

eSmart Libraries Digital Literacy Survey for Staff

eSmart Libraries 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.

Date: _____

Name: _____

Hub: East West South Casual

On a scale of one to ten, how would you rate your general knowledge of technology?

1 2 3 4 5 6 7 8 9 10
(poor) (excellent)

Please assess your knowledge/skills in the following topics:

Internet Basics	I can help others with this	I can do this	I need training
I know how to connect various devices to our WiFi network, <i>melvillewifi</i>			
I know how to find and open the internet browser on various devices			
I know how to create an email account using services like Gmail, Outlook, and Yahoo.			
I know how to receive, open, reply to, forward, compose, address, and send emails using web based services (e.g. Gmail, Outlook.com, etc.)			
I know how to send and receive email attachments			
I know how to send a document to print from the web using our mobile print service, PrinterOn			
I know how to send a document to print from mobile devices using the PrinterOn app			
I am familiar with the different types of internet connection (e.g. wifi, cellular, etc.)			

Finding Information Online	I can help others with this	I can do this	I need training
I know how to use search engines like Google efficiently and effectively			
I know how to use advanced search options on search engines like Google			
I can assess the trustworthiness of online sources			
I understand how copyright restricts the copying and sharing of files and information online			
I understand the digital information lifecycle – what happens to the things I put online			

Computer Basics (Hardware)	I can help others with this	I can do this	I need training
I know how to connect an external USB device to a Windows PC or Mac			
I know how to troubleshoot basic hardware problems			
I know how to use the photocopier to print, photocopy, and scan to email			
I know how to clear printer jams, add paper, and change ink cartridges/toner			

Computer Basics (Windows)	I can help others with this	I can do this	I need training
I know how to turn on and shutdown a Windows computer			
I know how to organise files and folders			
I know how to save a file to the hard drive or an external storage device (e.g. USB flash drive)			
I know how to delete files and folders			
I know where to look for deleted files			
I know how to empty the recycle bin			
I know how to open and close a program			
I know the basics of Word (e.g. create new document, add table or image, format text, etc.)			
I know the basics of Excel (e.g. create new spreadsheet, use a formula, sort and filter, etc.)			
I know the basics of PowerPoint (e.g. create new slideshow, add text and images, etc.)			
I know how to send a document to print from one of our public workstations (Windows)			

Computer Basics (macOS)	I can help others with this	I can do this	I need training
I know how to turn on and shutdown a Mac			
I know how to organise files and folders on a Mac			
I know how to save a file to the hard drive or an external storage device (e.g. USB flash drive)			
I know how to delete files			
I know where to look for deleted files			
I know how to empty the Trash			
I know how to open an application from the Dock			
I know how to close an application			
I know how to send a document to print from one of our public workstations (Mac)			

Other Devices (please tick or cross)	Android Smartphones	Android Tablets	iPhones	iPads	I don't know how to do this on any device
I know how to turn this device on or off					
I know how to unlock it or put it into sleep mode					
I know how to download an app					
I know how to make a phone call					
I know how to send a text message					
I know how to take photographs or recordings					
I know how to browse the internet on this device					

Are there any other computer or internet basics you would like training in?

Social Networking and Keeping in Touch Online	I use this often	I have used this	I have heard of this	I have not heard of this
Facebook				
Facebook Messenger				
Facetime				
Instagram				
Skype				
Twitter				
WhatsApp				

If you use social networking websites and apps, are you confident in using the privacy settings?

Very confident Somewhat confident Not at all confident

Are there any other social networking websites or apps you have received frequent customer queries about?

eResources (please tick or cross)	ePlatform	Bolinda BorrowBox	OverDrive /Libby	PressReader	RBdigital eAudiobooks	RBdigital eMagazines	Kanopy
I know how to access this eResource on a computer							
I know how to download the app							
I know how to create an account and/or sign in							
I know how to search for and check out titles							
I know where to find more information about this eResource on our website							
I know where to find this eResource's help and/or support page							

Are you confident to help library patrons with basic eResource troubleshooting? Yes No

If not, would you be able to find help for the patron elsewhere? Yes No

Would you feel confident to help a patron with their eReader (e.g. Kobo)? Yes No

If not, would you be able to find help for the patron elsewhere? Yes No

Do you have any other queries about the eResources listed above?

Are there any other eResources that you would like training in?

Online Safety	I know a lot about this	I know a bit about this	I have heard of this	I do not know about this
<i>I am aware of the following online threats:</i>				
• Cyberbullying				
• Trolling				
• Online grooming				
• Exposure to inappropriate content				
• Image abuse				
• Cyberstalking				
• Malware				
• Scams and phishing attempts				
I know the processes available for reporting illegal online behaviour				
I know the important of using strong, unique passwords				
I know how to use the internet safely and avoid threats online				

Are there any other areas of online safety you have concerns about or would like training in?

Are there any relevant topics not covered in this survey that you would like training in?

Thank you for completing this survey, your answers will help us to develop an eSmart training program for all staff.