



CENTER FOR LIBRARY AND INFORMATION INNOVATION

PUBLIC LIBRARIES & E-GOVERNMENT

E-GOVERNMENT SUPPORT

TECHNOLOGY ACCESS

Public libraries offer free access to workstations, broadband, and Wi-Fi

DIGITAL LITERACY

Public libraries offer a wide range of free computer and Internet use instruction

EXPERTISE

Public libraries offer expertise that helps people understand government and government services

INFORMATION

Public libraries help people find and use government information

ASSISTANCE

Public libraries help people understand and use government websites and services

COMPLETE FORMS

Public libraries help people complete immigration and citizenship, social service, emergency benefit, and other online forms

Public libraries provide an essential link between government and citizens. As government information, services, and resources become digital – in many cases, digital only – public libraries serve as critical community gateways to electronic government (E-government).

88.8%

Libraries help people understand and use government websites

63.3%

Libraries help people complete E-government forms

78.7%

Libraries help people apply for E-government services

82.4%

Libraries report is very important to provide access to government information and services

The E-government roles public libraries play are particularly important for those who do not have high speed Internet or computer access in the home, lack the technology skills that E-government requires, or have difficulty understanding and using E-government services.

The Public Library Funding & Technology Access Study (www.ala.org/plinternetfunding) survey is managed by the Center for Library & Information Innovation (cli.umd.edu) at the University of Maryland and funded by the American Library Association and the Bill & Melinda Gates Foundation. More information about libraries & the Internet is available at www.plinternetsurvey.org. 2009-2010 data presented.

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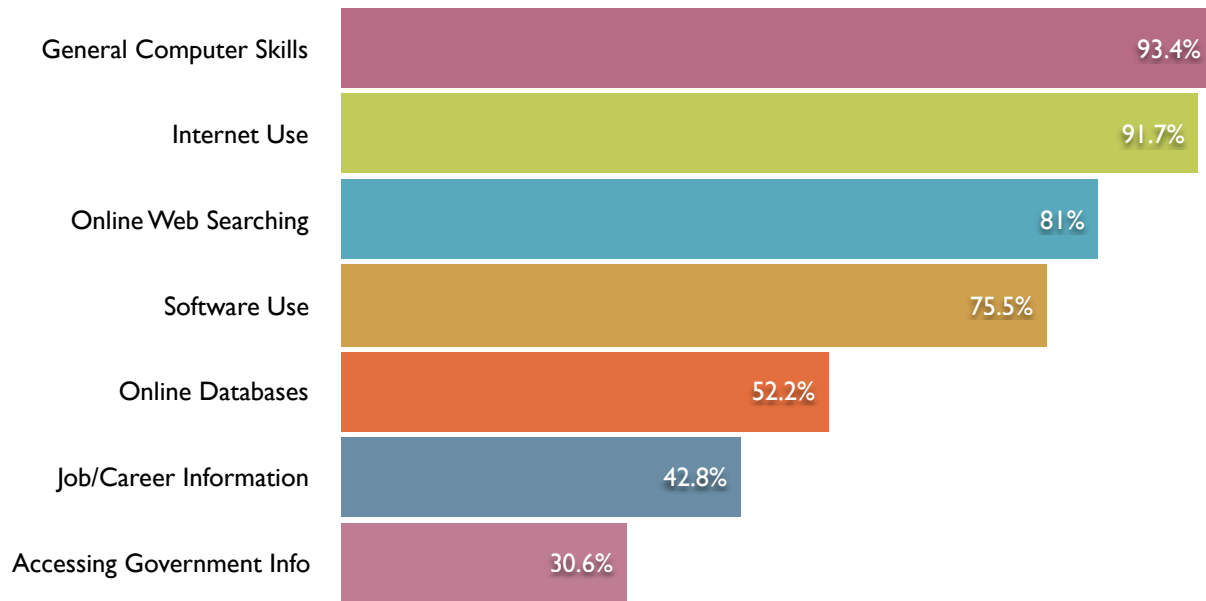


Figure 1. Selected Public Library Instructional Classes.

