

<b>Name of Library</b>	Fraser Coast Libraries
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<b>Title of project/innovation/initiative</b>	Library Computer Classes
<b>Date Initiated</b>	July 2013
<b>Date completed</b>	Ongoing

**The issue/challenge**

To assist library customers with regards to technology issues from a “Basics” level and to fill in the “gap” that is not provided by other organisations that teach technology classes.

**Project details**

One of the key roles the Library felt it needed to adopt was that of the “teacher”. The Fraser Coast Region has an ageing population, as retirees move to the area and young people leave to seek further education and job opportunities. As a result of this demographic, the library found that although there were organisations that offered technology courses, they were a bit too advanced for our library customers to start from and the library was able to fill the gap and provide the very basic level and understanding to give them the confidence to then go on and seek out further courses.

Fraser Coast Libraries began offering three computer classes once a month: Computer Basics, Internet Basics and Email Basics. In 2010, two more classes were added to the list: Database Basics and Web 2.0 Basics. Library customers were able to enrol in one or all of these classes but after a six month trial, it became evident that the two new class additions were still a bit too advanced for the people wanting classes from the Library.

There were a few challenges and these were –

- Computer Basics, Internet Basics and Email Basics classes were often booked out and not offered again for five months;
- People would book in advance and forget to come to class;
- Variety of different skill levels;
- There was a lack of numbers for the Database and Web 2.0 classes.

In July 2013, the staff in the information area redesigned the class structure and the library now offers classes on a weekly basis and the library customers book in for the four week course that comprises of:

- Week 1 – Computer Basics
- Week 2 – Internet Basics
- Week 3 – Email Basics
- Week 4 – Library Basics

At the time the library customer books in for the classes, the staff explain that there is the expectation that the customer will be able to attend all four classes.

The advantages of this new format has meant that the turnaround for the classes to be offered again is every four weeks; the customers are all at the same skill level; the customers become familiar with each other and the instructor and this has resulted in people being more confident to speak up and ask questions.

The results of the new structure so far have been very promising, with positive feedback and high attendance. The customers are more confident and the Library Basics class has been thoroughly enjoyed with customers now utilising many of eBooks, eMagazines, and eAudiobooks as well as our online computer tutorials.