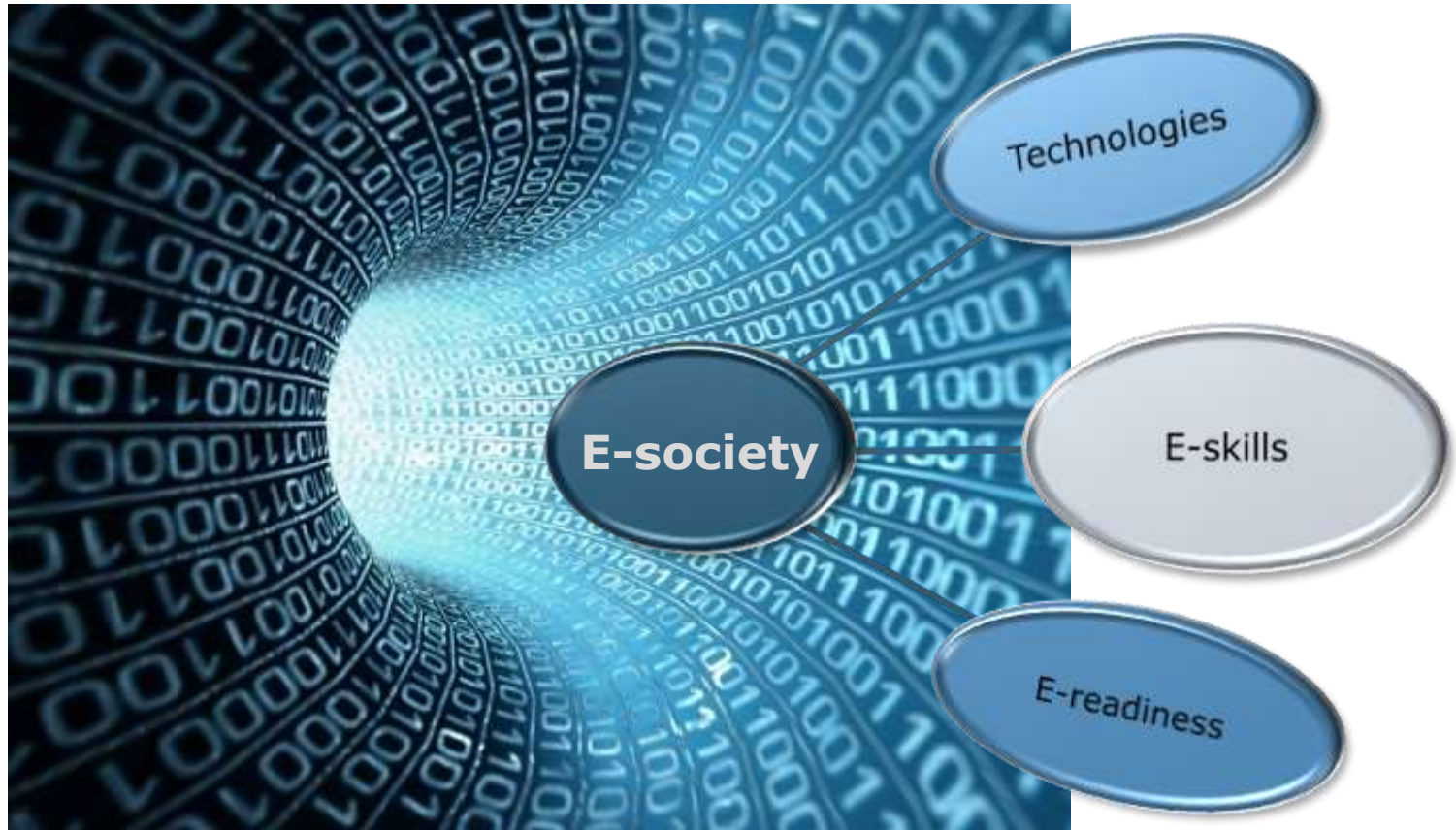


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The Impact of Information Literacy Education for the Use of E-Government Services: The Role of the Libraries

