

eSmart

Libraries



A partnership between

The Alannah
and Madeline
Foundation



Presenters

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- *Hume Libraries, Librarian*

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- *Alannah and Madeline Foundation, eSmart Libraries Program Manager*



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Introduce yourself and why you are involved in eSmart Libraries training.

What is eSmart Libraries?

- Online system with a roadmap
- Library staff and library community
- Knowledge and skills
- Smart, safe and responsible
- Online and using digital technology
- Behaviour change initiative for cybersafety and wellbeing



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eSmart Libraries is a behaviour change initiative for cybersafety and wellbeing. It is an online system that provides a roadmap for library staff to equip the library community with the knowledge they need for the smart, safe and responsible use of technology.

Presentation objectives

- Why eSmart?
- How to begin the eSmart journey
- Overview of the eSmart Framework

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Libraries are taking advantage of new technologies and the online world.

In recent years, many libraries have started to look at how they can balance the opportunities of online technology maintaining their responsibilities to set good standards and help protect library users.

Our Industry Supporters

During development of the eSmart Libraries, we worked closely with representatives from the library sector to inform the pilot's direction and best practice guidance. We established consultative groups with various stakeholders, strategic and operational; to make sure we gained feedback and insight to achieve a fit-for-purpose framework and will continue to do so. Sue McKerracher, ALIA, Executive Director said, "We are really supportive of this initiative. It fits so well with libraries being essential community resources – physical and online spaces for people to share knowledge and ideas. The internet has opened so many new doors for library professionals to help library users discover inspiration and information at their fingertips."

Industry bodies supporting eSmart Libraries include:
Australian Library and Information Association (ALIA)
Public Libraries Advisory Committee (PLAC)
Public Libraries Australia (PLA)
National and State Libraries Australasia (NSLA)

ALIA PD scheme points

Informal learning activities eg conferences, training:

1 point per hour, 30 points maximum per year

Presentation to staff:

2 points per hour for preparation of your paper/presentation, 2 points per hour for the first time that you make the presentation, 20 points maximum per year

Smart, safe and responsible

'Digital citizenship can be defined as the norms of appropriate, responsible behaviour with regard to technology use'



BEING A
RESPONSIBLE
DIGITAL CITIZEN

Key concepts:

grow digital literacy	reduce digital divide
encourage information literacy	minimise information poor
equity of access to information	healthy democratic participation
community belonging & wellbeing	social exclusion

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Ask the group why is the concept of digital citizenship important for libraries and what is a good digital citizen?

If they get a couple, speak about the others:

- is a confident and capable user of ICT
- uses technologies to participate in educational, cultural, and economic activities
- uses and develops critical thinking skills in cyberspace
- is literate in the language, symbols, and texts of digital technologies
- is aware of ICT challenges and can manage them effectively
- uses ICT to relate to others in positive, meaningful ways
- demonstrates honesty and integrity and ethical behaviour in their use of ICT
- respects the concepts of privacy and freedom of speech in a digital world
- contributes and actively promotes the values of digital citizenship

Source:

http://www.netsafe.org.nz/Doc_Library/Digital_Citizenship_in_New_Zealand_Schools_Overview.pdf

Using digital technology

embrace
the benefits
of technology



protect
our
communities

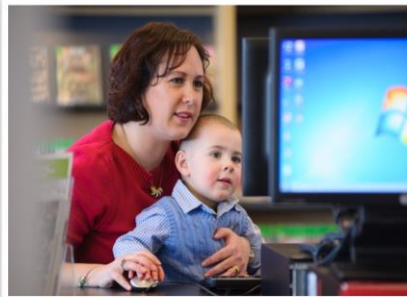
Balancing benefits and risks

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It's all about creating balance – risks & benefits – making it a cultural norm
Knowledge and wisdom to know how to be online and get the best out of it.
Let's begin by discussing how the world has **embraced the benefits of technology** and at the same
time **protect our communities** from cyber-bullying and other risks online? = harm minimisation
Social inclusion Question to the group: World Wide Web was created in 1993.

What role does my library play?



