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PART I

DEMOCRACY, THE ROLE OF GOVERNMENT AND  
THE DEVELOPMENT OF THE DIGITAL CITIZEN

Convenor: Corin Haines, Manager Services to Public  
Libraries, National Library of New Zealand


Colin MacDonald, Chief Executive, Department of Inte  
Affairs (NZ) and Government Chief Information Officer

Allison DeBole, Manager, Libraries and Information,  
Auckland Council

Sue McKerracher, Chief Executive Officer, Australian  
Library Association

# Linked up, Loud and Literate: Libraries enabling digital citizenship

A NSLA seminar at the National Library of New Zealand, Wellington, 12  
November 2015.

by  NSLA 3 days ago 1 Like 25 Views ▾

PART II

GOVERNMENT: CITIZENSHIP, PARTICIPATIO



**Fiona Malcolm**

@tapsister

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Today I'm learning about digital citizenship & being linked up, loud & literate. [#linkedup](#)

9:11 AM - 12 Nov 2015

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**baruk**

@feddabonn

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Libraries co-creating knowledge with communities, says [@PeterDunneMP](#) [#linkedup](#)

9:09 AM - 12 Nov 2015

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**Andrew Cowie**

@cowieandrew

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'Turning knowledge into value' Hon, Peter Dunne [#LinkedUp](#) how we can distill, manage & be critical thinkers w/volume of info is key [@NSLA](#)

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What role do/should Libraries play in developing digital citizens/digital citizenship? [#linkedup](#)

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Tensions...access v privacy, access v security. Is the opportunity in the tension itself? [#linkedup](#)

9:19 AM - 12 Nov 2015



**George Dunford**  
@Hack\_packer

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What is the role of gov in building digital citizenship? An important first question at [#linkedup](#) [@NSLA](#)

9:21 AM - 12 Nov 2015



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librarianship: we're very good at talking to ourselves... (but fortunately today we have others here) [@bmacnz](#) [#LinkedUp](#)

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First thought re Govt and Democracy re [@AklCouncil](#) ... making Local Board plans truly accessible [#linkedup](#)

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Colin MacDonald - pace of change accelerating, game changer = smart phone - usability+ubiquity [#LinkedUp](#)

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How have privacy breaches affected the allegedly high levels of trust NZ have in govt? [#linkedup](#)

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Colin MacDonald: technology can challenge the whole idea of representative democracy [#LinkedUp](#)

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How do you provide personal service through impersonal means? [#linkedup](#)

9:39 AM - 12 Nov 2015

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Colin MacDonald sees the tension between access and privacy as the gov's challenge in aiding digital citizenship. [#linkedup](#)

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Put more choice in the hands of citizens to build trust in gov act to Colin MacDonald [#linkedup](#)

9:41 AM - 12 Nov 2015



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Colin MacDonald: we need to move the experience of citizens working with govt to reflect other aspects of their lives

[#LinkedUp](#)

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**George Dunford**

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Gov may not lead in technology but has to be a fast follower as private sector sets the pace of change acc to Colin MacDonald

[#linkedup](#)

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Colin MacDonald: no matter how things change, trust remains vital - and fundamental to keeping democracy fresh [#LinkedUp](#)

[#NLNZ](#) [@NSLA](#)

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**Andrew Cowie**

@cowieandrew

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'Role of gov't to provide personalised service in an impersonal way' C. McDonald, but can too much choice also create isolation? [#LinkedUp](#)

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Why do Public Libraries exist? Because the right to know.

[@AllisonDobbie](#) [#linkedup](#)

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Allison Dobbie: citizens used library resources in their relations with govt, and write them up on library typewriters :) [#LinkedUp](#)

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How do libraries play their social/citizen navigation role in a self help world? [#linkedup](#)

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Cool that NZ sees the fifth flag campaign as a part of a contributory digital citizenship [#linkedup](#) [@NSLA](#)

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Allison Dobbie: danger of assuming that online connection is sufficient - life is conducted online [#LinkedUp](#)

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**George Dunford**

@Hack\_packer

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Really practical examples from Allison Dobbie on how libraries serve as the interface for technology including job hunting.

