



Australian Library and
Information Association

Citizenship, equity and the library scorecard

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Citizenship

Citizenship gives you the opportunity to fully **participate** in building our democratic nation.

It means that you are ready to fulfil your **responsibilities** as a formal member of the Australian community.

Australians believe in the dignity and freedom of each person, the equality of men and women and the rule of law. Australian citizenship is about living out these **values** in your everyday life.

Digital Citizenship

Digital citizenship gives you the opportunity to fully **participate** in building our democratic **virtual** nation.

It means that you are ready to fulfil your **responsibilities** as a formal member of the Australian **online** community.

Australians believe in the dignity and freedom of each person, the equality of men and women and the rule of law. Australian citizenship is about living out these **values** in your everyday life.

**One in five
Australians is not
online**

**Four in 10 of the lowest
income households in
Australia are not connected
to the internet**

**Of people aged 65 or more, only
46% are internet users and 75%
feel confused about using
technology**

The digital divide



The digital divide

With no internet at home, kids need to go somewhere else to do their homework

Jobseekers can't find and apply for jobs online

1.6 million seniors are unable to benefit from online banking, grocery orders, bill payments, ebooks, email, skype

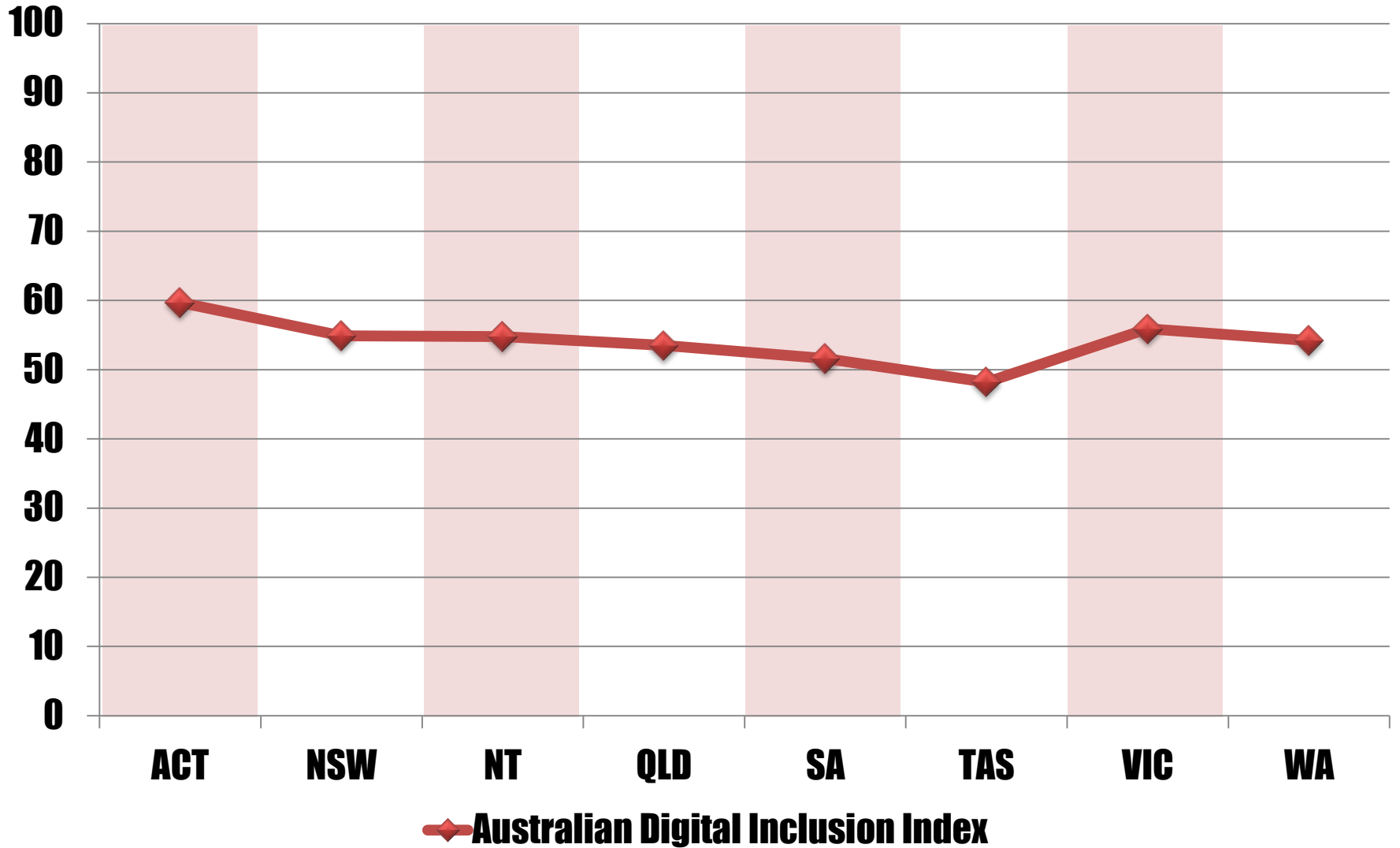


People with a profound or severe disability requiring assistance with core activities have significantly lower access to the internet and broadband than other Australians.