Fast facts – most young Australians are online:

- 90% of 16 to 29 year olds use the internet daily
- 90% (13 to 17 yrs) & 97% (16 to 17 yrs) use social networking
- Baby Boomers (1946-64) - 20% of all online traffic, spend ~100 hrs online a month

Source: Nielsen 2010

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Question – what’s the role of the library in mitigating cybersafety risks? (by encouraging good digital citizens)

Community Internet Use Facts

Most young Australians are online with 90 per cent of 16 to 29 year olds using the internet daily.

Baby Boomers represent 20% of all online traffic...and spend nearly 100 hours spend nearly 100 hours online a month.

90 per cent of 13 to 17 year olds, and 97 per cent of 16 to 17 year olds, use Social Networking Services –

Source: Nielsen, 2010

<http://www.nielsen.com/content/dam/corporate/au/en/reports/2012/Nielsen%20Online%20Landscape%20Review%20July%202012%20Media%20Pack.pdf>

In the 12 months prior to April 2009, an estimated 2.2 million children (79%) aged 5–14 years reported accessing the internet, up from 65% in 2006.

In 2009, rates of internet use were similar for boys and girls (80% and 79% respectively). The proportion of children using the internet increased with age; 60% of 5–8 year olds used the internet, increasing to 96% of 12–14 year olds.

Source: ABS, Australian Social Trends, June 2011

Libraries are a place where members use smart phones and tablets (B.Y.O.D.). There were an estimated 8.67 million smartphone and 4.37 million tablet users in Australia at May 2012. Consumers are using these devices to

provide complementary services, with 3.65 million using both a mobile phone and a tablet to access the internet.

Source: ACMA: Communications report 2011–12 series Report 3—Smartphones and tablets take-up and use in Australia

You can also watch these videos to enhance staff awareness:

<http://www.youtube.com/watch?v=o8auwnJtqE>

<http://www.youtube.com/watch?v=hK5OeGeudBM&feature=relmfu>

Cybersafety in libraries



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Questions to participants:

Do you feel really confident that cybersafety is fully integrated into the library?

Do you and your colleagues have a pretty good understanding of the terms, risks and

How many incidents that take place in the library, how many might take place with your knowledge

Have you thought about when and how you should get involved in making your library community cybersafe?

Would you know how to react if the following scenarios happened in your library?

As knowledge gatekeepers = what's your responsibility to help, guide and educate your library users

Is it integrated in your library?

Discussion: How many incidents do you have?

What are the technology trends in your library? Snapchat, kik?

Could bring in training scenarios...

eSmart background

The Alannah and Madeline Foundation and the National Centre Against Bullying (NCAB):

- **Recognised** the need to address a new trend: The shift of bullying campaigns to cyberspace
- **Consulted** and **conducted** an international literature review, schools' needs analysis, and qualitative study (contracted RMIT School of Education/Dr Helen McGrath).
- **Consulted** library industry and **local government areas** and have begun the national pilot.

The logo for eSmart Libraries, featuring the word "eSmart" in a purple font with a small orange dot above the 'e', and the word "Libraries" in a grey font below it.

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eSmart is an easy-to-use, evidence-based and tested system, providing a framework approach to help improve cybersafety and wellbeing in Australian schools.

In 2010, eSmart was piloted in 159 schools across Australia with funding from the Commonwealth Department of Education, Employment and Workplace Relations (DEEWR). The Edith Cowan University's Child Health Promotion Research Centre independently evaluated the pilot, finding 96 per cent of pilot schools would recommend eSmart to other schools. Participating schools reported that eSmart prompted cybersafety action they would otherwise not have undertaken.

The partnership between the Telstra Foundation and AMF was formalised in July 2012 and eSmart Libraries was developed in consultation with librarians, industry experts and senior stakeholders. Research has shown very clearly that approaches that include the whole of the organisation (leadership, staff, end users and the wider community) provide the most effective way to implement changes aimed at increasing wellbeing, safety and preventing anti-social behaviour including cyberbullying.

Industry Supporters

While developing eSmart Libraries, we worked closely with representatives from the library sector to inform the pilot's direction and best practice guidance. We established consultative groups with various stakeholders, strategic and operational; to make sure we gained feedback and insight to achieve a fit-for-purpose framework and will continue to do so. Jan Richards, Chair of ALIA, said: "We are really supportive of this initiative. It fits so well with libraries being essential community resources – physical and online spaces for people to share knowledge and ideas. The internet has opened so many new doors for library professionals to help library users discover inspiration and information at their fingertips."

