Digital Highlights

Introduction

Contents

From the Editor

Welcome to the refreshed *Public Library News*. Published twice a year and in full colour, the themed issues will contain longer articles in order to showcase best practice and innovation in NSW public libraries. This edition's theme of 'Digital Highlights' demonstrates how libraries are working in the areas of digital inclusion, digital literacy and making collections accessible through digitisation and digital channels.

Our next issue, Winter 2017, will feature the theme of 'Partnerships'.

Don't forget to subscribe to our quarterly *In the Libraries* enewsletter, providing a snapshot of what is happening in NSW public libraries through short news stories, photos and links.

EDWINA DUFFY
Project Coordinator, Public Library Services
State Library of NSW
Editor

Next issue deadline:
10 March 2017

Submit articles online at:
plsnsw.wufoo.com/forms/
public-library-news/

FRONT COVER IMAGE: CITY OF CANADA BAY LIBRARIES' CAD FOR BEGINNERS FAMILY JAM WORKSHOP (SEE STORY, PAGE 8)

Recently released NSW public library statistics for 2014–15 show that physical visits to libraries and attendance at public programs have increased, but that digital and online use has grown significantly: internet access at libraries grew 12 per cent to 9.58 million sessions; visits to library websites grew 10 per cent to 11.27 million; and ebook loans increased 31 per cent from 500,000 to 655,000. See this issue's back cover or visit <sl.nsw.gov.au/public-library-services> for the full statistics.

A strong theme in many of the articles submitted for this 'Digital Highlights' issue is digital inclusion. Digital inclusion is not just about technology, it is about access to technology, increasing individual's digital literacy skills, inspiring lifelong learning and promoting social and economic wellbeing.

This issue demonstrates how libraries are supporting clients to become fully capable digital citizens.

Libraries provide communities with access to everyday technology, such as internet, wi-fi and devices, as seen in Coonamble Shire Library's Wired out West program (page 6), as well as opportunities to engage with new and emerging technologies, such as Sutherland Library's innovative use of 3D printing (page 24).
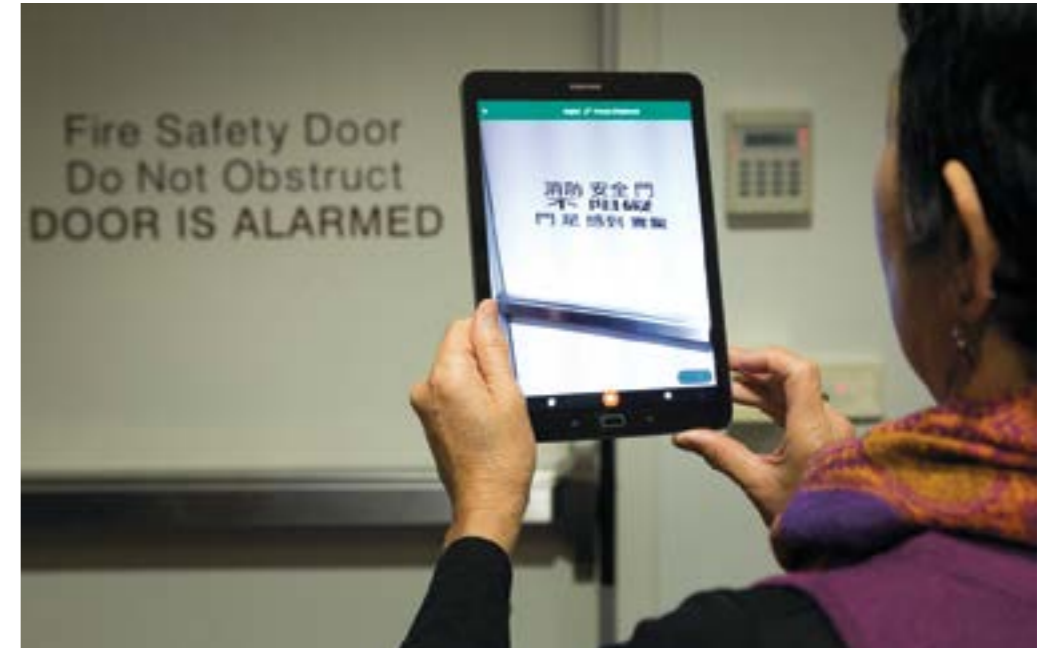
Libraries play a crucial role in digital literacy, particularly for children and older people. You can read about innovative digital programs for children and young people at Parramatta, Canada Bay, Bankstown, Singleton and Waverley Libraries (pages 8, 26–30), and digital literacy initiatives for seniors such as the statewide Tech Savvy Seniors program (page 12), Rockdale's intergenerational tech swap (page 11) and Randwick's TECHconnect (page 14).

Digitisation has enabled libraries to make their local studies collections accessible to wider audiences. Libraries are taking advantage of grant funding, new software and more affordable technologies to digitise and share oral histories, photographs and ephemera, rate records and newspapers (pages 17–22).

This issue also features national campaigns and initiatives, such as Go Digi's 2016 National Year of Digital Inclusion (page 2) and eSmart Libraries (page 15).

Telstra and Swinbourne University recently launched the Australian Digital Inclusion Index Report, measuring the level of digital inclusion across Australia. Libraries may be interested in seeing how their region fares in the national context at <digitalinclusionindex.org.au>.

LIBRARIES SUPPORT CLIENTS TO BECOME FULLY CAPABLE DIGITAL CITIZENS: LEARNING HOW TO USE A TRANSLATION APP AT NEWCASTLE LIBRARY'S CANTONESE TECH SAVVY SENIORS PROGRAM

Go Digi
and the National Year of Digital Inclusion

It can seem that technology is changing faster than ever before and communities are feeling the pressure.

In Australia, around one in six Australians aren't online. This means they're missing out on the benefits of being online because of their lack of access, digital literacy and confidence.

As the needs of the community change, so do the services they require. Many libraries are stepping in to make their communities more digitally inclusive. Whether it's providing access to free wi-fi, public PCs, ebook services or computing lessons and workshops, libraries are playing a significant role in helping Australians get online.

However, as demand for these services rapidly increases, libraries are feeling the pressure to provide free support with limited resources. In Go Digi's discussions with libraries, there are common themes of lack of material, staff training and volunteers.

For libraries getting their digital literacy programs off the ground, knowing where to start can also be a hindrance.

Starting in 2014, the Go Digi program has been working to provide support to libraries and other community organisations which provide digital education to their members.

> **In Australia, around one in six Australians aren't online.**

Go Digi is a four-year digital literacy program delivered by Australia Post and Infoxchange, which aims to support Australians to improve their digital skill and online confidence. One major component of the program is the Network Partners — organisations which are committed to actively addressing the issue of Digital Inclusion in Australia. Many of the Go Digi Network Partners are libraries which are starting to change by offering new digital services and education to the community.

This year, Go Digi has been encouraging all Australians to celebrate the National Year of Digital Inclusion. With the support of our Go Digi Champions and Network Partners, this award-winning initiative has seen digital inclusion highlighted across the country through media channels and at pop-up events.

Libraries have played a big part in Go Digi's success. As Network Partners, libraries have run a broad range of events and activities during the Go Digi Pop-up Festivals.

> **… libraries are playing a significant role in helping Australians get online.**

In Perth, a Minecraft for Parents workshop was run by a thirteen-year-old, explaining the game to parents and carers of kids who love the game.

In Melbourne, a neighbourhood house used the opening of a community garden as an opportunity to teach community members about gardening apps that help them plan their plots.

In Adelaide, a library taught kids to code using basic programming using low-cost kits.

In Darwin, Pokémon GO became a tool for teaching people how to use their smartphones, understand GPS and augmented reality.

There have also been Instagram Walks, Tea and Tech sessions, introductions to digital services and screenings of the documentary Cyber Seniors along with many other events designed to teach digital skills. Not only have these events highlighted the breadth of necessary skills, but they have also demonstrated the value of libraries as providers of community education and access to services.

As party of the National Year of Digital Inclusion, Go Digi will be releasing a Digital Inclusion Manifesto — a six-point plan that identifies key areas that government, businesses and community organisations will need to address in order to make Australia more inclusive.

The Digital Inclusion Manifesto has been developed in consultation with community groups, businesses and individuals. It brings together ideas and areas of action that can be adopted to ensure Australians aren't left behind as we advance into a digitally-driven future.

A National Year of Digital Inclusion forum and community expo was also held in Sydney on 16 November at Australia Technology Park.

To find out more information about Go Digi, the National Year of Digital Inclusion and the Digital Inclusion Manifesto, visit <www.godigi.org>.