[#linkedup](#)

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Trust. What do people trust libraries for? [#linkedup](#)

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Allison Dobbie - libraries help ppl who don't know where to start - because vulnerable ppl can trust them [#LinkedUp](#)

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The assumptions of govt...that library tech users are old and poor. Not true in library experience. [#linkedup](#)

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libraries provide what [@billt](#) refers to as 'the screen of last resort' :) [#LinkedUp](#) [@NSLA](#) [#NLNZ](#)

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What does the Library's encouraging of debate look like in a digital world? [#linkedup](#)

10:00 AM - 12 Nov 2015

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Allison Dobbie: supporting citizenship is a core public role; it always has been, it always will be. But how can we do it better? [#LinkedUp](#)

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Charging for access and bandwidth are both barriers to users of libraries in becoming digital citizens acc [@AllisonDobbie](#) [#linkedup](#)

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Allison Dobbie: libraries = the agora, the forum which keeps democracy alive [#LinkedUp](#) [#NLNZ](#) [@NSLA](#)

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Sue McKerracher: democracy = social equity = the absence of systemic disparities [#LinkedUp](#) [#NLNZ](#) [@NSLA](#)

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Sue McKerracher: 75% of internet users feel confused  
[#LinkedUp](#) [#NLNZ](#) [@NSLA](#)

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Dies digital citizenship depend on literacy? Should it? [#linkedup](#)

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Sue McKerracher - digital divide: the ones who most need it are  
the most poorly served [#LinkedUp](#) [#NLNZ](#) [@NSLA](#)

10:13 AM - 12 Nov 2015

6 3



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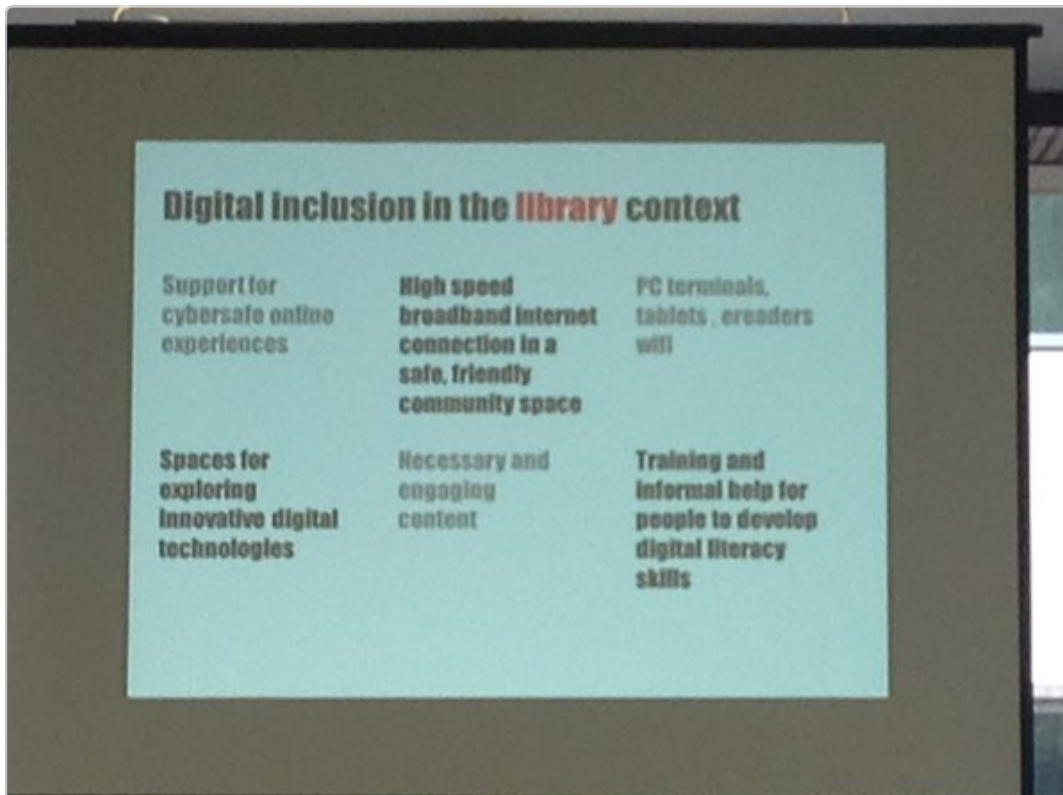
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Sue McKerracher - libraries provide necessary and engaging content [#LinkedUp](#) [#NLNZ](#) [@NSLA](#)

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Sue McKerracher: digital inclusion in the library context [#LinkedUp](#) [#NLNZ](#) [@NSLA](#)

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@Hack\_packer

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Of AUS libraries 70% have free wifi with 97% have internet terminals acc to [@ALIANational](#) [#linkedup](#) [@NSLA](#)

