipulated in programs such as GarageBand – connecting the digital with the physical world.

Additionally, not all the programs on offer are group oriented as the library provides one-on-one digital coaching. These weekly digital literacy sessions are focused on learning by doing. Users are provided with tips and advice on using the internet and can have basic IT questions answered. It's a great option for users who need or prefer more personalised support.

Yarra Libraries also runs fun and inclusive programs aimed specifically at children and it facilitates an after-school program called Tuesday Tech Club at Bargoonga Nganjin. The first session featured LEGO® Education WeDo (mechanical Lego with moving parts that can be coded via an iPad) with 17 participants. The second week saw the return of LEGO® Education WeDo as well as Ozobots, (palm sized programmable robots) that were extremely popular with the 21 participants.

Another program that the library runs for children is Code Clubs, which teaches children aged 9–12 how to code games, animations and websites. The children work on creating their own games and animations using block-based coding language Scratch. As they progress, they learn how to use HTML and CSS to build and customise websites.

In addition to the set curriculum, the library has integrated sessions with special guest presenters visiting the club with a NAO (pronounced now) robot and using tactile elements like Ozobots to show how coding works in the real world.

All these programs have been very successful across all Yarra Libraries with consistent attendance and positive feedback. 🌟

WESTERN AUSTRALIA

READY, TECH, GO

CITY OF CANNING LIBRARIES

City of Canning Libraries runs a series of ongoing technology related workshops called Ready, Tech, Go, which is aimed at inspiring the community to embrace new technology. These workshops were created in partnership with Michael Ovens, University of Western Australia medieval literature PhD student and virtual reality software developer, after community feedback indicated a significant interest. The program gives community members access to 20-minute coaching sessions with technology experts to help them tackle their technology queries and empower them to continue their digital journey.

One of the programs focuses on virtual reality, this technology has been utilised in digitisation and gaming projects for some time. However, the community has had little opportunity to experience it firsthand. These sessions generated considerable interest from the community and often results in fully booked sessions necessitating waitlists. Participation from all ages was noticeable, sparking interest from children to seniors. 🌸



ENSURING THAT THE COMMUNITY IS PREPARED FOR TECHNOLOGICAL CHANGES

CITY OF JOONDALUP LIBRARIES

Keystrokes

The City of Joondalup Libraries facilitates a volunteer-run program called Keystrokes that was developed to provide free one-on-one computer training sessions to seniors and other members of the community. Since the program's inception in 2012 volunteers have facilitated 2,984 sessions.

The city's Digital Services Officer coordinates the program, including the recruitment and induction of volunteers. Sessions are held in each of the four libraries and bookings are taken for all locations at each library. The training sessions focus on the use of devices including smart phones, tablets and desktop/laptop machines and ereaders and provide support for iOS, Android and Windows operating systems. It teaches skills relating to internet searching, email, social media and file management as well as life skills such as using MyGov or internet banking. All volunteers are trained to use the library's resources and encourage the session attendees to access online library resources and services.

Digital Drop-in

Established in 2016 Digital Drop-in runs twice monthly. It is a free, volunteer-led informal program of presentations to a small group, typically 10–14 people, on using mobile devices and personal computers, and addresses topics requested by the people attending such as the NBN rollout. Since its inception 655 people have attended sessions.

eSmart Libraries

The city's libraries became eSmart accredited in 2018 and are currently members of the eSmart Libraries program. The libraries utilise a range of methods to promote safer Internet use. These include hosting an eSmart webpage, which is regularly updated, publicising events such as eSmart Libraries Week and Stay Smart Online Week and hosting cyber safety themed events. All library staff have undertaken training in eSmart Libraries, and this financial year will complete a second set of training modules offered by the Alannah & Madeline Foundation.

Be Connected

In 2018, City of Joondalup Libraries successfully applied for four \$1,500 activation grants, and in late 2018 and early 2019 provided 24 training sessions for groups of up to eight people on the topics Basic Computing, Basic Internet, Social Media and Internet Security and Safety. We registered over 120 people to the Be Connected website. We hope to be successful in an application for a \$15,000 Building Digital Capacity Grant, and if we are will focus on partnering with other organisations to take digital literacy classes to older adults at offsite locations.

NetUni

In 2012, City of Joondalup Libraries began a partnership arrangement with Edith Cowan University (ECU) ENACTUS after a need was recognised to enable members of the community to be comfortable with the changes in technology. From 2012 to 2018 a total of 85 sessions were held with 575 attendees. Due to falling registration numbers, at the end of 2018 a decision was made to discontinue the program. ❌

To discover other ways that libraries and library professionals are making communities more digitally inclusive see the **November/December 2019** issue of *INCITE*.

alia.org.au/incite

