“Digital literacy is important for all people in an increasingly digital culture. It furnishes them with the skills, knowledge and understanding that will help them to take a full and active part in social, cultural, economic, civic and intellectual life now and in the future.

“To be digitally literate is to have access to a broad range of practices and cultural resources...it is the ability to make and share meaning in different modes and formats; to create, collaborate and communicate effectively...”¹

¹ Digital literacy across the curriculum, Futurelab
The current drivers to remain relevant

- Do more with less
- Mutually beneficial partnerships
- Develop new and innovative services
“...an understanding of digital literacy should not begin with technology... but understanding cultural and social issues, critical thinking and being creative all make up part of a broad set of practices that people need to wrap around their use of any tool and need to develop in order to participate effectively in any kind of culture.”
eSmart Libraries will help **build skills and behaviours** for the **smart, safe and responsible** use of technology, facilitate **digital inclusion** and a greater sense of **wellbeing** in the library community.
Using library technology & resources

embrace the benefits of technology

protect our communities

Balancing benefits and risks
The Pilot
August 2012
Launch

Sept – Dec 2012
Design and development
Consultation, build, and testing

Jan 2013
Pilot launched - 110 libraries

July 2013
Surveys: eSmart Libraries is needed and very valuable

July 2013
National roll-out began

Sept-Oct 2013
Libraries working through the system to become eSmart

May 2015
40% of all Australian libraries have joined eSmart Libraries
eSmart Libraries pilot libraries
40% of libraries have joined up since the program began
eSmart Australia

1,500
Feedback & Statistics

Over 94% of pilot libraries consider the initiative as valuable to their library service. (Source: eSmart Libraries Pulse Check survey)

93% of libraries considered the initiative as important to library management (Source: ALIA Online Survey 2012, 500 libraries represented)

“The website walkthrough showcased how comprehensive and 'fail-proof' the program is.”

“An eSmart Library has the potential to be the catalyst in the community to up skill everyone to be cybersmart.”
Pilot Media

Orange City, NSW

Library’s eSmart safety Net

Library keepers are set to have a better understanding of the benefits of using technology, as Onkaparinga Libraries are one of 21 Australian libraries to pilot the new eSmart Libraries program.

A joint initiative of Telstra and the Alannah and Madeline Foundation, the cutting-edge eSmart Libraries program is designed to help libraries ensure technology access and use is safe, smart and responsible within the library environment.

Staff at Onkaparinga Libraries, Willunga and Aldinga branches, along with 146 library staff members from across Australia, will attend training sessions as part of their involvement in the eSmart Libraries pilot.

During the training, library staff will have the opportunity to explore the eSmart Libraries system and connect to virtual training sessions that aim to reduce the risk of cyber harm.

Onkaparinga Libraries manager Jean Letsch said more than 50 staff members and one of the most common tools they use is internet.

NEW LEARNING: Marjorie Lee of Willunga, pictured at the Willunga library, will take part in the eSmart Libraries program designed to help libraries ensure technology access and use is safe, smart and responsible.

Campaspe, VIC

Rochester to trial new cyber safety program

Campaspe Regional Library has been selected to pilot a new cyber safety program that aims to raise awareness and understanding of the risks of using technology.

The program, which is being trialled in Rochester, will provide libraries with the tools and resources to support their communities in becoming more cyber-savvy.

The library has partnered with local businesses and organizations to deliver the program, which includes workshops, webinars and online resources.

"We are excited to be part of this program and look forward to helping our community stay safe online," said Rochester Regional Library manager."
Do more with less
Is your library cybersafe?

eSmart Libraries is a free framework to help you fully integrate cybersafety into your library

Why is it a good idea?

- Builds on your library’s existing cybersafety practices
- Helps you avoid cyber-risks and gain digital skills
- Provides you with resources and ongoing support
- Designed just for libraries and it’s free to join!

Do more with less!
Community demands & resourcing

The majority of parents expressed a preference for cybersafety resources that were ‘brief and to the point’. Their preference for cybersafety checklists and/or tip sheets was directly related to time pressure they were under and their assessment of the relative risk of a cybersafety incident relative to other risks to their child’s welfare.


Kids already know more than me, so I am not sure what help I am.

eSmart in library strategy & planning

Aligning eSmart with Council vision and plans

Outcome 1.4 – To strengthen social cohesion to create a confident and active community.

