E-Government & Internet Connected Public Access Computers in Public Libraries

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Agenda

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▸ Project

▸ Methodology

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Introduction

▸ E-Government

▸ Internet Connected Public Access Computers

▸ Public Libraries

▸ Definitions

Definitions

▸ E-Government:

"technology, particularly the Internet to enhance the access to and delivery of government information and services to citizens, business, government employees, and other agencies" Hernon, Reylea, Dugan & Cheverie, 2002; Jaeger, 2003; Roy, 2003

Public Access Computers or PACs:

Internet connected PCs that serve the public. These can be PCs or Apple Macintosh computers but in public libraries the tendency is for computers to be PCs with a MS Windows or Linux operating system.

Why E-Government?

- E-Government Act of 2002
  - Mandated use of e-government to disseminate government information

- Natural Disasters like hurricanes, earthquakes, and tornados
  - FEMA requires all forms be filled out online
  - FEMA is just one of many agencies that requires online forms

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Project

- Funded by Dominican University

- Summer 2009

- Sent to 1,485 surveys to Public Libraries Nationwide

- Primarily Single or Small Systems (2-3 libraries)

- Via U.S. Mail

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Methodology

▸ Mixed Methods Survey
  ▸ 35 Questions: 33 closed ended quantitative; 3 qualitative
  ▸ Respondents could comment on back of survey

▸ Public Libraries
  ▸ Population Served: 25,000 to 100,000

▸ Varied Questions
  ▸ Funding
  ▸ No. of Public Access Computers (PACs)
  ▸ Likert-type questions regarding e-government & gov docs
  ▸ Training
  ▸ Demographics

Methodology

▸ Responses

  ▸ 843 Survey Responses (56.8%)

  ▸ 832 Useable Surveys (56.0%)

  ▸ 48 Chose to be removed from the mailing list (3.2%)

  ▸ Two mailings were done; 19 duplicate surveys (1.3%)

  ▸ Total of 912 (61.4%) surveys were sent back
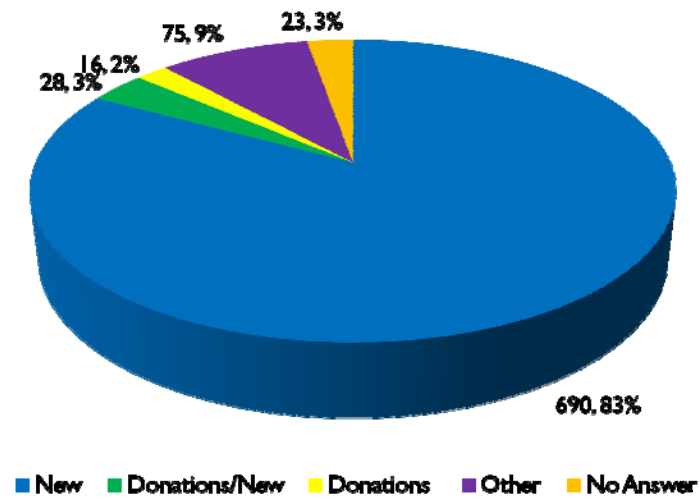
Results

Acquiring PACs

18, 2% 33, 4%

244, 29%

537, 65%

■ New ■ Donations/New ■ Donations ■ Other
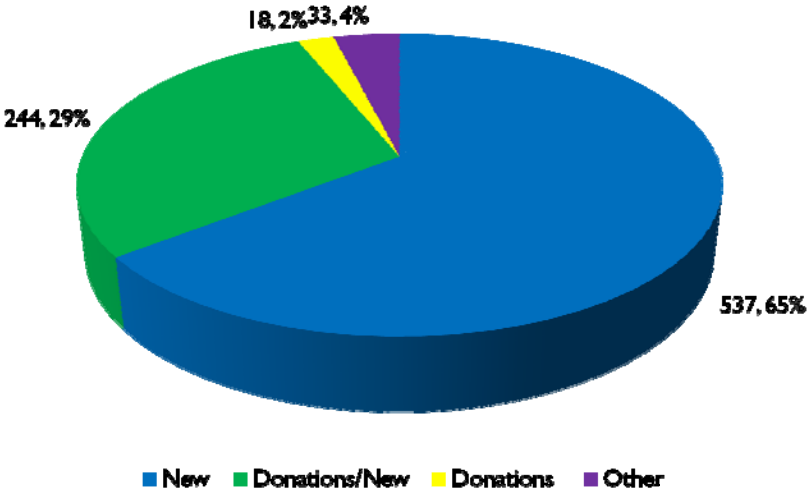
Replacement of PACs

