



# NBN Digital Hub Mill Park Library

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## Digital Hub program - DBCDE



- \$13.6 million in grant funding over three years from 2011–12 to establish Digital Hubs that will help communities to gain the skills needed to maximise the benefits provided by the National Broadband Network (NBN)
- Establish Hubs in 40 communities where work on the rollout has already commenced
- The Digital Hubs program contributes to the government's vision for Australia as a leading global digital economy by 2020

## Where are they?

- So far, 38 Digital Hubs in Stage 1, 2 & 3 sites
- 15 Hubs located in public libraries
- 3 Hubs in Victoria
  - Bacchus Marsh Community College
  - Brunswick Neighbourhood House
  - Mill Park Library



## What is the Mill Park Digital Hub?

A focal point of the Library to showcase the opportunities presented by the NBN:

- 3 banquettes designed for small group training and suitable as a collaborative workspace
- Screens and collaborative work tools
- Video conferencing
- Program of group training, one on one training and demonstrations



## Why did we do it?



- Highly complementary to our existing program of activities and fits with our vision and objectives
- Opportunity to enhance Mill Park Library
- Change the perception of libraries
- Build new partnerships



### **Mill Park Library**

Opened in 2002 and is an iconic building on Plenty Road.

In 2011/12 :

205,000 visitors

581,000 loans

26,000 members

19,000 attendance at activities

## Why pick us?



- Will be connected to the NBN
- Open 60 hours per week
- 47% of the South Morang population are members of the library
- Librarians are professionally qualified with expertise in IT applications and training
- The library already offers many complimentary programs
- We provide access to e-readers and our community has access to the largest collections of ebooks in public libraries in Australia

## How we did it - grant

- Advocacy
  - City of Whittlesea
  - Local MP
  - NBN
  - U3A
  - Educational Institutions
- Research
  - Survey of residents in Stage 2
  - Potential partners / providers

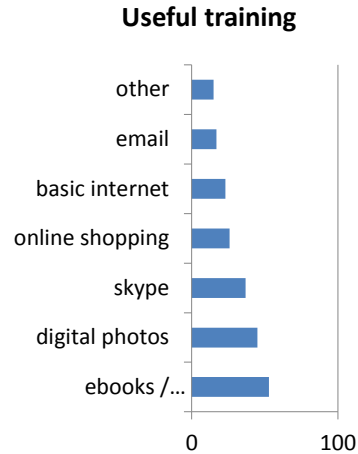


## Research

18,000 residents in South Morang (2011)

4,757 people living in South Morang were born overseas and 20% arrived in Australia within the last 5 years

- Email requests were sent to 1,925 library members in postcode 3752
- 198 responses:
  - 48% were not aware that the NBN would shortly be rolled out in South Morang
  - 85% were interested in finding out how the NBN can assist them
  - 79% indicated they would attend Mill Park library to find out more about products and services that will be enabled by the NBN



## Partners



Whittlesea U3A

Already using Mill Park library to deliver a number of its programs including:

- Family history
- General introduction to computers
- Computer troubleshooting
- Microsoft office
- Language classes

City of Whittlesea

## Setting up the Hub



- Training plan
  - Household; small business; health; education
- Furniture
  - Banquettes, conference table, sound chair
- Equipment
  - Video conferencing; tablet; iPads; ereaders; laptops; charging
- Connectivity

## Training

- Households
  - January 2013-June 2013
- Education
  - July 2013-December 2013
- Business
  - January 2013-June 2013
- Health
  - July 2013-December 2013



# The 4 streams

## Households

- Basic internet/computers
- Cybersafety
- Online shopping/banking
- eReaders/tablets
- Job search
- Skype

## Education

- Collaborative work tools
- Searching the internet
- Cybersafety
- eReaders/tablets

## Business

- Social networking (marketing)
- Accounting in the cloud
- Security
- Video conferencing
- Microsoft Office apps.