BEN TEOH
Consultant
Infoxchange

Fairfield City Open Libraries

On 12 May 2015, Fairfield City Council endorsed the Fairfield City Open Libraries Program, the aim of which is to modernise the Library. A key element of the program is to improve the range of digital services and facilities available. This includes a collections strategy increasingly focusing on e-content, as well as the creation of digital enabled and digital friendly spaces. The Library has also introduced a one-on-one consultancy service provided through its Smart Bar. The aim of this service is to educate customers in the use of the Library's digital services with their mobile devices.

Open Libraries was officially launched on 26 August 2015 with 3M's launch of the Cloud Library in Australia. The Library is the first library outside of North America to implement this ebook service which is arguably the most user-friendly ebook service currently available. The Cloud Library app is easy to use and only requires users to download and login once to discover the joys of ebooks. The ebook Discovery Terminals available in all libraries make ebooks visible in our libraries for the first time.

During 2015–16 the Library implemented two major systems which underpin much of the Library's digital infrastructure: the Monitor print and transaction management system and the Spydus Library Management System.

The Monitor system is enabling the Library to not only go cashless but to introduce new services such as wireless printing. This feature allows customers to print from their home computer or from the Monitor app on their mobile devices. They then have 24 hours to collect their printing from any printer at any of our libraries. The Library is also developing with Monitor the facility for Council rates and other payments to be paid using the Monitor kiosks.

> **Public libraries will continue to connect users to information and ideas, but they will play an even greater role in bringing people together.**

The Library has been working towards the full integration of all its digital resources. With the launch of Spydus customers now have integrated access to both the Library's physical and digital collections. The Cloud Library, Zinio magazines, Bolinda's Borrow Box and the Library's heritage collections are now seamlessly integrated into the catalogue.

Some other outcomes of the Open Libraries program to date include:

- the implementation of RFID tap-and-go membership cards in preparation for providing customers with the means to gain entry to the Whitlam Library once the trial of extended opening is introduced
- the implementation of Press Reader, providing customers with thousands of world newspapers and magazines in their own language
- the construction of a café at the entrance of the Whitlam Library and refurbishment of the ground floor to create digital friendly study and meeting spaces
- the acquisition of two Nao robots to support students in developing coding skills.

Other aspects of Open Libraries currently in the planning phase include the establishment of:

- a creative space for digital content creation, including facilities for audio recording and film making
- co-working spaces for the community
- flexible spaces that can deliver both traditional library services and be transformed into performance areas.

The Open Libraries modernisation program is effectively captured in the following assessment on the future of public libraries:

Book borrowing will remain the core public library service, but public libraries of the future will have many other roles and we are already seeing these take shape. The library as a community space will become even more important; technology will continue to feature, providing people access to devices and software that would otherwise be unaffordable; library staff will not be behind a desk, they will be engaging with users face-to-face and online, and they will be delivering programs and activities, both direct and through partnerships, tailored to suit the local community. Public libraries will continue to connect users to information and ideas, but they will play an even greater role in bringing people together.

The Open Libraries program has served to position the Library as one of Council's key strategic priorities that is delivering benefits. This is demonstrated by the fact that in the period 2008–09 to 2013–14 visits to the libraries decreased by 26%. In the last two years visits are trending up, having increased by 10.1%, serving to confirm the positive impact of the Open Libraries program.

THI THUY NGUYEN
Program Coordinator

and

PAUL SCULLY
Manager Library and Customer Services
Fairfield City Open Libraries

Lake Mac Libraries digitisation project

To celebrate History Week 2016 Lake Mac Libraries History Online website recently launched a new exhibition of rate records from 1926–1948. These records were thought to have been lost for a number of years. Much to the delight of Community History staff, they were discovered lurking in the deep, dark recesses at NSW State Records in late 2014.

After the initial processing of the microfilm offshore, staff and our dedicated volunteers have been working diligently to make them available for the local and wider online communities. As an added bonus, Community History staff are running 'History of Your House' presentations to fully equip local residents in historical property resources.

The website currently has 251,000 records available through searchable spreadsheets, which link to digitised images; this is just stage one of the project. The next stage of the project will be to create dedicated search facilities where people can conduct searches using surnames, street names and other key words.

In proofreading the offshore records, a few transcription errors amused staff — the Land and Cola Co. instead of Land and Coal Company and the Department of the Inferior instead of Department of the Interior. A few famous, or perhaps infamous, names popped up as well. Who would have thought Lake Macquarie would have a Sherlock Holmes, Charles Manson and Stonewall Jackson?

LYN DE SYLVA
Community History Officer
Lake Mac Libraries
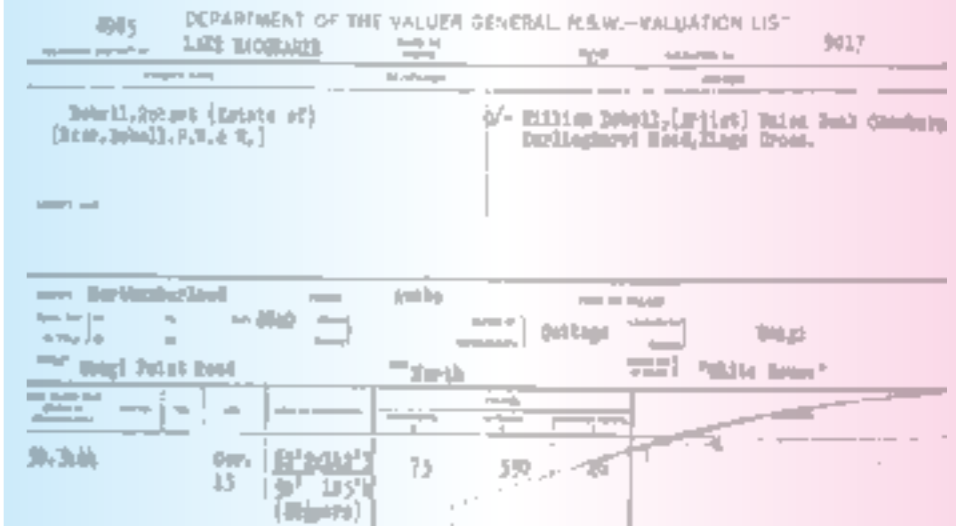
LAKE MAC LIBRARIES WILLIAM DOBELL (ARTIST) RATE RECORD

Wired out West

Wired out West (WOW) was conceived after consultation within our community identified a technology gap in youth and community services and was able to be fulfilled thanks to a NSW Government Public Library Infrastructure Grant.

The Coonamble Shire covers an area of almost 10,000 sq km with a population of 4030. The 2011 Census figures show that more than one-third of occupied dwellings in the Shire have no internet connection. Being a small rural community, there are limited services available for youth — with no Youth Centre or Community Centre in Coonamble, or in the outlying villages of Gulargambone or Quambone.

An upgrade to technology has helped to improve the library as a community space, for games, music and social interaction. It has also greatly increased the reliability of technology access and given those residents with no internet access at home the capacity to quickly complete their transactions in a supportive environment.

The Coonamble Library has been regenerating itself into a recognised community space for all ages, and is the venue for meetings, informal gatherings and community activities. With the installation of the technology we are able to support students who are studying through

distance education, University or TAFE level, as well as provide quality services to students researching reports and assignments at lower levels.

Coonamble Library has enjoyed a significant increase in technology usage over the past 12 months, as a result of community engagement

> ... more than one-third of occupied dwellings in the Shire have no internet connection.

projects and increased promotion of the services. Strong links have been formed with the secondary and two primary schools in the town itself, and continuing links are being developed with the schools in outlying areas of the shire. In addition, Council has strong working relationships with community-based organisations to promote the library as a community space. This includes Indigenous organisations, senior citizens, distance education, community organisations and a family history group.

The flatscreens are used during workshops and in our children's area. They display details about the library and photos of activities that have occurred. When kids see a photo of themselves attending one of our activities, they get so excited and point it out to all their friends.

The data projector and screen are used fortnightly during our Movie Nights. Run from 4–7pm, the nights provide a safe place for children to gather and socialise. They are monitored and cared for by qualified

> An upgrade to technology has helped to improve the library as a community space, for games, music and social interaction.

Through ongoing community consultation, this project was identified as a high-priority need which would increase visitation and sustainable use of the library as a community social forum. The grant enabled the library to purchase new public access computers and the carrels and chairs to go with them, a mobile devices chargebar, a data projector and screen, child friendly touchscreens, public access tablets and large flatscreens.

adults. They are supplied with light refreshments and (of course) popcorn! It was also used on our recent Seniors Day Movie Marathon and luncheon, providing a forum for people to meet and talk as well as enjoy a good movie and great meal. The setup will be invaluable to our community groups and businesses, providing a meeting place allowing them connect devices to the data projector for screenings and presentations.