Industry bodies supporting eSmart Libraries include:

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- Public Libraries Advisory Committee (PLAC)
- Public Libraries Australia (PLA)
- National and State Libraries Australasia (NSLA)

Feedback

Over **94%** of pilot libraries consider the initiative as valuable to their library service.

"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."

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eSmart Libraries Pilot Pulse Survey June 2013

Q 1. Is the initiative valuable

Results: 4.5/5

59% strongly agreed

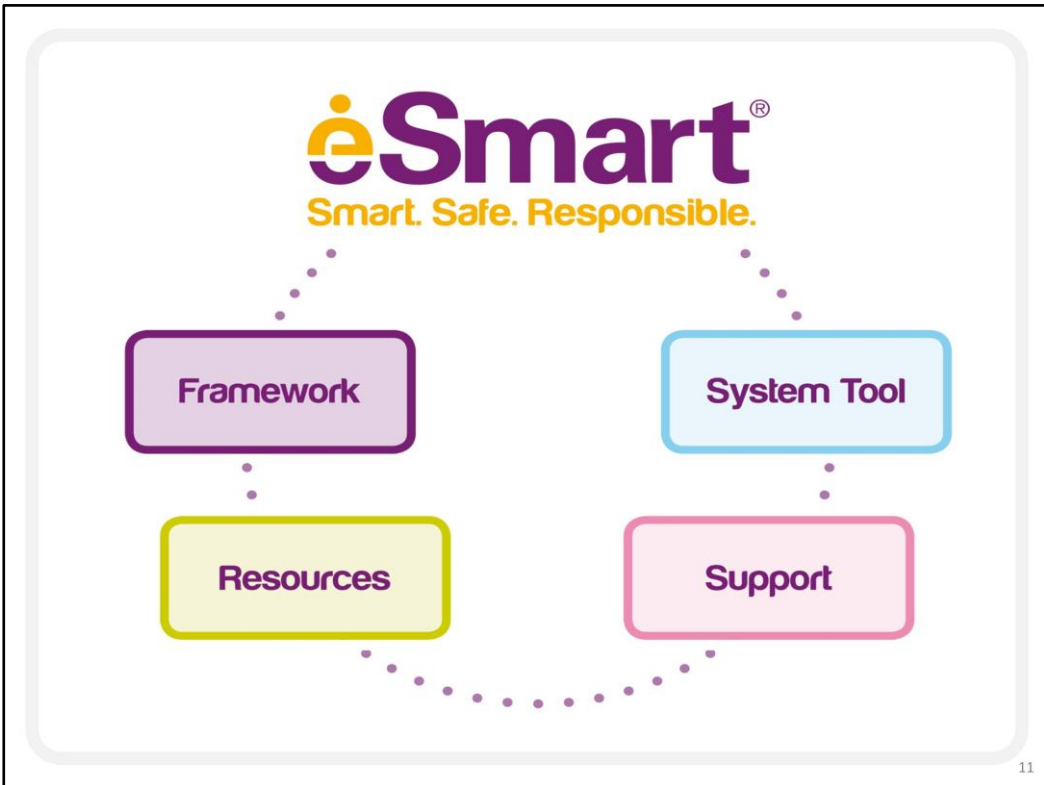
35% agreed

Q 2. How long do you think it will take to implement eSmart Libraries

Result: 12-24 month av.

Q 3. Are the eSmart Libraries Framework actions are relevant, well-structured and comprehensive.

Result: 4.0/ 5



eSmart System

Framework

Provides the roadmap for the library to become eSmart
 Considers all relevant areas of the organisation
 Gives actions for libraries to complete
 Staged over 3 phases – implementing, planning and sustaining
 Recognition when stages are met

Resources

Best-practice resources for libraries collated in one online place.
 Each one of these resources has been examined and recommended by our cybersafety specialists.
 You will find useful and practical resources in a variety of formats including tools, case studies and videos.

