



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

**SECOND INTERIM REPORT OF PROJECT ACTIVITIES**

**(March 15 – May 15, 2010)**

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May 10, 2010

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The Information Use Management and Policy Institute (Information Institute)<sup>1</sup> at Florida State University has been involved in 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 second interim report provides a summary of project activities since the first interim report (March 16 – May 15, 2010) and descriptions of projected activities for the remainder of the project (May 16, 2010 – August 6, 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 (Appendix A); and   |
| Task 3 | Expand and better specify the E-government service roles in order to operationalize those service roles for practical application in public libraries.  |

This report describes activities conducted by the Institute from March 16 – May 15, 2010.

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<sup>1</sup> <http://www.ii.fsu.edu>

**Current Activities**

In the past eight weeks, the study team completed the tasks listed in Table 1. These activities addressed the needs assessment to determine possible content, organization, and design factors for a statewide public library E-government web portal (Task 1). Other activities addressed determining the component indicators to assess the LSTA-funded E-government projects, individually and overall, as well as creating a summary handout of the projects (Task 2). Activities related to service roles (Task 3) still require further analysis. The final section, Next Steps, describes the remaining activities and a tentative timeline for their completion.

**Table 1: Key Activities Completed During This Reporting Period.**

<b>ACTIVITY</b>	<b>STATUS UPDATE</b>	<b>TIMELINE</b>
<i>TASK 1</i>		
1. Recruited a convenience sample of undergraduates to complete the focus group and field review instrument.	Complete	March 2010
2. Conducted seven additional 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 more field reviews of Pasco County Public Libraries' E-government Tools page ( <a href="http://pascolibraries.org/egovtools.shtml">http://pascolibraries.org/egovtools.shtml</a> ).	Complete	March 2010
3. Conducted a focus group and field review testing to collect feedback on the possible design, content, and access modes for the web portal with undergraduates.	Complete	April 2010
4. Conducted internal website review.	Complete	April 2010
5. Reviewed 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.	Complete	April 2010
6. Analyzed needs assessment data.	Complete	April 2010
<i>TASK 2</i>		
1. Conducted a presentation at the Florida Library Association (FLA) 2010 Annual Conference and received feedback from librarians.	Complete	April 2010
2. Produced a summary handout showcasing the Florida LSTA E-government programs and distributed 40 copies at the FLA Conference (Appendix A).	Complete	April 2010
3. Drafted the component indicators to assess the programs individually and overall with assistance from the State Library and Archives.	Complete	April – May 2010
4. Met with staff from the State Library and Archives to review draft component indicators.	Complete	May 2010
<i>TASK 3</i>		
1. Reviewed E-government service roles at the basic and advanced levels.	Complete	May 2010
2. Met with staff from the State Library and Archives to review draft service roles.	Complete	May 2010
<i>OVERALL PROJECT</i>		
1. Met with statewide working group on May 4, 2010	Complete	May 2010
2. Produced second interim report.	Complete	May 2010

### Task 1: Needs Assessment

The purpose of the needs assessment was to determine possible content, organization, and design factors for a statewide public library E-government web portal. The needs assessment included analysis of interviews and field review testing with librarians and a focus group and field review testing with undergraduates, an internal Information Institute website review, and a review of selected state and federal E-government resources and services for possible content and resources that may be of use to the statewide E-government web portal. This section includes the findings from each method of the needs assessment and recommendations based on the needs assessment.

#### *Interviews and Field Review Testing with Public Librarians*

The interviews and field review testing were conducted to gain feedback from public librarians to determine the possible content, organization, and design factors for the statewide E-government web portal. The following sections describe the method and findings for interview and field review testing questions. Findings were reported in the aggregate; however, any discrepancies occurring between the responses from E-government working group librarians and identified E-government contact librarians are noted.

#### Method

The interviews and field review testing were conducted after receiving consent from each participant (see Appendix B). Each participant was asked 13 interview questions related to the potential design, content, and access considerations for the web portal (see Appendix C). At the conclusion of each interview, librarians were shown the Pasco County Public Libraries' E-government Tools page (<http://pascolibraries.org/egovtools.shtml>) and asked to browse for a few minutes. After looking over the page, each librarian was asked to respond to the field review testing instrument that contained Likert scale questions with responses that ranged from one meaning strongly disagree to five meaning strongly agree (See Appendix D). The librarian was also given the opportunity to explain his or her responses with open-ended comments, during the field review testing.

A random number generator was used to create a 25% sample of the State Library and Archives E-government contact list (n=12). Of the 12 selected in the sample, only 10 librarians could be contacted via e-mail (the list or library website did not have any contact information for the other two librarians in the sample). Five of the 10 contacted, responded and participated in the interviews (50% response rate). All 14 E-government working group members were recruited and eight participated in the interviews (response rate of 57%). The 13 phone interviews of librarians were conducted over a two-week period.

#### Findings

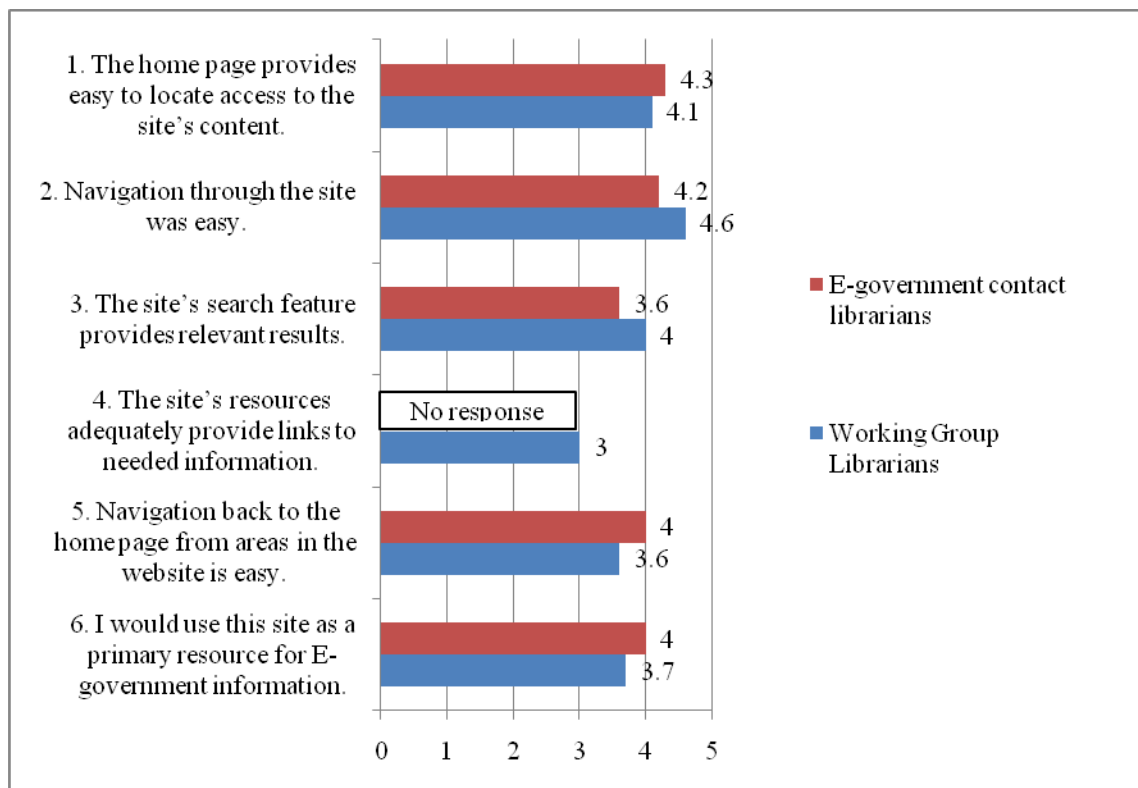
Responses to the 13 interview questions and field review testing resulted in a few trends. Although there were a variety of responses, the research team found a few key findings via the interviews and field review testing. Key findings include the following:

- The web portal should be designed for those with basic needs and basic skills.
- The majority of interviewees suggested the web portal would be best organized by the needs of users and contain content related to all potential needs, with the most popular “front and center.”
- Web 2.0 and social networking applications were favored by most working group librarians, but opposed by all E-government contact librarians.
- Libraries have collaborated with government agencies and have suggestions for both direct and indirect ways government agencies could assist.
- Constraints to web portal success include workstation time limits, number of available workstations, low literacy, language barriers, visual and cognitive impairments, low computer literacy, issues related to confidentiality, and the marketing of the web portal.

