



**Project Title:** Libraries and E-Government: new Partnerships in Public Service  
**Investigator(s):** Dr. Charles R. McClure, [cmcclore@lis.fsu.edu](mailto:cmcclore@lis.fsu.edu)  
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The Information Use Management & Policy Institute (Information Institute, <http://ii.fsu.edu/>) of Florida State University (<http://www.fsu.edu/>), College of Communication & Information (<http://cci.fsu.edu/>), School of Library & Information Studies (<http://slis.fsu.edu/>) has received an award from the American Library Association (ALA, <http://www.ala.org/>) to perform several activities as a partner in its Libraries and E-Government: New Partnerships in Public Service project, funded by the Institute of Museum and Library Services (IMLS, <http://www.ims.gov>).

The demonstration project's goal is to develop a Web resource to help libraries better assist their users to successfully engage in e-government activities. The main problem this project addresses is the ability of libraries and government agencies to work together effectively in the provision of e-government to residents and communities in this country. The project focuses on immigration and taxation as the two content areas to develop the resource, and has support from the Internal Review Service, the U.S. Citizenship and Immigration Services, the Government Printing Office, four state library agencies (Connecticut, Florida, Maryland, and Texas), and several public and academic libraries (the latter through the Government Information Online community). A key benefit of the Web resource and the best practices and content that it includes will be the leveraging services and assistance that will eliminate redundant efforts in libraries, produce savings in costs and staff time, and increase access for users.

The Information Institute will (1) assist in the development and specification of public library e-government service roles, (2) conduct iterative usability testing of the project's e-government website, and (3) evaluate the overall success of the project including formative and summative evaluations and outcomes assessment. Two primary goals of the research are to investigate the factors that contribute to the successful deployment and use of broadband that supports e-government in public libraries and based upon the factors identified, assist public libraries to assess, plan, deploy, and administer broadband e-government services successfully.

Charles R. McClure, Information Institute Director and Principal Investigator for the project noted "this project takes on increased importance as governments increasingly refer users to public libraries for e-government assistance, public libraries must be able to share and leverage e-government resources better if we are to meet these demands." Ultimately, the successful completion of project activities will directly assist public librarians with providing e-government services in the United States and to assist in ALA's e-government project, funded from the Institute of Museum and Library Services (IMLS).

[ALA E-Gov 2010]