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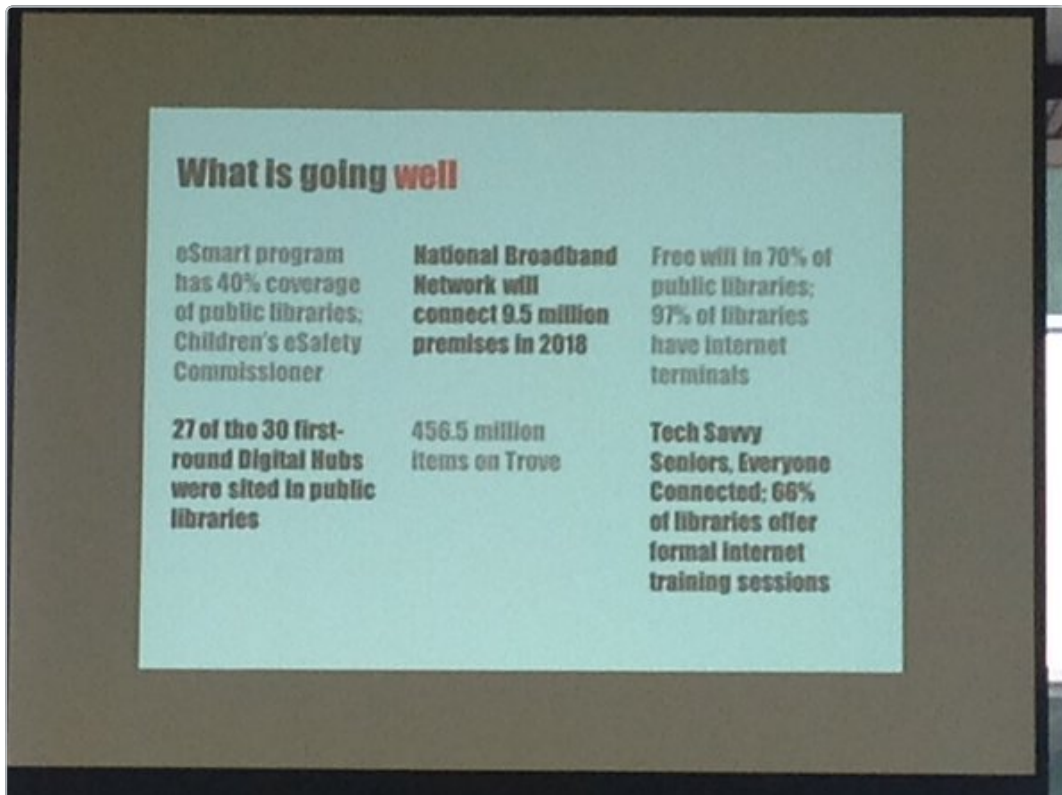
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Access via [@TroveAustralia](#) praised as success of digital citizenship by [@ALIANational](#) [#linkedup](#)

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Sue McKerracher: what is going well (for libraries) [#LinkedUp](#) [#NLNZ](#) [@NSLA](#)

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What do we need to do for govt around digital citizenship? [#linkedup](#)

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Maybe help them think as users? #LinkedUp #rpt

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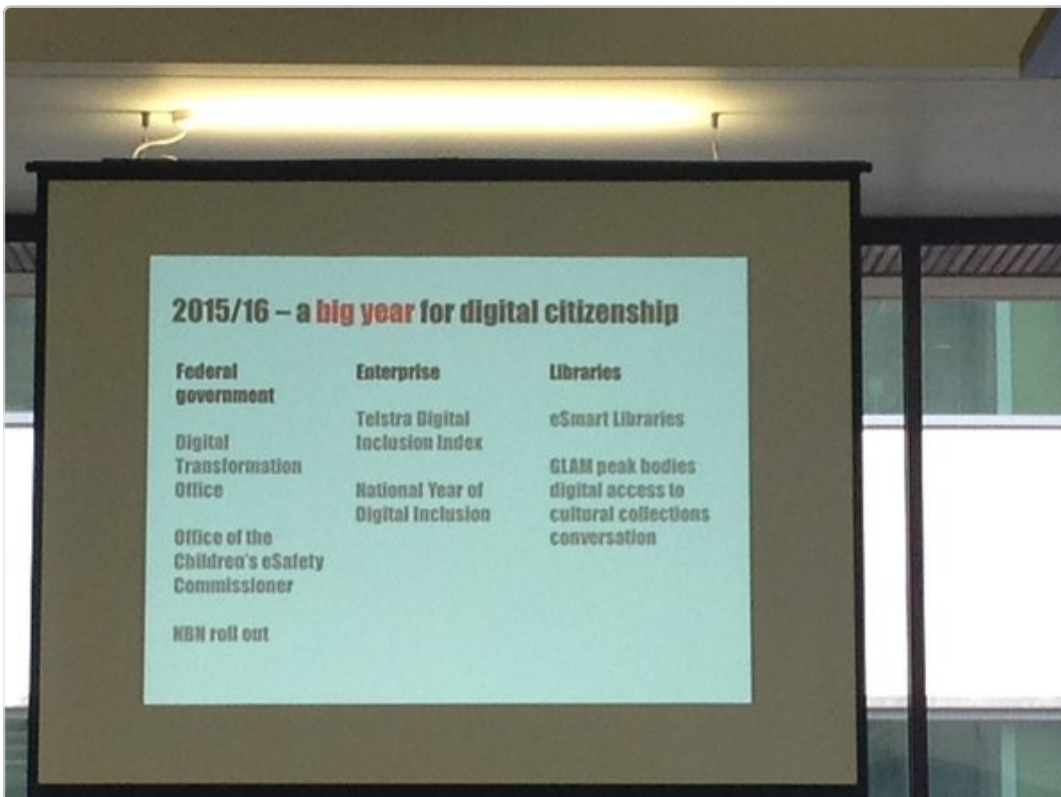