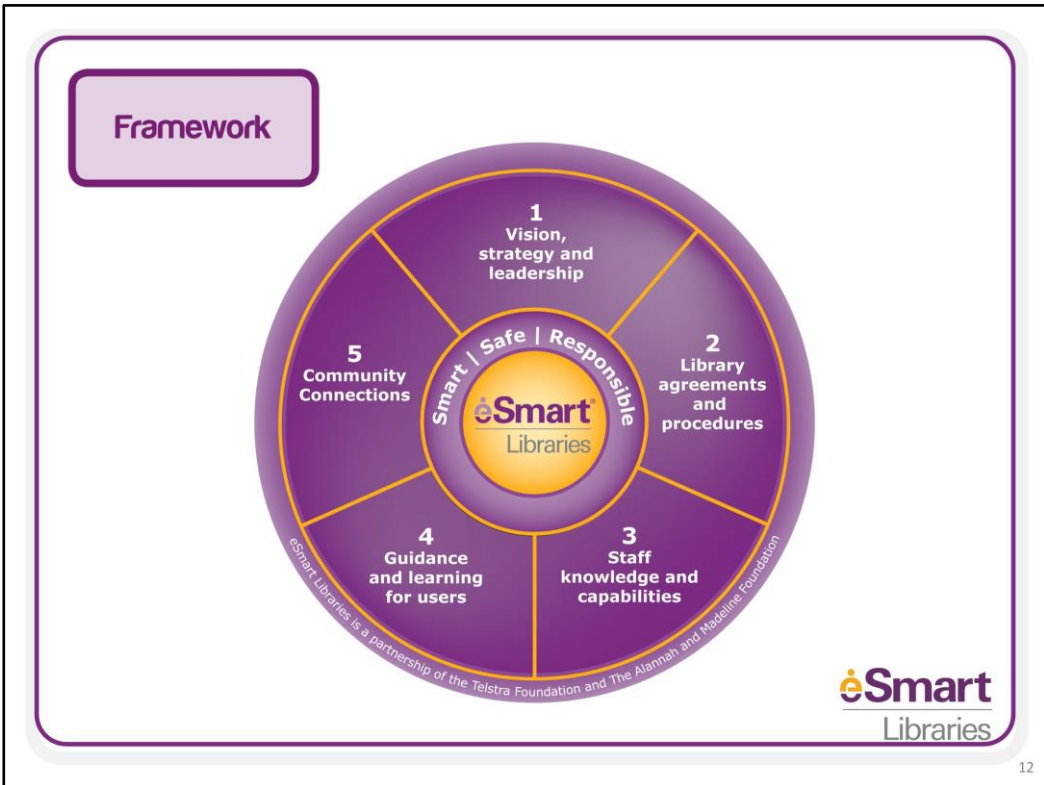
System Tool

The eSmart system tool is an online, bespoke library website designed for you to record, track and report your libraries progress in becoming eSmart. Use it to track your activities across the five domains (areas) of the eSmart Libraries framework over time. Logged-in users will see secure, easy-to-read graphs and be able to print summary reports showing their libraries progress.

Support

As a registered eSmart Library you will receive -
 Training on how the eSmart system works, focusing on the eSmart system and how you can use it to your libraries advantage.
 A Starter kit to kick-start and retain information during eSmart journey will be

provided to you before your training. After training we will keep you in the loop and up to date by sending newsletters and website providing guidance, news, tips and you'll also have access to our resourced.



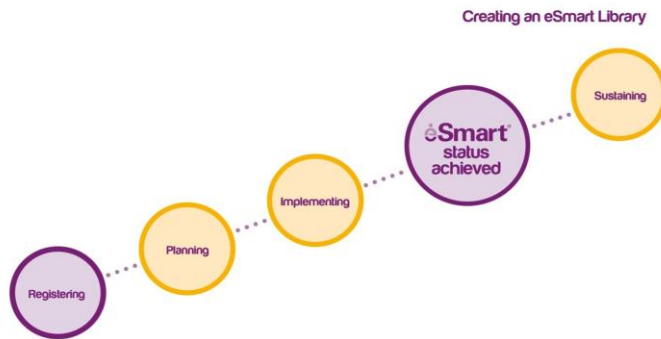
eSmart Libraries provides the library with a road map to integrate cybersafety skills and knowledge in the library. It looks at the areas of your library, called domains, relevant to implementing behaviour change. The domains are visually represented in a wheel, see illustration above. Each domain is comprised of three to five main action areas. Within each action area, a set of supporting actions are outlined over three phases – planning, implementing, and sustaining.

Being eSmart means knowing how to guard against security and privacy risks, being able to research and download content in ways that are ethical and legal, and being able to manage reputation and relationship-based issues associated with being in cyberspace.

