iPAC
INFORMATION POLICY & ACCESS CENTER

PUBLIC LIBRARIES & E-GOVERNMENT

E-GOVERNMENT SUPPORT

TECHNOLOGY ACCESS
Public libraries offer free access to computers, broadband, and Wi-Fi

DIGITAL LITERACY
Public libraries offer a wide range of free computer and Internet use training

EXPERTISE
Public libraries offer expertise that helps people understand government

INFORMATION
Public libraries help people find and use government information
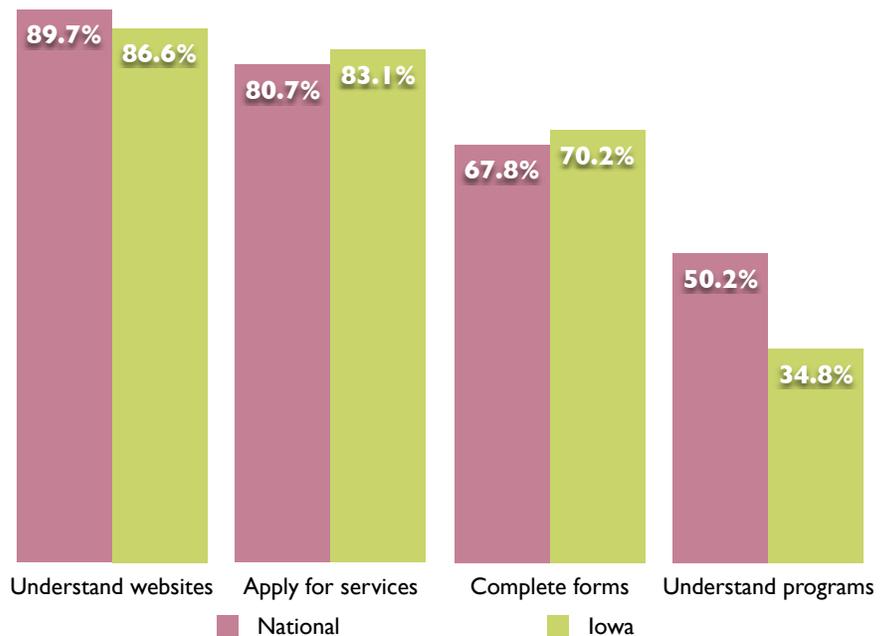
ASSISTANCE
Public libraries help people understand and use government websites and services

COMPLETE FORMS
Public libraries help people complete immigration and citizenship, social service, and other online forms

Public libraries provide a vital link between government and citizens. As government information, services, and resources become digital – in many cases, digital only – public libraries serve as critical community gateways to electronic government (E-government).

Libraries help people with E-government

	Understand websites	Apply for services	Complete forms	Understand programs
National	89.7%	80.7%	67.8%	50.2%
Iowa	86.6%	83.1%	70.2%	34.8%

The E-government roles public libraries play are particularly important for those who do not have high speed Internet or computer access, lack the technology skills or expertise, or have difficulty understanding and using E-government services.

Public Library Funding & Technology Access Study