Time Frame	Number (n=832)	%
0-3 years	192	23.1%
4-5 years	494	59.4%
6-8 years	97	11.7%
9-10 years	10	1.2%
11+ years	3	0.4%
As needed	11	1.3%
Never	12	1.4%
Didn't answer question	13	1.5%
Totals	*832*	*100.0%*

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Type of PACs Purchased

28,3%
16,2%
75,9%
23,3%
690,83%

■ New ■ Donations/New ■ Donations ■ Other ■ No Answer

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Funds Allocated to Replace PACs

8, 1%
138, 17%
686, 82%

Yes No No Answer
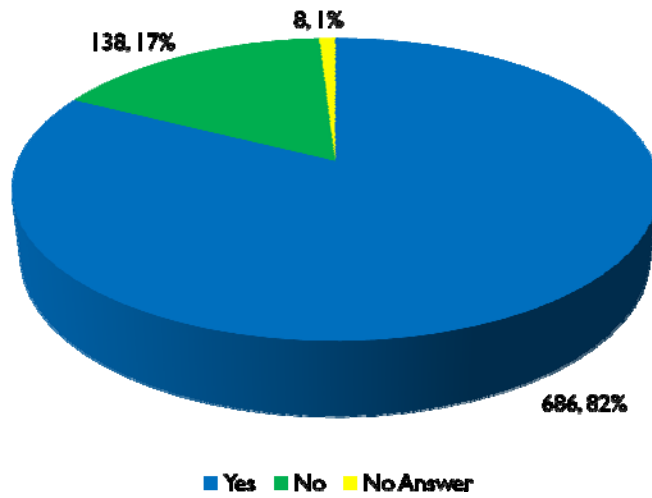
13

Funds Allocated to Upgrade Software

103, 12%
8, 1%
721, 87%

Yes No No Answer
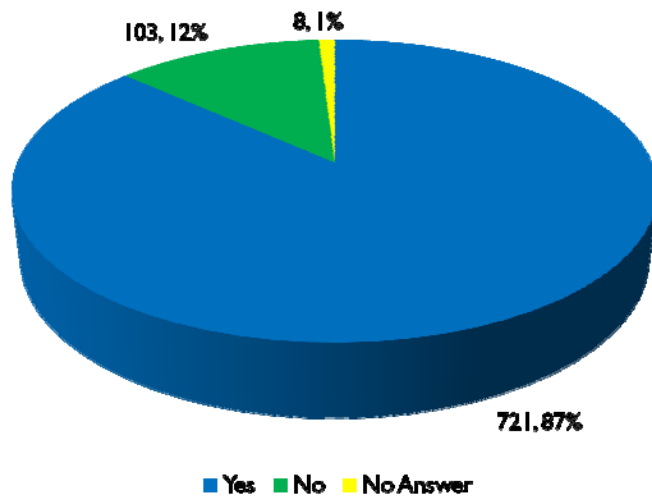
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Public Libraries Needing Wi-Fi

