

Evaluating for E-Government

An Adventure

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In the Beginning:

- What happened to the Grant?
 - Wide Open
 - E-Government Training
 - Rural and poor target libraries
 - Quick Thinking
 - Project
 - Timeline
 - Budget
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Where I was coming from:

- Department Manager
 - Exposure to E-Government
 - Not an expert!
 - No knowledge of target libraries
 - Library with resources
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What I realized:

- Become an expert
 - Learn about target communities
 - Find out what was needed
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Recipe for Success:

- A lot of EDUCATION
 - Communication
 - Collaboration
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First Order of Business:

- Create a team from the staff at ACLD
 - Introduce the project to target libraries
 - Get information about the target communities from the libraries
 - Questionnaire
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Next Order of Business:

- Education
 - Look at E-Government information around the state
 - Talk to an E-Government Librarian?
 - Try out E-Government sites
 - Visit other library websites
 - Pasco
 - Palm Beach
 - Attend E-Government training/webinar
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Action Plan:

- Meet with team
 - Questions for visit
 - Learn as much as possible about libraries
 - Schedule visits
 - Visit target libraries
 - Establish credibility
 - You're not NEFLIN?
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After site visit:

- Created rapport
 - Gained trust
 - Heard concerns
 - Learned about communities
 - Established collaboration
 - Local brochures
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What I Was Learning: Part 1

- ❑ E-Government is vast
 - ❑ Patron's needs are all over the map
 - ❑ Training on all E-Government sites would be impossible
 - ❑ E-Government resources are changing daily
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What I Was Learning: Part 2

E-Government is not difficult:

- Literate
- Necessary information on hand
- Have basic computer skills

Problems:

- Low literacy
 - Don't have information they need
 - Limited to no computer skills
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Phase 2:

- Create E-Government Training
 - Create support documents/brochures for E-Government
 - Deliver training—2nd site visit
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Focus of Training:

- Relevant
 - Important
 - Possible
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What's Important?

- Food
 - Money
 - Work
 - The "Big Three"
 - Food Stamps—ACCESS Florida
 - Unemployment compensation
 - Employment—www.employflorida.com
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What else is important?

- ❑ Computer skills
 - ❑ Access to computers
 - ❑ Bridging the literacy gap
 - Online tutorials
 - Dedicated computers for tutorials
 - Regular classes
 - Volunteers
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Buy in:

- Acknowledge what libraries are already doing
 - Attitude shift
 - “unfunded mandate” to job security
 - Embrace E-Government
 - ALA, FLA-funding for libraries
 - Providing essential services
 - Set Guidelines and Limits
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Practical advice:

- How to prepare
 - Infrastructure
 - Staff
 - What's possible?
 - What libraries are doing?
 - Share information
 - Continuous evaluation
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Tools:

- Find what's already out there
 - Online tutorials
 - FAQs
 - "links"
 - Brochures for patrons
 - Additional equipment
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Site Visit #2:

- On the road training show
 - Post training survey—
www.surveymonkey.com
 - Mostly positive responses
 - More information and assistance is still needed
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Conclusion:

- ❑ E-Government is dynamic and constantly changing...stay on our toes
 - ❑ Staff must be spontaneous, resourceful and service oriented
 - ❑ Most important skills are literacy and computer literacy
 - ❑ We're doing good work
 - ❑ More work to do
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