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Great to hear about @GoDigiAustralia's year of digital inclusion from @ALIANational #linkedup

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Sue McKerracher - 2015/16 will be a BIG YEAR for digital citizenship in Australia #NLNZ #LinkedUp @NSLA

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geospatial analysis: the concept of 'network constrained' resources could be overcome by overlapping networks, such as libraries [#LinkedUp](#)

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When census and voting is online, whose voices get shut out? Great comment from [@vanzijlp](#) [#linkedup](#)

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Colin MacDonald: govt focuses on getting the implementation of legislation right - but that doesn't necessarily include citizen UX [#LinkedUp](#)

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We talk of co-creation as a major element of digital culture, yet most govt and library digital initiatives are top down [#linkedup](#)

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**Andrew Cowie**

@cowieandrew

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'Any perception or truth that is isolated and removed from its larger context ceases to be true' -Rudolf Steiner [#comestomind](#)  
[#linkedup](#)

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Colin MacDonald talking about 'pain points' - nice to hear [#designthinking](#) terminology in a govt context :) [#LinkedUp](#)  
[@NSLA](#) [#NLNZ](#)

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The 'No Wrong Door' approach to govt information [#linkedup](#)

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**George Dunford**

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Banking experience from Colin MacDonald: ATM transactions triggered more over the counter - digital doesn't replace physical  
[#linkedup](#)

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(digital) citizenship = the original purpose of public libraries:  
access creates an educated populace and protects self-  
government [#LinkedUp](#)

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**George Dunford**

@Hack\_packer

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Interesting to hear about Singapore's Smart Nation with next  
generation broadband in libraries first [#LinkedUp](#) [@NSLA](#)

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Elaine Ng - in Singapore, public satisfaction with govt is  
increasingly being determined by satisfaction with online govt  
service [#LinkedUp](#)

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**Victoria Wray**

@vicwray

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Video an important medium for [#govt](#) services in [#Singapore](#) -  
good for diverse ethnic groups [#LinkedUp](#)

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**George Dunford**

@Hack\_packer

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Insight from @NLB that video and animation is becoming important with multi-lingual audiences #linkedup

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Can we achieve high levels of digital citizenship \*without high levels of literacy? #LinkedUp #rpt

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**George Dunford**

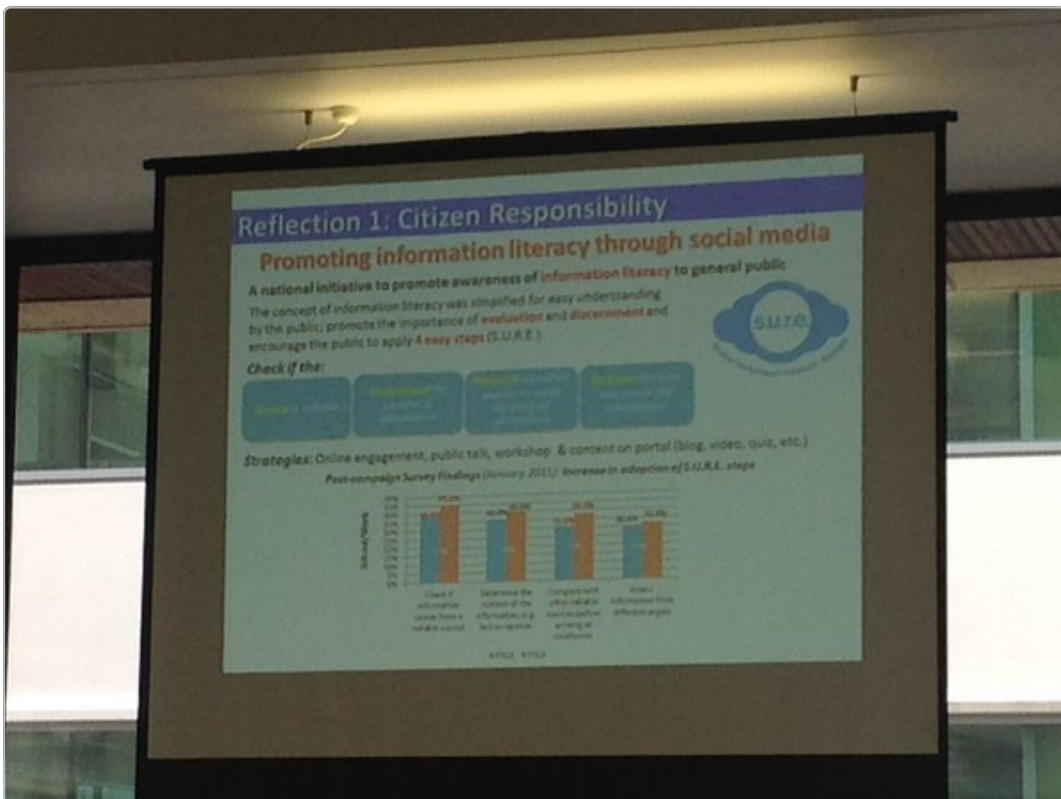
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Using social media has proved more effective than training for cyber safety for @NLB #linkedup

