

# Starter Kit



Alannah & Madeline  
Foundation

eSmart  
Libraries

# Contents

Welcome .....	3
The eSmart Libraries partnership .....	4
<b>About eSmart Libraries .....</b>	<b>5</b>
eSmart contact details .....	6
How to use the Starter Kit .....	6
An introduction to eSmart .....	7
What eSmart means for your library .....	8
Support from libraries .....	9
The eSmart System .....	10
The eSmart Libraries Framework .....	13
Implementing eSmart Libraries in your library service .....	14
<b>Communications and media for eSmart .....</b>	<b>15</b>
Communications and marketing collateral .....	16
Events checklist .....	19
Media Release .....	20
Contact us .....	21
<b>eSmart Libraries Evaluation 2016 .....</b>	<b>22</b>
<b>eSmart Libraries Support and Training .....</b>	<b>23</b>
<b>Support and training .....</b>	<b>24</b>
<b>Notes .....</b>	<b>25</b>

# Welcome

Welcome and congratulations to you and your library for starting the eSmart journey.

The Telstra Foundation and the Alannah & Madeline Foundation have partnered to develop and deliver eSmart Libraries – one of the most significant community cyber safety programs ever undertaken in Australia.

The partnership was announced in August 2012 by the then Prime Minister of Australia, the Hon. Julia Gillard. eSmart Libraries works with Australia's 1,500 public libraries to connect local communities with the skills they need for smart, safe and responsible use of technology. Our goal is to support the library community to manage cyber issues and continue to embrace the positive benefits of online activity.

The vision of the Alannah & Madeline Foundation is that every child will live in a safe and supportive environment. As part of this, the eSmart programs aim to facilitate cyber safety knowledge and skills across many settings for young people and the wider community.

The Telstra Foundation's investment of \$8 million to develop and implement eSmart Libraries reflects its commitment to ensure all Australians enjoy the upside of connecting to modern communication technologies – irrespective of age, income, ability, location or disadvantage.

Both Foundations recognise that libraries are an essential community resource for supporting digital inclusion and some libraries are already focussed on increasing cyber safety awareness. The initiative is backed by national, state and territory libraries and associations and we have worked closely with many members of the library sector to develop a fit for purpose program.

eSmart Libraries is built on a solid basis of knowledge and experience. As you'll see from the website and System Tool, we've already done a great deal of research and thinking about how libraries can be supported to promote the smart, safe and responsible use of technology.

There is a wide range of resources to help you along your eSmart journey. These include: specialised training, access to the eSmart website, frequent newsletters and access to the eSmart Customer Support team. You will also have opportunities to network with other libraries who are participating in eSmart.

We hope you enjoy your experience of becoming eSmart as much as we've enjoyed putting this initiative together. Enjoy your journey working with the library staff, other libraries, library members and users of your communities.



**Lesley Podesta**  
Chief Executive Officer  
Alannah & Madeline Foundation



**Tim O'Leary**  
Chief Sustainability Officer  
Telstra Foundation



**Alannah & Madeline  
Foundation**

A partnership between

TELSTRA  
FOUNDATION



# The eSmart Libraries partnership

The Telstra Foundation and the Alannah & Madeline Foundation have evolved their relationship over time. When the eSmart program was first in development, the Telstra Foundation provided initial seed-funding to test the concept. In 2012, the two Foundations partnered to develop and implement eSmart Libraries – one of Australia’s most significant community cyber safety initiatives. Backed by an investment of \$8 million over six years, the partners work closely with Australia’s 1,500 libraries to connect local communities with the skills they need for smart, safe and responsible use of technology.

## Telstra Foundation

The Telstra Foundation was established in 2002 and supports community organisations that share its vision of making a positive and lasting difference to the lives of Australia’s children and young people.

Over the past 10 years, the Telstra Foundation has committed \$43 million to almost 8,000 projects in local communities across Australia.

Moving forward, the Telstra Foundation will support programs that promote digital inclusion – the Foundation calls it Everyone Connected. This strategy aligns to Telstra’s broader sustainability program and enables all Australians – irrespective of age, income, ability, location or disadvantage – to access the everyday social and economic benefits of being connected to new digital technologies.



## Alannah & Madeline Foundation

The Alannah & Madeline Foundation is a national charity protecting children from violence and bullying. The Foundation cares for children who have experienced or witnessed serious violence, runs programs that prevent bullying in the lives of children and advocates for children’s safety and wellbeing.



Keeping children safe from violence

# About eSmart Libraries

**eSmart**  
Libraries

# eSmart contact details

**The Customer Support team** is available from 8am – 5pm (Australian Eastern Standard Time) Monday to Friday.

You can call **1300 538 534** or email **esmartlibraries@amf.org.au**.