The children's touchscreens are a fantastic addition with educational software that helps children learn and create. The games and puzzles are aimed at 0–10 year olds with 0–5 being monitored by their parents and/or guardians. They also have some great videos featuring cooking demonstrations, science experiments and language studies all aimed at their age group.

One of the public access computers is based in our study/meeting room away from the general public. This provides a quiet place where people have attended interviews via Skype and tutoring sessions that rely on computers, and it has also been used by members to record their own music in a place they can be as loud as they like without disturbing others.

Coonamble Shire Library is looking forward to helping our community access, learn and use new and emerging technology.

——
RAQUEL PICKERING
Librarian
North Western Library, Coonamble

QUICK LEARNERS! TWO OF FOUR NEW TOUCHSCREEN COMPUTERS AVAILABLE TO UNDER 10S AT COONAMBLE LIBRARY.

Curiosity and eagerness

to learn at City of Canada Bay Libraries

City of Canada Bay Libraries understands and supports the value of using technology to engage, educate, and develop creative thinking in the local community.

In 2011–12, City of Canada Bay began building the capacity to work with digital technology and began a major push to engage the community in its possibilities. With the support of a Library Development Grant from the State Library of NSW, the City of Canada Bay Libraries set up a Portable Multimedia Studio to develop and deliver creative digital projects to work with young people and build their digital literacy skills outside the library walls. These ranged from engaging youth in public art, to enhancing community spaces, through to communicating local stories. We have engaged young people to explore and develop skills in Photoshop and iMovie in the re-vamping of our library spaces, by designing banners to be hung along main road. Our More than Just a Name project is a great example where we engaged local school students to create short videos around local World War I soldiers connected with the City of Canada Bay area.

With the success of these programs and the public's overwhelming curiosity for new technology, the library has employed new staff specialising in developing and delivering learning programs in digital and emerging technologies. They have been working collaboratively across the library team on a range of programs including Youth Week, Comic Conversations, and school holiday activities in digital song writing, paper circuits and electronics. More recently they have been delivering a program of 10 drop-in workshops for all ages with 3D printing, electronics, and robots as the main content areas. The CAD for beginners workshops were also very popular, particularly in our Family Jam format, where the ticket was for two people to attend together, one child (aged eight to 14 years) with an adult. The library will be offering an expanded program of workshops for the September – October school holidays in robotics, electronics, maker craft and 3D printing. There has been an overwhelmingly positive response among participants of all ages.

City of Canada Bay Libraries in both Concord and Five Dock now have 3D printers in operation in prominent places in the library, alongside displays of interesting and exciting prints, and information about 3D printing. It's great to see so many of our visitors talking to staff, asking questions, checking out prints, and attending our talks and demonstrations. Several other members of staff have also taken a strong interest in 3D printing, and are now quite skilled and knowledgeable in

The focus on making, technology and hands-on creative production for all ages brings several benefits for the Library Service.

this area. We currently have five 3D printers at our libraries, and some days they are all in operation!

These programs form the foundation and main platform for community engagement for the Learning Space, located at the Connection, Rhodes, Council's soon to be completed community precinct overlooking Homebush Bay on the Rhodes Peninsula in Sydney. The Learning Space will be operated by City of Canada Bay Libraries, and will provide a vibrant and welcoming space which supports learning, creativity, innovation, and community. The Learning Space will offer access to digital resources, places to study, work and gather, and a broad program of workshops and events in digital and creative making to support community learning at all levels. Facilities will include high speed wi-fi, printing, 3D printing, A0 plotter, die cutter, sound recording and rehearsal capabilities, photography and video studio equipment, robotics, electronics, pop-up makerspace, and an exciting high-end exhibition space in the Digital Gallery.

The focus on making, technology and hands-on creative production for all ages brings several benefits for the Library Service. Staff across the board are finding new and interesting ways to engage with visitors as we roll out these programs, and we are engaging with some visitors for the first time. It has also provided platforms for further collaborations across Council, for example with our colleagues in Community Living, Place and Sustainability.

As we look towards opening the Learning Space and a full program of activities in digital creative and emerging technologies in January 2017, we are excited to see where this journey will take us and our audiences in the City of Canada Bay.
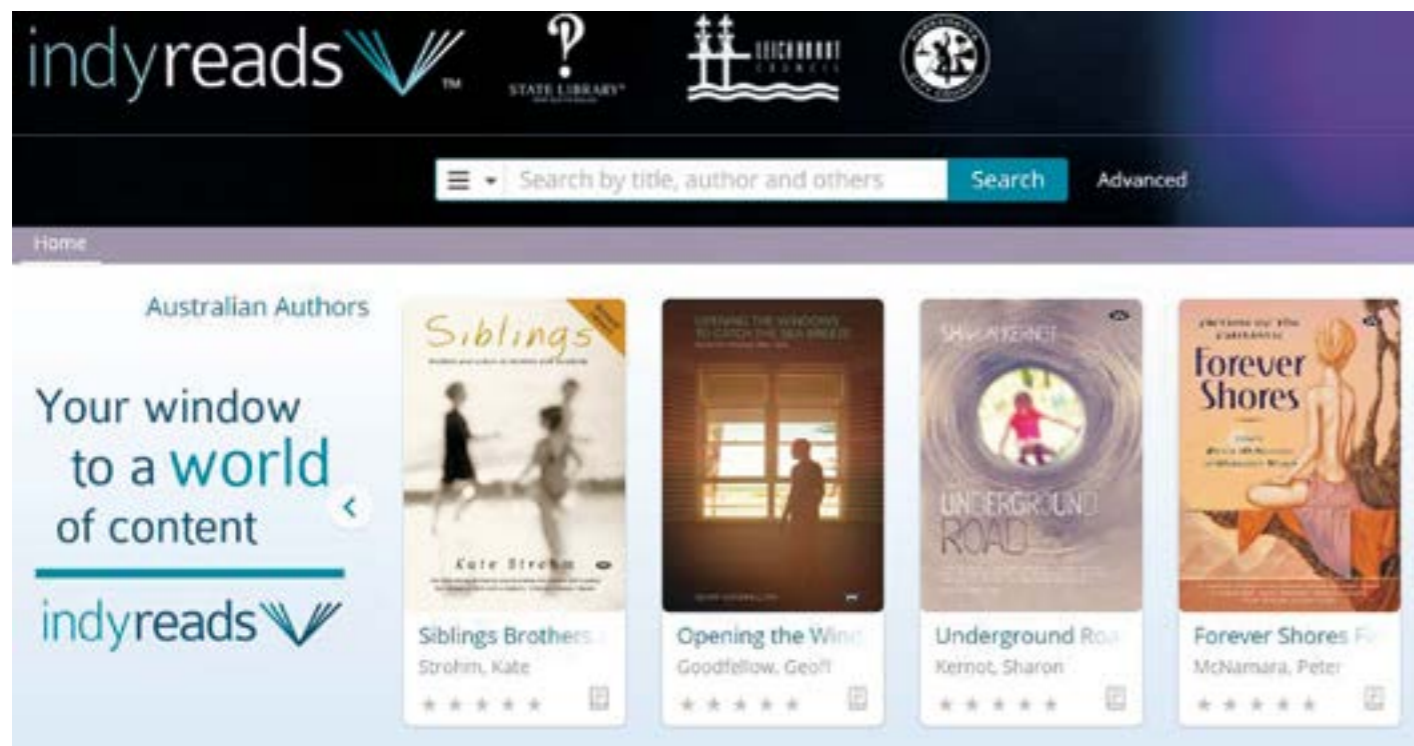
—
JOY SULIMAN
Learning Space Co-ordinator

and

—
TARA KLEIN
Youth Services Specialist
City of Canada Bay Libraries

... we are engaging with some visitors for the first time.

indyreads
innovation for public libraries

An exciting new trial exploring ways of making ebooks and local digital content more readily available to communities concluded in September.

The pilot was launched by former State Librarian Dr Alex Byrne at Leichhardt Library and Parramatta City Library in early 2016.

The innovative indyreads platform developed by the State Library of NSW in partnership with Odilo, provides public library members with access to a growing collection of Australian and international titles sourced mainly from independent publishers.

The platform enables the library to smoothly integrate the ebook content into their catalogues, providing a seamless experience for library users

to access and download the material via a diversity of devices including smartphones, tablets, ereaders and PCs.