You'll be able to identify the work you've already done in cybersafety and wellbeing and any gaps that need addressing.

We say somewhere between 12-18 months to become eSmart at a couple of hours a week.

eSmart Libraries Journey

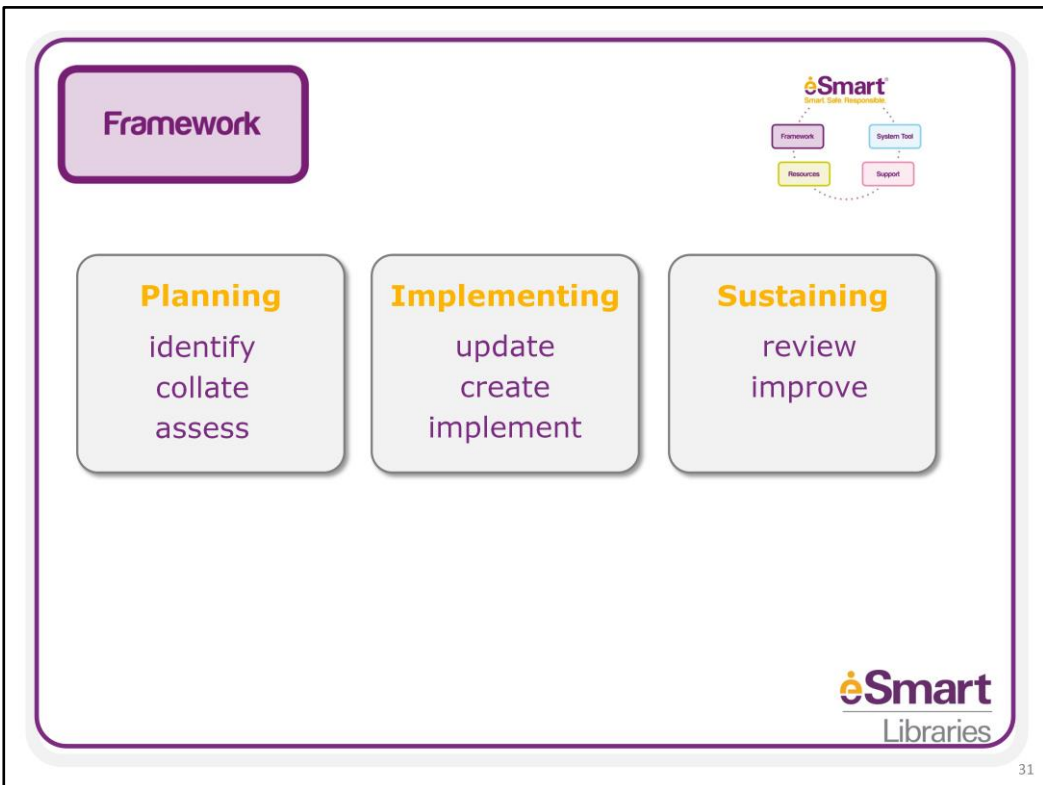


N.B. This is completed over a period of time (could be six months to three years)

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These are the stepping stones of your journey to become eSmart.



The steps involved to complete the eSmart Libraries journey are as follows:

Registering

- Sign and return the eSmart Libraries Agreement
- Decide the best approach to coordinate eSmart Libraries
- Receive your system tool login if you haven't already done so.

Assessing and prioritising

- Use the online tool to review the actions under planning, implementing and sustaining stages, across the domains.
- Identify steps you have already taken and any gaps in your current practice. The actions in the planning phase will also help you to understand your position.
- Nominate the eSmart Coordinator who will login to the system tool and track the library's (or library service) progress.

Stage 1 - Planning

- Inform your main stakeholders and set up an eSmart Working Group to help complete actions.
- Participate in training and explore the eSmart resources particularly the planning tools and latest research.
- The planning phase asks you to collate and review your current practices and the abilities of your staff and users.
- Track your progress by clicking 'complete' for each action area in the planning stage.

Stage 2 - Implementing

- The implementing stage requires you to renew or create all the important documents, plans or activities to become eSmart.
- Adapt the actions to work for your library but make sure you have completed actions in a satisfactory manner.

Use tools and best practice examples identified in the resources accessible through the system tool.

Read newsletters and share case studies with other libraries.