The national office for eSmart Libraries is based at Alannah & Madeline Foundation, Level 1, 256 Clarendon Street, South Melbourne, Victoria, 3205.

## How to use the Starter Kit

The Starter Kit assists registered eSmart Libraries to fully understand eSmart and help start and track their eSmart Libraries journey.

### **When might you use it?**

As the eSmart Coordinator, use the Starter Kit:

- as a reference during your eSmart Working Group meetings
- to gain an overview of the framework and the process to becoming eSmart and sustaining your eSmart status
- to help assess your library's cyber safety gaps and prioritise actions
- to utilise the publicity pack and marketing collateral for media releases, organising events and other publicity and promotions
- to keep hard-copy records of your progress reports, useful resources and documents to evidence and evaluate your journey

# An introduction to eSmart

## Background and development

The rapid growth of the internet and digital technology presents several benefits, risks and challenges. Digital natives, experienced users and new users can utilise the internet to connect, learn and communicate. They may also encounter many risks due to the anonymous, complex and layered nature of the internet.

Many of these risks, such as cyber bullying, can have a detrimental impact on children and young people and vulnerable members of society. A lack of digital knowledge, skills and awareness contributes to the digital divide and can have a negative influence on individual wellbeing.

The eSmart mission is to work with governments, schools, industry, communities and individuals to create a generational change where children and young people are smart, safe and responsible users of digital technology. To achieve that, children need to be surrounded by a whole community that is smart, safe and responsible online, to create an eSmart Australia.

To develop this social change, eSmart programs are collaboratively developed using a whole-organisation approach and best-practice frameworks. When rolled out to different settings across the country, eSmart helps to change culture and behaviours in relation to the smart, safe and responsible use of digital technologies.

The first eSmart program was developed for schools in 2010 and 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% of pilot schools would recommend eSmart to other schools. The eSmart Schools program has been rolled out to more than 1,500 schools across Australia so far.

eSmart Libraries was initiated by the partnership between the Telstra Foundation and the Alannah & Madeline Foundation in July 2012. The program was developed with librarians, industry experts and senior stakeholders and piloted in early 2013 with very positive feedback from participating libraries.

Libraries play a vital role in providing the community with access to a huge array of information and give guidance and support in this process. They are able to provide knowledge, skills and awareness of cyber safety and help support the wellbeing of their users. eSmart gives libraries the tools and mechanisms to do just this.

eSmart Libraries will help provide an environment where people can experience feelings of safety, become part of actual and virtual communities, and acquire some of the skills needed for the digital era and promote e-safety as a cultural norm in communities.

Together we can create an Australia where everyone, including children, young people and the most marginalised can access technology, and be part of a safe, inclusive digital world.

# What eSmart means for your library

eSmart Libraries will help build skills and behaviours for the smart, safe and responsible use of technology, contribute to digital inclusion and foster a greater sense of wellbeing for the library community.

Implementing eSmart means your library has achieved the following outcomes:

## 1. Vision, strategy and leadership

The library has the capacity to foster smart, safe and responsible use of digital technologies in the community. The library has provided a clear mandate for change, reflecting the vision and principles of the organisation and the needs of the library community. The program is steered by the eSmart Libraries Working Group and facilitated by an eSmart Coordinator.

## 2. Library agreements and procedures

Library practices and agreements are discussed, reviewed and aligned to reinforce cyber safety and wellbeing values so that day-to-day operations in the library exhibit a smart, safe and responsible environment.

## 3. Staff knowledge and capabilities

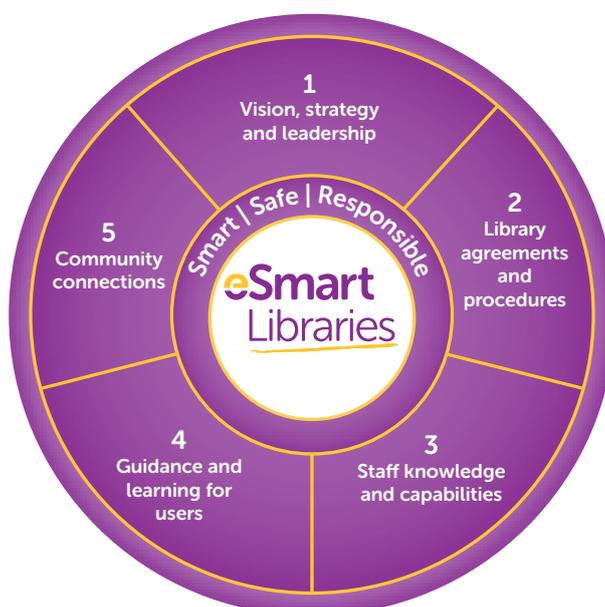
Library staff have the knowledge of digital technologies, training in cyber safety practices and are capable of responding to inappropriate cyber-behaviours consistently and effectively.