## Health

- Health sites
- health gaming
- health equipment demonstrations

Banking and Shopping Online	
Get help to find your way through the process of doing your banking and shopping online.	
Wednesday April 10	7.00pm – 8.00pm
Thursday April 18	2.30pm – 3.30pm
Monday April 22	10.30am – 11.30am
Tuesday April 30	2.30pm – 3.30pm
Friday May 17	2.30pm – 3.30pm

Cloud (Online) Storage	
Learn about ways you can store information on your computer and online using the "cloud". Find out how to automatically synchronise your devices with the same files.	
Friday March 15	11.00am – 12.30pm
Friday June 28	11.00am – 12.30pm

Computer Basics 1	
Are you new to computing or wanting to refresh your computer skills? Learn the basics – operating a keyboard and a mouse, opening and closing programs, basic parts of a computer.	
Friday April 19	11.00am – 12.30pm
Friday May 3	11.00am – 12.30pm
Tuesday May 7	6.30pm – 8.00pm
Monday May 13	6.30pm – 8.00pm

Converting Vinyl to Digital	
Do you have much-loved vinyl albums you would like to convert to digital format? Come along to this class and find out how.	
Tuesday May 21	6.30pm – 8.00pm
Friday May 24	11.00am – 12.30pm

## KPIs



- Promote the NBN
- Available out of regular office hours
- 26 group training sessions
- 40 one on one sessions

## Coordinator Role

- 2 year period
- Develop and deliver training
- Promote to the wider community
- 4-6 hours training per day



**Mill Park Library**  
**Schedule of Events**

Text Size  
T T T

The events that require sign up are designated by the underlined event titles. Click on the underlined event title to sign up for the event. To cancel your reservation, please click here.  
Filter by types of events or change display formats by clicking here: [Search](#)  
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Click to View Ongoing Events				Click to View Ongoing Events			
Sunday	Monday	Tuesday	Wednesday	Thursday	Saturday		
	1	2 ◦ 6:00 PM-U3A Computer Class ◦ 7:00 PM-U3A Computer Class ◦ 8:00 PM-U3A Computer Class	3 ◦ <u>2:30 PM-Downloading eAudio Books</u> ◦ <u>4:00 PM-Tech Help</u> ◦ <u>7:00 PM-Online Media</u>	<div style="border: 1px solid black; padding: 5px;"> <p style="color: red; margin: 0;"><b>Downloading eAudio Books</b></p> <p style="margin: 0;"><b>Time:</b> 2:30 PM - 3:30 PM</p> <p style="margin: 0;"><b>Desc:</b> A hands-on session on downloading free eAudio Books from the internet.</p> <p style="margin: 0;"><b>Location:</b> Digital Hub Video Conferencing Area</p> <p style="margin: 0;"><b>Status:</b> Closed</p> </div>	6		
	7	8 ◦ <u>10:30 AM-Cyber Safety</u> ◦ <u>2:30 PM-Internet Basics</u> ◦ <u>4:00 PM-Tech Help</u>	9 ◦ <u>10:30 AM-E-mail Basics</u> ◦ <u>12:00 PM-Tech Help</u> ◦ <u>2:30 PM-NBN Overview</u> ◦ 6:00 PM-U3A Computer Class	10 ◦ <u>2:30 PM-Photobooks, Flickr</u> ◦ <u>4:00 PM-Tech Help</u> ◦ <u>7:00 PM-Online Banking and Shopping</u>	11 ◦ <u>10:30 AM-Downloading eAudio Books</u> ◦ <u>12:00 PM-Tech Help</u> ◦ <u>2:30 PM-Online Media</u>	12 ◦ <u>10:30 AM-Cyber Safety</u> ◦ <u>2:30 PM-Internet Basics</u> ◦ <u>4:00 PM-Tech Help</u>	13

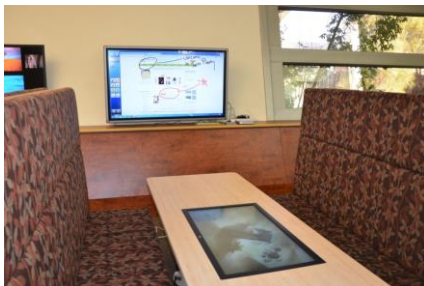


## Partnerships

- Monash University
- La Trobe University
- Department of Immigration
- eSmart Libraries
- Seniors Virtual Village



## Future Directions



- RTO
- Showcase evenings
- Play dates
- Technology in the round
- Live streaming lectures
- Videoconferencing  
gaming
- PD opportunities for  
local businesses

## Success Stories

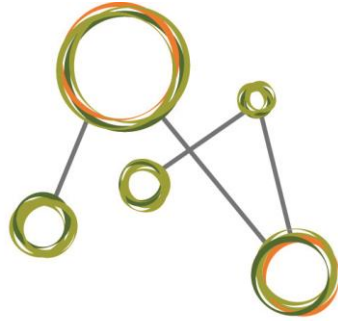


## Lessons Learned

- An evolving project
- Technological advances
- No corporate level services



## Questions



**digitalhub**  
millpark