Digitised local history material, including ebooks, oral history recordings and video content from the pilot library collections has also been uploaded onto the platform making culturally significant resources readily available to the general public.

indyreads has also explored a new approach to license agreements allowing libraries to build direct relationships with Australian publishers and community authors and to easily host content and apply digital rights management when required.

Over 650 titles have thus far been purchased from Australian publishers under the license agreement. The pilot collection was also supplemented by an additional 1000 independent and self-published international titles purchased via the Odilo marketplace under a perpetual access license. A small Chinese and Vietnamese collection was also purchased.

An evaluation of the pilot is now underway and the State Library anticipates a broader roll-out of the platform following the trial.

—
ROSS BALHARRIE
NSW.net Services Delivery Coordinator
State Library of NSW

Intergenerational tech swap
Technology classes for seniors

In May and June 2016, Rockdale City Library facilitated a three-week program to teach seniors how to use their mobile devices. We partnered with Moorefield Girls High School and had seven Year 9 students volunteer to be technology tutors at Sans Souci Library for the three weeks.

Each tutor was asked what device they felt confident in using. Each participant was invited to bring their own device and they let us know in advance what device it would be. Each participant was then paired with the appropriate expert. The tutor had a program to work through but was also encouraged to ask the participant if there was anything they wanted to know.

The sessions were designed to be one-off two-hour lessons, but participants could and did book in for more than one. There is always more to learn! All the sessions had a great atmosphere with the buzz of conversations. The high school students were very enthusiastic and the attendees were willing to learn. The tutors helped each other out — when a participant asked something that their tutor didn't know one of the other tutors stepped in. We had a total of 15 attendees over the three weeks. One lady from a Greek background was paired with a student who also spoke Greek, which she thought was fantastic.

This program, while designed to get older people used to using their devices, was also to get the two generations mixing. All of the participants went away with new skills and appreciation of the other generation. The attendees were full of praise for the knowledge, skill and the patience of their tutors.

This is the third year that we have run this program and it continues to be a great success. Both the seniors and the high school students were asking for more sessions, so we will be planning to run this program again.

—
NATALIE FUNSTON
Information Literacy and Knowledge Specialist
Rockdale City Library and Community Info Service

SENIORS LEARN HOW TO USE MOBILE DEVICES

Tech Savvy Seniors

Helping NSW seniors get connected

'We're going to become gypsies and want to keep in touch with the family via computer,' said Chris and Trevor Jarvis from Campbelltown.

Roberta Farley from Iluka, near Grafton, was stoked she could buy her favourite fashion label Roxy with a few clicks of a mouse. 'This could be dangerous. I'm wearing Roxy right now.' ('Cyberspace navigation for seniors', *The Daily Examiner*, 18 June 2016.)

Tech Savvy Seniors is helping older people across NSW develop the skills and confidence they need to get connected and become active citizens in their communities.

A partnership between the NSW Government and Telstra, the program is a key pillar of the NSW Ageing Strategy 2016–2020, and aims to increase digital inclusion, reduce social isolation, and improve access to online government information and services.

The State Library has been a partner since the program was established in 2013, facilitating the delivery of training in NSW public libraries. The program consists of training sessions on how to use computers, tablets and smartphones. Sessions are fun, hands-on, and designed to assist seniors with 'everyday' online tasks relating to shopping, banking, business, communication and recreation. Funding from the NSW Government and Telstra enables libraries to run training sessions free of charge (training is also provided at low cost through NSW community colleges). Comprehensive training materials have been developed by Telstra and are available in English and eight community languages.

In 2015 the State Library partnered with the NSW Ethnic Communities' Council to pilot the delivery of the program in six community languages. This program was key in reaching seniors from culturally and linguistically diverse backgrounds, who can experience real social isolation due to language barriers. For many older people from non-English speaking backgrounds, simply being faced with a keyboard of English characters is a huge hurdle to overcome when getting connected. The pilot program was hugely successful, and in 2016 expanded into country libraries and two additional languages.

The success of Tech Savvy Seniors in NSW has also seen the program extend to the state governments and public libraries of Victoria and Queensland.

While there is still a long way to go — the most common feedback from participants is for more training — the Tech Savvy Seniors program has provided participants with the confidence to accomplish things they previously thought were not possible.

To find out more about the program or how you can be a training provider, visit the State Library's Tech Savvy Seniors web page <www.sl.nsw.gov.au/tss> or Telstra's Tech Savvy Seniors web page <www.telstra.com.au/tech-savvy-seniors/about-tech-savvy-seniors>.

—
EDWINA DUFFY
Project Coordinator, Public Library Services
State Library of NSW

Tech Savvy Seniors in NSW public libraries

Since 2013:

- $500,000 funding
- 10,000 seniors trained
- Training delivered in nearly 100 library branches
- Training delivered in English, Arabic, Cantonese, Dari, Greek, Hindi, Italian, Mandarin and Vietnamese

Wagga Wagga Tech Savvy Seniors

Like many libraries across NSW, Wagga Wagga City Library runs a free two-hour Tech Savvy Seniors class.

As there can be a wide range of IT abilities in any given group, we find that capping the class at ten participants makes the class manageable and ensures each person gets the most out of the session. We also try to have a ratio of one library staff member per two learners, which ensures everyone is on the same page as the course progresses. Furthermore, we don't limit the classes to people who already own and use a particular device, such as an iPad; people without any experience whatsoever are encouraged to 'try it out' by using a library supplied device.

The courses have proved to be wildly popular, with many individuals booking in to multiple classes. A common refrain is 'I'll be able to teach the grandkids a thing or two now!' It really is a delight to see the participants' faces light up when they discover something that used to be baffling to be quite simple to master after all.

Incidentally, the classes are also a great way to upskill staff — not only in the use of various IT devices and platforms, but also in the practice of delivering courses to the general public.

—
MICHAEL SCUTTI
Programs Officer
Wagga Wagga City Library

GRADUATES OF CASTLE HILL LIBRARY'S MANDARIN TECH SAVVY SENIORS PROGRAM, WITH TRAINER YULING DU (FAR LEFT) AND HILLS SHIRE MAYOR DR MICHELLE BRYNE (CENTRE)

PARTICIPANTS LEARN HOW TO USE IPADS AT NEWCASTLE LIBRARY'S CANTONESE TECH SAVVY SENIORS PROGRAM

eSmart in Parramatta

A first for NSW public libraries

City of Parramatta Library has recently been certified as an eSmart Library, a first for a public library in NSW.

eSmart Libraries was founded when the Alannah and Madeline Foundation and the Telstra Foundation formed a partnership in 2012 to develop and implement eSmart Libraries — one of Australia's most significant community cyber safety initiatives.

Parramatta Libraries joined the eSmart Libraries campaign in October 2013. Since the first training session in March 2014, the Library has run dozens of information sessions and reached eSmart status on 4 December 2015.

The Library is concerned that with a high level of usage comes certain risks of online breaches or criminal behaviour such as cyber bullying, exposure to obscene material, hacking, social media risks, privacy breaches, software licensing breaches and child pornography. In the past the Library has received some complaints from users regarding exposure to offensive sites. eSmart Libraries is a behaviour change initiative for cyber safety and wellbeing, designed to equip libraries and connect library users with the skills they need for smart, safe and responsible use of technology.

eSmart enabled the Library to take a proactive approach to raise awareness and prevent members of the community falling victim to such online breaches, and to educate the public about smart, safe and responsible online access.

> **We believe that the difference we have made as far as online safety is concerned can be witnessed through the complete absence of online breaches at all our libraries and branches.**

Activities include:

- The creation of a working group that represents the Library's various sections — technology, marketing, management, children and youth branches — to brainstorm and implement smart policies in relation to cyber safety and wellbeing. This group meets regularly to keep up to date with current technologies and threats.
- Surveys were carried out to evaluate digital capacities of our users, both staff and public. Based on the survey results we regularly run technology training sessions to increase awareness of the possible dangers and threats of the online world. These classes are run by staff for staff and the public. The sessions have been run inside the Library as well as outreach sessions in places like Granville Youth Centre. These sessions are aimed at everyone from children and youth, to adults and parents, as well as senior citizens.
- eSmart awareness has been incorporated into the Library Technology Policy. eSmart guidelines have been embedded into the Conditions of Use for public computer access. The Library website also has a link to the eSmart website.
- Safety measures are put in place on the public network, both wireless (wi-fi) and wired.

An indicator of our success is currently being measured by university bodies through an independent survey. We believe that the difference we have made as far as online safety is concerned can be witnessed through the complete absence of online breaches at all our libraries and branches.

City of Parramatta Library constantly monitors the eSmart process and will continue to communicate with its customers to improve online safety and security. Recently the Library has been permitted to use the eSmart Digital Licence in running public training.