Other interview findings related to design and implementation include the following:

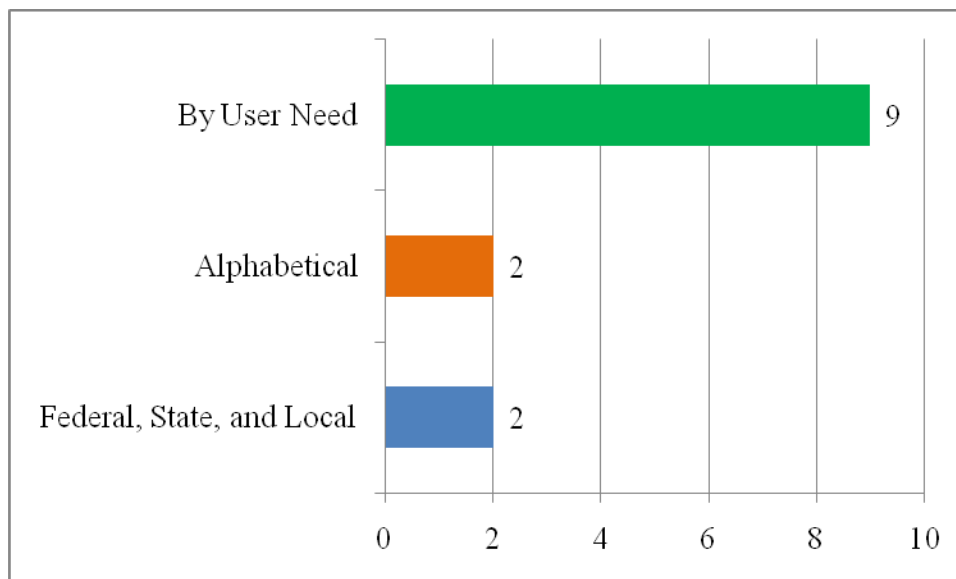
- The statewide web portal should be designed for both librarians and users.
- Almost all librarians thought that the page should have a search feature.
- Many participants thought the flashy, moving, vertical text, and interactive components are an attractive visualization, but not practical for navigation because some users with low computer literacy or any visual impairment would have difficulty with these features.
- Librarians thought that those users that are new to computers and E-government resources and services need to be able to access things without extensive scrolling, clicking, or familiarity with jargon.
- Some areas with slow connectivity may not have speeds or up-to-date browsers that could handle any type of “moving parts” or videos.
- Instructions need to be brief and printable for users because several have low literacy, low computer literacy, and a variety of impairments, which make it difficult to switch between reading instructions on the screen and their online E-government forms.
- Almost all librarians thought a demo of the web portal would be sufficient for training and most preferred a webinar delivery of that training.
- Librarians were indifferent to the inclusion of city and county government websites.
- Librarians suggested they would use the web portal, but several pointed out that local branding matters to their library, and those librarians would not use or direct users to use a resource that was not developed by their local library system.

Figure 1 provides an overview of the findings from the field review testing with librarians. Overall, the librarians thought the current E-government Tools page was functional. The following subsections provide further discussion on a few of the key findings.



**Figure 1. Results of field review testing for E-government contact librarians and working group librarians.**

The questions regarding content and organization are linked in this findings discussion because librarians interpreted the questions as connected and their responses at times overlapped. Many librarians thought the portal should include, as one respondent put it, “every government department at every level.” Several specific services mentioned by librarians include food stamps, clerk of court, legal forms, driver’s license renewals, state and federal tax forms, Medicaid, Department of Children and Families (DCF) Automated Community Connection to Economic Self-Sufficiency (ACCESS) (<http://www.myflorida.com/accessflorida/>), US Citizenship and Immigration Services (<http://www.uscis.gov/portal/site/uscis>), Inmate Population Information Search (<http://www.dc.state.fl.us/ActiveInmates/>), KidCare (<http://www.doh.state.fl.us/AlternateSites/KidCare/>), Unemployment Compensation (<http://www.floridajobs.org/unemployment/>) Social Security Office Locator (<https://secure.ssa.gov/apps6z/FOLO/fo001.jsp>), and the Designated Nationals List from the Treasury Department (<http://www.ustreas.gov/offices/enforcement/ofac/sdn/>). The majority of interviewees suggested the portal would be best organized by user needs, as illustrated in Figure 2. Librarians suggested that the most popular services could appear front and center, and using laymen’s terms to describe topics, rather than the complicated and unfamiliar names of organizations and programs.



**Figure 2. Suggested organization of the web portal.**

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No matter what content is included, the librarians said it should be user friendly. For example, the content should be as easy as having a user click “here” for unemployment and access those services. A few librarians suggested only including the top services on the site and another thought a list of commonly used forms and benefits would be best because many users would consider a comprehensive list of services to be overwhelming and organizing anything comprehensive would be unwieldy.

The dream of a one-stop-shop is ideal, but articulating the organization and content of that warehouse is complex for most of the interviewees. The librarians said that users of the web portal will “need to do something” and reducing the number of steps to “do something” should be the goal of the organization. They prefer that any organization of the portal content by need will contain “no more than seven major categories” because studies indicate users cannot differentiate between more than seven categories.

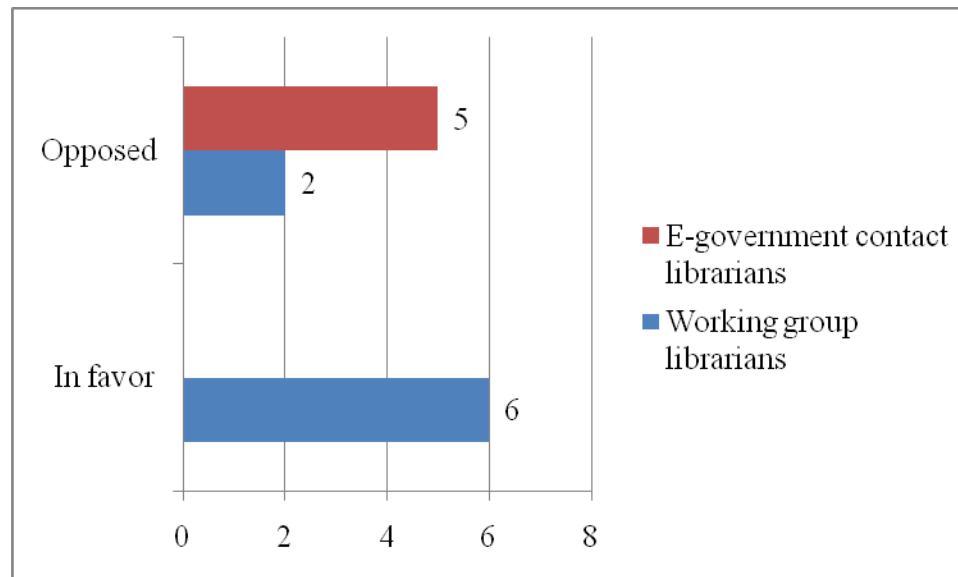
Librarians either responded in favor or opposed to incorporating Web 2.0/social networking. Those in favor of inclusion of Web 2.0/social networking suggested linking the statewide web portal to Facebook, Twitter, blogs, or a wiki, as long as these tools were kept up-to-date, kept simple for those with low literacy, low computer literacy, and made available in English and Spanish. Three librarians suggested the integration of Ask a Librarian to provide assistance to those seeking E-government services and resources because a small group of E-government librarians may become experts on the state level requests and be available to assist users around the state via digital reference.

The Ask a Librarian idea, although logical, reflects the understanding of Web 2.0 by some interviewed. However, those in favor of including any Web 2.0 or social networking were in the minority and also were members of the E-government working group, as Figure 3

illustrates. The reasons given by librarians opposed to incorporating Web 2.0 and social networking applications include:

- The inability of users to access these tools outside the library;
- Most users confusion resulting from any “bells and whistles” beyond E-gov services;
- These tools are blocked on library PCs by their local government; and
- Two librarians said they would not be able to use them.

Although Web 2.0 and social networking applications could be utilized to facilitate E-government services and resources, the skill sets of E-government users and some librarians may dissuade adoption of these applications.



**Figure 3. E-government contact librarians’ and working group librarians’ responses to the inclusion of Web 2.0 and social networking applications.**

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Responses to the questions about government collaborations and related considerations varied among librarians. Ideas for how government could participate in the web portal broke into two categories: direct involvement and indirect involvement. The librarians mentioned several indirect ways government agencies could participate in the web portal by making their own online services more accessible, functional, and user friendly. In other words, government agencies should not have online services that are “mind numbingly hard” to use and these agencies could create their own online tutorials to help users. Others mentioned that government agencies could provide a link back to the statewide E-government web portal and make their staff and users aware of the portal through handouts. Direct involvement for government agencies may include personnel to assist users through the online services at the library and/or to train librarians and users in the library on the services available, eligibility, and how to apply via webinars or face-to-face.



All but one of the 13 interviewees had collaborated with a government agency. Collaboration was considered anything from including government agency links on a library's website to offering trainings. Several libraries offer space for agencies to meet and train. Librarians also discussed past trainings they developed for users with assistance from government agencies. The librarians mentioned having partnerships with health clinics, voter registration, Heart of Florida (<http://www.hfuw.org/>), Workforce Alliance (<http://www.workforceflorida.com>), county clerk offices, Sunbiz (<http://sunbiz.org/>), and the local comptroller. In addition to the named collaborations and partnerships, all libraries have the *de facto* collaboration of having public access to the Internet and librarians to assist the users sent from government agencies to the library for access to online services.

The following statement illustrates the gap between what agencies think libraries do and what they actually do, “she [a local DCF person] gave us 30 [handouts] for 15 branches; we serve 15,000 people a day... that is too small a number and we will not pay for copies.” Even in this context, librarians offered several collaboration strategies that include communicating to the government agencies the needs of librarians when assisting Florida residents. Several mentioned that government agencies could perform trainings via statewide webinars for librarians and agency representatives would be the best to train librarians on their agencies' forms, residents' eligibility, and other issues related to E-government.

“We pay for their T1 lines” is a comment that captures the sentiment that several librarians feel about subsidizing E-government services and resources without assistance. A few librarians fear that more active collaborations with government agencies will result in librarians doing even more work without compensation for their infrastructure and staff time. Many suggested that libraries share all the documents, trainings, and other instruments that libraries have built with government agencies to illustrate their level of involvement and the need for these tools to assist users with E-government services. All librarians commented that any collaboration strategy would involve not only the libraries “being at the table” and getting involved with government agencies, but also government agencies seeing what is involved with assisting Florida residents, especially “those that are too old to see the keyboard.”

Several constraints were listed by participants as constraints to web portal success, including time limits, number of workstations, low computer literacy, confidentiality, marketing of the web portal, and the myriad issues discussed in previous questions. The most frequently mentioned constraint to success of the web portal was access. To access the Internet, workstations must be available and some libraries require a library card to access any available workstations. Workstations also have time limits that often do not allow users enough time to finish lengthy E-government tasks. Librarians suggested having some specified E-government terminals and flexibility on the time limits to overcome this constraint; however, better connectivity and more workstations would be required due to demand already exceeding the number of workstations at many libraries.