E-government Services

Public libraries are a vital link between government and people. Libraries serve as community access points to tax information, citizenship and immigration services and resources, social services, health information, emergency and disaster response, and more. As government information, services, and resources become digital – in many cases, digital only – public libraries are essential service providers of electronic government (E-government) in their communities.¹

Public Libraries and E-government Services

Many people, especially those who do not own or have access to computing and Internet technologies,² not only count on public libraries to provide access to computers and the Internet, they also rely on librarians to help them use E-government websites, locate information and resources, and complete applications and other forms – particularly as state and local government agencies cut back on public service staff.

Public libraries fill an essential community E-government need by:

- Serving as a critical liaison between government agencies and patrons in need of help;³

- Providing basic computer and Internet instruction and access to E-government services (see Figure 1);
- Being open evenings and weekends, when most government agency offices are unavailable;
- Securing e-mail accounts and meeting basic needs for using E-government services;⁴
- Providing assistance with accessing and navigating government websites, completing forms, or otherwise being able to access or use government services;
- Providing assistance in applying for disaster recovery;⁵ and
- Providing assistance in applying for unemployment and other social service benefits.⁶

Public libraries provide critical service responses and fill community needs as more government services and resources are available only online and as government agencies cut staff and service hours. As Figure 2 shows, 88.5% of libraries help people understand and use government websites, 78.7% provide assistance applying for E-government services, and 66.3% assist people complete E-government forms. The roles public libraries play are particularly important for the 40% of American households (the percentage jumps to 53% for rural households) that do not have high speed Internet access at home.⁷



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Key Issues and Challenges

Public libraries around the country have responded to the needs of their communities without hesitation by providing E-government services. A willingness to provide E-government services, however, does not mean that the libraries are able to do so as well as they might wish. At a time when more and more government interactions are being converted to online services and there is more demand for libraries to serve as key links between government services and communities, library budgets are being cut, service hours reduced, and staff let go.⁸

Moreover, public libraries are being asked to help patrons solve a range of E-government challenges that go well beyond simply finding government information – such as helping people understand government agency programs, understand and use government websites, and cut through federal, state, and local government bureaucracies. In short, people expect public librarians to be experts in government in general and E-government services in particular.

This reliance on public libraries in turn leads to greater needs within the library. These needs include, but are not limited to:

- **Financial Needs.** At a time of increased need and service demands, public libraries find their

budgets cut and staff being reduced. In addition, E-government services require substantial public access technology and broadband availability. Increased funding for libraries is needed to increase the bandwidth of the library; allow for more staff to be hired; allow for more computers to be purchased; and provide training for the library staff to better serve their community in E-government services.

- **Service Needs.** Many libraries must place time limits on their computers to allow as many people as possible access to them, and this creates challenges for successful E-government interactions. There is a need to consider the limitations and create new service models for E-government activities in libraries.
- **User Needs.** Not all E-government users are proficient in computing technologies, many do not have a basic understanding of government or government services in general, and many have needs that cut across government agencies and levels of government. Facilitating successful E-government interactions demands librarian time to understand and meet the multiple needs of people.

