

CITY OF BUNBURY LIBRARIES



ICT User Training Plan (Outline)

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Introduction

Our training plan needs to focus on the following 3 digital resources that were identified in the Gap Analysis conducted for Domain 1.2.

Resource Outline

- **Resource:** *iParent*

Web link: <https://www.esafety.gov.au/iparent>

Description: Where parents can learn about the digital environment and keep updated on their children's technology use.

Topics: managing technology in the home, parental strategies for keeping kids safe online, multimedia reviews (movies, videogames, television), staying safe online (online basics/social media/digital reputation/balancing time/gaming/protecting personal information), the big issues (cyberbullying/unwanted contact/pornography sexting).

Comments: This is a very comprehensive resource that has been compiled by the Office of the eSafety Commissioner and primarily targets parents and their children. Each topic contains information and provides links to other online resources. iParent has a considerable [resource centre](#) that contains printable brochures and posters that can be displayed in the library.

- **Resource:** *Scamwatch*

Web link: <https://www.scamwatch.gov.au/>

Description: Scamwatch is run by the Australian Competition and Consumer Commission (ACCC). It provides information to consumers and small businesses about how to recognise, avoid and report scams.

Topics: This focuses on types of scams and scam reporting.

- Unexpected money
- Unexpected winnings
- Fake Charities
- Dating and romance
- Buying or selling
- Jobs & investment
- Attempts to gain your personal information
- Threats & extortion

Comments: Scamwatch contains various tools and resources (publications/videos/websites), and tracks the latest statistics and data on every type of scam imaginable. It also produces a regular newsletter and outlines steps consumers can take to prevent and deal with scams.

- **Resource:** *Telstra Tech Savvy Seniors*

Web link: <https://www.telstra.com.au/tech-savvy-seniors>

Description: Tech Savvy Seniors gives older people, particularly those in regional and remote areas, the opportunity to develop the skills and confidence to use technology for socialising, accessing important services or conducting personal business.

Topics: Tech Savvy Seniors presents their material through 2 main types of resources: [self-teach videos](#), and [trainer guides](#) (they also have excellent [tip sheets](#)).

These resources cover the following topics: mobile phones, home computers and networks, the internet, social networks, security, other digital devices (e-readers and tablets).

Comments: Like iParent, Telstra Savvy Seniors is a very comprehensive resource that can be implemented in a variety of ways. One of the best parts of this resource are the [training guides](#) that take potential trainers step by step through a session on a particular topic.

Proposed Training Approach – South West Region

The eSmart System Tool for this section specifically states that we need to:

Have planned for how you will provide cybersafety information, guidance and training to address risks and benefits, and user needs.

Furthermore the Library needs to:

...have an endorsed plan to implement over time.

This means that in order to meet this requirement the library must in some way:

- Provide access to information
- Guide patrons to this information
- Deliver training sessions on these topics

Below I will outline the ideas I have for each of these areas:

1. Providing Access to Information.

- Physical displays/posters on the library floor and noticeboard
- Regular social media posts
- Including eSmart topics in our eNewsletter
- Adding links/shortcuts/a 'splash page' on our ICT (public PCs and Wi-Fi)

2. Guiding users to this information

This can best occur on a case-by-case basis and be at the discretion of the staff in question. For example, if a parent requests ICT help the staff can direct them to a relevant resource if applicable. Furthermore, the more 'active' forms of provision of information (social media etc) will act in a 'guidance' capacity for library users. And if we have permanent cybersafety displays on the library floor then staff can direct users to them as well.

3. Deliver training sessions

To meet this requirement the library can commit to running a certain number of sessions per year (i.e. once a month/quarterly) depending on their capacity. At the Bunbury Library we could incorporate this into the regular e-class schedule. And these topics could form the basis of some cybersafety school holiday activities.

We could also arrange for speakers to present workshops on these topics at pertinent dates throughout the year (i.e. during National eSmart Week).

Training Schedule - Example

Monthly e-Class Sessions

The best approach will co-ordinate the three areas of provision, guidance and training as much as possible.

For example:

It is decided that we will run 6 cybersafety sessions per year (one every second month) and the focus for these sessions is split equally between the three required resources.

February

Training session focus: iParent (managing technology in the home, parental strategies for keeping kids safe online, multimedia reviews)

April

Training session focus: Scamwatch (dating and romance scams)

June

Training session focus: Telstra Savvy Seniors (social networking)

August

Training session focus: iParent (the big issues – sexting/inappropriate and illegal content/unwanted contact)

October

Training session focus: Scamwatch (attempts to gain your personal information)

December

Training session focus: Telstra Savvy Seniors (the internet/online shopping)

Combined Approach – Example

The physical displays and social media posts will be on the same theme as the training session for each month and highlight different aspects of the topic.

For example:

February

Training session focus: iParent (managing technology in the home, parental strategies for keeping kids safe online, multimedia reviews)

Display resources:

Kid's online info-graphic:

<https://esafety.gov.au/-/media/cesc/documents/infographics/ocesc-kids-online.jpg>

Young people's trust & confidence on online information sources (scroll down)

<https://esafety.gov.au/education-resources/iparent/kids-online-infographic>

Parenting in the digital age tip sheet

https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/02-06-15_CyberSafety_GeneralTipsV1.pdf

Digital footprint tip sheet

<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/cyber-safety-digital-footprint.pdf>

Balancing screen time tip sheet

https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/02-06-15_CyberSafety_BalanceScreenTimeV1.pdf

Facebook Posts & eNewsletter Articles:

Week 1: 7 ways to parents can manage web connected devices in the home

<https://esafety.gov.au/education-resources/iparent/7-ways-infographic>

Week 2: Protecting your digital lifestyle

<https://esafety.gov.au/education-resources/iparent/staying-safe/esecurity-interactive#/>

Week 3: Multimedia review (movies and games)

<https://esafety.gov.au/education-resources/iparent/multimedia-reviews/movies-and-games>

Week 4: Multimedia reviews (managing TV time) <https://esafety.gov.au/education-resources/iparent/multimedia-reviews/television/managing-tv>

Conclusion

At the end of the year the eSmart Working Group will conduct a review of what was implemented and make recommendations/changes depending upon the feedback received.