Most interviewees also highlighted the low computer literacy of their users. One librarian observed that “tech experience goes down as a users' need for help goes up.” The issues related to low computer literacy combined with insufficient infrastructure complicate software and browser compatibility issues, which may arise from a flashy web portal. “We need

more low tech” said one librarian. The low computer literacy also affects the burden on staff to help those users that do not have the skills.

The staff assisting users also needs training because many do not have a clear understanding of issues surrounding confidentiality or eligibility. Although many staff assists users, both user and staff are unaware of the legal aspects of the E-government interaction. The adage that “you can’t give advice” leaves librarians in a difficult position because many users do not understand this stance of assisting patrons with locating information, but not helping them decipher the information that is found.

Three librarians mentioned the constraint of marketing the web portal. Although this was a small number of those interviewed, many interviewees were already very aware of E-government and those around the state that do not attend E-government working group meetings might not know the web portal exists. Success of the web portal would involve some advertising to let librarians know about the web portal and how to navigate it. The publicity constraint is something to consider because as one librarian put it, “if no one knows about it who cares.”

### *Focus Group and Field Review Testing with Undergraduates*

The focus group and field review with undergraduates was conducted to gain feedback to determine the possible content, organization, and design factors for the statewide E-government web portal. The following sections describe the method and findings for the focus group and field review questions. Findings were reported in the aggregate.

#### Method

Undergraduates were recruited through a convenience sample of students in the College of Communication and Information with an explanation of the project and the incentive of lunch to participate. Four undergraduates responded and were given the focus group and field review questions after receiving consent from each participant (see Appendices B, D, and E). The focus group and field review was recorded, transcribed, and the following findings result from aggregating trends in the responses from the focus group. After each of the students viewed and used the Pasco County Public Libraries’ E-government Tools page (<http://pascolibraries.org/egovtools.shtml>) for 10 minutes, the focus group questions began. When the focus group questions were completed, the users individually completed the field review testing.

#### Findings

Key findings related to the focus group include:

- Remove the moving image directory;
- Organize the web portal by need;
- Add a search feature;
- Provide contact information to direct users to the agencies;
- Replace the current FAQ; and

- Include more videos.

The first focus group question asked the undergraduates how they would change the current web portal's design. The feedback provides some ideas related to usability taught in courses at the College of Communication and Information. A few points are listed below:

- Removing the picture and moving vertical text with clearly marked buttons that have horizontal text;
- Bolder, larger font will help;
- Reduce white space on the page and add links or other content; and
- Add a search feature.

In response to how the undergraduates would change the current web portal's organization, one student pointed out that there seemed to be duplication in the categories. The undergraduates felt the users should be able to find what they need to do and fill out their forms without the extra material related to how to use a computer. The undergraduates reinforced their opinions that the page should be organized to direct users to their actual needs and reduce the other elements of the page.

The undergraduates were then asked how they would change the current web portal's content. The content comments are listed below:

- Provide contact information to direct users to the agencies;
- Replace the current FAQ with an FAQ concerning questions about the web portal and the current FAQ content should be moved to tabs related to corresponding content. As is, the current use of FAQ is a misuse in web design; and
- Include more videos to show users how to use actual E-government resources and reduce reading.

Overall, undergraduates encouraged the designers to remove any jargon and keep all text simple.

The undergraduates were confident they would never need to use the page. Most said they would have enough skills to utilize MyFlorida.com or another resource. The participants felt they could start at the E-government resources because the page just sent you to those other online resources anyway. The field review findings show that undergraduates differed from librarians in their assessment of the page by providing lower scores.

Figure 4 shows the scores from undergraduates compared to all librarians. The raw scores do not provide insight into issues with the page; therefore, some of the comments related to these questions were provided above to augment the numbers. "This site was not simple to navigate for an IT major" was a comment that matched all of the undergraduate students' opinions. The undergraduates had concerns that those who "never owned a computer" would have trouble navigating the page despite their ease of use.

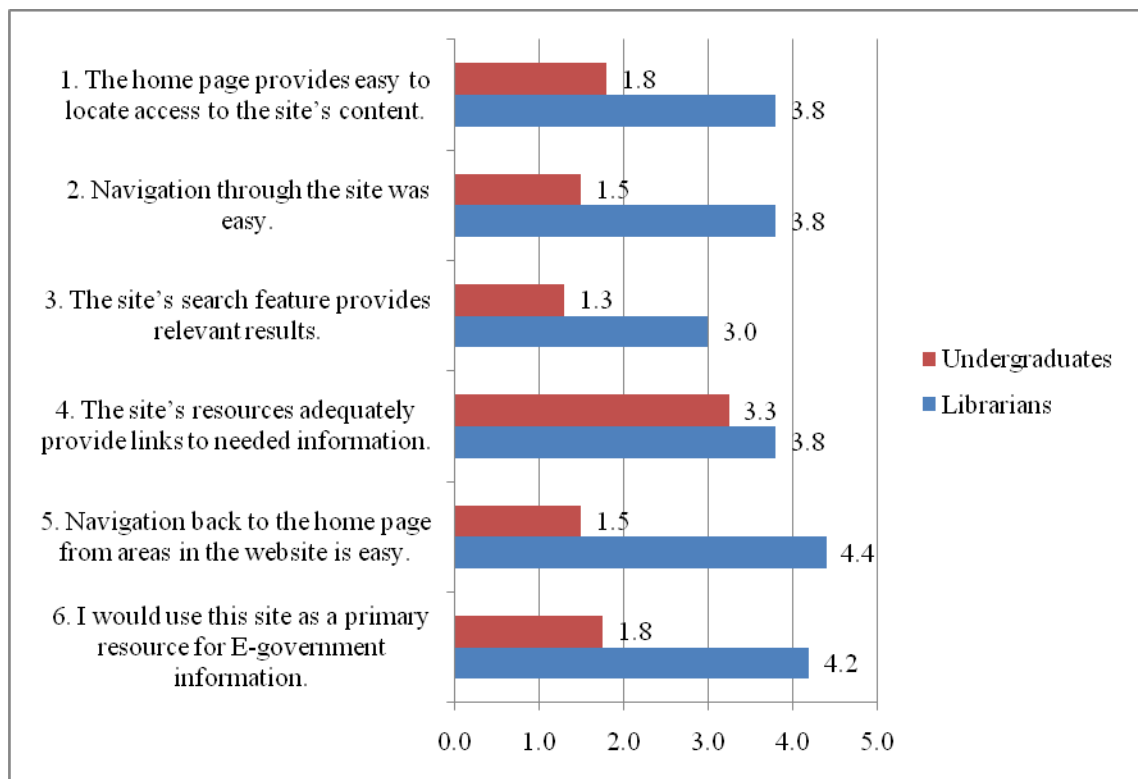


Figure 4. Results of field review testing for undergraduates and librarians.

### Internal Website Review

The Internal website review provided usability, functionality, and accessibility testing of the Pasco County Public Libraries' E-government Tools page (<http://pascolibraries.org/egovtools.shtml>).

### Method

This testing was performed by an expert user and not a typical E-government user. Usability involved navigation of the site to desired content and tracking issues. Functionality is the degree to which all aspects of a website are functional and operate properly. Functionality testing helps assure that a system performs as expected, or that it works. This testing ensured that the page is delivering the intended services and capabilities that are needed by the targeted population of users. Accessibility is the level at which a technology can be used by individuals with disabilities. Accessibility testing is particularly important for E-government resources because many seniors have disabilities including visual, hearing, and mobility impairments that impact the ability to use Web-based materials and access these critical services. All results are based on accessibility testing conducted April 29, 2010. Categories of evaluation include checking for accessibility friendly features such as menu-driven selections, testing policy, accessibility statement, and compatibility with assistive devices used by individuals with

disabilities. Members of the study team conducted the accessibility testing (see Appendix F for the accessibility test instrument).

### Findings

Usability testing found that navigation through desired content areas via the main image toolbar and embedded links was effective and efficient. Navigation features to enhance users' navigation between web pages and back to the tools page were examined and no major problems were found. Embedded links in content areas were found to be easy to locate and led directly to content. The navigation issues, also mentioned by the undergraduates and some librarians, are related to the moving tabs of the main image directory and how they could be problematic for those new to a mouse and also that several pages required excessive scrolling to view all information on those pages. Another design recommendation includes removing excess white space from the pages.

For the tools page, functionality testing included a systematic assessment of every link within the E-government Tools page. All results are based on functionality testing conducted April 15, 2010. Overall, results of the functionality assessment found that all links from the main image navigation toolbar, quick links, and other navigation features are functional and operate as they should.

It was found that generally, the page does a great job of meeting accessibility standards. Text, links, tables and text boxes, HTML code and CSS all readily accommodate screen enlargement. A page check with Cynthia Says (<http://www.contentquality.com>) revealed one failure—an IFRAME element did not contain element content (Line: 418, Column: 13). It is recommended that future pages do not rely on Flash because in large fonts, it is difficult to use and as much content as possible should be available in text format.

### *Review of Selected State and Federal E-government Resources and Services*

The needs assessment included a review of selected state and federal E-government resources and services for possible inclusion in the statewide E-government web portal. Only state and local resources and services were reviewed due to the inability for the study team to review all local resources for the 67 Florida counties and hundreds of individual cities. The following discusses the methods and findings of the review.

### Method

The resources selected derive from Pasco County Public Libraries' E-government Resources page (<http://pascolibraries.org/egovt.shtml>) and the programs and services mentioned during interviews with librarians. Some overlap occurred and findings provide a list of the resources mentioned. The list does not include local resources because of the timeline of this project and because some Florida counties do not have an electronic presence.