## 4. Guidance and learning for users

Libraries offer information, guidance and lessons on how users can utilise the benefits of technology, avoid online pitfalls and be able to embody positive, smart, safe and responsible behaviours online.

## 5. Community connections

Libraries enhance connections and reach out to the wider community to promote eSmart



# Support from libraries

While developing eSmart Libraries, we worked closely with representatives from the library sector to inform the program'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.

Jan Richards, Chair of the Australian Library and Information Association Public Library Advisory Committee, 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
- Australian Public Library Alliance
- Public Libraries Australia
- National and State Libraries Australasia



AUSTRALIAN  
PUBLIC LIBRARY  
ALLIANCE



Australian Library and  
Information Association



Public Libraries  
Australia

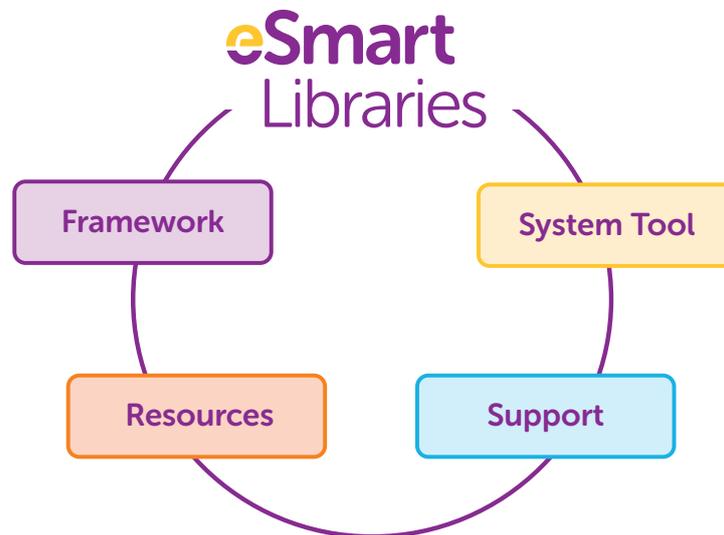


NATIONAL  
and STATE  
LIBRARIES  
AUSTRALASIA

Leading Collaboration

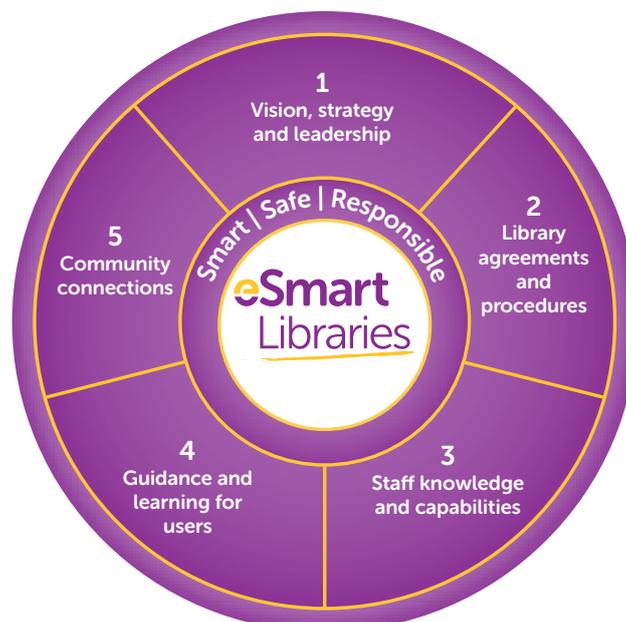
# The eSmart System

eSmart is a comprehensive solution and includes a framework of actions to complete over time, access to an online System Tool to review actions and track progress, links to a best-practice and searchable list of resources including useful tips and tools, and a range of support measures including newsletters and telephone and email support.