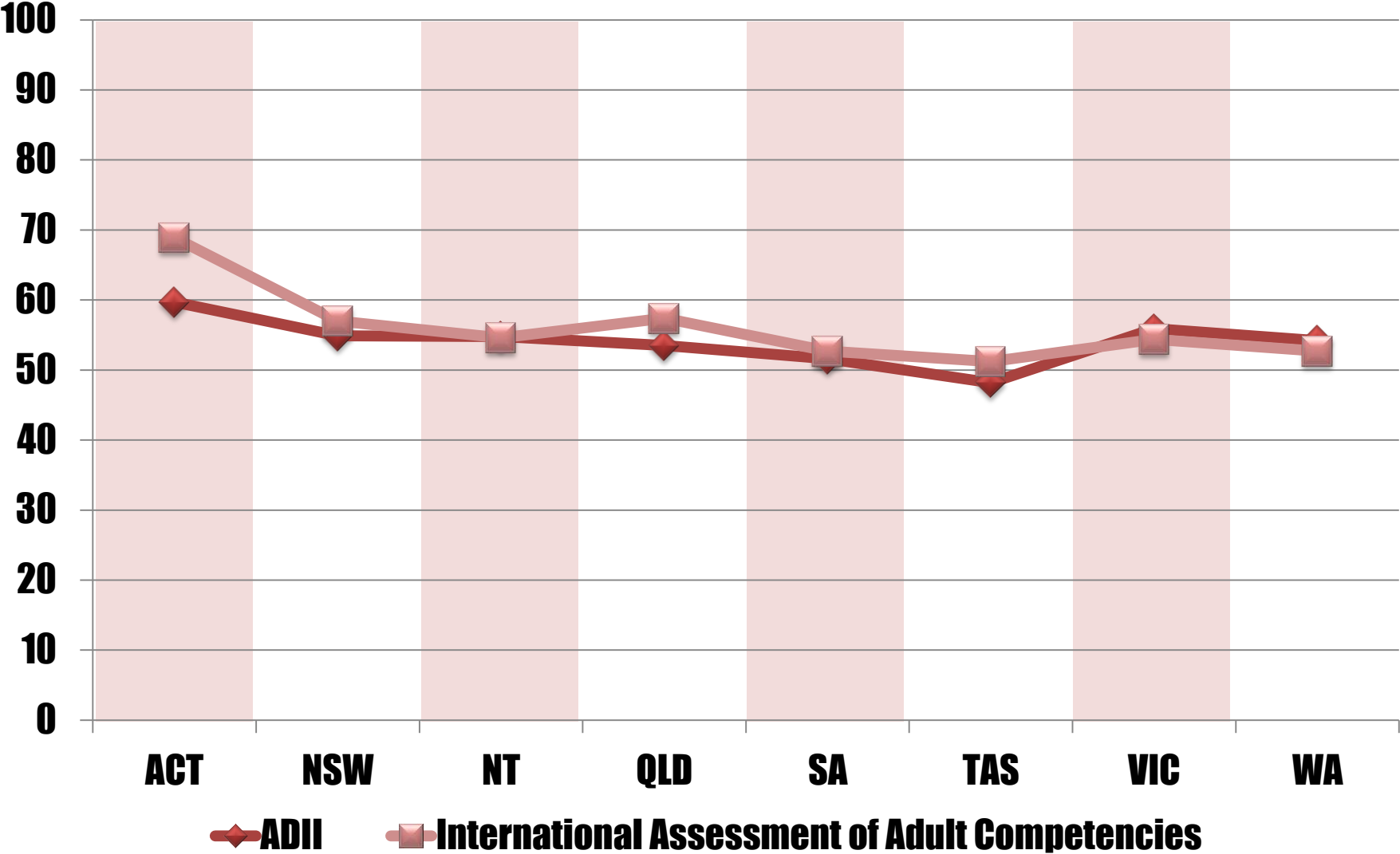
The digital divide



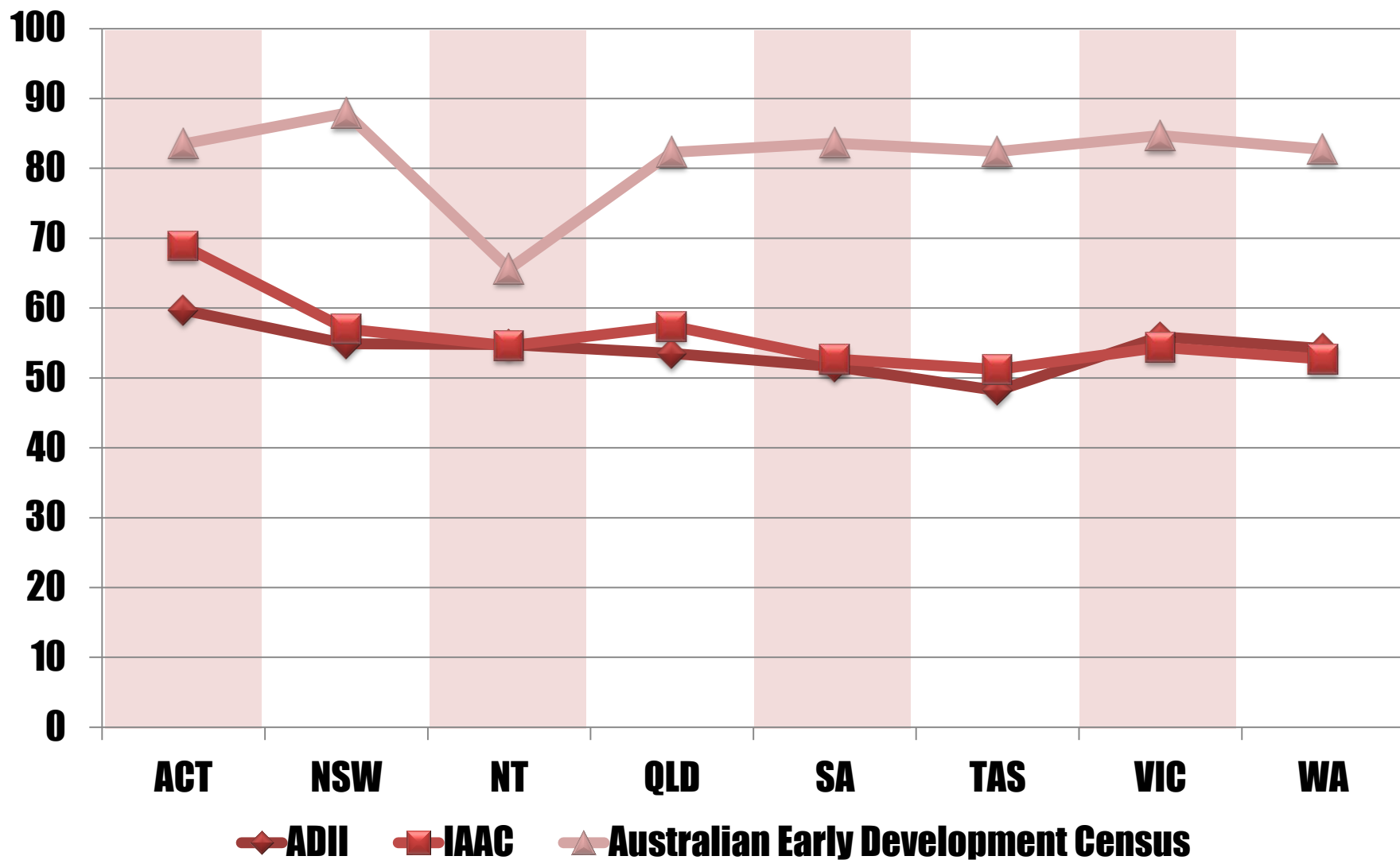
Digital literacy



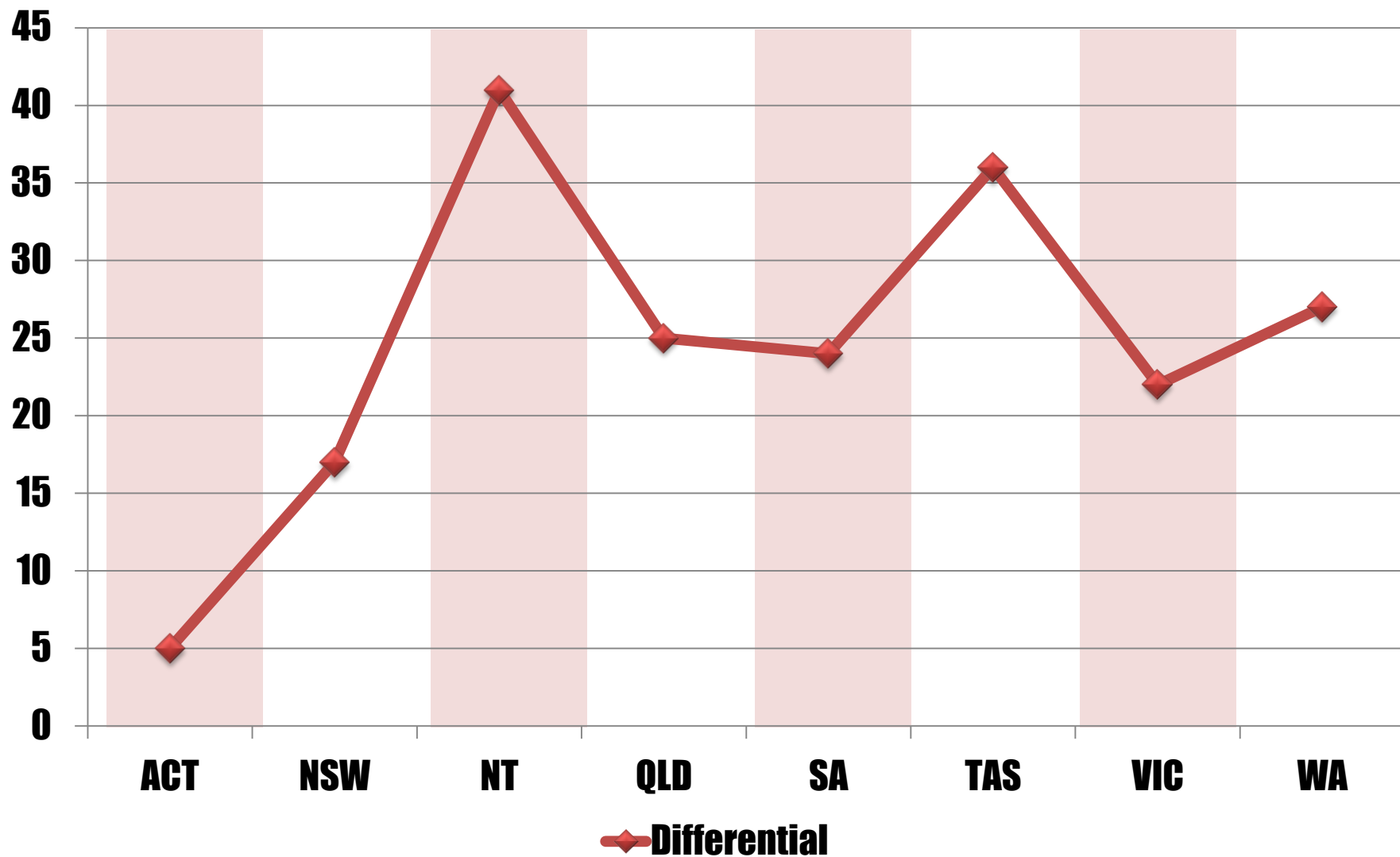
Digital literacy – Adult literacy



Digital literacy – Adult literacy – Early literacy



Digital literacy – Adult literacy – Early literacy



Digital inclusion in the **library context**

**Support for
cybersafe online
experiences**

**High speed
broadband internet
connection in a
safe, friendly
community space**

**PC terminals,
tablets , ereaders
wifi**

**Spaces for
exploring
innovative digital
technologies**

**Necessary and
engaging
content**

**Training and
informal help for
people to develop
digital literacy
skills**

What is going **well**

eSmart program has 40% coverage of public libraries; Children's eSafety Commissioner