n=58

19, 33%

39, 67%

Yes   No

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PACs in Children's/YA Area

7, 1%

208, 25%

617, 74%

Yes   No   No Answer
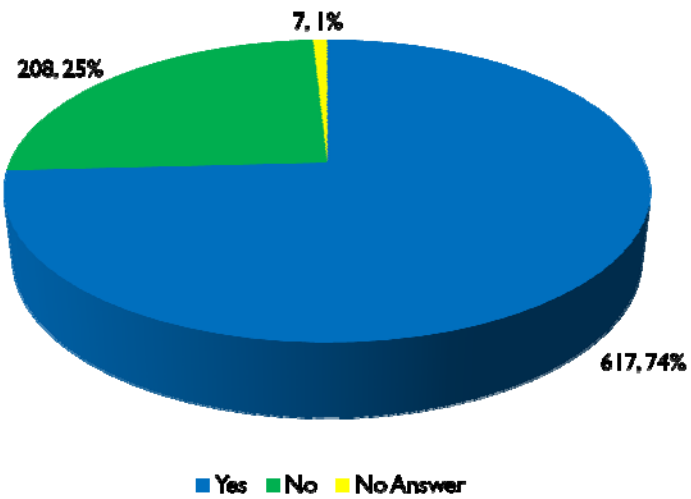
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Software on PACs

Software	Number (n=832)	%
MS Office Suite	782	94%
Internet Explorer	782	94%
Adobe Reader	714	86%
MacAfee or Norton Anti Virus	482	58%
Mozilla Firefox	366	44%
Adobe Photoshop	57	7%
Adobe Professional	56	7%

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Patrons never use e-government

96, 12%
10, 1%
17, 2%
202, 24%
507, 61%

Strongly Disagree Disagree No Opinion Agree Strongly Agree
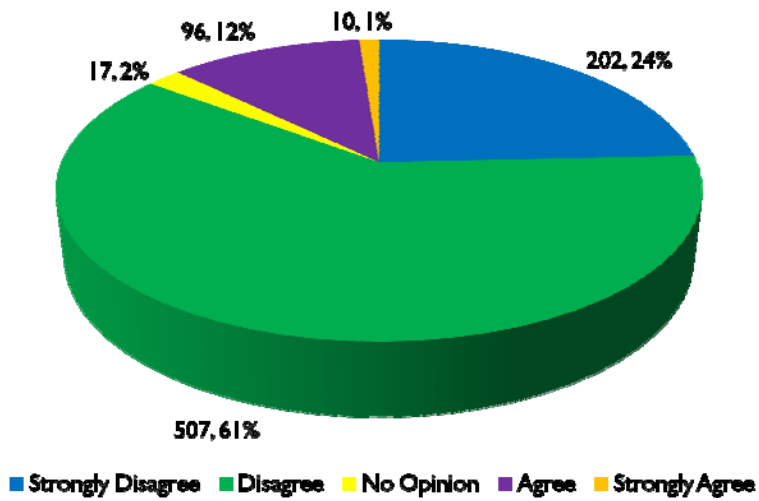
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Librarians don't like government documents

11, 1%
165, 20%
146, 18%
20, 2%
489, 59%

Strongly Disagree Disagree No Opinion Agree Strongly Agree
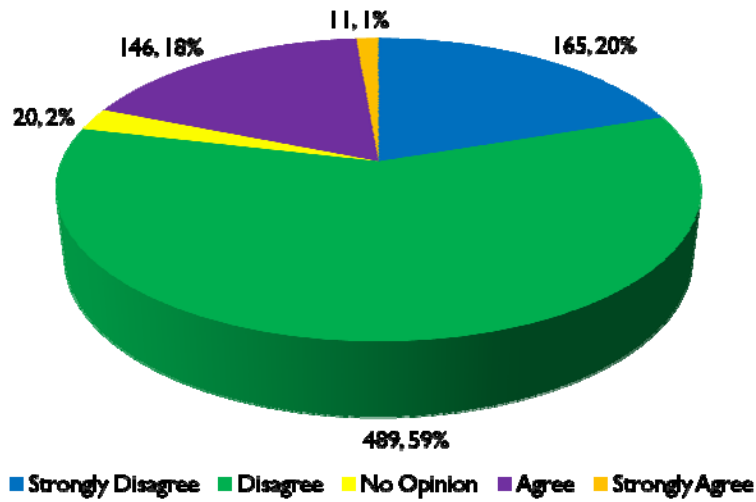
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Fed Govt. Forms Easily Obtained