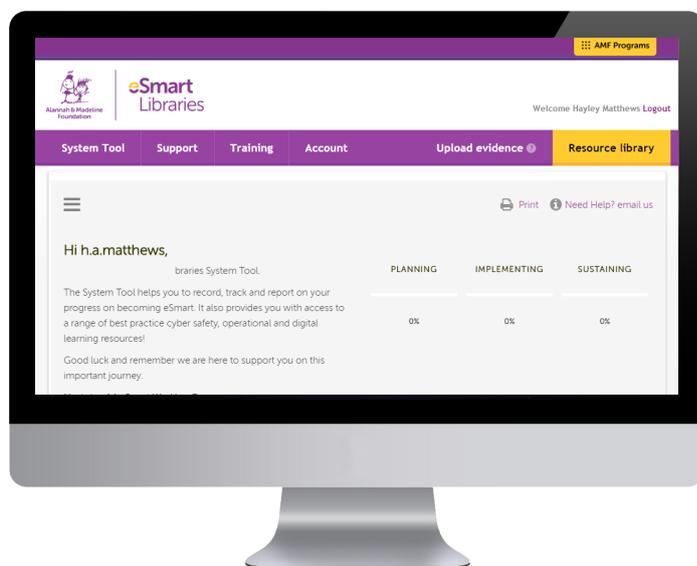
## Framework

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



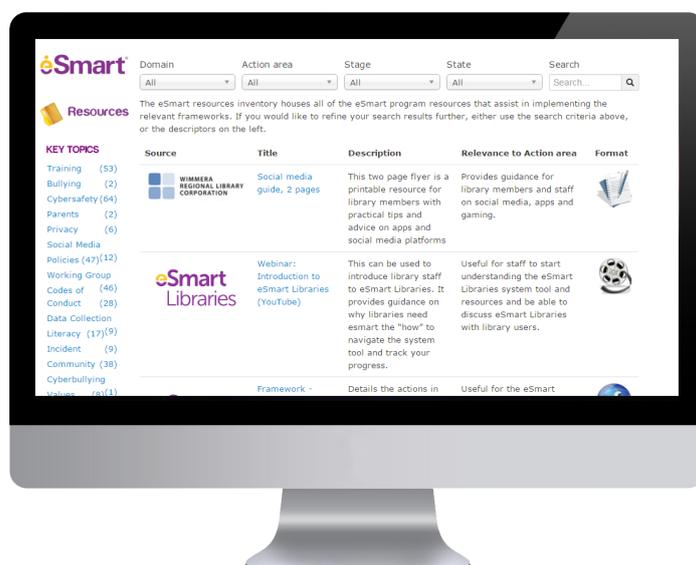
## System Tool

- Where libraries access the eSmart Libraries Framework (or actions) and resources.
- Accessible online at any time with secure logins provided for each library service.
- Designed for the library to record and track their eSmart progress over time.



## Resources

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



# Support

As well as this Starter Kit, a registered eSmart Library receives:

- Training on the eSmart system and support sessions either online or face-to-face.
- Help-desk, telephone and email support from 8am to 5pm (AEST) Monday to Friday.
- Newsletters, Journey Helpers and networking opportunities.

**eSmart Libraries**  
Alannah & Madeline Foundation  
A partnership between  
TELSTRA FOUNDATION

## eSmart Journey Helper

Registering

Stage 1 Planning

Stage 2 Implementing

eSmart Skills achieved

Stage 3 Sustaining

Click [here](#) if you are having trouble viewing this message.

### eSmart Libraries Check-In February 2017

Welcome to our first newsletter for 2017. We are so excited that we now have a community of more than 900 libraries on the eSmart journey with us! We know that this year's bi-monthly newsletters will be full of fabulous library tales and stories of digital literacy champions!

This year the eSmart Libraries newsletter, *Check-In*, will be published every second month so look out for the next edition at the beginning of April. If you have stories or photos to share with the eSmart community we'd love to hear from you at [eSmartlibraries@amf.org.au](mailto:eSmartlibraries@amf.org.au)

#### eSmart LIBRARIES EVALUATION 2016

Survey results demonstrate that eSmart plays a key role in supporting library users to be safer online.

100% Library users  
100% Library users  
100% Library users

#### eSmart Libraries Evaluation 2016

The University of Western Sydney has released an [independent report](#) praising the Alannah & Madeline Foundation's eSmart Libraries program.

The user Wave Two survey of over 500 people not only provides evidence of eSmart's outstanding behaviour change results but also some tremendous general feedback from librarians, library users and council staff.

Following on from eSmart Libraries Wave One independent evaluation in 2015, Wave Two has now concluded, with outstanding results and practical digital implications for libraries and their communities.

The Executive Summary within the evaluation report, conducted by Western Sydney University, outlines the findings and shares case studies on the program's implementation success across the nation.