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@NLB 's SURE campaign #LinkedUp

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Elaine Ng talking about @NLB educating citizens to protect against scams #LinkedUp #NLNZ @nsla

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**baruk**  
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.@NLB fostering a sense of national identity though a memory movement #LinkedUp

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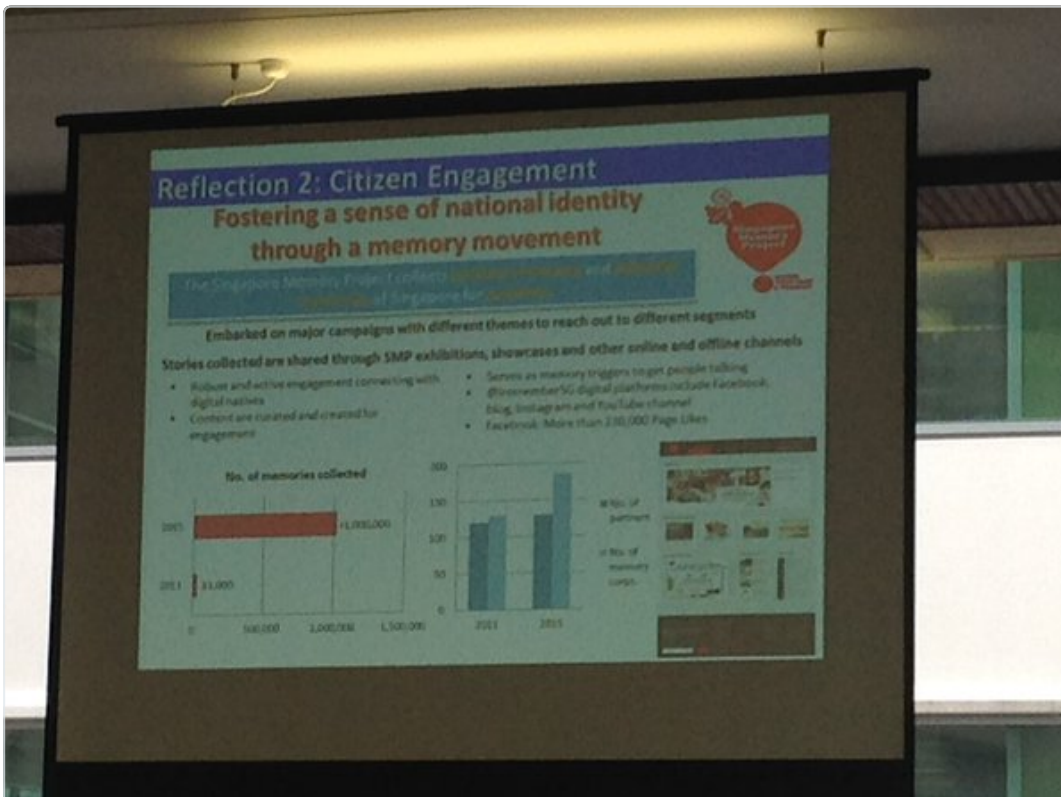
**Victoria Wray**  
@vicwray

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Elderly easily tricked by online scams in [#Singapore](#) - same in [#nz](#) [#LinkedUp](#)

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Singapore's citizen engagement via memory project [@NLB](#)  
[#linkedUp](#) [#NLNZ](#) [@NSLA](#)

