



**PASCO COUNTY PUBLIC LIBRARY COOPERATIVE
E-GOVERNMENT SERVICES IN PUBLIC LIBRARIES, 2010:**

INTERIM REPORT OF PROJECT ACTIVITIES

(February 15 – March 15, 2010)

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For

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March 19, 2010

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The Information Use Management and Policy Institute (Information Institute)¹ at Florida State University has been involved in both the assessment and development of E-government services in public libraries for a number of years. The Information Institute is contracted to provide a number of tasks for the Pasco County Library Cooperative (PCLC)'s E-government initiative between February 15, 2010 and August 6, 2010. This first interim report provides a summary of project activities to date (February 15 – March 15, 2010) and descriptions of projected activities for the remainder of the project (March 16, 2010 – August 6, 2010). The limited progress to date reflects the delays in negotiating the contract, and this report details only what has been accomplished in the three weeks from the date the contract was accepted until the date of the first required report (March 15, 2010).

Project Goal and Objectives

The goal of the Institute's E-government effort is to assist public librarians throughout Florida and to work collaboratively with PCLC's E-government initiative. The following objectives will address this goal:

1. Determine possible content, organization, and design factors for a statewide public library E-government web portal; and provide a usability/functionality/accessibility assessment of the E-government web portal developed by the PCLC;
2. Develop a statewide evaluation strategy for all the various E-government awards the State Library & Archives of Florida (State Library) has made for 2009-2010 using LSTA funds; and
3. Specify the E-government service roles to operationalize those service roles for practical application in public libraries.

In addition to these objectives, the Institute will document and assess the overall project and individual program components and offer recommendations for how Florida public library E-government services and resources can continue to be improved.

The primary tasks to be completed in this process include:

- | | |
|--------|---|
| Task 1 | (a) Conduct a brief needs assessment to determine possible content, organization, and design factors for a statewide public library E-government web portal; and (b) Provide a usability/functionality/accessibility assessment of the E-government web portal developed by the PCLC; |
| Task 2 | Develop a statewide evaluation strategy for all the various E-government awards the State Library has made for 2009-2010 using LSTA funds; and |

¹ <http://www.ii.fsu.edu>

- Task 3 Expand and better specify the E-government service roles in order to operationalize those service roles for practical application in public libraries.

The following describes the activities that the Information Institute has conducted during this reporting period.

Current Activities

In the first few weeks of the project, the Information Institute has completed the revisions to Institutional Review Board (IRB) documents based on tasking changes that occurred. After completion of the IRB revisions and IRB approval,² the study team completed the following tasks:

- Met with PCLC to discuss needs assessment strategy;
- Met with statewide working group;
- Recruited a convenience sample of 10-15 librarians, who have either indicated an interest in the project and have been actively engaged in the E-government working group or have identified themselves as the E-government librarian for their library, to participate in phone interviews and complete the field review instrument (for instrument see Appendix A);
- Conducted seven interviews related to the brief needs assessment to determine possible content, organization, and design factors for a statewide public library E-government web portal and completed seven field reviews of Pasco County Public Libraries' E-Government Tools page (<http://pascolibraries.org/egovtools.shtml>);
- Identified the LSTA programs; and
- Produced first interim report.

The activities completed addressed the needs assessment to determine possible content, organization, and design factors for a statewide public library E-government web portal (Task 1) and identification and explanation of the various E-government program components to be included in the statewide evaluation of LSTA-funded E-government projects (Task 2). Other activities will be completed as the timeline indicates (See Table 1 in Next Steps).

The eight LSTA-funded E-government programs include:

- Alachua County Library District:
 - North Central Florida E-Government Services; and
 - Project and Partnership Branch Library and E-Government Services
- Hialeah Public Libraries:
 - e-government e-mpowerment
- New River Public Library Cooperative:
 - Training, continued
- Orange County Library District:
 - The Right Service at the Right Time: Navigating E-Government

² The IRB serves as an administrative unit at FSU that approves all research involving human subjects.

- Panhandle Public Library Cooperative System:
 - Mossy Pond E-Library
- Pasco County Library Cooperative:
 - Pasco County Public Library Cooperative; and
 - Pasco County E-Government Initiative

Activities to be completed during the remainder of the project (March 16 – August 6, 2010) are discussed in the following section.