# The eSmart Libraries Framework

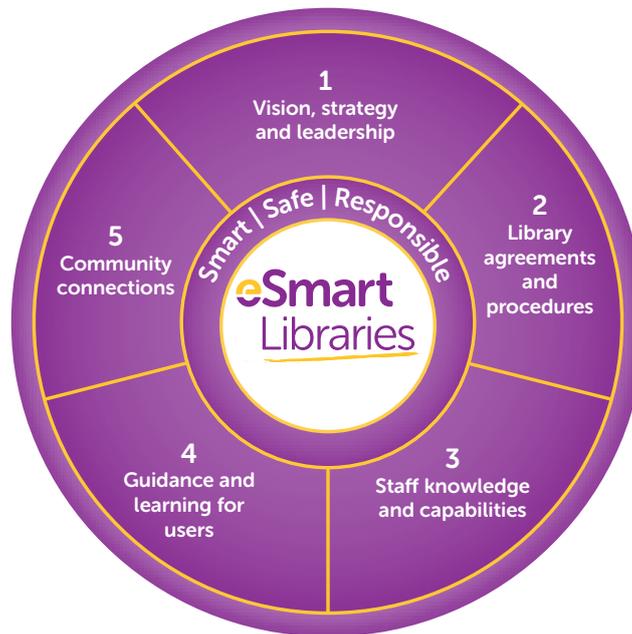


Fig. 1 eSmart wheel illustrating the domains of eSmart Libraries

## Domain 1 Library vision, strategy and leadership

### Action Area 1.1 eSmart Working Group

#### Planning

Recruit members for the eSmart Working Group  
Decide on the objectives and role of the Working Group

#### Implementing

Ensure the eSmart Working Group meets regularly  
Consider opportunities and risks in implementing the framework

#### Sustaining

Monitor and report on progress  
Evaluate the library's effectiveness in implementing eSmart

The eSmart Libraries Framework provides the library's management with a road map to integrate cyber safety skills and knowledge in the library.

It looks at the areas of the library, called domains, relevant to implementing behaviour change.

The domains are visually represented in a wheel (Fig. 1).

Each domain is comprised of three to five main action areas. Within each action area, a set of actions are listed over three stages – planning, implementing and sustaining.

The library should work through the actions in each area at its own pace and use the online System Tool to review and complete actions and track progress.

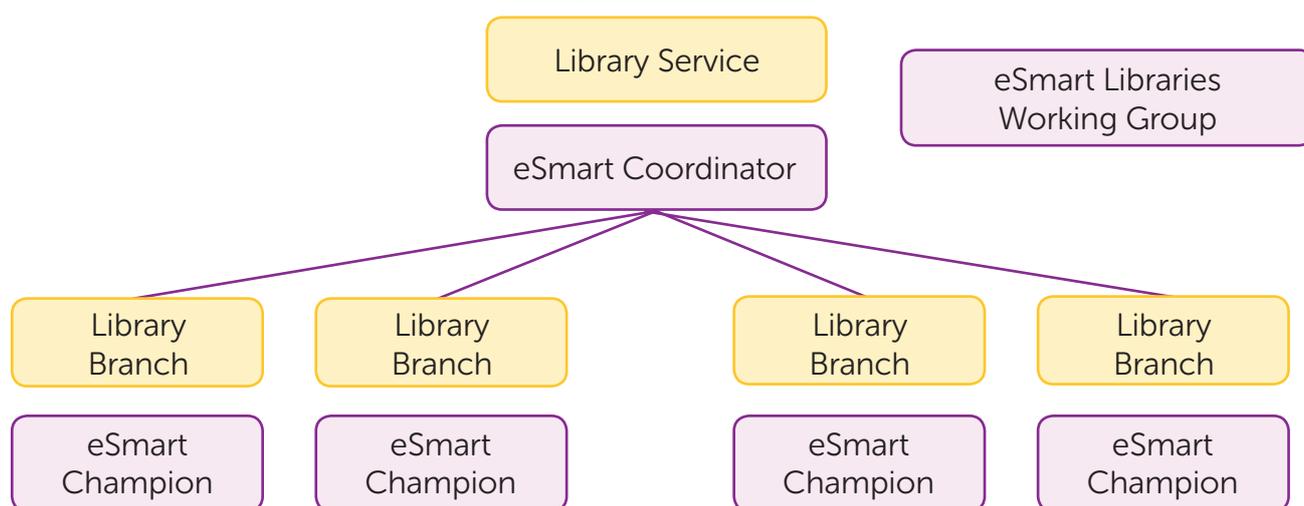
We have numbered the domains but libraries can decide how to prioritise and complete actions.

# Implementing eSmart Libraries in your library service

It is recommended to implement eSmart Libraries across the whole library service (one or more branches) at the same time as many of the eSmart actions, such as revising policies or agreements, are applicable to all branches.