The eSmart Digital Licence is one of the most comprehensive online cyber safety resources available. It teaches school-aged children critical digital skills and promotes discussion about online safety between young people and their parents, carers and teachers.

eSmart is a permanent ongoing campaign which reminds the community to stay safe online.

–
ALI HUSSEIN
Web & Technology Support Officer
City of Parramatta Library

National eSmart Week

From 5–9 September 2016 a splash of purple was seen across the state with over 100 NSW library branches joining in the second annual National eSmart week.

Gunnedah Library set up an eSmart display with cyber safety books, materials and held a cyber safety themed storytime, while Mid-Western Regional Library used their website, Facebook and bookmarks to spread the eSafe message across their library.

Over 50% of library branches in the State have signed up to the eSmart program with 24 branches becoming accredited eSmart Libraries.

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BRAD LANGOULANT
Advisor, Education & Community
Alannah & Madeline Foundation

CYBER SAFETY-THEMED STORYTIME AT GUNNEDAH LIBRARY AS PART OF NATIONAL ESMART WEEK

TECHconnect

Digital inclusion at Randwick City Library

Everything is online in 2016, the National Year of Digital Inclusion, especially services. Sometimes people can be slow to adapt to technology. Somehow they slip through the cracks.

TECHconnect is the program Randwick City Library runs to help support those people who find themselves unable to use the technology many of us now take for granted.

Seniors are particularly at risk and need time, attention and patience to help them learn to navigate the digital world.

Public libraries are trusted by the community and we all have had customers who have purchased devices they have no idea how to use and come to us for help or desperately needing to access services which are now only available online.

Devices and operating systems such as iOS, macOS, Android and Windows are many and varied. Library staff are not always able to help, either due to time or knowledge constraints.

This is where our TECHconnect One-on-One volunteer tutors step in. Library staff alone would not be able to spend the one-on-one time necessary to help our in need customers become self-sufficient online.

Library staff run regular classes on computing and other technology, while our volunteer tutors add value to what we do by spending the time needed to address the particular technology challenges or learning needs of individual users: a two-staged process that makes sure no-one is left behind.

Our volunteers become a bridge for the customer into digital inclusion. As a public library, we become a bridge between the community and our volunteers. Our volunteers assess the needs and skill levels of customers and either resolve or refer the customer to additional training.

TECHconnect One-on-One volunteer tutors specialise in training people, particularly seniors, in how to use computers, tablets and smartphones and how to use the internet, search for information, print, scan, email and engage in social media. Almost anything the customer needs.

Different tutors come on different days and times, have different areas of expertise and are booked by staff for the customer based on knowledge and availability. Our customers are often overjoyed, this quote says it all:

'Just wanted to say that without the help of Galina showing me how to work my tablet I would be lost. She is a real JEWEL. I had my tablet for 2 years and could not work it, till I found out about Galina at the library. She is very good at going through everything very slowly with someone like me that is not good at these things. Many thanks Galina.'

Our volunteers are fantastic and they also get something out of it — a sense of accomplishment and giving back as well as connection and recognition. Teaching people to use technology is a difficult and often demanding role but it can also be incredibly satisfying seeing someone use the learning they have been given.

Our efforts in helping to bridge the digital divide would not be as successful without them.

—
JONATHAN DOYLE
Coordinator Service Development
Randwick City Library

Camden Voices speak to you

New modules of the library computer system at Camden have increased the accessibility of the oral history collection. Previously, oral histories could only be borrowed on CD or read in transcript. Now they can be easily downloaded as MP3s and a thumbnail image of the interviewee can be seen on the catalogue.

Camden Voices oral history project began in 2009 with the assistance of a State Library of NSW Library Development Grant. The local studies librarian trained a number of volunteers to conduct oral history interviews with local people who had been long-term residents of the area and lived through great changes. In the first year 29 interviews were conducted and recorded as 24 bit WAV files using a small digital recorder.

Photographs of the people interviewed were also taken at the time, as well as images of significant places and objects from their lives. Audio CDs of the interviews were then produced, using the images and a short biography on the covers. These CDs were housed in the local studies collection, with a copy available for loan in the library audiobook collection and a copy given to the people who had been interviewed.

A website, Camden Voices, was constructed with a description of the project, audio excerpts from the interviews and links to the catalogue records for the full audio CDs of the interviews.

In subsequent years more interviews have been conducted — the current total stands at 38. A volunteer who is an experienced typist offered to make transcriptions of the interviews and these are now all completed and are searchable documents.

The introduction of the Blis and Exhibit modules to Camden Library's Spydus system has now enabled these interviews to go online as podcasts. MP3 versions of the interviews were made from the master WAV files and, being smaller in size, are able to be downloaded from the library catalogue. The Blis module also allows a thumbnail image of the person interviewed to be displayed on the library catalogue to help bring the record to life.

Oral history interviews are a powerful form of historical source material bringing to light much information not included in written histories. The affective quality of audio gives an intimacy to the resource and lends immediacy to the material. Now, being so accessible online, through digital technology, this rich social history resource is brought to new listeners and new generations.

To access the oral histories visit <catalogue.library.camden.nsw.gov.au> and search for 'Camden Voices'.

—
JO OLIVER
Local Studies Librarian
Camden Council Library Service

Goonoo Goonoo Station

oral history project

The announcement that one of the region's most significant pastoral properties was to undergo extensive restoration and redevelopment into a lavish heritage function centre prompted library staff to select Goonoo Goonoo Station as the subject of Tamworth Library's first oral history project.

The property lies approximately 25 kilometres south of Tamworth. The land for the station was purchased by the Australian Agricultural Company (AA Co) in 1834 and was owned by the AA Co until 1985. The station, for many years, had its own village. The village included a store, chapel, school, butchery and houses for the workers.

Goonoo Goonoo Station employed many people over the years, so many locals worked, lived and grew up there. Life there is remembered very fondly and there is an abundance of stories about life on the station. A local studies working group of library staff was formed to work on the project. First, background research was conducted on the history of the station so that staff had a full understanding of the topic they were going to be interviewing people about. The working group was given a tour of the station by the current owner. This was helpful for staff to understand what interviewees were referencing. The working group attended a number of oral history training sessions given by a consultant who not only provided training but also assisted with developing an oral history manual and a project report.

Tamworth Library has worked in partnership with the station's current owners throughout the project. They are also keen to have a museum built on the station and would like to use snippets of the interviews to demonstrate what it was like to work and grow up there.

Interviewees were chosen with a view to providing a wide representation of the station. They reminisced about school life, farming, working life, growing up as a child, social interactions and living in a village setting. These aspects show various sides of the social history of the station, from a number of perspectives and age groups.

Interviewees were initially telephoned to gauge their interest. If both parties were agreeable then they were invited to a meeting at the library. At the meeting they shared their memories of their time on the station and, together with their interviewer, determined which aspect they would focus on in the interview. It was frequently the case that not only had the interviewee grown up on the station; so had their parents and grandparents. Therefore interviewees could also provide information on what past generations did on the station and how things had changed over time.

The interviews were recorded in a small room in the library using a Zoom H4. The recordings were made in WAV format and then converted to MP3 using Audacity. Generally the interviews went for between 30 minutes and one hour. A log was made of the interview along with a summary of what the main content of the interview was about. The interviews have been saved onto the Civica server, a Google drive, two USB sticks (one is sent to the interviewee) and an external hard drive. A copy of the interview is uploaded into the Spydus Digital Asset (Blis) module in MP3 format. A JPG file picture of the interviewee is also uploaded.

The interviews can be accessed by the public via the library website at <www.cnl.nsw.gov.au> and by typing a search for 'Goonoo Goonoo Station oral history'.

This is an ongoing project that takes place alongside other library work priorities.

Tamworth Library was fortunate to win an award for the project at the 2016 Tamworth Regional Heritage Awards.

—

SHIRALEE FRANKS
Information and Collections Librarian
Tamworth Library

GOONOO GOONOO STATION, THE SUBJECT OF TAMWORTH LIBRARY'S FIRST ORAL HISTORY PROJECT

Amplifying cultural heritage
using technology and the public

Amplify provides online access to the Library's digitised oral history collections for the first time and provides an opportunity for the public to contribute to the enrichment and preservation of the state's cultural heritage.