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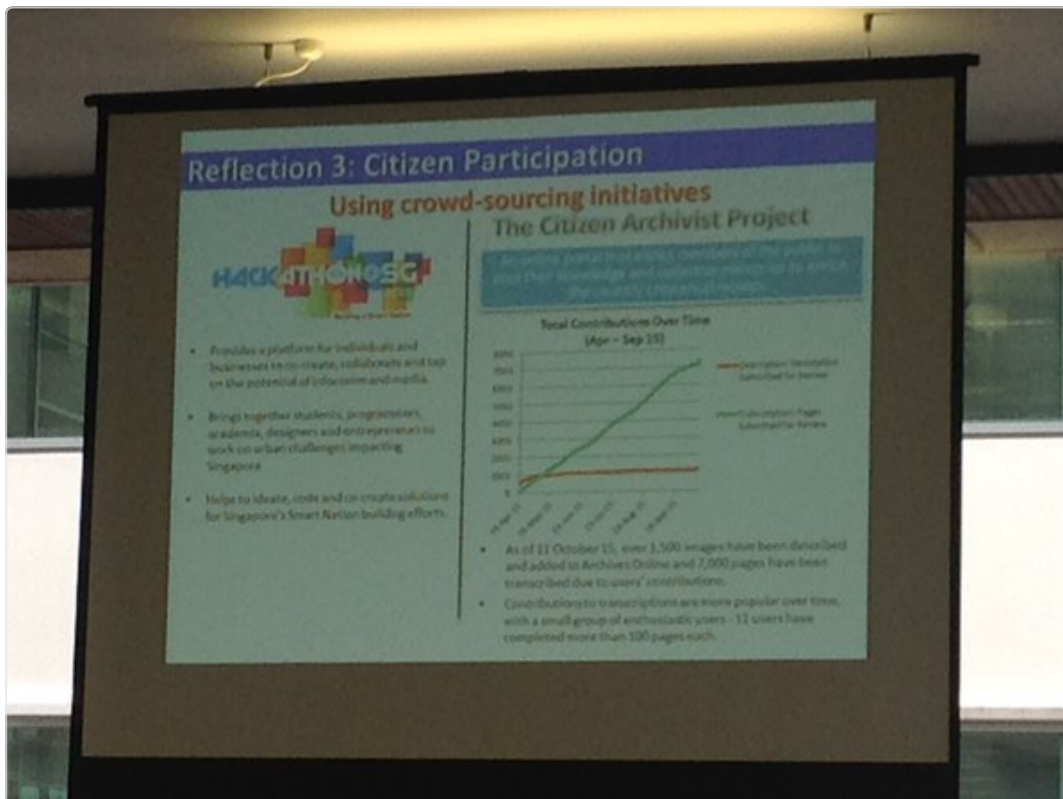
**George Dunford**  
@Hack\_packer

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Use it hackathons have given digital citizens input into technology developed acc to [@NLB](#) [#linkedup](#)

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...and @NLB 's participation project/s #LinkedUp #NLNZ  
@NSLA

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**George Dunford**   
@Hack\_packer

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Epubs of newspapers and magazines have been popular its seniors because of the ability to increase font size acc to @NLB #LinkedUp

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**Victoria Wray**

@vicwray

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Love 'Silver Infocomm' initiative - helping older citizens use technology. Zoom the text size! [#LinkedUp](#)

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**George Dunford**

@Hack\_packer

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Digital volunteering the next step for [@NLB](#) using videoconferencing to mentor for example [#LinkedUp](#)

12:01 PM - 12 Nov 2015

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.[@NLB](#) 's way forward - digital volunteering, digitising govt policies and geospatial + data analytics [#LinkedUp](#)

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What are the patterns of [#DigitalCitizenship?](#) [#LinkedUp](#)

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Not about the tech, is about empowering customers. [#LinkedUp](#)

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Kevin Lavery's tale of multiple visits to fix a door gets a laugh -  
2x pre-inspections, 1x repair and 2x post-inspections ;)  
[#LinkedUp](#)

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Kevin Lavery - it's about building around the customer  
[#LinkedUp](#)

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Kevin Lavery on Wellington City Council's 'odyssey' project - better avoid those Siren songs ;) [#LinkedUp](#)

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Kevin Lavery: efficiency of asset management saved Wellington NZD90m by not replacing things too soon [#LinkedUp](#)

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**Victoria Wray**

@vicwray

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Social media - keeps orgs honest as traditional comms is broken [#LinkedUp](#)

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Kevin Lavery: sensors that can see, hear and smell (eg someone spraying graffiti) across Wellington. Cld it smell the best coffee? [#LinkedUp](#)