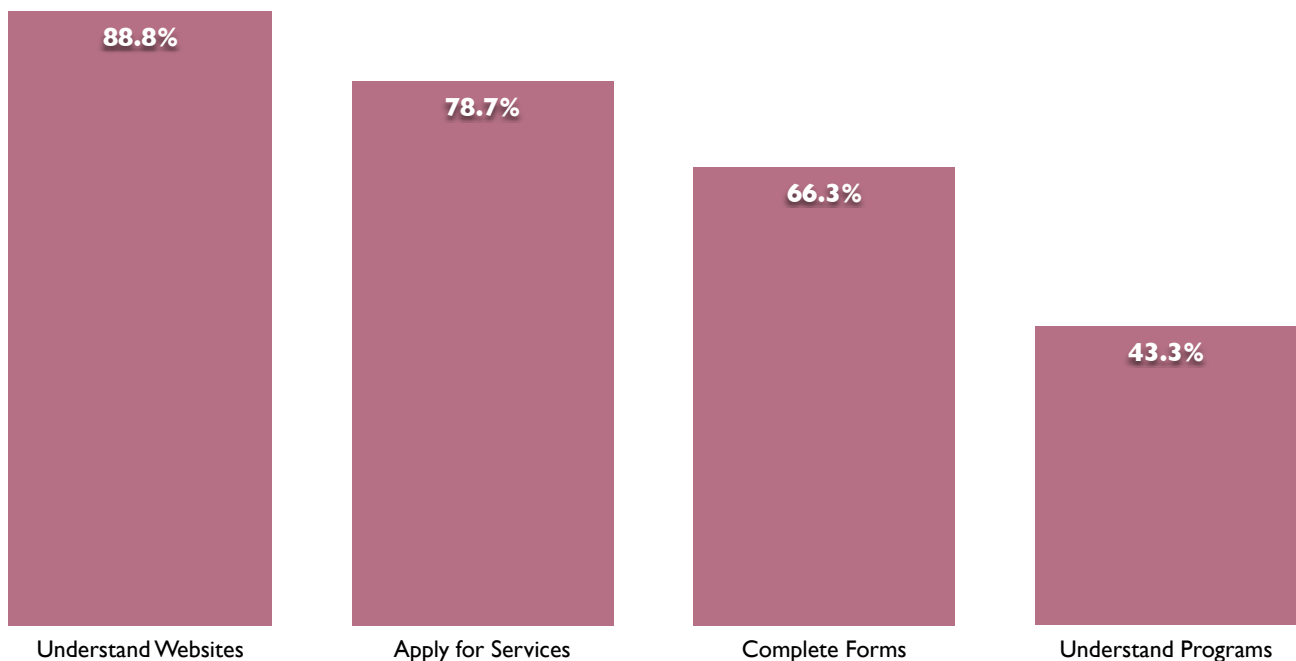


Figure 2. Public Library Provided E-government Services.



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- **Staff Needs.** Adequate staff levels, staff expertise, and staff training to promote better integration with government agencies are three critical issues that need to be addressed so that public libraries can better meet community E-government needs. Public library staff could benefit greatly from training in such areas as government services, government forms (particularly as these change), and government web pages (as these undergo revisions).
- **Building Needs.** E-government is a technology intensive undertaking that requires public access workstations, Wi-Fi (if patrons happen to have their own technology), broadband, printing facilities, and work areas. In short, providing E-government in libraries puts stress on the physical plant in key areas of workspace, electric power, and more. Increasingly, public library buildings are inadequate to meet these demands, and require redesign to better meet the demands of E-government services.

Though the above are primary challenges public libraries face in providing E-government services to their communities, additional challenges exist with regard to usability, consistency, and design of government websites and services. E-government services vary greatly in terms of service, design, and website usability. At the same time, governments are increasing their use of social media technologies such as Twitter, Facebook, and YouTube, introducing a myriad of ways for patrons to interact with government agencies and services.

This creates many challenges not only for people who need to access and use multiple services, but also for librarians responsible for helping people meet their E-government needs. It is not the case that people always interact directly with government through their own device. There is a need to consider the multiple access points of E-government services, their usability, and the challenges people might face when using technology-mediated government services.

Conclusion

Libraries around the country are meeting their community E-government needs, but they cannot do so alone. It is not the case that patrons interact directly with government solely through their own technology. Through collaboration, governments and

public libraries can better meet essential community E-government needs. By working together, government agencies will attain more successful E-government, libraries will be able to meet the needs of people more effectively, people will resolve their E-government needs, and communities will have more successful E-government strategies in place.

References

- ¹ E-government refers to the use of technology, predominantly the Internet, as a means to deliver government services to citizens, businesses, and other entities.
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- ⁶ Gibson, et al. (2009).
- ⁷ Rainie, L. (2010). Internet, Broadband, and Cell Phone Statistics. Washington, DC: Pew Internet & American Life Project. Available at: http://www.pewinternet.org/~media/Files/Reports/2010/PIP_December09_update.pdf.
- ⁸ American Library Association. (2010). Libraries Connect Communities: Public Library Funding & Technology Access Study 2009-2010. Available at <http://www.ala.org/plinternetfunding>.