The eSmart Coordinator's role is very important in making sure actions are completed at the service and branch level. They also need to accurately track progress in the System Tool and keep evidence or relevant documents to demonstrate they have met eSmart targets.

It might also be beneficial to have an eSmart Libraries champion for each branch. They can give on-the-ground support for eSmart Libraries and help build momentum among library staff and users. The eSmart Working Group will help scope and contribute to the completion of actions and monitor progress.



## Features of this approach

- One login for the System Tool tracking progress for all branches collectively and not individual branches.
- Branches have access to support including marketing material to display such as eSmart posters.
- A read-only version of the System Tool so all champions can review actions and access resources.

Please contact us if you would like to discuss the approach to implement eSmart Libraries that best suits your libraries.

# Communications and media for eSmart

The logo for eSmart Libraries, featuring the word "eSmart" in white with a yellow dot on the "e", and "Libraries" in white below it.

# Communications and Marketing collateral

The list below contains links to a variety of popular fact sheets, brochures and posters to help libraries become eSmart.

They can be used in a variety of ways including:

1. On display in libraries, library outlets and mobile libraries
2. Included as part of membership packs
3. Handed out as part of computer training
4. Displayed on staff notice boards
5. Handed out to partner organisation, visiting groups or during outreach activities.

## eSmart Libraries

Email the eSmart team at [esmartlibraries@amf.org.au](mailto:esmartlibraries@amf.org.au) or call **1300 538 534** to receive copies of the latest in eSmart bookmarks, flyers, brochures and posters.

Telstra Tip Sheets ([telstra.com.au/consumer-advice/cyber-safety/resources](http://telstra.com.au/consumer-advice/cyber-safety/resources))

Visit Telstra website for a range of printable tip sheets. The tip sheets are bright, engaging and easy to read, covering a range of topics including digital reputation, balancing screen time, safety tips and protecting against inappropriate content. An eSmart Coordinator 'Highly Regarded' resource.

eSafety Commissioner brochures ([esafety.gov.au/about-the-office/esafety-brochures](http://esafety.gov.au/about-the-office/esafety-brochures))

The eSafety Commissioner provides a variety of brochures freely available to be printed out. This includes Words Can Hurt, How to Report Cyber Bullying Infographic, Parents Guide to Online Safety (in multiple languages) and the So You Got Naked Online help sheets. An eSmart Coordinator 'Highly Regarded' resource.

Little Black Book of Scams ([acc.gov.au/publications/the-little-black-book-of-scams](http://acc.gov.au/publications/the-little-black-book-of-scams))

Provided by the ACCC and available in PDF, Word and hard copy. The Little Black Book of Scams is a readable guide to help internet users protect themselves online. Order free of charge.

ACORN Fact Sheets ([acorn.gov.au/resources](http://acorn.gov.au/resources))

The Australian Cybercrime Online Reporting Network is the official government site for adults to report cybercrime incidents which may be in breach of Australian law. Available for download are printable fact sheets and posters.

Think U Know- Parents ([thinkuknow.org.au/site/resources](http://thinkuknow.org.au/site/resources))

Download and print a variety of fact sheets with an emphasis on the more popular social media sites.

Think U Know – Youth ([thinkuknow.org.au/youth/guides](http://thinkuknow.org.au/youth/guides))

Similar to the above except written specifically for teenagers.

For more eSmart materials be sure to log into the eSmart system and look at our Resource Library. Included are a variety of resources developed specifically by libraries for this program.

## Key Online Resources

Based on a training package put together by Jenny Mustey, eSmart Coordinator Campaspe Regional Libraries, VIC

The list below contains 17 online resources available to help organisations become eSmart.

These resources can be used in a variety of ways including:

- Staff training – Choose the links that you believe your staff would benefit from and put together a training package. The links can be emailed each week or discussed at staff meetings. Follow up exercises may include a Q and A, training blog or short quiz.
  - Handouts – Choose the links that you believe your tech users would benefit from and put together a handout, online cyber safety page or incorporate them into existing membership agreements.
  - Newsletters – Include these resources as a regular feature of your organisation’s newsletter.
1. eSmart website ([esmart.org.au](http://esmart.org.au)) An introduction to eSmart with a range of videos, guides, testimonials and case studies.
  2. Protecting your computer ([staysmartonline.gov.au](http://staysmartonline.gov.au)) An Australian government site that looks at hoaxes, hackers, spyware, malware, password protection and prevention.
  3. Reporting cyber bullying for under 18s ([esafety.gov.au/complaints-and-reporting](http://esafety.gov.au/complaints-and-reporting)) The Office of the eSafety Commissioner has wide ranging federal powers to manage serious cases of cyber bullying. The above link is the goto website for Under 18’s to report illegal or offensive content, or get help using their complaints service. Housing over 300 short video’s and guidance on Social Media Centre’s, eSafety issues and eSafety partners, learn more information about the process or request a presentation at your organisation.
  4. Complaints and reporting for adults ([acorn.gov.au](http://acorn.gov.au)) The Australian Cybercrime Online Reporting Network is the official government site for adults to report cybercrime incidents which may be in breach of Australian law.