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**Victoria Wray**

@vicwray

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Data driving a lot of decision making and services in [#Wellington Council](#) [#LinkedUp](#)

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Kevin Lavery - and redesigning rubbish bins to indicate when they need emptying [#SmartCities](#) [#LinkedUp](#)

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**ahiskens**

@ahiskens

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Kevin Lavery quoting Douglas Engelbart 'the digital revolution is far more important than writing or printing' :) [#LinkedUp](#)

12:23 PM - 12 Nov 2015



**Leith**

@leith\_haarhoff

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Much about digital citizenship services at public libraries at [#LinkedUp](#) but who serves majority of community that doesn't visit a library?

12:27 PM - 12 Nov 2015





**ahiskens**

@ahiskens

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@leith\_haarhoff in Australia, c45% of the population are members of public libraries #LinkedUp  
[nsla.org.au/files/publicat...](http://nsla.org.au/files/publicat...)

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**baruk**

@feddabonn

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How do we evaluate the quality of #DigitalCitizenship in our communities? #LinkedUp

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**baruk**

@feddabonn

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People don't want Libraries. They want a place they can access info, and help to interpret that info. #DamnRight #LinkedUp

12:43 PM - 12 Nov 2015



**George Dunford**

@Hack\_packer

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What makes digital citizenship? Will it be creating and uploading video? asks @craigthomler #LinkedUp

12:45 PM - 12 Nov 2015





**baruk**

@feddabonn

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Citizenship is not just about accessing govt services.

[@craigthomler](#) [#LinkedUp](#)

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**George Dunford**

@Hack\_packer

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A lot of interest in [@GovHackAU](#) here at [#LinkedUp](#) as [@craigthomler](#) asks libraries to get more involved

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**baruk**

@feddabonn

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Use [@Periscope](#) to stream [#StoryTime](#) to kids hospitals? - [@craigthomler](#) [#LinkedUp](#) [@Auckland\\_Libs](#)

12:49 PM - 12 Nov 2015

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**Victoria Wray**

@vicwray

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[@craigthomler](#) is a fantastic speaker - love the power of his stories - libraries enabling 2-way convos between [#govt](#) & people [#LinkedUp](#)

12:50 PM - 12 Nov 2015

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**Andrew Cowie**

@cowieandrew

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[#Libraries](#) today enrich the democratic process, not just a shop front or exclusive place [@craighthomler](#) thank you!! [#linkedup](#)

12:53 PM - 12 Nov 2015

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**Annette**

@hangofit

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Yes!! To [#AndrewCowie](#) at [#LinkedUp](#). So true. Re: media.  
Read [#FlatEarthNews](#)

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**ahiskens**

@ahiskens

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Debbie Roxburgh: not 'digital footprints' but 'digital tattoos' -  
much more difficult to erase (but does that make them cool??)  
[#LinkedUp](#)

1:42 PM - 12 Nov 2015



**baruk**

@feddabonn

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Much of the korero around [#digital](#) feels like we are applying  
non-digital values and approaches to a digital world [#LinkedUp](#)

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**Annette**  
@hangofit

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#LinkedUp #AnitaPlanchon thank you for info about  
#TinderFoundation in UK. V handy

1:56 PM - 12 Nov 2015



**baruk**  
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How do #InformationLiteracy and #DigitalLiteracy relate? (Digital  
Orality?) #LinkedUp

2:06 PM - 12 Nov 2015



**Leith**  
@leith\_haarhoff

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George Dunford shares digital literacy resource  
[godigi.org.au/learn](http://godigi.org.au/learn) #LinkedUp

2:10 PM - 12 Nov 2015



**Leith**  
@leith\_haarhoff

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#linkedup digital literacy for seniors. Use themes they care  
about: 'sharing memories' 'connect with friends and family', 'how  
to save'

2:16 PM - 12 Nov 2015





**baruk**

@feddabonn

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Is an aspect of [#DigitalLiteracy](#) teaching parents how to handle children's digital cultures? [#LinkedUp](#)

2:39 PM - 12 Nov 2015

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@ahiskens

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Nice point from [@craigthomler](#) - make it easier to be digitally literate than not [#socialproof](#) [#LinkedUp](#)

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**Leith**

@leith\_haarhoff

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[#LinkedUp](#) [#informationliteracy](#) what's the best way to demonstrate the danger of living in a filter bubble? Andrew Cowie.