The State Library has developed a new online tool in partnership with the New York Public Library to assist in the transcription of our extensive digitised sound archive. The platform, Amplify, delivers audio files paired with computer-generated transcripts of each recording, allowing users to correct any errors they may notice within the transcript file as they listen along. Amplify provides online access to the Library's digitised oral history collections for the first time and provides an opportunity for the public to contribute to the enrichment and preservation of the state's cultural heritage. Using Amplify to correct these transcript files will ensure that high quality text-based alternatives are available for our audiovisual materials, ultimately making the Library's collections more accessible and more useful in both research and discovery.

Amplify was launched with a selection of recorded interviews from the Rainbow Archive, an extensive and colourful collection of materials documenting the alternative lifestyle and counter-culture movement of Northern NSW in the 1970s, specifically focusing on the town of Nimbin and the 1973 Aquarius Festival that transformed the region. Interviewees discuss how they arrived in Nimbin, the efforts involved in organising and executing the Aquarius Festival, the lasting impact that the Festival had on the township, and their shared and personal experiences related to living in a flourishing alternative lifestyle community.

Amplify was launched in Nimbin on 27 October 2016 in conjunction with Richmond Tweed Regional Library and their mobile library. State Library staff travelled to Nimbin with the mobile library to host the launch, meeting with local interviewees and residents to demonstrate Amplify and to celebrate the preservation and digitisation of a powerful collection that focuses on a fascinating time in NSW's recent history. The launch coincided with UNESCO's World Audiovisual Heritage Day.

Visit <amplify.sl.nsw.gov.au> to explore the Library's new transcription platform and listen to digitised recordings from the Rainbow Archive.

JENNA BAIN
Digital Projects Leader, Digital Experience Division
State Library of NSW

AN ALL AGES JAMMING SESSION, C. 1973. IMAGE FROM THE RAINBOW ARCHIVE, STATE LIBRARY OF NSW.
PHOTOGRAPHER: ROGER MARCHANT, C. 1973–1985

The *Lithgow Mercury*
and Digital Excellence

A newspaper digitisation case study

The digitisation of the *Lithgow Mercury*, 1898–1954, was funded by the State Library's Digital Excellence Program. The first issue went live on 19 February this year and now all 55,251 pages are freely accessible over the internet. If Lithgow Council had been able to support this project as a contributor, it would have cost more than $127,000.

The 30 June 2016 figures indicate that in the short period the *Lithgow Mercury* has been accessible through Trove there have been 81,360 page views or around 616 per day.

Newspapers

More than 2000 newspapers have been published in NSW since the *Sydney Gazette & NSW Advertiser* was founded in 1803 and there are now more than 300 newspaper titles being published across NSW. Newspapers in NSW are published in over 40 community languages and more than half are published in rural and regional areas of the state. Newspapers are the most heavily used format in libraries. As they are fragile, the State Library preserves NSW newspapers by microfilming. This is the first step towards newspaper digitisation.

Newspapers are the most heavily used format in libraries.

Newspaper Digitisation

It means a lot to a community to be able to rediscover its stories 24/7 at their place of choice. Newspaper digitisation has been a growth area for the State Library working in collaboration with the National Library of Australia. Libraries in Australia worked together to set up a robust infrastructure and process for digitising newspapers, making them searchable and accessible freely via the internet. In 2008 the Newspaper Digitisation Program

was born. In the first five years, only 59 NSW newspapers had gone live — about 10 per year. At that rate it would have taken 200 years to digitise all the NSW newspapers!

Then the NSW State Government delivered the funding for the State Library's Digital Excellence Program. The first content digitised in the program was rural and regional newspapers, starting with those that had content from the World War I period. At 30 June 2016, 411 NSW titles were live on Trove. That is nearly 20% of all newspapers published in NSW — a 700% increase in only four years.

In 2015–16 alone, more than 1.4 million NSW newspaper pages were digitised, bringing the State Library's contribution to NSW newspapers available through Trove to 4.2 million pages. Of the NSW newspapers digitised in 2015–16, 27 were funded by the Digital Excellence Program and 10 by public libraries, historical societies and individuals.

The State Library has concentrated on digitising newspapers from the first issue through to the start of the 'out of copyright period' in 1954. But funding isn't unlimited. Public libraries

who have funding may also access the National Library's contributor program directly and pay to digitise their priority newspapers. The State Library will support requests from local councils with permission to use the copying master. Family and local historians, including family history researchers, have led the fund-raising efforts in several local government areas resulting in the delivery of increasing content to people in local communities across the state; and some councils have offered to match the funding raised!

The future

The State Library is on the digitisation journey. The Digital Excellence Program will make significant selections from the State Library's $3.15 billion collection accessible to people across the state and beyond, enabling every public library to show off the state's treasures to clients. This will include printed and original material from many collection strands, including Indigenous materials, early European discovery, exploration and colonisation of Australia, founding of communities throughout the state and waves of immigration. The First Fleet journals, Leichhardt's diaries, the David Scott Mitchell book collection, the NSW Government Gazette, pictorial collections, maps and

World War I diaries will all go online over the 10-year program.

Vendors too, are making the journey through our tender for Heritage Printed Materials Panels providing opportunities for a wide range of vendors to get involved with the Library's digitisation program; and working together with suppliers to develop a skills base using new technologies and processes.

——
JERELYNN BROWN
Manager, Collection Strategy & Development
State Library of NSW

THE STATE LIBRARY'S DIGITAL EXCELLENCE PROGRAM DIGITISES SIGNIFICANT ITEMS FROM THE LIBRARY'S COLLECTION, AND SUPPORTS THE DIGITISATION OF NEWSPAPERS

3D printing comic art

Libraries around the world have taken up the challenges and opportunities presented by 3D printing. Public libraries in particular occupy a unique position in making this technology accessible to the community and actively embracing the spirit of experimentation that is at the core of prototyping technology. Sutherland Shire Libraries' 3D printers have been utilised for a diverse breadth of projects, from custom-designed vacuum cleaner parts, to props for theatrical productions and miniature-scale architectural models.

The concept of 3D printing artworks arose in conjunction with *Another Dimension: Comic Art Beyond 2D*, an exhibition of comic artwork held at Sutherland Library as part of Comic Con-versation 2016. The project would provide an opportunity to showcase yet another use of 3D printing, and act as a conduit between the artworks on display and the library's graphic novel collection. Elements contributing to the feasibility of the project included the following:

- The proposed finished objects would not be fully three-dimensional but rather 3D printed extrusions (similar to relief maps).
- Through the development of Sutherland Library's MakerSpace program, staff had gained experience with a range of CAD programs including Autodesk's Tinkercad and 123D Design. Staff also

had pre-existing knowledge of Adobe Photoshop and Wacom tablet drawing.
- The print bed of Sutherland Library's 3D printer, a Lulzbot Taz 5, was large enough to accommodate objects of a size to be visually effective when viewed alongside their original counterparts.
- All creators of the original artworks were enthusiastic about their artworks being remixed in another medium and kindly gave their permission.

The process of creating the 3D printed artworks began with the preparation of the files. In essence the aim was to isolate the outline embossed as a 3D print. Though comic artists often work digitally, the majority of artworks submitted were already framed. Where artists were unable to supply high resolution JPG files, artworks were either scanned or photographed and imported into Photoshop.

The 'clean up' process of isolating outlines/inks into distinct shapes that could be treated as 3D layers varied vastly, depending on the original artworks. Dark lines in simple black and white artwork were easier to manage than intricate multi-coloured works. There was an element of curation in deciding which elements of an artwork could be successfully printed. Where there was no clean line art it was necessary to re-create the image in Photoshop with the use of a drawing tablet.

Some technical issues included converting files from Photoshop to files that could be read by the 3D printer, printing time based on the thickness of the layers, the proportions of inks and base, and retaining sufficient detail.

Ultimately, twenty-plus artworks were successfully printed in time for the launch night on 22 July. The opening was attended by Mayor Carmelo Pesce, exhibiting artists and members of the public. The month-long, interactive and tactile exhibition was viewed favourably by library patrons, visitors and local community groups. The overwhelmingly positive response from this wide audience reflects the inspiring potential of future cross-over projects between library events, collections and technology.

—
DASHA MAIOROVA
Collections Librarian
Sutherland Shire Libraries

ARTISTS MARCELO BAEZ AND LOUIE JOYCE EXAMINE A 3D PRINTED VERSION OF JOYCE'S *PAST THE LAST MOUNTAIN* AT SUTHERLAND LIBRARY

Kids Tech Club

Following discussion earlier this year, the Children and Youth Services team at City of Parramatta Library decided on establishing a Technology Club for kids aged eight to 12 years. Although coding and robotics is very popular at the moment, we didn't want to box ourselves into just one technology. We wanted a Tech Club that could expand and adapt to the challenges kids face at the moment.