Findings

Many librarians said the web portal should include any state program or as one respondent put it “every government department at every level” and several services were mentioned by name. Although a comprehensive list would provide a complete inventory of state and federal resources and service, the sheer volume would duplicate the current unwieldiness of the current deployment of E-government. Tables 2 and 3 provide lists of state and federal E-government resources and services, respectively.

**Table 2. Selected State E-government Resources and Services.**

Resource or Service	Description	Pasco's page	Interview mention
Access Florida ( <a href="http://www.myflorida.com/accessflorida/">http://www.myflorida.com/accessflorida/</a> )	Apply for food stamps, temporary cash assistance, and Medicaid; report changes to your case; check your case/benefit status	*	*
Business Licenses ( <a href="https://www.myfloridalicense.com/dbpr/index.html">https://www.myfloridalicense.com/dbpr/index.html</a> )	Apply for a business license; renew a license; search for a license or registration; find exam information; search for food and lodging inspections	*	
Child Care Licensing ( <a href="http://www.dcf.state.fl.us/childcare/licensing.shtml">http://www.dcf.state.fl.us/childcare/licensing.shtml</a> )	Apply for a child care license; licensing requirements; locate a licensing contact	*	
Corrections Offender Network ( <a href="http://www.dc.state.fl.us/ActiveInmates/">http://www.dc.state.fl.us/ActiveInmates/</a> )	Locate offenders in the State of Florida		*
Department of Highway Safety & Motor Vehicles ( <a href="http://www.hsmv.state.fl.us/">http://www.hsmv.state.fl.us/</a> )	Renew driver's licenses and vehicle registrations; change addresses for driver licenses and vehicle registrations; request a duplicate license or identification card; complete a driver license application online; make driver license appointments; report a traffic crash	*	
Department of Revenue – Taxes & Child Support ( <a href="http://dor.myflorida.com/dor/">http://dor.myflorida.com/dor/</a> )	File and pay taxes and fees; apply for child support services; modify a child support order; calculate child support payments; pay child support online	*	
Division of Corporations ( <a href="http://www.sunbiz.org/">http://www.sunbiz.org/</a> )	Access filed information on corporations, limited liability companies, fictitious name registrations, partnerships, trademarks, and liens; download filing documents; file online	*	
Family Law Forms ( <a href="http://www.flcourts.org/gen_public/family/forms_rules/index.shtml">http://www.flcourts.org/gen_public/family/forms_rules/index.shtml</a> )	Family law forms approved by the Florida Supreme Court for use by the public; includes forms for use in dissolution of marriage, child custody, child support, domestic violence cases and name changes	*	
Florida Division of Elections ( <a href="http://election.dos.state.fl.us/voter-registration/voter-reg.shtml">http://election.dos.state.fl.us/voter-registration/voter-reg.shtml</a> )	Register to vote		*

**Table 2. Selected State E-government Resources and Services (continued).**

Resource or Service	Description	Pasco's page	Interview mention
Florida KidCare ( <a href="http://www.floridakidcare.org/">http://www.floridakidcare.org/</a> )	Offers health insurance for children from birth through age 18		*
Florida Offender Search ( <a href="http://www.dc.state.fl.us/inmateinfo/inmateinfo/menu.asp">http://www.dc.state.fl.us/inmateinfo/inmateinfo/menu.asp</a> )	Search current inmate population, supervised population (i.e. probation), and inmate release databases	*	
Florida Teacher Certification Examination (FTCE) ( <a href="http://www.flboe.org/asp/ftce/">http://www.flboe.org/asp/ftce/</a> )	Examination dates, locations and registration requirements; score reports; purchase test preparation guides online	*	
Homeowners Insurance – Shop & Compare ( <a href="http://www.shopandcompare.com/">http://www.shopandcompare.com/</a> )	View a list of insurers who have written policies in specific Florida counties; contact information for insurance companies	*	
MyFlorida ( <a href="http://www.myflorida.com/">http://www.myflorida.com/</a> )	Web portal for the state government; links to state agencies and services; comprehensive list of frequently asked questions	*	
State of Florida Employment – People First ( <a href="https://peoplefirst.myflorida.com/logon.htm">https://peoplefirst.myflorida.com/logon.htm</a> )	State employment openings; online and printable applications	*	
Unemployment Compensation ( <a href="http://www.floridajobs.org/unemployment/index.html">http://www.floridajobs.org/unemployment/index.html</a> )	File an unemployment claim or appeal; report unemployment compensation fraud	*	*
Vital Statistics ( <a href="http://www.doh.state.fl.us/planning_eval/vital_statistics/index.html">http://www.doh.state.fl.us/planning_eval/vital_statistics/index.html</a> )	Request birth certificates, death certificates, marriage certificates, and dissolution of marriage (divorce) certificates; links to county health departments; link to requesting records from other states	*	

**Table 3. Selected Federal E-government Resources and Services.**

Resource or Service	Description	Pasco's page	Interview mention
2010 Census ( <a href="http://2010.census.gov/2010census/">http://2010.census.gov/2010census/</a> )	Includes information on the 2010 Census		*
Bankruptcy Forms ( <a href="http://www.uscourts.gov/bkforms/index.html">http://www.uscourts.gov/bkforms/index.html</a> )	Required forms for use in filing bankruptcy cases; forms manual includes instructions	*	
Centers for Medicare & Medicaid Services ( <a href="http://www.cms.gov/home/medicaid.asp">http://www.cms.gov/home/medicaid.asp</a> )	General information concerning Medicare and Medicaid services		*
Federal Government Grants ( <a href="http://www.grants.gov/">http://www.grants.gov/</a> )	Find grant opportunities; apply for grants; track an application	*	



**Table 3. Selected Federal E-government Resources and Services (continued).**

Resource or Service	Description	Pasco's page	Interview mention
Federal Income Tax/IRS ( <a href="http://www.irs.gov/">http://www.irs.gov/</a> )	Printable income tax forms, instructions and publications; links to e-file providers; find out the status of a tax refund; apply online for a payment plan; frequently asked questions	*	
Federal Inmate Locator ( <a href="http://www.bop.gov/iloc2/LocateInmate.jsp">http://www.bop.gov/iloc2/LocateInmate.jsp</a> )	Search feature for federal inmates incarcerated from 1982 to the present; instructions for locating inmates incarcerated prior to 1982; information on visiting inmates in federal prisons	*	*
Free Application for Federal Student Aid (FAFSA) ( <a href="http://www.fafsa.ed.gov/">http://www.fafsa.ed.gov/</a> )	Check deadline dates; apply online; check status of applications; make corrections to a submitted application; view and print student aid reports	*	
Forms.gov ( <a href="http://www.forms.gov/bgfpportal/main.do">http://www.forms.gov/bgfpportal/main.do</a> )	The U.S. Government's official hub for federal forms; searchable by form name or by government agency	*	
Government Benefits ( <a href="http://www.govbenefits.gov/govbenefits_en.portal">http://www.govbenefits.gov/govbenefits_en.portal</a> )	Information on over 1,000 benefit and assistance programs; prescreening questionnaire for potential eligibility for benefit programs	*	
Passports & Visas ( <a href="http://travel.state.gov/">http://travel.state.gov/</a> )	Apply for and renew passports; check the status of a passport application; foreign travel requirements; information on visas for foreign citizens; travel warnings	*	
Recovery.gov ( <a href="http://www.recovery.gov/">http://www.recovery.gov/</a> )	The American Recovery and Reinvestment Act will be carried out with full transparency and accountability -- and Recovery.gov is the centerpiece of that effort.	*	
Specially Designated Nationals List (SDN) ( <a href="http://www.ustreas.gov/offices/enforcement/ofac/sdn/sdnlist.txt">http://www.ustreas.gov/offices/enforcement/ofac/sdn/sdnlist.txt</a> )	List of blocked persons (used to determine who is able to purchase heavy machinery and vehicles)		*
USA.gov ( <a href="http://www.usa.gov/">http://www.usa.gov/</a> )	The official web portal for the United States Government; provides links to government information by topic, by audience, and by agency	*	
USAJOBS ( <a href="http://www.usajobs.gov/">http://www.usajobs.gov/</a> )	Official job site of the Federal Government; view job openings; apply for jobs; create and store a resume	*	
U.S. Citizenship and Immigration Services ( <a href="http://www.uscis.gov/portal/site/uscis">http://www.uscis.gov/portal/site/uscis</a> )	File online; determine case status; renew permanent resident card; downloadable forms; fee schedules; request forms by mail	*	
U.S. Copyright Office ( <a href="http://www.copyright.gov/">http://www.copyright.gov/</a> )	Copyright basics; search copyright records; how to register a work; how to record a document; preregistration	*	
U.S. Patent & Trademark Office ( <a href="http://www.uspto.gov/">http://www.uspto.gov/</a> )	How-to guides; inventor support; patent and trademark searches; patent and trademark tracking	*	
Vital Records ( <a href="http://www.cdc.gov/nchs/w2w.htm">http://www.cdc.gov/nchs/w2w.htm</a> )	Where to write for vital records; contact information for individual states' offices of vital records and websites where available	*	



Several librarians mentioned that each library should include local government resources and services because several programs are only offered locally and not included in these tables. Local government resources and services mentioned include county clerks and comptrollers. Organizations not affiliated with government agencies, but related to the provision of social services were also mentioned and include the United Way's Heart of Florida/211 ([http://www.hfuw.org/United\\_Way\\_2-1-1.php](http://www.hfuw.org/United_Way_2-1-1.php)) and the Workforce Alliance in several locations around the state.

