

Check your eSmart knowledge against the questions and scenarios below:

General Tech

Task	Y/N
Do you know how to direct customers to use the photocopier and scanner? (Are you able to scan & print double sided, enlarge or reduce a document and refill the paper trays?)	
Are you able to troubleshoot basic WiFi connection problems on various devices?	
Do you know how to access training notes to help customers use devices and access ebooks?	
Can you explain the difference between Safari and Internet Explorer and what a browser is?	
Are you able to help customers open and print PDF files?	

General eSmart

Task	Y/N
Do you know what constitutes a breach of the Shire of Dardanup Library Services internet use policy?	
Do you know what to do if you see a customer accessing offensive or illegal content on our PCs according to our Internet Use Policy (including reporting process)?	
Do you know how to enable safe searching and recommend options to keep children safe when browsing online?	
Do you know what the Shire of Dardanup Library Services 3 Golden Rules for Online Safety are?	

Scams

Task	Y/N
Are you able to explain what phishing is?	
How can you know tell the difference between safe and unsafe websites?	
How can you to help a customer identify a scam email?	
Have you signed up to the receive the Stay Smart Online Scam email alerts?	

Privacy

Task	Y/N
Are you able to explain the risks associated with social media and personal safety? (Particularly in regards to checking in and location tagging)	
Do you know the difference between a secure and insecure password and do you know how to explain this to customers?	
Can you explain how to adjust privacy settings on social media accounts and browsers and why this is important?	

Cyberbullying

Task	Y/N
Do you know how to respond if a customer reports that they have been bullied online?	
Do you know who customers can talk to if they have been bullied?	