

eSmart Libraries

Final Evaluation - Statistics at a Glance

Impact in the library

93% of libraries

reported improved staff knowledge and confidence in how to be smart, safe and responsible online



84% of library

users are confident that the staff would be able to assist them if they came across something unsafe online



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

83%

Library managers know how to report and act when coming across something unsafe online

83%

Library managers believed the eSmart Framework had changes library practices for the better

86%

Library managers self-reported being confident in managing a serious online risk

"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 Final Report: Western Sydney University published June 2017



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Final Evaluation - Case Studies

Library user #1 (adult), Metropolitan library service

Peter moved to Australia with his wife and children 18 months ago.

On arrival, they had to quickly find a house to move into – which was a new property in a newly developed area, and didn't have internet or a phone line installed. It took months for this to happen, due to issues between the phone company and the landlord.

Peter's local library played a crucial role in their lives: all of Peter's job searches and job applications were done online and being able to get online in the library meant that Peter could find employment.



"It made an enormous difference to our lives... it meant that we could lead a normal life whilst we waited for things to be installed at home, and starting work."

Peter's local library is an eSmart Library. He has noticed some 'cyber smart' initiatives around the library, such as the Deep Freeze on the public computers, which deletes any previous user's data from the public computer once they have logged out; and a recent cyber safety promotional campaign displayed on banners in the library. Peter's experience of asking for assistance with technology in the library has been positive.

"Every employee here [is] always there [for you], you ask them something, they help immediately."

Library user #2 (adult), Metropolitan library service

John is a regular computer user at his local metropolitan library service. The library service has a large number of public computer terminals as well as free wi-fi access. It promotes its online safety and digital literacy training programs through an event program and website.



John is new to computers: he has been teaching himself to use them in the library over the past two years. He cannot afford to have a computer at home and has not been able to get his landlord to install an internet landline. Free access in the public library has allowed him to start to learn about the internet and to develop his digital literacy. He has recently purchased a wi-fi dongle and has a tablet, but he still visits the library regularly to access email.

John has not participated in any training programs. He is not aware of any for his age group (26–59 years), although they do exist.

When he needs support, which is often, he calls on the library staff, and, in particular, the IT staff. He writes down the instructions they give him in order to improve his knowledge and to help minimise the number of times he has to ask for assistance. John tries to be safety-conscious online. He's conscious of having a strong password; thinks a lot about whether emails may be spam; and asks staff if he is unsure. He will continue to use the internet in his public library for the foreseeable future. The library service offers him not only free access, but also staff from whom to seek advice as he navigates the online space.

"The staff are really great here... they have helped me out a lot..."



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