### *Key Findings from the Needs Assessment*

The needs assessment included interviews and field review testing with librarians and a focus group and field review testing with undergraduates, an internal Information Institute website review, and a review of selected state and federal E-government resources and services for possible content and resources that may be of use to the statewide E-government web portal. This section includes the key findings from the overall needs assessment. Key findings include:

- The web portal should be designed for those with basic needs and basic skills.
- The majority of interviewees and focus group participants thought the web portal would be best organized by the needs of users.
- Almost all librarians and undergraduates thought that the page should have a search feature.
- Many participants thought the flashy, moving, vertical text, and interactive components are an attractive visualization, but not practical for navigation because some users with low computer literacy or any visual impairment. This website review also recommended that future pages should not rely on Flash because at large fonts it is difficult to use and as much content as possible should be available in text. In addition, some areas with slow connectivity may not have speeds or up-to-date browsers that could handle any type of "moving parts" or videos.
- Almost all librarians thought a demo of the web portal would be sufficient for training and most preferred a webinar delivery of that training.
- The focus group undergraduates found the current FAQ confusing and some users may also be confused that the page's FAQ is an FAQ bank of E-government questions and not FAQ about the web page.
- Many of the services and resources listed on the current page and those mentioned by librarians should be included in the web portal.

The needs assessment key findings detail feedback from librarians, undergraduates, and an expert review. The following recommendations based on these key findings may influence the development of the statewide E-government web portal.

### *Recommendations Based on the Needs Assessment*

A few recommendations result from the needs assessment. Based on comments from librarians and undergraduates, the overall content, organization, and design of the web portal should keep the users in mind and acknowledge their basic needs and basic skills. Also, Flash or other attractive visualizations should be limited because of low computer literacy and visual

impairment of users, and the software and connectivity issues of several public libraries in the state. Other recommendations include:

- Organize the web portal by needs;
- The web portal should have a search feature;
- Reduce white space on pages;
- A brief overview webinar to demo the portal is sufficient for training;
- Utilize FAQ in a traditional way;
- Continue to follow accessibility standards; and
- Include many of the services and resources already on the Pasco website and a those mentioned by librarians interviewees.

These recommendations are based upon needs assessment key findings. Although several considerations will be made in the creation of the statewide E-government web portal, these simple recommendations should assist in refining the current E-government web page into something usable for users and librarians.

### **Task 2: Evaluation of LSTA-funded E-government Programs and Statewide E-government Reporting**

The purpose of this task is to develop a statewide evaluation strategy for all the LSTA-funded E-government awards the State Library & Archives of Florida (State Library) has made for 2009-2010 using LSTA funds and a statewide E-government reporting mechanism for evaluating the contributions made by public libraries towards facilitating E-government. The task activities included collecting descriptions of the projects, creating a handout of the projects, presenting these projects at the FLA Conference, determining component indicators, choosing statewide E-government reporting questions, and reviewing all findings with staff from the State Library. This section includes the activities related to the development of a statewide E-government evaluation strategy.

#### *Handout of the Florida LSTA E-government Programs*

On April 7, 2010, a handout was disseminated to 40 attendees at a presentation at the FLA Conference. Karen Brown from the State Library, all project leaders, and Information Institute staff developed and designed the handout for dissemination at the presentation (see Appendix A). For additional detail about the eight LSTA-funded E-government programs in Florida public libraries please contact each project's contact person (see Appendix A). Comments and questions from the audience during the presentation provided feedback related to the challenge of collecting E-government data. For those LSTA-funded projects, creating the handout afforded an example of the challenges and opportunities related to collecting data in an effort to evaluate these projects. The following section provides a discussion and table of potential component indicators of the LSTA-funded E-government programs.

*Component Indicators of LSTA-funded E-government Programs*

During development of the handout distributed at the FLA Conference, lessons were learned about the feasibility of collecting E-government service provision indicators on a comprehensive basis. Several component indicators emerged across all LSTA-funded E-government programs from feedback and review of LSTA applications. Table 4 provides a list of potential component indicators (both those found in all programs and unique ones), examples of the component indicators, and the contact information required by those LSTA-funded E-government programs.

Each LSTA-funded program could evaluate its individual project with an outcomes assessment utilizing some of these indicators; however, the State Library would benefit from the creation of a mechanism for evaluating the contributions made by public libraries towards facilitating E-government. Based upon meetings with staff of the State Library, the study team will create evaluation templates for the eight LSTA-funded projects and receive further feedback on these templates. Any data collection mechanism, such as the template, would include questions to collect some standardized component indicators listed in Table 4.

**Table 4. Potential Component Indicators, Contact Information, and Examples.**

<b>COMPONENT INDICATORS</b>	<b>EXAMPLE</b>
<i>Project name</i>	Project and Partnership Branch Library and E-Government Services
<i>Contact information</i>	
Contact Person	Sol M. Hirsch
Contact Person's Title	Library Director
Library System	Alachua County Library District
Contact address	401 E. University Ave. Gainesville, Florida 32601
Phone	352 334-3910
Fax	
Website	<a href="http://www.aclib.us">www.aclib.us</a>
Contact Person's e-mail	<a href="mailto:shirsch@aclib.us">shirsch@aclib.us</a>
<i>Narrative</i>	The Alachua County Library District (ACLD) is involved in a collaborative project with the Partnership for Strong Families, Department of Children and Families, Casey Family Programs and United Way that is focusing on families in the 32609 zip code area of northeast Gainesville. The 32609 area has a high rate of need for family social services and the community is working together to create a place where people can get help in a comfortable, non-threatening, one stop, community based location. The library and the Partnership for Strong Families will share a facility and collaboratively offer programs involving many other organizational partners (list attached).
<i>Inputs</i>	
<i>Workstations</i>	Computers, laptops
<i>Internet access</i>	Wireless service
<i>FTE</i>	3.5 FTE: Library Manager, Library Assistant, Senior Library Specialist and Library Page, and Florida Works students and volunteers
<i>Contractual services</i>	Lease, hosting fees
<i>Library materials</i>	Books, DVDs
<i>Supplies</i>	Office supplies, printer
<i>Travel</i>	To trainings, workshops, and develop partnerships
<i>Trainings</i>	Materials and staff to deliver trainings

**Table 4. Potential component indicators, contact information, and examples (continued).**

<b>COMPONENT INDICATORS</b>	<b>EXAMPLE</b>
<i>Outcomes</i>	
Increased usage	Residents of 32609 have access to library services and E-government information not previously available Reduce travel costs for residents
Improve resident experience	Remove fear barriers for residents Increase satisfaction
Increased capacity	More workstations and laptops available for residents
Best practices	Create a model for a partnership between a library and another government agency in the provision of E-government services
Promote programs	Tours of the facility, presentations, and press releases
Trainings	Librarians and residents taught to use E-government services
Tools	Statewide E-government web portal, Service Seeker Discovery Engine
<i>Purpose</i>	
	Increase provision of E-government services
<i>Goals</i>	
	Improve access to E-government services (e.g., Create a library with multiple organizational partnerships in the 32609 zip code to increase access to E-government services for residents of the 32609 zip code)
<i>Objectives</i>	
	<i>Measures</i>
Increase library cards	Count of new library cards issued at the Library Partnership (e.g., 387 cards issued at the library, 161 from the 32609 area code; 186 persons indicated their “home” library as the Library Partnership; 36.28% increase of library cards issued to people in the 32609 zip codes)
Increase visits	Count visits (e.g., 16,983 visits in 3.5 months)
Benchmark the number of users report receiving the services they needed	Satisfaction (e.g., 87% surveyed indicated the library met their needs)
Increase circulation	Circulation records (e.g., increase of target “snuggle up” materials relating to parent education, health & safety, jobs, financial management and self help subjects)
Determine the types of reference questions asked	Count reference questions (e.g., keep logs or tally types of questions asked )
Calculate computer sessions	Track computer sessions Count laptop checkouts and laptop minutes
Decrease wait time	Calculate wait time (e.g., Percentage of users that get access in 0-5 minutes)
Deliver trainings	Count participants attending trainings Assess trainings (e.g., survey librarians receiving training) Count tutorials created
Measure the benefits to the community, families, and individuals served	Focus groups and interviews (e.g., collect stories related to improved access to E-government services)
Assess usage of web portal or tools	Web analytics

*Statewide E-government Reporting*

After meeting with staff of the State Library, it was determined that there are three possible approaches to conducting a statewide E-government reporting mechanism. First, an E-government service provision question or questions could be added to the annual statistical survey. Second, the state could mine data on Florida from the national survey for *Public Library*

*Funding and Technology Access Study 2008-2009.*<sup>2</sup> And finally, qualitative questions could be developed and deployed.

There are several considerations before implementing any or all of these options. The burden to library staff of additional questions or surveys is a barrier to participation, especially with library staff already stretched thin. Also, at FLA, the study team learned that few libraries that are not recipients of LSTA-funded E-government projects collect data specific to E-government services. Although E-government services lend themselves to multiple types of questions, the study team thought the most valuable questions were those that would allow libraries to 1) provide some response even if they did not rigorously collect E-government data and 2) assess which E-government roles and services are offered by public libraries and their quantities. The following possible question is from the national survey for *Public Library Funding and Technology Access Study 2008-2009*:

1. Please indicate the **e-government roles and services THIS LIBRARY BRANCH provides to its patrons on a regular basis**: (MARK ● ALL THAT APPLY)

<input type="radio"/>	Library staff provided assistance to patrons applying for or accessing e-government services (e.g., completing Medicare Part D forms; applying for licenses; accessing tax forms)
<input type="radio"/>	Library staff provided assistance to patrons for understanding how to access and use government Web sites (e.g., assistance navigating the Web site)
<input type="radio"/>	Library staff provide assistance to patrons for understanding government programs and services (e.g., helping users understand the programs such as Medicare Part D; immigration/residency requirements)
<input type="radio"/>	Library staff provided assistance to patrons for completing government forms (e.g., unemployment benefits, social services, filing immigration or visa forms)
<input type="radio"/>	The library developed guides, tip sheets, or other tools to help patrons use E-government websites and services
<input type="radio"/>	The library offered training classes regarding the use of government Web sites, understanding government programs, and completing electronic forms (e.g., U.S. Citizenship and Immigration Service InfoPass appointment system, State Children's Health Insurance Program -- SCHIP)
<input type="radio"/>	The library offered translation services for forms and service in other languages
<input type="radio"/>	The library partnered with government agencies, non-profit organizations, and others to provide e-government services
<input type="radio"/>	The library worked with government agencies (local, state, or federal) to help the agencies improve their websites and/or E-government services
<input type="radio"/>	The library had at least one staff member with expertise and skills in the provision of E-government services
<input type="radio"/>	The library did not provide e-government services to its patrons
<input type="radio"/>	Other (please specify):

More questions will be created and used as a starting point for further discussion with the State Library. The study team will seek assistance from the State Library to further specify the questions and potential deployment of questions.