Next Steps

The remaining activities related to this project's three tasks are extensive – especially in light of the delayed start date. In the next few months, the Information Institute will do the following:

- Task 1:
 - Recruit a convenience sample of undergraduates to complete the field review instrument,
 - Conduct more phone interviews and field review testing to collect feedback on the possible design, content, and access modes for the web portal with librarians and undergraduates,
 - Possibly conduct some data collection at the Florida Library Association 2010 Annual Conference,
 - Analyze needs assessment data,
 - Conduct internal Information Institute review of the website, and
 - Review selected state and federal E-Government resources and services for possible content and resources that may be of use to the statewide E-government portal.
- Task 2:
 - Determine the component indicators to assess the programs individually and overall with assistance from the State Library, and
 - Produce a summary brochure showcasing the Florida LSTA E-government programs for the presentation at the Florida Library Association Conference;
- Task 3:
 - Recruit a convenience sample of 10-15 librarians who have indicated an interest in the project for service role survey, and
 - Conduct surveys/interviews to discover current best practices and the feasibility of each of the service roles; and
- Overall Project:
 - Produce second interim report.

The status of these tasks will be reported in the second interim report (May 31, 2010).

Additional tasks to be completed for the project include the following:

- Task 1:

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- Conduct usability/functionality/accessibility testing of the web portal (summer 2010);
- Task 2:
 - Develop a statewide evaluation strategy for all the eight E-government awards the State Library has made for 2009-2010 using LSTA funds,
 - Provide statewide evaluation/data collection of components of LSTA-funded E-government program,
 - Provide ongoing formative evaluation information of various LSTA-funded E-government programs, and
 - Provide a summary evaluation of the overall E-government initiative;
- Task 3:
 - Analyze service role survey data,
 - Draft best practices and feasibility of the E-government service roles for practical application in Florida public libraries, and
 - Review/revise/update existing E-government service roles at the basic and advanced levels; and
- Overall Project:
 - Produce final report.

The status of these tasks and overall project completion will be reported in the final report (August 6, 2010). An overall timeline for the remainder of the project (March 16 – August 6, 2010) is provided in Table 1.

Table 1. Key Activities Status and Timeline to Completion.

ACTIVITY	STATUS UPDATE	TIMELINE
<i>TASK 1</i>		
1. Needs assessment of possible design, content, and access modes for the web portal –		
● Recruit a convenience sample of undergraduates to complete the field review instrument;	On track to begin at the end of March 2010	<i>March 2010</i>
● Conduct phone interviews and field review testing to collect feedback on the possible design, content, and access modes for the web portal with librarians and undergraduates;	On track to begin at the end of March 2010	<i>March 2010</i>
● Possibly conduct some data collection at the Florida Library Association 2010 Annual Conference	On track to begin at the end of April 2010	<i>April 2010</i>
● Analyze needs assessment data; and	On track to begin at the end of April 2010	<i>April 2010</i>
● Conduct internal Information Institute review of the website.	On track to begin at the end of April 2010	<i>April 2010</i>
2. Review selected state and federal E-government resources and services –		
● Review PCLC data collected for this purpose and summarize.	Continues through March and April 2010	<i>March 2010</i>

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Table 1. Key Activities Status and Timeline to Completion.

