



# *New Librarianship Specialization in E-Government Information Services*

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## The Back Story, Part One

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- A digital world dominated by fluidity and process
  - Information resources directly to communities
  - Services delivered by collaborations
  - Technologies constantly changing
  - Combination and potential of technologies and services offers substantial new opportunities
    - Social technologies, mashups, and more
- A digital librarianship not dominated by physical collections still in transition
  - 97% of depository items are born digital
  - Separate documents departments or services disappearing
  - The preservation of born-digital resources still under development



## The Back Story, Part Two

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- Traditional Graduate Library Education
  - Initially focused on physical collections and items housed in a building
  - Bibliographic control dominated by print and paper formats
  - Public services limited by Geography/Time
  - Trained to be housed within an institution to serve a particular community
  - How does one deal with the fluidity and rapid changes of e-government outside the traditional approach



## From Gutenberg to McLuhan: the Medium becomes the Message

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- Future E-government librarians need to learn to practice within a complex set of organizational (inter and intra) relationships
- Continuum of providers, each with different scope, goals, objectives, and service demands
  - Public Agencies
  - Public Libraries
  - Academic Libraries
  - Non-Government Organizations
  - Google or other Information Services on the web



## Medium becomes the Message, Part 2

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- Need to prepare for service roles and expertise in this new context
  - Ranging from emergency response to providing assistance in using government services across thousands of government websites to accessing a range of printed material
  - Possession of collections no longer of central importance
  - Success of service depends on FINDING the information
  - And, bundling that found information with other value-added services
  - A library's community of users no longer defined by geography or more traditional institutional relationships



## Key Issues and Questions

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- All these technological and organizational shifts allow us to think about the political, social and economic relationships in a new light
- As e-government is increasingly the primary means by which governments reach out to inform individuals and communities:
  - Are future depositories just in case or just in time information services?
  - Is it useful -- any longer -- to consider government information librarianship in just terms of paper and print collections?
  - What form of institutional support, integration, structure should future e-government information librarians expect?
  - What will be the metrics, expectations and best practices of the new service models, if we are no longer limited by time, geography, or physical holdings?
  - What do we do about preservation challenges as limited paper/print resources must be shared between the demands of legacy paper/print resources and the ever changing digital environment?



## Key Issues and Questions

- What policies, laws, governance structures should be in place to inform, guide, and/or facilitate digital/e-government information to the public?
  - Though critical, not just Title 44
  - Any changes to Title 44 ought to consider this larger legislative/policy context



## Selected Policy Areas

<b>Policy Areas</b>	<b>Selected Relevant Policy Instruments</b>
Access and Social Inclusion	<ul style="list-style-type: none"><li>• Americans with Disabilities Act</li><li>• Executive Order 13166 – Improving Access to Services for Persons with Limited English Proficiency</li><li>• Individuals with Disabilities Education Act</li><li>• Section 504 of the Rehabilitation Act</li><li>• Section 508 of the Rehabilitation Act</li><li>• Telecommunications Act of 1996</li></ul>
Privacy, Security, Accuracy, and Archiving	<ul style="list-style-type: none"><li>• Children's Online Privacy Protection Act (COPPA)</li><li>• Federal Information Security Management Act (FISMA)</li><li>• Information Quality Act</li><li>• OMB Memo M-03-22</li><li>• OMB Memo M-04-04</li><li>• OMB Memo M-05-04</li></ul>
Policy and Governance	<ul style="list-style-type: none"><li>• E-government Act of 2002</li><li>• OMB Circular A-130</li><li>• Paperwork Reduction Act</li><li>• Various Copyright (Title 17 USC) and Patent &amp; Trademark (Title 35 USC) legislation</li></ul>



## E-government Librarianship

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- UMD E-government Librarianship Program, funded by IMLS
- Four key components:
  - **Coursework.** The coursework serve as the intellectual and conceptual basis for the evolving government information environment.
  - **Practice.** Through internships with the GIO program participants, students develop applied government information skills.
  - **Professional.** By bringing students together annually to attend the Fall Federal Depository Library Council meeting, students become familiar with the larger government information community and engage key issues in government information.
  - **Scholarship.** Through inclusion in the review and manuscript development process of *G/O*, students will publish government resource reviews, contribute to furthering scholarship in government information, and learn the publication process. The project principles will also work with students to publish manuscripts in key areas of government information and e-government.
- <http://cli.umd.edu/libegov>



## Specialized Coursework

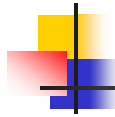
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- Information Policy
- E-government
- Planning and Evaluating Government Information Services
- E-librarianship
- Internships – GIO and possibly others such as GPO



## And There is More...

- In partnership with ALA, looking at library-government collaborations to provide e-government services
  - Recently awarded grant from IMLS to develop a web resource to help librarians provide e-government services to their users
    - GPO, IRS, USCIS
    - 5 State Library Agencies
    - Multiple libraries
    - GIO
- Looking to build future education, collaboration, and practice



## Concluding Comments

- Building a new professional – e-government librarian
  - The idea of Civic Information Service – its not about the sources of information, but what the sources of information tell communities about their governance structures
  - Built on these century-old traditions of government documents librarianship
    - Professionalism
    - Expertise
    - Collaborative
  - Learning the practice of bundling found information with other value-added services (i.e. data.gov initiative from Free Government Information)
  - Designed to work/change within an evolving e-government context that requires new skills, approaches, and an awareness of the complexities of the service environment