E-GOVERNMENT INTRODUCTION

This is taken from State and Federal E-Government in the United States, 2007 by Dr. Darrell West, Brown University, Taubman Center for Public Policy, published August 2007

* 86% percent of state and federal websites have services that are “FULLY EXECUTABLE PERSONAL OR BUSINESS ONLINE TRANSACTIONS”. 58% websites have three or more services, 13% have two services, 15% have one service, and only 14% have no services. Term to remember here: “FULLY EXECUTABLE ONLINE,” a phrase that you will see increasingly if your library offers E-government resources and services. It is The Gold Standard of E-government.

* 56% of government websites are written at a 12th grade reading level, BUT the reading level of the average American is 8th grade or lower. Idea to remember here: THE PROBLEM THIS CREATES MAY BECOME PART OF OUR JOB SECURITY AS LIBRARIES BECOME THE “INFORMATION SAFETY NET” IN THEIR COMMUNITIES.

* 22% of websites offer some type of foreign language translation, which is DOWN from 30% last year. Idea to remember: as the U.S. becomes more multi-culti, we need MORE not LESS translation, so this trend is bad. Has the English-only movement hurt foreign language translation?

* 89% of websites have E-mail addresses that customers can use to contact someone at the agency. But there’s no guarantee IF or HOW SOON they’ll get a reply.
*44% of websites have message boards, chat services, and/or online surveys.

*Quote from report: “One of the most promising aspects of e-government is its ability to bring citizens closer to their governments.” (page 9).

THE TOP TEN FEDERAL WEBSITES OF 2007!

1. USA.gov and its Spanish-language version
2. Department of Agriculture
3. Postal Service
4. Social Security Administration
5. Securities and Exchange Commission
6. Department of Commerce
7. Federal Communications Commission
8. Federal Deposit Insurance Corporation
9. Department of Education
10. Internal Revenue Service

SOME ALSO-RANS--

17. Library of Congress
33. GPO