ACTIVITY	STATUS UPDATE	TIMELINE
3. Conduct usability/functionality/accessibility testing of the web portal, as of its status on July 1, 2010 –	On track to begin July 2010	<i>July 2010</i>
• Develop website field review instrument to provide feedback on the completed web portal;	On track to begin July 2010	<i>July 2010</i>
• Recruit a convenience sample of 5-7 librarians, who have indicated an interest in the project and have been actively engaged in the development of the project, to participate in website field review;	On track to begin July 2010	<i>July 2010</i>
• Conduct website field review with 5-7 librarians and internal Information Institute staff to collect feedback on the usability, functionality, and accessibility of the completed web portal; and	On track to begin July 2010	<i>July 2010</i>
• Analyze website field review data.		
TASK 2		
1. Identification and explanation of the various E-government program components to be included in the statewide evaluation –		
• Identify the LSTA programs;	Continues March 2010	<i>March 2010</i>
• Determine the component indicators to assess the programs individually and overall with assistance from the State Library;	On track to begin at the end of March 2010	<i>March 2010</i>
• Produce a brochure showcasing the LSTA E-government programs	On track to begin at the end of March 2010	<i>March 2010</i>
2. Test draft statewide evaluation/data collection strategy –		
• Detail the identification and explanation of (1) overall and (2) individual program component indicators of success, effects, and outcomes; and	On track to begin April 2010	<i>April – May 2010</i>
• Provide a draft statewide evaluation/data collection strategy and design a data collection schedule of methods to implement statewide evaluation/data collection strategy.	On track to begin April 2010	<i>April – May 2010</i>
3. Provide statewide evaluation/data collection of components of LSTA-funded E-government program –		
• Provide ongoing formative evaluation information of various LSTA-funded E-government programs; and	On track to begin June 2010	<i>June – July 2010</i>
• Provide a summary evaluation of the overall E-government initiative.	On track to begin June 2010	<i>June – July 2010</i>

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Table 1. Key Activities Status and Timeline to Completion (continued).

ACTIVITY	STATUS UPDATE	TIMELINE
<i>TASK 3</i>		
1. Review/revise/update existing E-government service roles at the basic and advanced levels.	On track to begin at the end of March 2010	<i>March 2010</i>
2. Design a data collection schedule of appropriate methods (e.g., surveys, focus groups, interviews, etc.) to discover current best practices and the feasibility of each of the service roles –		
• Recruit a convenience sample of 10-15 librarians who have indicated an interest in the project;	On track to begin April 2010	<i>April – May 2010</i>
• Conduct surveys to discover current best practices and the feasibility of each of the service roles; and	On track to begin April 2010	<i>April – May 2010</i>
• Analyze survey data.	On track to begin April 2010	<i>April – May 2010</i>
3. Detail drafted best practices and feasibility of the E-government service roles for practical application in Florida public libraries	On track to begin June 2010	<i>June – July 2010</i>
<i>OVERALL PROJECT</i>		
1. Produce second interim report.	May 31, 2010	<i>May 2010</i>
2. Obtain ongoing feedback and suggestions from PCLC, State Library, and other knowledgeable staff.	Continues throughout project	<i>March – August, 2010</i>
3. Produce final report.	August 6, 2010	<i>August 2010</i>

These activities when completed will be reported in the second interim report due May 31, 2010 and the final report due August 6, 2010.

APPENDIX A.

WORKING GROUP LIBRARIANS INTERVIEW

Name:

Date and Time:

EXAMPLE QUESTIONS

1. Which web 2.0 and/or social networking applications would you like to see included in a statewide E-Government web portal?

2. How might a statewide E-Government web portal best incorporate web 2.0 and/or social networking applications?

3. How might government agencies participate directly or indirectly on a statewide E-Government web portal?

4. Has your library partnered or collaborated with any government agencies?

5. What strategies do you suggest for partnering and collaborating with government agencies?

6. Should the E-Government web portal be designed for public librarians or residents of Florida or both?

7. What types of content (resources and service roles) would you like to see included in a statewide E-Government web portal? Please be specific.

8. How should information be organized on the statewide E-Government web portal?
Can you give specific examples?

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Visit <http://www.pascolibraries.org/egovtools.shtml> and respond to the following questions:

	Strongly disagree	Disagree	Undecided	Agree	Strongly agree
1. The home page provides easy to locate access to the site's content.	1	2	3	4	5
Please comment:					
2. Navigation through the site was easy.	1	2	3	4	5
Please comment:					
3. The site's search feature provides relevant results.	1	2	3	4	5
Please comment:					

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	Strongly disagree	Disagree	Undecided	Agree	Strongly agree
4. The site's resources adequately provide links to needed information.	1	2	3	4	5
Please comment:					
5. Navigation back to the home page from areas in the website is easy	1	2	3	4	5
Please comment:					
6. I would use this site as a primary resource for E-government information	1	2	3	4	5
Please comment:					