Our objective is to bridge the digital divide and allow children to access technology they don't have at school or at home. We want to facilitate learning by allowing attendees to discover the technology themselves, learn how it works under instruction and use it to develop their much-needed STEM skills.

With this in mind we developed a proposal for our management team. We included our objectives, an overview and plenty of visual aids to enable them to understand the idea fully and encourage them to become as passionate about it as we are. We included all the relevant price information, organisational comparisons and technical requirements needed to run a successful club. We knew that if we armed our management team with the relevant information they would be able to 'sell it' to others.

To begin with, we selected five different items of technology. Many have a coding or robotics element to them, but most can be used to extend skills further, after an understanding of the basics.

The technology includes:

Ozobots

We have seen the success the State Library of Queensland is having, using these little robots to engage kids with technology and so they were our first choice. They are a gateway to more complex coding because they work on very simple colour-based techniques to physically demonstrate what can be done on a computer.

> Our objective is to bridge the digital divide and allow children to access technology they don't have at school or at home.

Probots

Probots have the benefit of being very tactile. They are bright, cheerful and familiar to kids. They can be used simply by programming arrows, or can accept more complex commands. Routes taken can be drawn using a pen, and maths skills come into play to determine direction. Software is also available so they can further develop their skills.

Meccano Meccanoid Robot

This is a great option for kids who might feel more comfortable working in a team. The robot is constructed from scratch and is capable of mimicking and responding to instruction. We felt this would encourage kids to return to the club, as it is a project that will run across a few weeks.

Makey Makeys

Makey Makeys are just awesome fun. They turn almost anything into a keyboard. This allows you to hook up all sorts of things as an input. You can play piano with fruit and teaspoons, or use Scratch coding to make more complex commands.

Raspberry Pis

This is a single computer board which is a fantastic starting point for kids who want to take that next step. We know that we won't have to do much more than give them the Pi, turn on a computer and let them work it out. We already know we have kids in the library who are so switched on to these things that they will be teaching us, and we are totally ready to learn!

We didn't go into this completely blind — we organised training with the suppliers of these items and they gave us an overview of some activities that we could run. We made sure we engaged other library staff, from the tech and the readers' advisory teams, so that we would have back-up to run the club. Everyone we invited was keen to learn and understands the importance of kids having these skills now and in the future.

We hope that we can continue to expand on the technology we present to young people, to ensure we are always adapting to and changing with this fast-paced technological environment.

—

AMANDA GITZEL

and

—

HIBA KANJ
Children and Youth Services Librarians
City of Parramatta Library

STUDENTS PROGRAMMING THEIR PROBOT TO TRAVEL ACROSS SPACE AS PART OF CITY OF PARRAMATTA LIBRARY'S KIDS TECH CLUB

Stepping into STEM

Bankstown Library and Knowledge Centre (BLaKC) is not afraid of stepping into STEM. From hosting external programs to writing our own or joining established worldwide programs, Bankstown and its branches are providing STEM to children and youth in the area.

Science Club

For the past two years Bankstown has hosted Science Club, a five-week science group conducted by the Children's Discovery Museum. The workshops ran fortnightly on Saturday afternoons and were highly successful, always having a long waiting list.

From July 2016, Padstow Library and Knowledge Centre went one step further by providing a similar Science Club program created in-house by our Children's and Youth Technical Specialist, Tara Cordina. All projects include supporting material for staff and were chosen for the materials used (often recycled and always cheap), as well as the variety of topics covered: engineering, air pressure, food science, robotics, and bubble science. The projects were sourced from books in the library on science experiments for children, or through quality websites such as Science Kids <www.sciencekids.co.nz>.

Scratch coding workshop

July School Holidays saw BLaKC step into STEM programming with their first coding workshop. Using Scratch <scratch.mit.edu> and pre-generated logins, eight children aged between 7 and 14 years worked rapidly through Getting Started with Scratch (found under Help on the Scratch site).

Each part of Getting Started with Scratch is short, building from previous work, giving the participants a basic knowledge of how the Scratch coding works. Time was also given for the kids to just play with what they'd learnt, with two children creating short animated stories that they continued to build upon at home.

Code Club

Since September, Bankstown Library has expanded to a fortnightly Code Club for up to 12 children following the Scratch 1 notes provided by Code Club Worldwide <projects.codeclubworld.org> as well as providing added inspiration through library materials. Each club will last ten weeks providing opportunity for another 12 children to participate.

This program is expected to roll out to branches such as Chester Hill Library and Knowledge Centre in the very near future.

The Future STEM at BLaKC

BLaKC began running Robotics Workshops in the September holidays. These workshops will continue each school holidays in 2016–17 and are expected to go out to branches soon after. The workshops use Edison robots <meetedison.com> which are self-contained, programmable robots that are fully compatible with Lego, allowing for endless possible configurations and uses. The robots are programmed via an app on tablet computers and uses much the same block programming system as Scratch coding.

As for coding, the future will see BLaKC Code Club move to more advanced coding such as HTML and Python. These real-world computer languages have direct application to everyday life, but require extra training for staff.

Embracing their new role as knowledge centres, Bankstown and its branches are determined to provide quality STEM programming for its growing community. Though in the past the library has picked up a heavy price tag through hosting third party programs, with a little thought and drawing on the excellent work freely available online, STEM programs are run easily and cheaply with an eye for future planning in the years to come.

—
THERESE BALDWIN
Coordinator Library Services
Bankstown Library and Knowledge Centre

Robotics
at Singleton

Singleton Library has been developing programming around robotics, aimed particularly at children in the late primary and early secondary years.

This year the library became involved with the Hunter Science Hub, a group promoting STEM education particularly among children. Membership of the group includes representatives from the University of Newcastle, Newcastle Museum, schools and local industry groups. Group membership led to the library accessing grant funding through a successful Science Hub Science Week funding application. We were able to host a Robogals robotics workshop for girls during Science Week — including transport costs for students to get to the library.

Robogals is a University of Newcastle student-run organisation that aims to increase female participation in STEM subjects through fun and educational initiatives aimed at girls in primary and secondary schools. Robogals workshops involve using programmable robots to attempt challenges and solve problems found in real science and engineering scenarios. The event attracted a class of Year 8 girls from a local high school who were highly engaged in the tasks set by the excellent Robogals presenters. Working in groups of four, it was really interesting to watch the different ways in which the groups tackled the problem solving tasks set by the presenters.
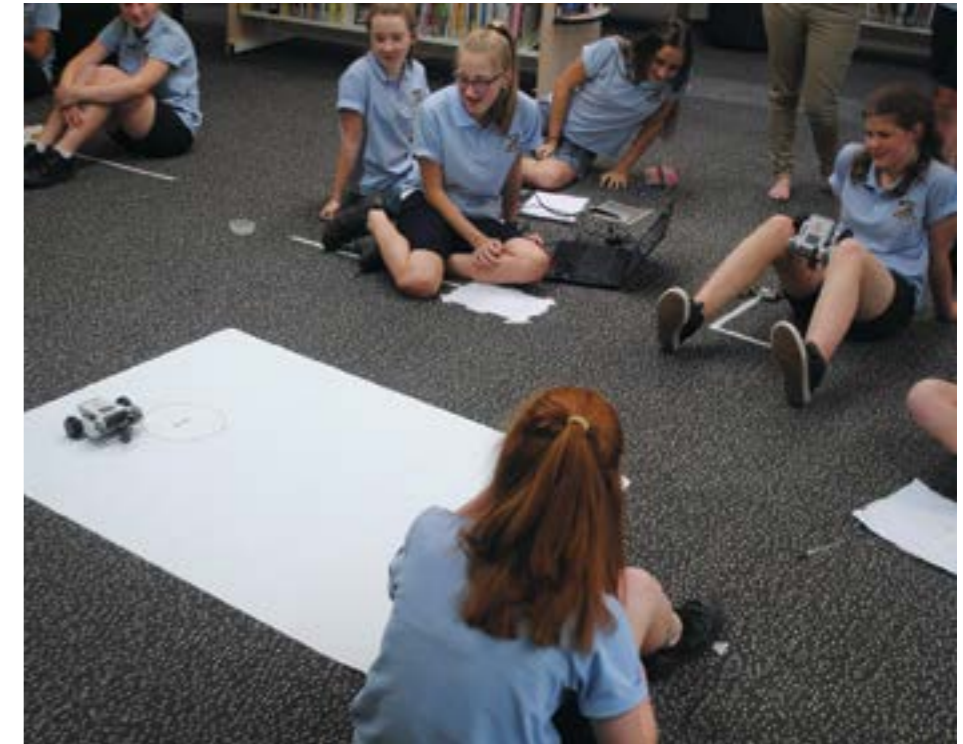
The event made clear the programming potential of robots ... so much so that the library now owns three Lego EV3 Robotics kits and are now working to launch a monthly robotics club. The aim of purchasing the kits is twofold: first to offer an engaging and educational line of programming and second to enhance our relationship with local schools.