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<sup>2</sup> <http://0-www.ala.org.sapl.sat.lib.tx.us/ala/newspresscenter/mediapresscenter/presskits/plftas09/plftas09.cfm>

### Summary

This portion of Task 2 determined potential component indicators for LSTA-funded E-government projects and drafted a question to assess E-government provision. A mechanism exists for statewide evaluation, with the annual statistics survey. For evaluating the eight LSTA-funded E-government projects, a survey or form that follows the potential component indicators will be developed for this project's final report. In the final report, the study team will continue to draft a statewide evaluation strategy and a means of assessing the LSTA-funded E-government programs.

### Task 3: E-government Service Roles at the Basic and Advanced Levels

Due to many federal, state, and local government agencies referring citizens to the public library for Internet access and help, public librarians have been drafted to serve as unfunded recruits in the provision of E-government services.<sup>3</sup> With the growth of E-government expected, this service role will grow in importance.<sup>4</sup> The following provides a review and revision of the E-government service roles by types determined and some detailed description of each type.

Based on the results of a broadband needs assessment performed by the Information Institute, E-government services provided by Florida public libraries include:

- Access to and assistance navigating E-government web sites;
- Assistance filling in forms and sending e-mails related to obtaining forms;
- Help writing employment letters and resumes, completing employment and unemployment applications, and search employment databases; and
- Locating government information such as hunting and fishing licenses, Florida Homestead exemptions, government assistance and grants, Medicare benefits, immigration and naturalization regulations, tax forms, and vital statistics, and so forth.<sup>5</sup>

Members of the study team developed an E-government service roles matrix in Table 5. This study reviewed the matrix. Detailing of these service roles will also derive from the LSTA-funded E-government projects. Staff from the State Library and a select few members of the statewide E-government working group reviewed the matrix and the study team will revise the visualization of the service roles as well as write detailed descriptions of the service roles during

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<sup>3</sup> McClure, C. R., & Jaeger, P. T. (2009). *Public libraries and Internet service roles: Measuring and maximizing Internet services*. Chicago: American Library Association.

<sup>4</sup> Bertot, J. C., Jaeger, P. T., Langa, L. A., & McClure, C. R. (2006). Public access computing and Internet access in public libraries: The role of public libraries in e-government and emergency situations. *First Monday*, 11(9), n.p. Retrieved February 17, 2010, from <http://www.uic.edu/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/1392/1310>

<sup>5</sup> McClure, C. R., Ryan, J., Mandel, L. H., Snead, J. T., & Bishop, B. W. (2009). *Needs assessment of Florida public library E-Government and emergency/disaster management broadband services*. Tallahassee, FL: Information Use Management & Policy Institute, College of Communication & Information, Florida State University. Retrieved February 17, 2010, from <http://ii.fsu.edu/Research/Projects/All/Projects-from-2009-to-1999/2009-Project-Details>

the next project period. Further review will lead to the service roles and descriptions at all levels for the final report.

**Table 5. E-government Service Roles Matrix.**

<b>E-Government Service Roles Matrix</b>		
	<b>High Level of Governmental Agency Involvement in E-Government</b>	<b>Low Level of Governmental Agency Involvement in E-Government</b>
<b>High Level of Library Involvement in E- Government</b>	<p><b>1 Advanced Services</b> Partnership Model Web Services model.</p> <p><i>Examples:</i> Active liaison efforts with local, state and federal governments. An integrated and collaborative environment among libraries, governmental offices and community agencies. Library and agency produce instructional materials and educational programs.</p>	<p><b>2 Library-Driven Services</b> Library meets Internet service demands, while actively seeking out and establishing E-government initiatives.</p> <p><i>Examples:</i> Library establishes educational programs to train patrons on use of E-Government websites. Library collects and disseminates informative pamphlets on E-government services, or instructions and accessing government assistance during such disasters as hurricanes.</p>
<b>Low Level of Library Involvement in E- Government</b>	<p><b>3 Agency Driven Services</b> Library responds as best it can to agency service demands, with some agency driven interaction in selected E-Government areas.</p> <p><i>Examples:</i> Agency provides and maintains an information kiosk in the library. Agency uses library as a community training center for classes on completing welfare or other aid forms. Agency refers customers to library for assistance.</p>	<p><b>4 Basic Services</b> Library responds to basic demands for Internet services from library users.</p> <p><i>Examples:</i> Assisting with E-Government questions on an as needed basis. Accessing E-Government websites Navigating websites to find information and forms Assisting with filling out forms. Basic level of computer and internet services and assistance. Training in computer use Obtaining and using email account Emergency assistance during times of disaster. Serving as a distribution center for supplies and information Providing shelter and physical aid.</p>

The following section details the next steps of the project to be completed and detailed in the final report (August 6, 2010).

### Next Steps

In the final few months of the project, the Information Institute will do the following activities related to the three tasks and the overall project:

- Task 1:
  - 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 templates for the LSTA-funded E-government programs and questions for statewide evaluation, and
  - Provide a summary evaluation of the overall E-government initiative;
- Task 3:
  - Analyze service role matrix feedback, and
  - Review/revise/update existing E-government service roles at all levels with detailed descriptions and revised visualization of the matrix; 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 6. The activities in Table 6, when completed, will be reported in the final report due August 6, 2010.



**Table 6. Key Activities Status and Timeline to Completion.**

<b>ACTIVITY</b>	<b>STATUS UPDATE</b>	<b>TIMELINE</b>
<i>TASK 1</i>		
1. Conduct usability/functionality/accessibility testing of the web portal, as of its status on July 1, 2010 –		
• Develop website expert review instrument to provide feedback on the completed web portal; and	On track to begin July 2010	<i>July 2010</i>
• Analyze website expert review data.	On track to begin July 2010	<i>July 2010</i>
<i>TASK 2</i>		
1. Test draft statewide evaluation/data collection strategy –		
• 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 June 2010	<i>June 2010</i>
2. Provide statewide evaluation/data collection of components of LSTA-funded E-government program –		
• Provide template for evaluation 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>
<i>TASK 3</i>		
1. Design a data collection schedule of appropriate methods to discover current best practices and detail the service roles –	On track to begin June 2010	<i>June 2010</i>
• Analyze feedback on service roles matrix.	On track to begin June 2010	<i>June 2010</i>
2. Detail drafted 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. Obtain ongoing feedback and suggestions from PCLC, State Library, and other knowledgeable staff.	Continues throughout project	<i>June – August, 2010</i>
2. Produce final report.	August 6, 2010	<i>August 2010</i>

## APPENDIX A

### A SUMMARY OF FLORIDA'S LSTA-FUNDED E-GOVERNMENT PROGRAMS, 2009-2010

April 7, 2010

The Information Institute produced this summary by working collaboratively with all other Florida public libraries with LSTA-funded E-government programs, and the State Library and Archives of Florida, via the *E-Government Services in Public Libraries Grant*. This program is funded under the provisions of the Library Services and Technology Act, from the Institute of Museum and Library Services, administered by Florida [Department of State](#), Division of [Library and Information Services](#). The Information Institute has been involved in a number of E-Government projects in recent years (see Appendix).

For additional detail about the eight LSTA-funded E-government programs in Florida public libraries projects please contact each project's contact person. The projects include:

- Alachua County Library District:
  - North Central Florida E-Government Services Project; and
  - Library Partnership Branch and E-Government Services
- Hialeah Public Libraries:
  - 3. e-government e-mpowerment
- New River Public Library Cooperative:
  - 4. Training, continued
- Orange County Library District:
  - 5. The Right Service at the Right Time: Navigating E-Government
- Panhandle Public Library Cooperative System:
  - 6. Mossy Pond E-Library
- Pasco County Library Cooperative (with FSU Information Institute):
  - 7. E-Government Services in Public Libraries; and
  - 8. Pasco County E-Government Initiative Continuing Year 3

The list is not comprehensive of all the E-government efforts in Florida as several entities offer E-government services and resources that are not currently LSTA-funded.

## **Alachua County Library District**

### *1. North Central Florida E-Government Services Project 2008-2009 and 2009-2010*

Be Astengo, Senior Library Manager, Adult Services  
Alachua County Library District  
401 E University Ave, Gainesville, FL 32601  
352-334-3930 phone  
352-334-3918 fax  
[www.aclib.us](http://www.aclib.us)  
[bastengo@aclib.us](mailto:bastengo@aclib.us)

In October of 2008, the Northeast Florida Library Information Network (NEFLIN) contracted with the Alachua County Library District to lead a project intended to discern the needs regarding E-Government services in the North Central Florida Region, then train library staff and provide support. Rural and economically challenged counties were seen as having the greatest need of assistance and were targeted for the grant. The library systems served by this grant were: Columbia County Public Library, Suwannee River Regional Library (serving Hamilton, Madison and Suwannee Counties), New River Public Library Cooperative (serving Baker, Bradford and Union Counties), Three Rivers Regional Library System (serving Dixie, Gilchrist and Lafayette Counties), Levy County Public Library System, Nassau County Public Library, Putnam County Library System and Flagler County Public Library.