5. Games, Apps and Social Networking ([esafety.gov.au/esafety-information](https://www.esafety.gov.au/esafety-information)) A snapshot of the leading online games, apps and social networking sites. Click on each of the apps to find out more about their terms and conditions including privacy, age restrictions, reporting, blocking and account guidelines.
6. Teenagers and the internet ([thinkuknow.com.au](https://www.thinkuknow.com.au)) A leading site focused on online safety for teenagers. It has two sections – one for parents and one for young people (11-17 yrs) and includes information on issues such as sexting, digital reputation and online relationships.
7. eSmart Digital Licence ([digitallicence.com.au](https://www.digitallicence.com.au)) Created by cyber safety experts, teachers and psychologists, the eSmart Digital Licence is an engaging way to develop eSmart skills. Complete the free 10 question trial quiz or upgrade and earn a full digital licence.
8. Scams and the internet ([scamwatch.gov.au](https://www.scamwatch.gov.au)) Up to date information on frauds and scams. You can use this site to report an internet scam and learn about the types of scam. Subscribe to their email list to receive up to date information on the types of scams currently circulating.
9. Spam ([acma.gov.au/Citizen](https://www.acma.gov.au/Citizen)) Find out information on how to report, block and reduce spam. Information is provided for both email and SMS spam.
10. Online Shopping ([accc.gov.au](https://www.accc.gov.au)) The ACCC website provides advice on how to follow up complaints when online shopping goes wrong. What are the pitfalls and what recall do consumers have.
11. Online Copyright ([copyright.org.au](https://www.copyright.org.au)) Head to the bottom of the page and click on the A-Z link for wide-ranging information on a variety of online copyright issues. Included are documents written specifically for libraries relating to fair use and library exemptions.
12. iParent ([esafety.gov.au/iparent](https://www.esafety.gov.au/iparent)) An online resource for 'parenting in the digital age' and how to play a role in ensuring a child's online experience is positive and safe.
13. eSafety Women ([esafety.gov.au/women](https://www.esafety.gov.au/women)) The 'eSafety Women' resources aim to help women manage technology risks and abuse by giving women the tools they need to be confident when online.
14. Common Sense Media ([commonsensemedia.org](https://www.common Sense Media.org)) Common Sense Media rates apps and websites in the same way as books and movies. Each is given a traditional rating from G to R and a second rating based on educational value.
15. Exposure to online pornography ([itstimewetalked.com.au](https://www.itstimewetalked.com.au)) A community-based project that supports young people, parents, schools, government and the community sector to understand and address the influence of online pornography.
16. New Internet Users ([gcflearnfree.org/internetbasics](https://www.gcflearnfree.org/internetbasics)) Website training aimed at first time new internet users. Easy to read and manageable, covering 11 basic topics.
17. Telstra Tech Savvy Seniors ([telstra.com.au/tech-savvy-seniors](https://www.telstra.com.au/tech-savvy-seniors)) Developing the digital literacy skills of older Australians. Includes 'self-teach' videos, face-to-face training locations, and trainer guides. Available in English and eleven other languages.

# Events checklist

Holding an event at your library can be a wonderful opportunity to bring your community on your eSmart Libraries journey.

Whether it be to kick off your participation, celebrating when you accomplish significant milestones or promoting your library achieving eSmart status, events can be a great engagement tool.

You may be experienced in hosting events or have a team in the council or state department to help. If not, and as a reminder, here are some helpful tips for holding an eSmart Libraries event:

- Notify your events colleagues early
- Follow the council's guidelines and protocols
- Contact the closest Telstra office to engage the Telstra Representative in the event's proceedings
- Contact your local newspaper to get a journalist to cover the event (see media section)
- Work with the council to invite appropriate council and community representatives
- Contact us so we can provide you with any marketing and support materials.
- Invite library staff, community groups and neighbouring libraries to attend.

Some types of events could include:

- A celebration to announce the start of your library's eSmart journey
- Morning or afternoon teas throughout the journey, inviting interested residents, community groups and council stakeholders to hear an update on the library's progress
- Celebration when your library completes different phases of the framework.

Please remember to contact us if you host an event so we can assist you where possible and invite the Telstra representative from your regional Telstra office to come along.