Once complete, you are formally acknowledged as an eSmart library and can display the eSmart sign.

By the end of the implementing phase the library should be confident that:

The library's vision, policy and agreements align and reinforce cybersafety and wellbeing values. There is a marked difference in the behaviours and attitudes towards cybersafety and wellbeing embodied by staff and integrated into the library environment.

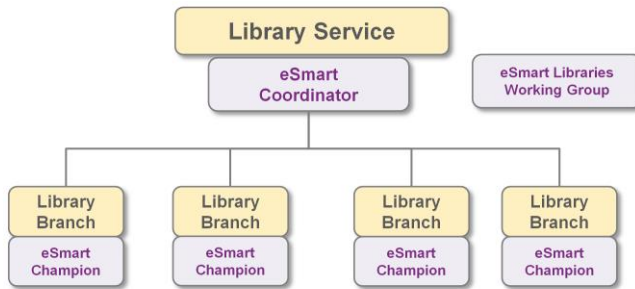
Reporting and monitoring of cybersafety incidents in the library takes place and this is reviewed. Staff development and skill training has taken place, including knowledge of how to effectively respond to incidents and help users.

Users of the library understand and learn about cybersafety and wellbeing and gain experience through visits, training and library staff interaction.

Stage 3 - Sustaining

The sustaining stage provides actions to retain your eSmart status. These are focused on evaluating impact, consistently reviewing your practices and sharing success.

Approach



Road to success

- Support from senior management
- Defined timeframes
- Staff buy-in
- Existing programs



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- Daunting prospect, but exciting
- Research; wrote position description; submitted proposal to employ an eSmart Libraries Project Officer
- Supportive senior management team; proposal was accepted.
- Defined timeframe – goal to be finished by 30 June 2014
- Importance of staff buy-in: became standing item on team meeting agendas, staff from all branches involved, regular information dissemination via Discover

The Team

- Project Officer
- eSmart champions
- Working group



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eSmart champions – library staff from each branch

Working group – Coordinator, Library Operations, Project Officer, Hume Libraries staff, Learning Community staff, Neighbourhood House representative, community member

Important Notes on Implementation

- Use a systematic approach
- Use eSmart System tool and resources
- Establish a relationship and rapport
Alannah and Madeline Foundations staff
- Identify priority areas
- Establish a Working Group

Framework

Domain and action areas

1
Vision,
strategy and
leadership

Existing policies and procedures

- Council
- Learning Community Department
- Hume Libraries

Strategic documents:

- Hume City Council, Council Plan 2013-2017
- Learning Together 4 Strategy

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Specific examples include:

Library membership conditions

Conditions of use for Internet, ePlay and Wifi

Council Privacy Policy

WHS and Risk Management reporting procedures and forms

Social Media Policy

Council Plan



2.2 Strategic Objective: Strengthen community safety and respectful behaviour

HUME HORIZONS 2040		COUNCIL PLAN 2013-2017
Community Expectations	Council's Role	2014/2015 Actions
2.2.1 The safety and wellbeing of people and property is enhanced through well designed buildings and public spaces and safe, respectful behaviour within Hume's community	Statutory Authority, Service Provider, Facilitator	Develop and commence the implementation of a <i>Community Safety Action Plan</i> that improves physical and social infrastructure and provides initiatives and programs to improve safety within the community.
		Participate in the Alannah and Madeline Foundation's <i>eSmart Libraries</i> program to improve cyber-safety and reduce cyber-bullying within the community.
		Develop a CCTV Policy to clarify Council's position on CCTV and if applicable, provide advice on the appropriate placement and operation of cameras.



Learning Together 4 Strategy



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

Project	eSmart Libraries	
Description	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.	
Actions	<ol style="list-style-type: none"> 1. Implement the actions in the eSmart toolkit to achieve eSmart status. 2. Undertake ongoing monitoring of the completion 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	<ul style="list-style-type: none"> • The Alannah and Madeline Foundation • HCC Learning Community Department 	Project Partners <ul style="list-style-type: none"> • HCC Information Services Department • Telstra Foundation
Indicators	<ul style="list-style-type: none"> • 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. 	