<table>
<thead>
<tr>
<th>Project</th>
<th>eSmart Libraries</th>
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<tbody>
<tr>
<td>Description</td>
<td>To develop the capacity of the community to use technology in a smart, safe and responsible manner by implementing the eSmart Libraries behaviour change initiative across Hume Libraries.</td>
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</table>
| Actions | 1. Implement the actions in the eSmart toolkit to achieve eSmart status.  
2. Undertake ongoing monitoring of the framework and evaluation of program outcomes.  
3. Demonstrate an ongoing commitment to cyber safety by continuing to evaluate impact, review practice and share success (sustaining phase).  
4. Demonstrate an ongoing commitment to cyber safety through the provision of staff training in the latest developments related to cyber bullying and cyber safety.  
5. Provide both formal and informal training and assistance for library technology users.  
6. Investigate further options for building cyber safety capacity in Hume. |
| Project Lead | The Alannah and Madeline Foundation  
HCC Learning Community Department |
| Project Partners | HCC Information Services Department  
Telstra Foundation |
| Indicators | By June 2014 Hume Libraries will achieve eSmart status.  
By December 2015 eSmart policies and processes will be incorporated into the Learning Community Department’s policies and procedures. |

Toodyay Library is proud to announce we are an eSmart Library. The Library operates under an eSmart Charter for client protection, security and cyber safety for utilising the computers and Internet.

All persons wishing to use the Public Computers and Wifi connections are requested to complete and sign the appropriate registers at the Front Desk agreeing to abide by the Library Charter.

Logan City Library, Queensland

Library website now enables cybersafety links to learn
Cybersafety Awareness Day

Local students learnt about cybersafety and eSmart
### Cybersafety and Cyberbullying Workshop

**Event:** Cybersafety and Cyberbullying Workshop  
**Start:** 5 Jun 2014 10:00  
**End:** 5 Jun 2014 11:00  
**Cost:** FREE  
**Category:** Library, Special Library Events  
**Organizer:** Burdekin Library  
**Phone:** (07) 4783 9970  
**Email:** library@burdekin.qld.gov.au  
**Updated:** 22 May 2014  

As part of Stay Smart Online Week, the Burdekin Library is hosting a workshop on the importance of cybersafety. We will be joined by Danielle Parry, a solicitor with RTB Legal, to give her expert opinion on the problems that arise in cyberspace. We will also give tips and advice for preventing cyber-bullying and becoming too dependent on technology. For more information visit the Australian Government Stay Smart Online website.

This website page was created by the eSmart Working Group to help library users learn about cybersafety and cyberbullying resources at anytime.
School students discuss cyberbullying and eSmart in the library
Mount Isa, Queensland – stay safe

Increasing awareness of digital skills and reducing cyberbullying in the library
Mutually beneficial partnership
GoDigitalQld is a roadmap for driving and coordinating digital economy activity that is within the Queensland Government’s remit to control directly or in partnership with other entities.

Like, SLQ and eSmart Libraries!
Testimonials

“I was initially hesitant about implementing the service but see how it can be beneficial to the community and staff.”

“The website walkthrough showcased how comprehensive and “fail-proof” the program is.”

“We are looking forward to getting the message out to the library users and ensuring our policies, procedures, practices are the best they can be.”
"eSmart Libraries fits in with our **core purpose** and **helps our users** to be smart, safe and responsible while being online. It was obvious that the best place to start with the eSmart program is in a library because that is where people feel **most comfortable**.”

Campaspe Library Manager, Jenny Mustey

"We believe that due to advancements in technology, making sure our library and library users know how to be cybersafe, is a **matter of priority**.”

Hume Mayor, Cr. Casey Nunn
Bayside, Campaspe and Hume libraries are first certified eSmart Libraries #aliarivers aliavic
Develop new and innovative ways of service delivery
Ipswich, Queensland – increase digital skills

Schools and libraries can assist each other to upskill the whole community to learn more about digital skills and inclusion.
Staff engagement tools

Monthly newsletters  
Staff webinars and recorded videos – self paced learning  
Starter kit  
Collateral
Staff development

The action plan is spot on - it’s as if it was written by a librarian

Central West Libraries, NSW eSmart Libraries staff inductions with eSmarties!
eSmart signs boost confidence of the library & wider community
Thank you

Manager, Jacqui Kinder

eSmart Libraries contact:
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