3:04 PM - 12 Nov 2015

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@ahiskens

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.[@Hack\\_packer](#) digital confessions - 1-2 min videos talking about when things go wrong - nice idea [#LinkedUp](#)

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**George Dunford**

@Hack\_packer

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Useful resources from my workshop [learnmyway.com](http://learnmyway.com)  
[godigi.org.au](http://godigi.org.au) and [internetbuttons.org](http://internetbuttons.org) #linkedup @NSLA

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**Go Digi**

Helping Australians realise their online potential

[View on web](#)

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**baruk**

@feddabonn

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.@cowieandrew slides: [goo.gl/dl3Ax0](http://goo.gl/dl3Ax0) #linkedup

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**George Dunford**

@Hack\_packer

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My favourite @GoDigiAustralia #digiconfessions  
[m.youtube.com/watch?v=O-j\\_8C...](http://m.youtube.com/watch?v=O-j_8C...) @NSLA #LinkedUp

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**YouTube** @YouTube



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# 9 Elements of Digital Citizenship



**Leith**

@leith\_haarhoff

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#LinkedUp 9 elements of digital citizenship thanks Debbie Roxburgh

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**baruk**

@feddabonn

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Ka pū te ruha, ka hao te rangatahi.  
(The old net is cast aside, while the new net goes a-catching.)

#LinkedUp

4:21 PM - 12 Nov 2015

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**George Dunford**

@Hack\_packer

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Great to hear migrant story of the role a library can play in welcoming migrants to a country #LinkedUp

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**baruk**  
@feddabonn

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Auckland, 2nd most super-diverse city in the world. What role do libraries play in these communities communicating w/ each other? [#LinkedUp](#)

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**George Dunford**  
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Interesting model of free entry but heavy benefit program for visitors to [@DallasMuseumArt](#) from [@auchmill](#) [#LinkedUp](#)

4:35 PM - 12 Nov 2015



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@ahiskens

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[.@auchmill](#) on the Dallas Art Museum and the way in which it collects personal data (which is a bit creepy) [#LinkedUp](#)

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**Andrew Cowie**  
@cowieandrew

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'Personalisation' catch all term to justify data tracking in ways not transparent w/ the organisations collecting info [@auchmill](#) [#linkedup](#)

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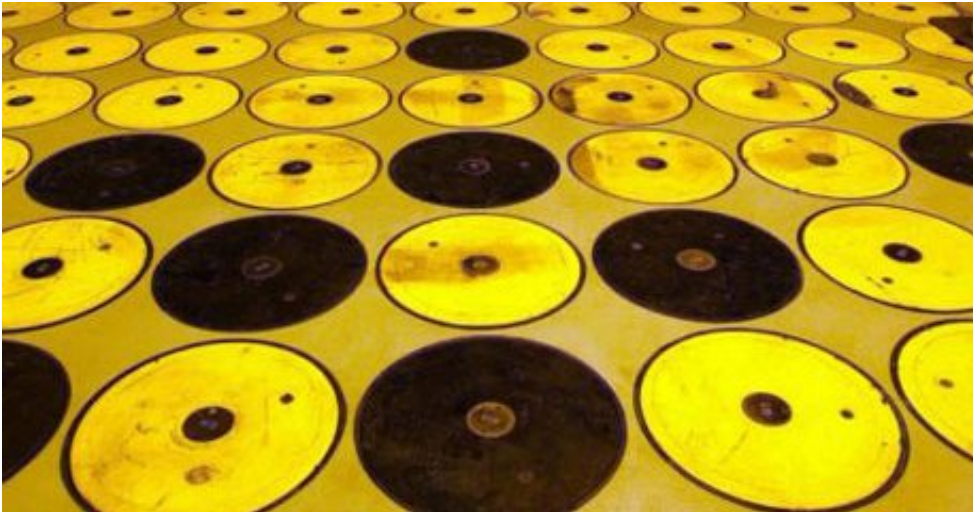
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.@auchmill shout out to @doctorow - data as plutonium  
[theguardian.com/technology/200...](http://theguardian.com/technology/200...) #LinkedUp #NLNZ @nsla

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**The Guardian**



**Cory Doctorow: why personal data is like nuclear waste**

Cory Doctorow: We should treat personal electronic data with the same care and respect as weapons-grade plutonium

[View on web](#)

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.@auchmill 'the siren call of data is strong' #LinkedUp #NLNZ  
@NSLA

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**George Dunford**

@Hack\_packer

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More from @auchmill's trip to @DallasMuseumArt and great #mwa15 wrap up here best-of-3.blogspot.co.nz/2015/10/museum... #LinkedUp

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**George Dunford**

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Interesting to hear the term 'digital tattoos' to describe the enduring nature of an online footprint #linkedup

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**NewZealand Trenders**

@NZTrenders

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2. #nzqt
3. John Key
4. Christmas Island
5. Parliament

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