Framework

Domain and action areas

2

Library agreements and procedures

An opportunity to:

- Review and update existing documentation
- Create new policies and procedures



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Updated:

- Library membership conditions
- Conditions of use for Internet, public computers and WiFi
- Acceptable use “step through” prior to accessing internet in library and learning facilities
 - Made sure it was available on all public PCs and WiFi in Council facilities

Wrote:

- Procedure for dealing with inappropriate use of the Internet
- To be used in conjunction with existing Incident and Risk Management reporting procedures

Framework

Domain and action areas

3

Staff
knowledge
and
capabilities

- Staff surveys
- Training plans
- DISCOVER training
- 23 mobile things



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We identified that the digital skills and knowledge of library staff was one area that we decided to focus on.

Included in this was:

- Cybersafety
- Improved use and promotion of our subscribed eResources, including eBooks, eMagazines, eNewspapers
- The increasing use of mobile technology by library customers
- Library apps – Library Anywhere, BorrowBox, AxisReader etc



Staff survey:

To find out what exactly we needed to concentrate on we decided to conduct a survey.

- The survey was adapted from eSmart Libraries survey
- But also included some Hume Libraries specific questions
- Created online version using surveygizmo (now one available from eSmart Libraries)
- Results analysed and informed the development of staff training plan

Introduction to eSmart Libraries



23mobilethings

exploring the potential of mobile tools for delivering library services



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eSmart Libraries:

- is integrated into induction for new staff
- Induction and updates also form part of DISCOVER program
- Link from Library training page on Intranet

DISCOVER

- Regular training sessions – every 6 weeks
 - may be on anything that is relevant to library staff including e-Resources, library apps, cyber safety
 - Audio is provided for staff who can't attend
 - Quiz to be completed by all attendees
 - Cybersafety session – Greg Ebhart from CyberSmart
- Greg Gebhart is the ACMA's Senior Cybersafety Trainer and one of Australia's leading cybersafety experts. Also CyberSmart Outreach PD sessions*

23 Things

- With an increasing number of customers coming into the library with devices, we decided that 23 mobile things would be a good way to up-skill staff
- The program is still running, with staff having to complete 3-4 “things” each month – until Jan 2015
- Quiz to complete
- Comments section

Framework

Domain and action areas

4

Guidance
and learning
for users

- Customer digital experience survey
- Use available cybersafety resources
- Review training programs
- Cybersafety help button



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A few things we have done

Cybersafety Help button is loaded onto all public PCs in Council facilities

- free downloadable application for PCs, mobile devices, networks
- available from ACMA website
- provides easy online access to cybersafety information and assistance available in Australia
- links to counselling, reporting and educational resources
- to assist young people deal with online risks including cyberbullying, unwanted contact, scams and fraud, and offensive or inappropriate material.

Digital Experience Survey

- Online and print
- 229 responses
- Collecting baseline data



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Aims:

- To find out about technology use and online practices of the Hume community
- To connect community members with the skills they need

Used eSmart Libraries survey as foundation and tweaked it

Plan to repeat it after 2 years

Hume Libraries Digital Experience Survey 2014

Hume Libraries is one of 370 public libraries in Australia participating in the Alannah and Madeline Foundation's eSmartLibraries Program. This program is a behaviour-change system for libraries to improve cyber safety and wellbeing and deal with cyberbullying.

The aim of this survey is to find out more about technology use and online practices of the Hume community. The results of this survey will be used by Hume's Learning Community Department to connect community members with the skills they need for smart, safe and responsible use of technology.

By completing the survey you can go into the draw to win an iPad mini. Please ensure you provide your contact details at the end of the survey to enter the prize draw. Your personal details will not be linked with your survey responses.

This survey will take around 15 minutes to complete. This survey can also be completed online at: <http://surveys.hume.vic.gov.au/3/Digital-Experience-2014-Online>.

Please return this survey by Friday 7th February 2014.

Council is committed to ensuring that survey information remains confidential, in accordance with the Information Privacy Act 2000. If you have any questions relating to this survey, please feel free to call the Research Department on 9205 6172 or email research@hume.vic.gov.au.