87, 11%
145, 17%
191, 23%
10, 1%
399, 48%

Strongly Disagree Disagree No Opinion Agree Strongly Agree
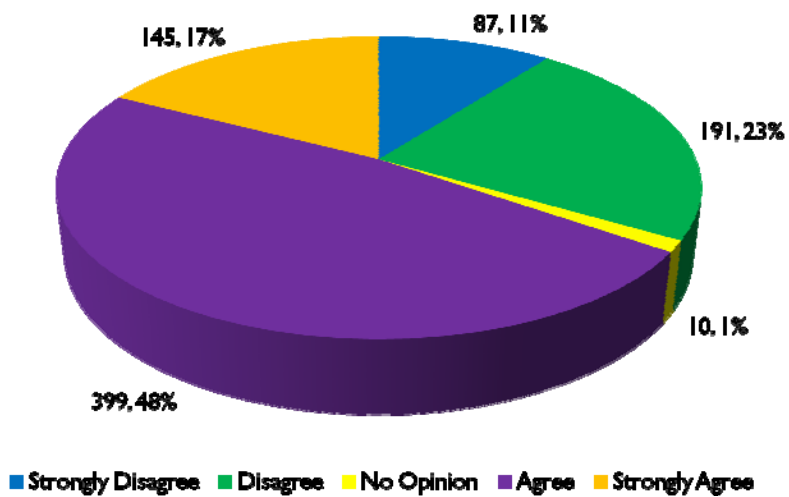
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Library has a Pathfinder

21, 3%   87, 10%

279, 34%

424, 51%

21, 2%

■ Strongly Disagree ■ Disagree ■ No Opinion ■ Agree ■ Strongly Agree

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Enough PACs

62, 8%   133, 16%

218, 26%

408, 49%

11, 1%

■ Strongly Disagree ■ Disagree ■ No Opinion ■ Agree ■ Strongly Agree
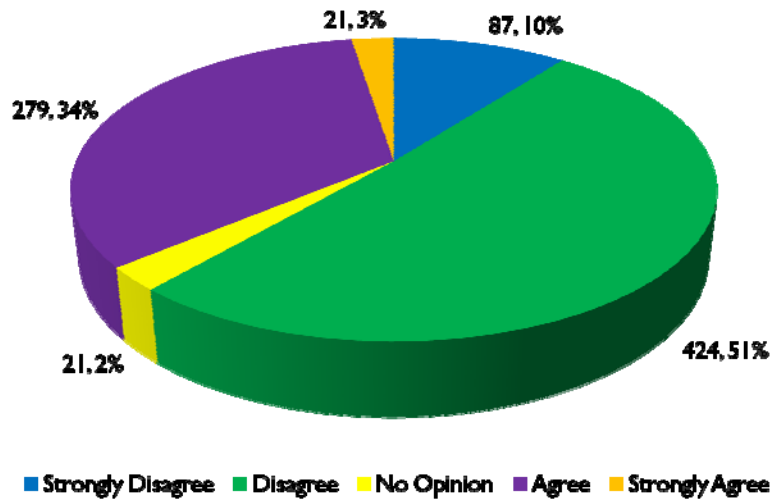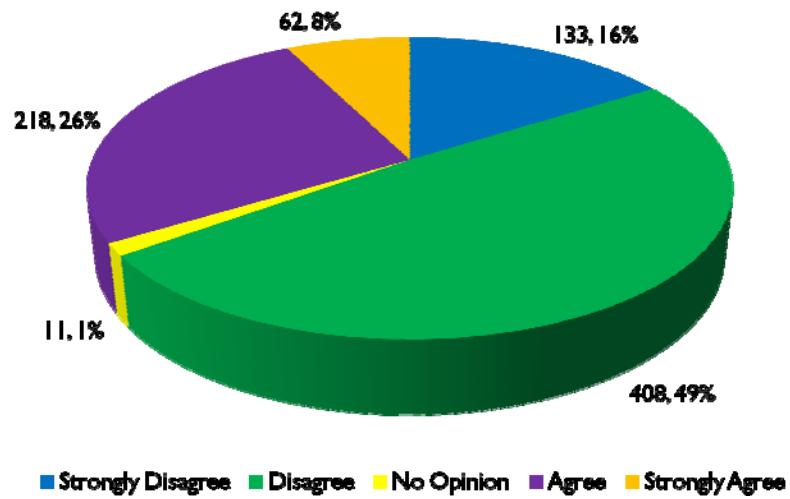
22

