Libraries are critical information and service access points to electronic government (e-government) services, programs, and information resources. Libraries:

- Offer no fee or low cost public access to the necessary computing and Internet technologies, resources essential for users to engage in e-government activities;
- Provide training on the use of computing and Internet technologies to facilitate individual access and use of e-government services and information resources;
- Provide structure opportunities for individuals to become more resourceful and effective digital citizens through the acquisition of e-mail accounts and other pre-requisites for full participation in e-government;
- Guide and help users choose from a range of possible digital government information, services, and resources choices via the Web and other communication tools;
- Help individuals resolve critical questions, or help resolve problems, regarding government services, resources, and information;
- Offer a level of expertise in helping individuals understand e-government service/resource enrollment, requirements, as well as other factors/conditions that might affect their use of e-government services, resources, and information; and
- Serve as vital first resort community-based access points to e-government services, programs, and information sources in general and in particular when other government authorities are overwhelmed in the wake of a disaster that affects the entire community.

Through partnerships with government agencies, public libraries, academic libraries, the American Library Association, and others the Information Policy & Access Center is creating an e-government Web resource initially focused on taxation and immigration issues designed to help libraries:

- Provide e-government service roles, best practices, and strategies for libraries;
- Offer tutorials, brochures, best practice suggestions, tip sheets, and other applied information to assist librarians facilitate e-government activities in their libraries;
- Integrate digital government reference services through the Government Information Online (http://govtinfo.org/) Ask A Librarian Service;
• Provide government agencies an opportunity to work with community-based libraries across the country to enable users to engage in e-government services; and
• Emphasize e-government services to underserved populations and persons with disabilities.

This Web resource is intended to serve as a gateway to selected e-government services and practices, embed librarian-based expertise and digital reference, serve as a point of collaboration between libraries and government agencies, as well as offer guidance on the provision of e-government services and roles to assist libraries continue to serve as critical community providers of e-government to a range of populations.

Selected References


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