Some of the larger schools have robotics kits, but not many of the smaller ones. Through involvement in the Science Hub we've been able to lean on the advice of robotics experts in the purchase of the robots and in the formulation of a training workshop for potential group leaders of our robotics club. The workshop is organised for later in the year. Relevant library staff and a community volunteer, who currently leads our Lego bricks club, will attend.

The sky is the limit regarding the possibilities for our robotics program. The robotics club will have an aim, participants willing, of competing in RoboCup Junior next year. Regarding schools, the kits can be lent out, the library can conduct outreach events, or schools can visit us. We will see what develops ...

—
ROB STEWART
Library Programs and learning Coordinator
Singleton Library

Digital storytelling
at Waverley Library's Imaginarium

At Waverley Library on the first Tuesday of every term, you will hear us cheer, 'Welcome to the Imaginarium, a digital storytelling program for kids where no idea is too crazy, and there's no such thing as too much fun!'

The Imaginarium is an after school program run at Waverley Library for kids aged eight to 12 years, where learning about writing, technology and art is disguised as a mind-blowingly fun creative animation project. At this weekly library program, children use iPads to write, create and animate a short film which is showcased by the library on screens and computers in the library and broadcast at other library events.

Children register for an entire term, and week-by-week they work in small groups to create a short animated film based on a theme. Each week there is a new task and over the term we incorporate many varied skills such as imaginative brainstorming, creative writing, drawing and art skills, sound recording and technology.

The Imaginarium was designed to fill a gap in Waverley Library's term-time children's programming. While Waverley offers an extensive range of school holiday programs and is a hub of activity with children coming in after school, we did not have any regular programming for primary school aged children. Each holidays we run free tutorials in Scratch coding for kids,

and the incredible demand for this type of programming demonstrated an appetite in our community for creative, technology-based classes for primary school aged children.

The Imaginarium was conceived as an opportunity to strengthen our relationship with children of this demographic and promote regular weekly visits to the library. By helping children to create their own works which are then shown to other library customers, our Imaginarium participants have developed a sense of belonging in their library, and are active creators of content distributed by the library.

Each term we choose a topic or stimulus to prompt the kids' creative ideas. In our first term the theme was 'superheroes', chosen to tie in to our annual Graphic Novel Expo held every winter school holidays, and the children had to create an unusual superhero to find a creative solution to the evil antics of Doctor Destructo. This term we've crafted 'spooky stories', and the kids were given an opening line to follow on from: 'It was a dark and stormy night at Waverley Library … '. The resulting terrifying tales ranged from avocado monsters to zombie librarians, and the finished films will be broadcast at the library's Halloween event. By using future events to inspire the term's theme, our budding producers acquire an authentic purpose for their work and take great pride in their efforts being shown to an audience of friends, families and other library users.

The Imaginarium has succeeded beyond our wildest expectations. It has proven to be hugely popular with both children and parents, with the first term booking out weeks before classes began, and developing a lengthy waiting list. So many of our participants wanted to return the next term that we had to add a second session, which also quickly filled up with newcomers.

In a survey of past participants, 100% of children surveyed said that they liked or loved the program, and reported that it made them feel more connected to their library. Parents have reported that the program has caused dramatic improvements in their children's creative writing at school, and that it has helped their children forge new friendships that have extended beyond the library walls.

It is clear that the Imaginarium has shaped Waverley Library's role as an advocate for technology and a partner in the creative pursuits of our youngest patrons … and it makes a good setting for ghost stories too!

ALICIA DEAUDNEY
Acting Children's Team Leader
Waverley Library

By helping children to create their own works which are then shown to other library customers, our Imaginarium participants have developed a sense of belonging in their library, and are active creators of content distributed by the library.

IMAGINARIUM AT WAVERLEY LIBRARY: WRITE, CREATE AND ANIMATE

Library Pulse Check
Taking customer feedback into the digital age

Customer feedback is one of the most important pieces of information that allows any business to grow and develop.

Four Northern Beaches Council library branches are taking customer feedback into the digital age by allowing customers to submit their feedback electronically either online or using an iPad device set up in a library branch.

Known as the Library Pulse Check, this tool is easy to use and demonstrates to customers that they have a voice in the service the library delivers to them. It is promoted to library customers to be a part of the overall library experience: 'every time you visit, before you leave tell us how we made you feel'.

When using the Pulse Check customers are asked to provide their reason/s for visiting, what library they are visiting, ratings on a scale of 0–10 based on service quality and how easy it was for them to do what they needed to do along with any other feedback they might want to share.

This information is then sent to an electronic database for analysis with relevant information shared among library staff.

The information is valuable as it allows the organisation to recognise the commitment and great efforts of all library staff across the service and provides opportunities for changes to be implemented based on customer feedback.

You can check out the Pulse Check for yourself at <www.warringah.nsw.gov.au/library>.

ERIC IMBS
Business Improvement Leader
Northern Beaches Council Library Service

Picture Wyong

We are very proud to present Picture Wyong, our digital repository. After a soft launch in January, it was officially launched on 5 May 2016. So far it has received over 11,000 hits.

Previously, the library service held a small collection of historic photographs and ephemera. Many of these had been scanned but were difficult to access. The objective of the Picture Wyong project was to improve access to these resources and create an online enduring presence for our collection of heritage photographs and ephemera, thereby preserving our rich cultural heritage.

After investigating various repositories it was decided to use ContentDM. Having attended the TAFE online Digital Repositories Resource Creation and Management for Public Libraries course, staff had seen how it functioned and were happy that it would suit our needs. Information Services staff Susan Manahan, Jonas Intia and Michelle Goldsmith worked on customising the look of the database as well as figuring out how to use the product.

Like all good librarians, we sought the help of others who had gone before us. We would like to acknowledge the assistance of Farah Kabbani, Local Studies Librarian, City of South Perth as well as Local Studies staff at Hornsby and Lake Macquarie Libraries for their support and encouragement.

A grant from the State Library of NSW allowed for the purchase of two scanners, a dedicated laptop, appropriate software and the database itself. It also covered the salary of Claire Tomes who was employed specifically to scan and upload the images. We thank Claire for her tireless and excellent work.

Our first collection, 100 Years of Long Jetty, was the result of collaboration with the Community and Cultural Programs Team. These images were solicited from the local community to celebrate the anniversary of the Long Jetty. Since then we have added seven distinct collections including one showcasing old postcards from the Wyong area, a number of which were from local author Gwen Dundon's personal collection.

We were very happy that Joyce Azzopardi and Shauna Miller from the State Library were able to attend the launch in May and thank the State Library for their support.

Please check out <www.picturewyong.com.au>.

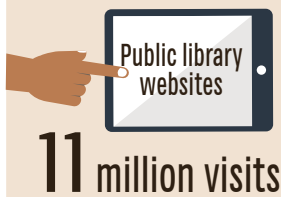**MICHELLE GOLDSMITH**
Reference Librarian
Central Coast Council

NORTHERN BEACHES' LIBRARY PULSE CHECK

JOYCE AZZOPARDI AND SHAUNA MILLER FROM THE STATE LIBRARY WITH FORMER WYONG MAYOR DOUG EATON (CENTRE), CUTTING THE CAKE AT THE LAUNCH OF PICTURE WYONG

NSW public libraries
highlights 2014-15

STATE LIBRARY®
NEW SOUTH WALES

LIBRARIES ▾

Library locations = **368**

Plus

21 MOBILE LIBRARIES

STAFF ▾

2329 library staff

4.2 million — information — requests

VISITS & MEMBERS ▾

Public library websites
11 million visits

3 million library members

PUBLIC LIBRARY
35 million + visits in person

PUBLIC INTERNET ACCESS ▾

3.5 million internet sessions

6 million Wi-Fi sessions

ITEMS & LOANS ▾

43.6 million loans

13.3 million items

+

NEW

1.5 million NEW items added

PROGRAMS & EVENTS ▾

74,000 programs & events

ADMIT ONE 123456 123456

1.6 million people attended programs

SOURCE: STATE LIBRARY OF NSW (2016) NSW PUBLIC LIBRARY STATISTICS 2014–15
WWW.SL.NSW.GOV.AU/PUBLIC-LIBRARY-SERVICES/ADVICE-BEST-PRACTICE/PUBLIC-LIBRARY-STATISTICS

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