27 of the 30 first-round Digital Hubs were sited in public libraries

National Broadband Network will connect 9.5 million premises in 2018

More than 500,000,000 items on Trove; Catalyst funding for digital access

Free wifi in 70% of public libraries; 97% of libraries have internet terminals

Tech Savvy Seniors, Everyone Connected; 66% of libraries offer formal internet training sessions

Opportunities for **improvement**

Joined up approach to cybersafety from federal government

Focus on internet speeds outside metro areas and funding of last mile connection

Recognition of cost-shifting from federal/state to local government – digital transformation

Further government investment in libraries as community technology centres

Exemption from efficiency dividend for cultural institutions

\$50m to improve the digital literacy of seniors and improve their online safety

2016 – a **big year** for digital citizenship

**Federal
government**

**Digital
Transformation**

NBN roll out

**\$50m new
investment**

Enterprise

**Telstra Digital
Inclusion Index**

**National Year of
Digital Inclusion**

Libraries

eSmart Libraries

**GLAM peak bodies
digital access to
cultural collections
conversation**

**New guidelines,
standards, outcome
measures**

A successful outcome looks like this

**Everyone is aware
of the library
technology offer**

**Everyone has
access to the
internet and
computers**

**More wifi enabled
public spaces**

**Increased use of
library resources**

**More examples
of creative
application of
tech in libraries**

**Fewer questions
about accessing
online services**

**Less demand for
tech training
sessions**