An E-Government Project Team from the staff of the Alachua County Library District was selected to implement the project. The team visited all target library systems and spoke to staff in order to understand the needs and circumstances of the libraries. After needs were assessed, teams traveled and delivered 12 training slideshows to the 8 library systems with 53 library staff in attendance. Each county received a digital copy of the training in order to train other staff in the library systems.

Issues facing rural and economically disadvantaged libraries included training available staff, staffing levels, and infrastructure. The grant helped address infrastructure issues. Twenty-seven laptops were purchased to be used as dedicated E-Government services points for patrons. For the smaller library systems we were able to purchase 1 laptop per location was provided. For the larger library systems, such as Suwannee, the grant provided as many laptops as the budget allowed. Laptop cases, USB drives and security cables were also purchased. Each library system received a computer tutorial for beginners. The idea was that the E-Government laptop could be used to help patrons become computer literate. The team also created and delivered an E-Government brochure that was printed up and delivered to each county. The brochure gave patrons information on what items/information they need to when applying for food stamps, unemployment or employment.

For fiscal year 2009-2010, the E-Government service project was funded again, in order to provide follow through assistance and support for the target libraries. The goals for this project include:

- 1) Ensure the use of E-Government laptops and facilitate use if needed;
- 2) See if additional laptops are needed; and
- 3) Provide additional hands on training and support for E-Government for staff.

*2. Project and Partnership Branch Library and E-Government Services*

Sol M. Hirsch  
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401 E. University Ave.  
Gainesville, Florida 32601  
352 334-3910  
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The Library Partnership is a collaboration among Alachua County Library District (ACLD), the Florida Department for Children and Families (DCF), its local lead agency, The Partnership for Strong Families (PSF), the Casey Family Program, and approximately 30 social service agencies working through PSF. The project was initially designed to reduce the number of children removed from homes due to neglect or abuse. Working with the Casey Family Program, DCF and PSF looked at the traditional concept of a neighborhood resource center where social service agencies rotate staff through one facility to assist families in need of support.

Concurrently, the library district was looking for a library presence in the same geographic area. ACLD learned about the project and DCF/PSF desire to have a partner for their venture. From the PSF/DCF side, collaboration with the public library masked any stigma attached to one entering a facility designed just for social service aid. From the ACLD perspective, the venture provided an opportunity to reach new library users coming to the facility for social service meetings.

The Library Partnership expanded the traditional library role ACLD provides in E-government services. By sharing space with service providers and having regular dialogue, ACLD staff and social service partners provide coordinated and complementary services to meet a client's full needs. Many social service workers were unaware the extent to which libraries provide this level of assistance.

The scope of services now reaches beyond foster care issues. As word spread about The Library Partnership, other agencies, including faith-based and local governments, that provide health services, rent and utility subsidies, legal services, tax assistance, substance and domestic abuse counseling, etc. now provide services at this location. The Library Partnership has been used as a distribution point for a back to school clothes drive, food distribution, a book drive to build home libraries, and as a collection point for a weekend backpack food program for elementary school children in the free lunch program.

## Hialeah Public Libraries

### *3. e-government e-empowerment*

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The City of Hialeah Library Division's "e-government e-empowerment" project provides technology and e-government training to residents of the City of Hialeah. Hialeah is the second largest city in Miami-Dade and the fifth largest in the state with an estimated population of 206,931, an unemployment rate of 15.2% and where 94.4% of residents are of Hispanic origin, 72.11% are foreign born and 91.9% speak Spanish as a first language. A large percentage of the City's recent, low-income Hispanic immigrants need access to job-related services, government information and social assistance. The project includes upgrade of Wi-Fi access in the main library (JFK) and expansion of wireless connectivity to two branches, the Curtiss and West e-Libraries, that serve the most heavily populated and impoverished areas of the City. The project also provides laptops to make services available in separate and more discrete places within these three outlets.

The main library has been conducting bilingual e-government workshops in groups for several months. Individual and small group coaching is scheduled to begin on March 29<sup>th</sup>. The library also maintains dedicated sections of its blog with English and Spanish e-government resources.

## New River Public Library Cooperative

### *4. Training, continued*

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New River is in the second year of an LSTA grant to train adults to use computers and assist with e-government and job skills needs. In year one, equipment was purchased, a teacher hired, and classes developed. The mobile lab went to the libraries in three counties and trained

adults on basic computer use. Staff worked to assist people with e-government needs. Though it was hard to catch the people most in need some success was achieved. A webpage with links to government info, <http://www.newriver.lib.fl.us/online.htm> was developed. Working with Alachua County, training was provided for staff as well as handouts for users. The library developed policy for e-gov assistance and a print notebook for staff with copies of most used government forms.

In year two, basic computer training for adults continues. New components were added including intermediate classes and Job Skills with Learning Express, (see Learning Express link on New River webpage) to assist those looking for jobs with information to brush up on job skills. Assistance to those with e-gov needs is still provided. Working with Alachua County, laptops were provided for e-gov use to each library. Training on e-gov issues was provided to all staff at a recent staff day.

A link to class schedules are provided on New River webpage and thru Library Events link, <http://engagedpatrons.org/Events.cfm?SiteID=7766>

### Orange County Library District

#### *5. The Right Service at the Right Time: Navigating E-Government*

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The Orange County Library system (OCLS) project goal is to build a tool through which a service consumer, the “service seeker”, can answer an iterative series of questions to create a profile that seeks key matches to available government and public services as well as library resources. The tool will be called the “Service Seeker Discovery Engine” or SSDE. Without providing personal information (such as SSN), the user answers questions on factors such as status (marital, employment, citizenship), service need, age, preferred language options, etc. Based on responses to these questions this “interactive agent” matches needs, background and eligibility to the right service or resources.

We have issued an RFP for services for a software developer. The system will be built using Open Source tools and the source code will be freely available for review. Library staff are developing a project taxonomy and currently flow charting the entry into various services. When a developer is selected work will begin on the creation of the SSDE as well as the service provider records. We will develop a “provider council” to assist in the development of records for service providers and to help with beta testing of the product.

This product can help services seekers, potentially already overwhelmed by the challenges of E-Gov, to make the process more manageable. By the end of the grant period a fully developed interface for the public with ability to connect to services and library resources initially related to job searching and unemployment will have been developed. Staff will be

trained to assist. Open E-Gov sessions will be held to introduce service seekers to introductory computer skills as necessary and to the SSDE specifically. We hope to see a Phase 2 for further statewide applications should the funding be available.

## **Panhandle Public Library Cooperative System**

### *6. Mossy Pond E-Library*

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The Mossy Pond Library and Park will provide many learning and recreational opportunities for residents with a 3,500 square foot building, playground, picnic areas, hiking/nature trails, walking/bicycle trails, and a basket ball court. There is an identifiable Muskogee-Creek Indian population in the area. The park on completion will have a ceremonial fire circle and a sweat lodge. It is this juxtaposition of cultures, technology, books, rural-environment, and socio-economic levels that will make the provision of e-library service an exciting challenge.

The Mossy Pond Public Library is being developed as an e-library whose primary access to information, health, and economic services will be through the Internet. E-Services are anticipated to include overlapping components of workforce development, Social Security, Medicare, Medicaid, Adult and Family literacy, Food Stamp and Temporary Assistance to Needy Families, FEMA, Income Tax filing, Health Literacy, Social Networking, E-Government, E-Democracy, E-Commerce, and Distance Learning. These services will be made available to the 1,000 people living in Mossy Pond. It will take staff support to enable many of the residents to use the library and to feel comfortable with computers because of the high English and computer illiteracy. Forty-four percent (44%) of Calhoun County adults over 25 do not have a High School Diploma and 29% are considered functionally illiterate according to latest Florida Literacy Data & Statistics ([www.floridaliteracy.org](http://www.floridaliteracy.org)).

The Mossy Pond Public Library building is situated in the far Northwest corner of Calhoun County and is easily accessible to Bay County residents through Highway 231. It is anticipated that in the event of a multi-county disaster, such as a major hurricane, that this building will be heavily used by FEMA to serve both Calhoun and Bay County residents. The E-Library will be a major resource to these efforts. The library building will meet State of Florida criteria as a Hurricane Shelter. Interestingly, this will be the only building in the county that is certified as a Red Cross Shelter. It will also be the only county facility that will jointly provide services of the Public Library, the Health Department, Healthy Start, the Sheriff's Department, Voting precinct, and Department of Children and Families through on-site service provision and Internet Access. The Internet in the absence of service representatives will be the primary access point for families needing help and the only point of access for DCF or U. S. Government sites.

## Pasco County Library Cooperative

### *7. E-Government Services in Public Libraries (with FSU Information Institute)*

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Pasco County Library Cooperative (PCLC) and Florida State University's Information Institute (Information Institute) will conduct the following tasks for the E-Government Services in Public Libraries Grant.

1. Develop a statewide E-government web portal (PCLC)

This portal will include access to E-government resources and services; links to specific Florida and appropriate federal agency E-government resources and services.

The Information Institute will contribute the following to the web portal:

- Conduct Brief Needs Assessment -The Institute would build upon previous work conducted at the Institute as well as work in progress at Pasco County Library Cooperative and other public libraries in the state in determining the suggested content, organization, and design of a statewide E-Government Web Portal; and
- Usability/Functionality/Accessibility Testing for the Statewide E-Government Web Portal- Once the web portal is developed by Pasco County, the Information Institute will test the web portal

PCLC will contribute the following to the web portal: design, develop and initially deploy a statewide web portal. The web portal will include:

- An image of the state of Florida; each library or library system within Florida will have a hyperlink to that library's e-government web page, if available;



- Three Blogspot templates will be created for libraries that do not currently have E-government websites. These templates will be available for download. Once created these Blogspot pages can be linked to the web portal;
- A timeline of the web portal project development;
- A section dedicated to federal resource links and information;
- A section dedicated to Florida resource links and information; and
- A section dedicated for library professionals including a means for librarians to contribute and comment on the web portal.