# Media Release

[Insert date]

Library acknowledged as cyber safety leader

The Alannah & Madeline Foundation and the Telstra Foundation are proud to acknowledge [Insert YOUR LIBRARY] as an eSmart Library Service, recognising it is equipped to support its customers to use technology in a smart, safe and responsible way.

eSmart Libraries is one of the most significant community cyber safety programs ever undertaken in Australia, with 65% of all libraries in Australia currently involved in the program.

[Insert Shire/ Council name XXX] Mayor, Councillor XXX said Council is excited and proud to be an eSmart library service, "This has been the culmination of hard work by our library staff to integrate cyber safety in our daily operations, staff development and organisational culture," Cr XXX said.

Ms Lesley Podesta, CEO of the Alannah & Madeline Foundation said this achievement was a significant milestone in the Foundation's journey towards creating an eSmart Australia, where all Australians are safe, smart and responsible online.

"Being eSmart means knowing how to guard against security and privacy risks online, download content in a legal and ethical way, research and reference information, and manage reputation and relationships in cyberspace," she said.

"[Insert YOUR LIBRARY] continuous dedication and enthusiasm for the eSmart program, shows that local communities are as committed to promoting cyber safety as we are."

"This is important given almost half the Australian population is a member of their local library and there were 114 million visits in the past year, libraries are a great environment for sharing the best tips to equip Australians from all walks of life with the skills to be safe online. This is a big leap forward towards creating an eSmart Australia"

By making the online library experience safer for everyone, eSmart Libraries will give more Australians the opportunity to experience the social and economic benefits of new digital technologies.

Optional: The library will celebrate the achievement with a number of cyber safety quizzes and digital activity hubs for the whole community.

Launched in August 2012 by the former Prime Minister of Australia, the Hon. Julia Gillard MP, the \$8 million, multi-year partnership with the Telstra Foundation is delivering eSmart Libraries in collaboration with Australia's library network to all 1,500 public libraries in Australia.

Interview Opportunities – XXX

Event address – XXX

Official Proceedings – XXX

## Media enquiries

### If the media contacts your library directly

Throughout your library's eSmart journey, you may receive enquiries from your local media. We encourage you to engage with the local media, provided you feel confident to do so and have followed the council's media protocols.

Contact us in the first instance if you and/or your council's communications team liaise with the media, so we can ensure you have the most up-to-date information about eSmart Libraries, and maximise your media opportunity.

## Contact us

For all enquiries regarding media and communications during your eSmart Libraries journey, you can contact:

### Primary contact

Media Advisor at the Alannah & Madeline Foundation  
media@amf.org.au  
(03) 9697 0666

### Secondary contact

Telstra Corporate Affairs  
1300 769 780

### If neither is available, please contact:

### Customer Support

esmartlibraries@amf.org.au  
1300 538 534

Monday to Friday from 8am to 5pm (Australian Eastern Standard Time).

# eSmart LIBRARIES EVALUATION 2016

Survey results demonstrate that eSmart plays a key role in supporting library users to be safer online.

100%

Library managers feel competent and confident online to support library users to use technology in the library

100%

Library managers state that eSmart Libraries has made a difference to cyber safety and the management of cyber bullying

100%

Library managers would recommend the eSmart Libraries initiative to another library service

## Impact in the library

**84% of library users** are confident that the staff would be able to assist them if they came across something unsafe online



**93% of staff** reported a key benefit of eSmart was improved staff knowledge of how to be smart, safe and responsible online'



*"I think it's a great program... it's an opportunity for libraries to be part of the conversation about the digital world... and also showcasing that **libraries are just as much about digital literacy now as they are about print literacy.**"*  
- Library industry representative

Source: Independent evaluation Report: Western Sydney University Wave 2 published January 2017



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For more information visit  
[esmartlibraries.org.au](http://esmartlibraries.org.au)

# Support and training

 eSmart  
Libraries

# Support and training

The eSmart Libraries program offers you a range of support, including:

Training and webinars on how the eSmart system works and how you can use it to your library's advantage. This section of the Starter Kit can be used to contain your training notes.

Regular newsletters, website updates and Journey Helpers to keep you informed regarding latest news and helpful information.

Tools, case studies, tip sheets and best practice examples, available in the resources page, accessed through the System Tool.

eSmart Customer Support, available by telephone and email from 8am to 5pm (AEST) Monday to Friday. Call 1300 538 534 or email [esmartlibraries@amf.org.au](mailto:esmartlibraries@amf.org.au)

Recognition when each stage is met, including a web button and external signage symbolising your eSmart status.

# Notes

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