iPAC

PUBLIC LIBRARIES & E-GOVERNMENT

E-GOVERNMENT SUPPORT

TECHNOLOGY ACCESS
Public libraries offer free access to computers, broadband Internet, and wireless Internet

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

EXPERTISE
Public libraries offer expertise that helps people understand government and government services

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, emergency benefit, and other online forms

Public libraries provide an essential 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).

96.6% Libraries help people apply for E-government services

70.7% Libraries help people complete E-government forms

91.8% Libraries help people understand and use E-Government Websites

82.4% Libraries report providing access to government information and services is important to their community

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

Public Library Funding & Technology Access Study