MLIS Students take Govt. Docs

11, 1%   94, 11%
217, 26%
54, 7%
456, 55%

■ Strongly Disagree ■ Disagree ■ No Opinion ■ Agree ■ Strongly Agree
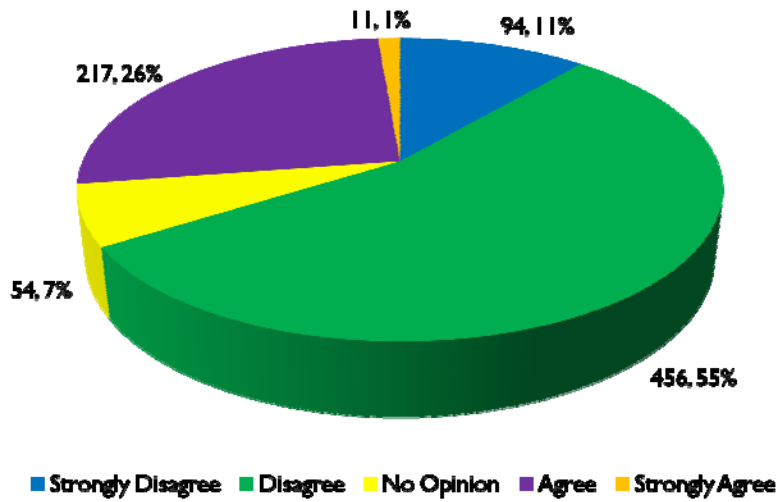
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Adequate Training for E-Govt. for Staff

10, 1%   94, 11%
197, 24%
14, 2%
517, 62%

■ Strongly Disagree ■ Disagree ■ No Opinion ■ Agree ■ Strongly Agree
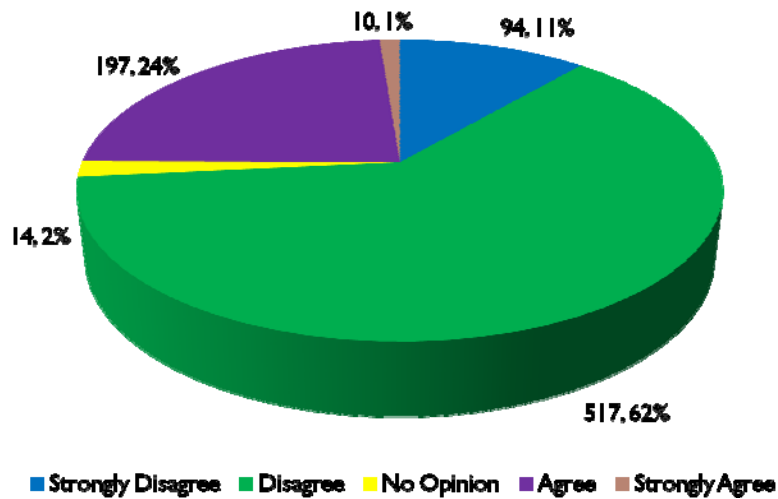
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Need Training on E-Government

103, 12%   9, 1%   141, 17%   7, 1%

572, 69%

Strongly Disagree   Disagree   No Opinion   Agree   Strongly Agree
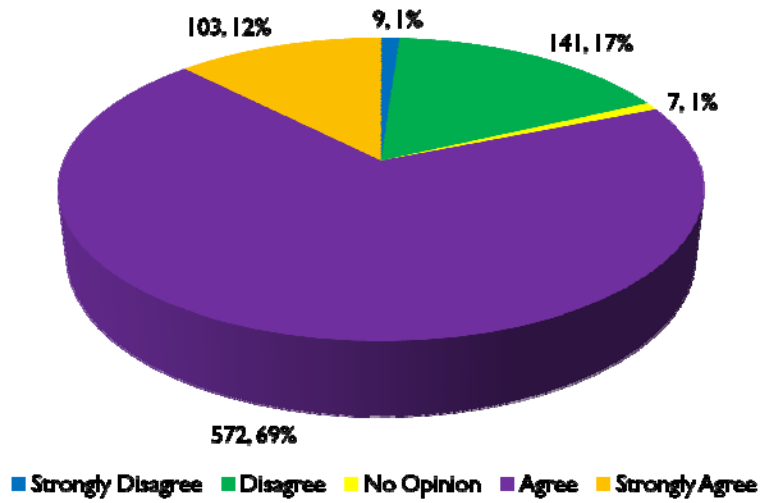
25

Dedicated Govt. Docs Person?