Section One: Technology Use

1. How often do you use the following technologies?

	Daily	A few times a week	A few times a month	A few times a year	Never	Do not have access
PC or laptop (at home)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PC or laptop (in a library)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tablet (e.g. iPad)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smartphone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone (not Smartphone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
eReader (e.g. Kindle, Kobo)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet (at home)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet PC (in a library)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet WiFi (in a library)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet (in other public places)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gaming console (e.g. Xbox, PlayStation, Wii)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please list)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Print and online – library and Council websites

Cooperation of other Council Depts

- Research Dept designed the survey and analysed the results, producing a fabulous report
- Marketing and Promotions – promotion, posters, website – print copies available at Craigieburn Festival
- Learning Community Dept – IT trainers promoted it in their sessions
- Volunteers Volunteer Gateway - Use of volunteer for Arabic speaking customers
- Volunteers from Research Dept and Learning Community – data entry

To increase response rate in future:

Pop-up on library PCs - unable to have a pop-up, but something to be considered
PCs in library etc but most submissions were actually in print – wider distribution?

Could use iPads in library – dedicated

Timing – short notice, festivals and special events

Framework

Domain and action areas

5
Community connections

- Neighbourhood houses
- U3A
- Schools
- New programming opportunities

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Opportunities for:
Partnerships
Support – eg IT equipment loan
Programs

We looked at all the existing connections of the Learning Community Dept (including libraries)

- Government organisations
- Community organisations

Created spreadsheets that document

- Activities that we are involved in
 - target audience
 - opportunities for promoting cybersafety
 - Timing
 - allocation of responsibility
- Also identified organisations that we could partner with

Programs



Existing

- IT Programs
- Net.Help
- Tech.Help
- Special events
- Outreach

New

- iTots
- Maker Space

Look at what you are doing already

Opportunity to create and enhance programs eg. cybersafety trivia quiz for schools

Example of special events – Stay Smart Online Week

Outreach examples:

Talks to community groups – could take a speaker

IT programs to Sikh Temple

iTots and MakerSpace – opportunity to promote and teach – safe, smart and responsible use of technology

Promotion

HUME CITY COUNCIL
HUME LIBRARIES

Home Locations & Hours Search the Catalogue Using Your Library Learning Programs Re

You are here: Home > Reading & Research > Online Library

Online Library

Choose a subject from the drop-down box

Cyber safety

ABCDEFGHIJKLMNOPQRSTUVWXYZ

Displaying 1 - 8 of 8 listings

Name	Description
Bullying No way	Information about bullying, harassment, discrimination and violence for parents, teachers and students, with activities for young children. Bullying, No Way! is managed by the Safe and Supportive School Communities (SSSC) Working Group.
Cybersmart	This site will help you and your family find out how to be cybersmart and use the internet safely. It's a young person's guide to smart net surfing, chatting and emailing.
Easy Guide to Socialising Online	What you do online could tag you for life. Safeguard yourself and your digital reputation by understanding the issues and knowing how to respond to them.
SCAMwatch	SCAMwatch is a website run by the Australian Competition and Consumer Commission (ACCC). SCAMwatch provides information to consumers and small businesses about how to recognise, avoid and report scams, many of which originate overseas or take place over the internet.

TEACHERS SCHOLARSHIPS 2014
Nominate your favourite teacher today
www.hume.vic.gov.au/teacherscholarships
Nominations close: 15 September

Hume Libraries and Learning

Timeline About Photos Library Catalogue Pinterest Events Videos

1,144 likes

ABOUT

Melbourne, Victoria, Australia
Phone: (03) 9356 6900
http://www.humelibraries.vic.gov.au/

APPS

Library Catalogue

Pinterest

Like Comment 1 share

Tracy Washington-Lacy, Wendy Byron, Cedah Cooper and 2 others like this.

September 11, 2014

We want to create a display with some recommendations from our Facebook friends, so we're after YOUR opinion! What is your favourite book adaptation? (but aside all those thoughts about the movie never being as good as the book) 📖

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- Promotion:
- Website
- Facebook
- Pinterest
- Library collateral eg bookmarks, flyers

Effective shortcuts



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Effective shortcuts:

- Look at eSmart as an **opportunity**
- No need to reinvent the wheel
- Use resources provided eg System Tool
- Record progress and keep records - **evidence**
- Use existing skills eg. Library and Council
- Source available cybersafety products or create/adapt your own
- Share documentation and ideas

Opportunity to:

- Assess what you are doing already
- Learn more about your community and what you can do to help it become more cybersmart
- Identify and address training gaps
- Collaborate with other Council Departments
- Collaborate with other libraries



Thank you



A partnership between

The Alannah
and Madeline
Foundation