2. Evaluate Florida Public Library E-Government Programs (FSU Information Institute)  
Develop a statewide evaluation strategy for all the various E-Government awards the State Library has made during 2009-2010.

The Information Institute will contribute the following to the Evaluation project:

Develop a statewide evaluation strategy for all the various E-Government awards the State Library has made for 2009-2010 using LSTA funds. The overall purposes of the evaluation are (1) to assist E-Government program participants fine-tune and improve program activities throughout the project and (2) to provide a means for completing an overall assessment of Florida public library E-Government programs.

PCLC will contribute the following to the Evaluation project:

PCLC liaison for this project will consult with the liaison from the State Library of Florida who will review and approve the Evaluation project.

3. Expand E-Government Service Roles for Public Libraries (FSU Information Institute)  
Expand and better specify the E-Government service roles originally developed by the Information Institute in the Needs Assessment of Florida Public Library E-Government and Emergency/Disaster Management Broadband Services in order to operationalize those service roles for practical application in public libraries.

The Information Institute will contribute the following to the Service Roles project:

- Review E-Government service roles at the basic and advanced levels;
- 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; and
- Specify and operationalize the E-Government service roles for practical application in Florida public libraries.

PCLC will contribute the following to the Service Roles project:

PCLC liaison for this project will consult with the liaison from the State Library of Florida who will review and approve the Service Roles project.

*8. Pasco County E-Government Initiative Continuing Grant Year 3*

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The Pasco County E-Government Initiative Continuing Grant Year focuses on enabling Pasco County residents to gain access to online government information and to learn the skills necessary to effectively utilize these E-government services. These goals are to be accomplished by:

- Providing E-government assistance to Pasco County residents by library public services staff in the library branches and through one-on-one appointments with the E-Government Services Manager;
- Offering E-government services and programs to the public in the library branches and at outreach locations and;
- Developing online multimedia tutorials.

During the first year, laptops were distributed to the library branches and training workshops for the public were conducted. During the second year, PCLC continued providing E-government services offered during the first year with the addition of outreach programs. PCLC developed E-government tutorials, blogs, and other tools, which can be accessed via the E-Government Tools page (<http://pascolibraries.org/egovtools.shtml>)

In recognition of the importance of sharing the challenges and successes of the E-Government Initiative, PCLC has been sharing best practices and lessons learned with other libraries statewide and nationally. Seminars were presented by PCLC at various library consortiums in Florida, at the State Library and Archives of Florida, and at Florida Library Association Conference 2009. PCLC also provided training materials to Webjunction (<http://www.webjunction.org/gi21-intro-egovernment/-/articles/content/91741367>) and to the American Library Association Committee on Legislation's E-Government Services Toolkit.

### Handout Appendix: Information Institute Selected E-Government Activities

The Information Use Management and Policy Institute (Information Institute)<sup>6</sup> 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. In 2006, the Institute published a paper describing the importance of public libraries in the delivery of E-Government services based on national survey data collected as part of the Public Library Funding and Technology Access Survey<sup>7</sup> (funded by the Bill and Melinda Gates Foundation).<sup>8</sup>

Other work, reported in *Library Journal* later in 2006 summarized the various challenges faced by public libraries in the delivery of E-Government services.<sup>9</sup> In December 2006, the Information Institute and American Library Association sponsored a national conference on the role of public libraries in E-Government presenting a national plan for action that was described in a 2007 report.<sup>10</sup> Recently, the Institute described strategies for libraries to provide more efficient, effective, and citizen-centered E-Government services.<sup>11</sup> This work was based, in part, on a 2008 study that summarized *Florida Public Libraries and E-Government: Services, Issues, and Recommendations*.<sup>12</sup>

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<sup>6</sup> <http://www.ii.fsu.edu>

<sup>7</sup> <http://www.ala.org/ala/aboutala/offices/ors/plftas/plfundingoverview.cfm>

<sup>8</sup> Bertot, J. C., Jaeger, P. T., Langa, L. A., & McClure, C. R. (2006). Public access computing and Internet access in public libraries: the role of public libraries in e-government and emergency situations. *First Monday*, 11(9), n.p. Retrieved April 21, 2009, from <http://www.uic.edu/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/1392/1310>

<sup>9</sup> Bertot, J. C., Jaeger, P. T., Langa, L. A., & McClure, C. R. (2006). Drafted: I want you to deliver E-Government. *Library Journal*, 131(13), 34-37. Retrieved August 12, 2009, from <http://www.libraryjournal.com/article/CA6359866.html>

<sup>10</sup> McClure, C. R., McGilvray, J., Barton, K. M., & Bertot, J. C., (2007). *E-Government and public libraries: Current status, meeting report, findings, and next steps*. Tallahassee FL: Information Use Management & Policy Institute, College of Information, Florida State University. Retrieved August 12, 2009, from [http://www.ii.fsu.edu/announcements/e-gov2006/egov\\_report.pdf](http://www.ii.fsu.edu/announcements/e-gov2006/egov_report.pdf)

<sup>11</sup> Bertot, J. C., Jaeger, P. T., & McClure, C. R. (2008). Citizen-centered E-Government services: Benefits, costs, and research needs. In S. A. Chun, M. Janssen, & J. R. Gil-Garcia (Eds.), *Proceedings of the 9th annual International Digital Government Research Conference* (pp. 137-141). Digital Government Society of North America. Retrieved June 15, 2009, from <http://www.ii.fsu.edu/~cmclure/publications/Citizencentered15March08.pdf>

<sup>12</sup> Gibson, A. N., Bertot, J. C., McClure, C. R., Mandel, L., & Snead, J. T. (2008). *Florida public libraries and E-Government: Services, issues, and recommendations*. Tallahassee FL: Information Use Management & Policy Institute, College of Information, Florida State University. Retrieved August 12, 2009, from [http://www.ii.fsu.edu/documents/reports/FL\\_Egov\\_2008Report.pdf](http://www.ii.fsu.edu/documents/reports/FL_Egov_2008Report.pdf)

**APPENDIX B**

**CONSENT FORM**

Development of Florida Public Library E-government Services

The Information Institute is collaborating with the Pasco County Public Library's E-government initiative, on a research project concerning Florida public libraries and their provision of E-government services and resources. The purpose of the project is to explore the factors related to the provision of E-government services through public libraries, increase the success of E-government service delivery via public libraries, and improve access to knowledge about E-government services and resources. This ten month project begins October 1, 2009 and July 31, 2010.

As a critical agent in the provision of E-government services and resources, we would like to solicit your help by inviting you to participate in a 15 to 30-minute interview or focus group or project website field review.

Your participation in this research project is **COMPLETELY VOLUNTARY**. Please be assured that all of your responses will be **KEPT CONFIDENTIAL** and any data collected from this interview will be reported in aggregate form. Only research team members involved in this project will have access to the data and encoded data will be kept on secure servers at the College of Communication and Information for a period of two years after the project ends.

There will be no cost to you from participation in the research. I understand that I may contact Dr. Charles R. McClure, Francis Eppes Professor by email at [cmclure@lis.fsu.edu](mailto:cmclure@lis.fsu.edu) for answers to questions about this research or about my rights. If you have questions about your rights as a subject/participant in this research, or if you feel you have been placed at risk, you can contact the Chair of the Human Subjects Committee, Institutional Review Board, through the Office of the Vice President for Research at (850) 644-8633. Additional information on human subjects can be found at the Office of Research Human Subjects Committee home page located at <http://www.research.fsu.edu/humansubjects/index.html>.

Please indicate your consent for the following:

I, \_\_\_\_\_ (your name), agree to participate in the above study.

Your Name: \_\_\_\_\_

Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## APPENDIX C

### INTERVIEW QUESTIONS

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?
9. Should the statewide E-Government web portal provide direct links to city and county websites throughout Florida?
10. What types of instructions (if any) would you like to see included in the statewide E-Government web portal?
11. What types of constraints exist to providing E-Government services via the statewide E-Government web portal?
12. What types of training would you need to improve E-Government service through the statewide E-Government web portal?
13. Anything else?

**APPENDIX D**

**FIELD REVIEW**

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

**APPENDIX E**

**FOCUS GROUP QUESTIONS**

QUESTIONS

Undergraduates will be shown on a laptop or GO on their own computers to <http://power.pasco.lib.fl.us/egovt.shtml>

1. How would you change the current web portal's design?
2. How would you change the current web portal's organization?
3. How would you change the current web portal's content?
4. Would you ever use the web portal?
5. How could the web portal change to increase your use of it?

APPENDIX F

ACCESSIBILITY TEST INSTRUMENT

Functional Requirement	Results	Comments
Do the appearance and function of the site comply with the accessibility principles mandated by Section 508 of the Rehabilitation Act by complying with W3C principles that:		
-Provides equivalent alternatives to auditory and visual content?	Yes No Somewhat	
-Does not rely on color alone?	Yes No Somewhat	
-Uses markup and style sheets and does so properly?	Yes No Somewhat	
-Creates tables that transform gracefully?	Yes No Somewhat	
-Ensures user control of time-sensitive content changes?	Yes No Somewhat	
-Ensures direct accessibility of embedded user interfaces?	Yes No Somewhat	
-Designs for device-independence?	Yes No Somewhat	
-Provides context and orientation information?		
-Provides clear navigation mechanisms?		
-Ensures that documents are clear and simple?		