8, 1%   124, 15%

700, 84%

Yes   No   No Answer
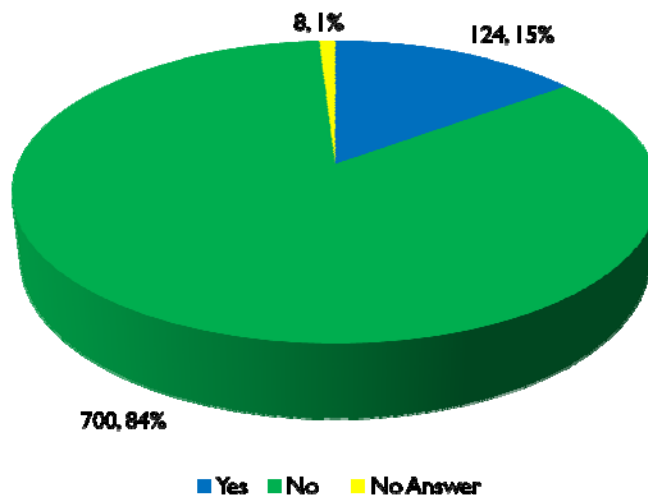
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Government Printing Office Federal Depository Libraries

148, 12%

216, 17%

873, 71%

Academic Libraries · Public Libraries · Other
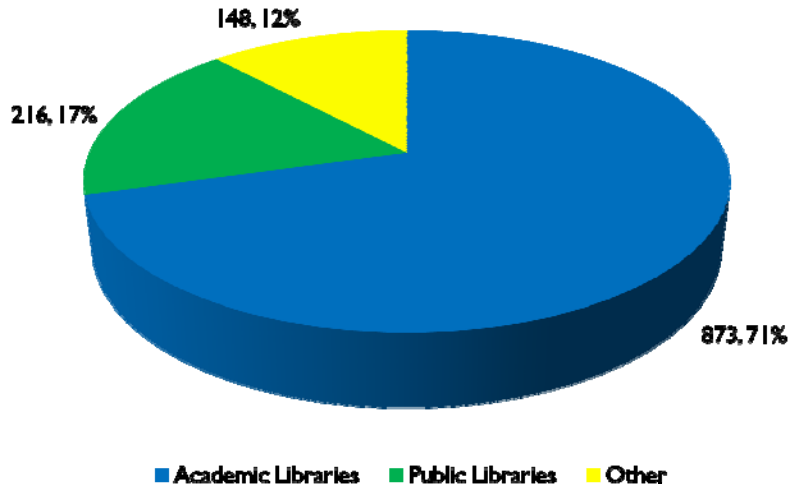
GPO FDLs Further Breakdown

Type of Library	n = 1,237	%
Academic, 4 year+	653	52.8
Academic, Law	156	12.6
Academic, 2 year	60	4.9
Federal Agency	42	3.4
Federal Court	13	1.1
Public	216	17.5
Service Academy	4	0.3
Special	15	1.2
State Court	36	2.9
State Library	42	3.5
Totals	1,237	100.0

E-Government Sites Most Often Requested

E-Government Site	Number (n=832)	%*
IRS	814	98
Unemployment	506	61
USA Jobs	472	57
Social Security Administration	460	55
Medicare	334	40
Election Information	224	27
Welfare	180	22
Congressional Bills	90	11
White House & the President	78	9
Congress	76	9
Library of Congress	67	8
Aid for Families (Food Stamps)	55	7
Smithsonian Institution	12	1

▶ 29
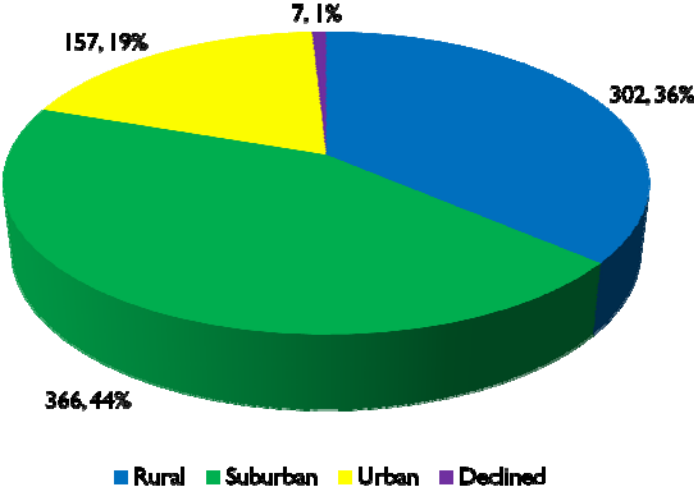*Will not equal 100% as respondents could choose more than one answer.

E-Government Sites Added

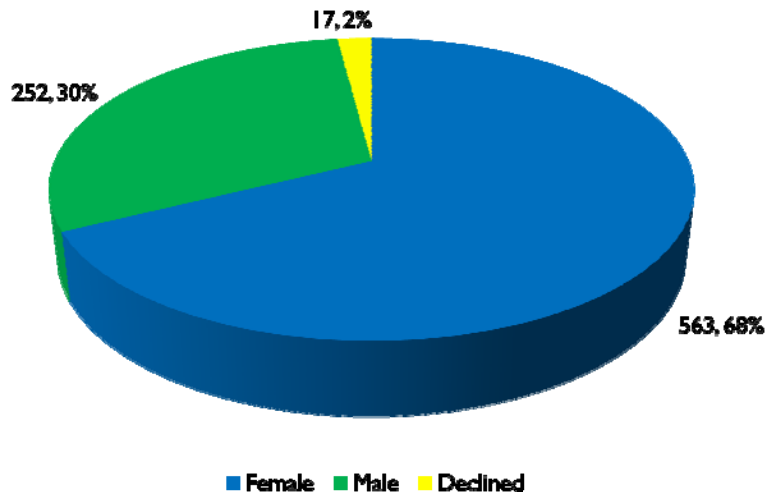| Web Sites	
Court Documents	State Civil Codes
Free Application for Federal Student Aid (FAFSA)	State Drivers License Information
Immigration	State Government Information
Local (City & County) Government Information	State Tax Codes
Medline & Pub Med	U.S. Census Bureau
National Park Service	United States Code (USC)
Passports	

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Demographics

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Community Location

7, 1%

157, 19%

302, 36%

366, 44%

■ Rural ■ Suburban ■ Urban ■ Declined

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Gender of Participants

17, 2%
252, 30%
563, 68%

Legend: Female ■ Male ■ Declined

Age of Participants

Age Ranges	Number (n = 832)	%
20-29	19	2.3
30-39	82	9.9
40-49	153	18.4
50-59	377	45.3
60-69	173	20.8
70+	5	0.6
Declined to State	23	2.8
Totals	832	100.0

Education of Participants

Education	Number (n = 832)	%
Some college	22	2.6
Graduated from college	26	3.1
Some graduate education	29	3.5
Master's Degree in another field	15	1.8
MLIS/MLS	712	85.6
Ph.D./Ed.D.	16	1.9
Other	6	0.7
Declined to State	6	0.7
Total	*832*	*100.0*

Findings

Findings

- Public Librarians need further training
  - E-Government
  - Government Documents

- Patrons who use e-government need more help than those who do not

- Disconnect between e-government and government documents in public libraries

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Findings

- Federal, state, and local agencies are sending patrons to public libraries
  - Unfunded mandate
  - Not enough staff
  - Not enough computers
  - Everyone is not trained to handle the numbers of people who need to be trained in computer basics

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Questions?