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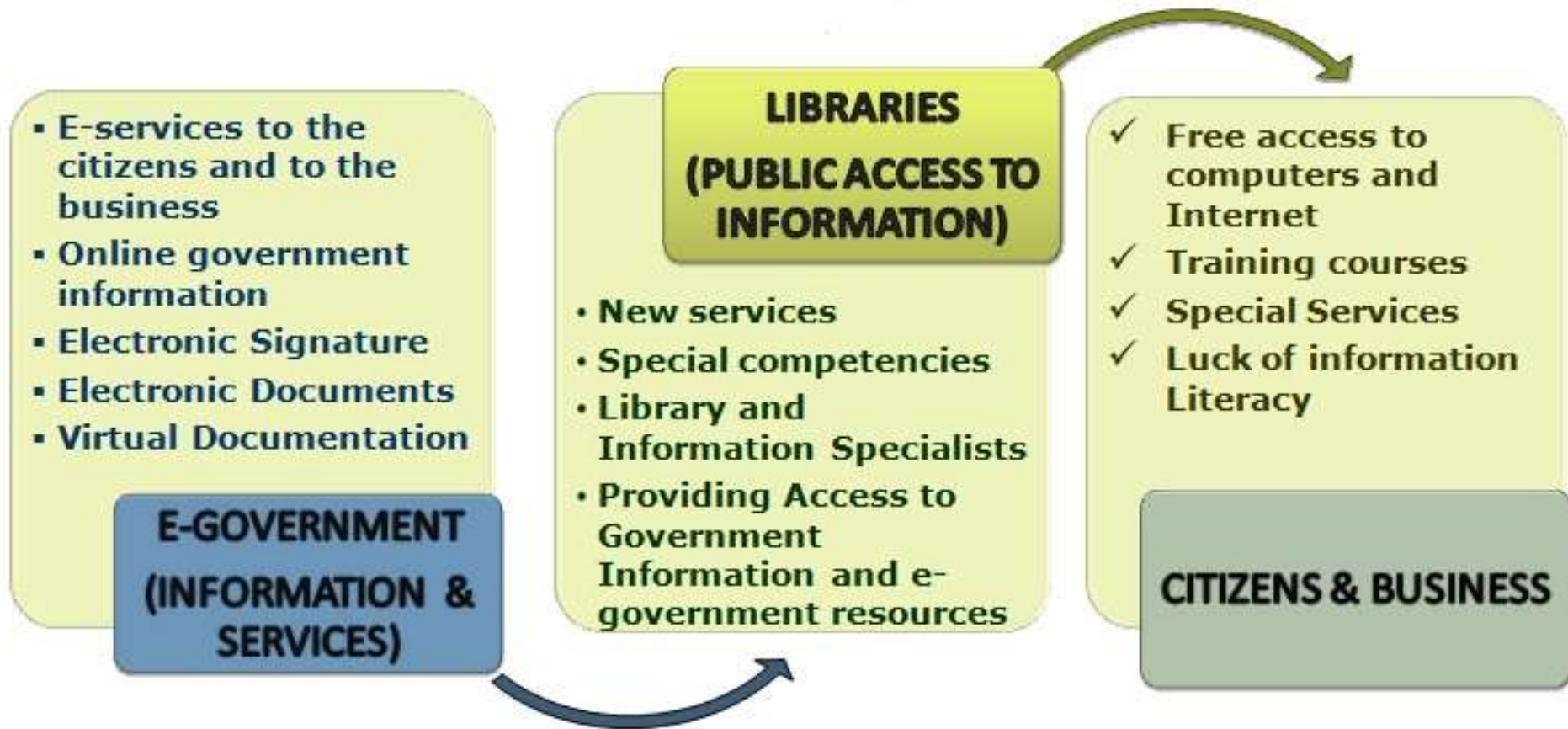


- the need for training in information literacy continues to grow in importance and becomes a major factor in the development of modern e-society and requirement for an active, effective and responsible citizenship;
- to participate in public life each person needs to acquire specific skills – from basic literacy, to communication and information literacy skills

E-government

“A global phenomenon e-Government” :

- ✓ *use of information and communication technologies in public administrations - combined with organizational change and new skills - to improve public services and democratic processes and to strengthen support to public policies;*
- ✓ using information technology, in particular Internet, for provision of public services in a far more convenient, client-oriented, cost-effective, completely different and better way.



- ✓ *The role of the libraries and librarians in e-government is very important - “bridge” between e-government services and citizens*
- ✓ *Public Libraries very often are the only source of free public access to computers and Internet.*
- ✓ *Library and information specialists should have enough competences and professional skills and ICT to help citizens and business in using e-services.*

The role of libraries in e-government

- 1) libraries are public places witch providing free access to computers and the Internet, and thereby access to e-government;
- 2) training citizens to work with ICT;
- 3) assisting citizens in their communication with the administration and the government agencies;
- 4) advising citizens on work with e-services;
- 5) helping elderly people and people in difficulty, to use e-government services.

Nowadays public libraries must be able to provide patrons with help using a wide range of e-government information and services.

Key factors impacting the use of e-government

objective factors

- cost of the Internet access and technical equipment
- lack of a broadband network
- lack of computer and information skills and lack of e-government skills
- the cost of e-services

subjective factors

- psychological barriers for using ICT
- lack of trust in online information
- personal data protection, privacy and security issues

Households without access to Internet
(% of households with at least one member aged 16 to 74)

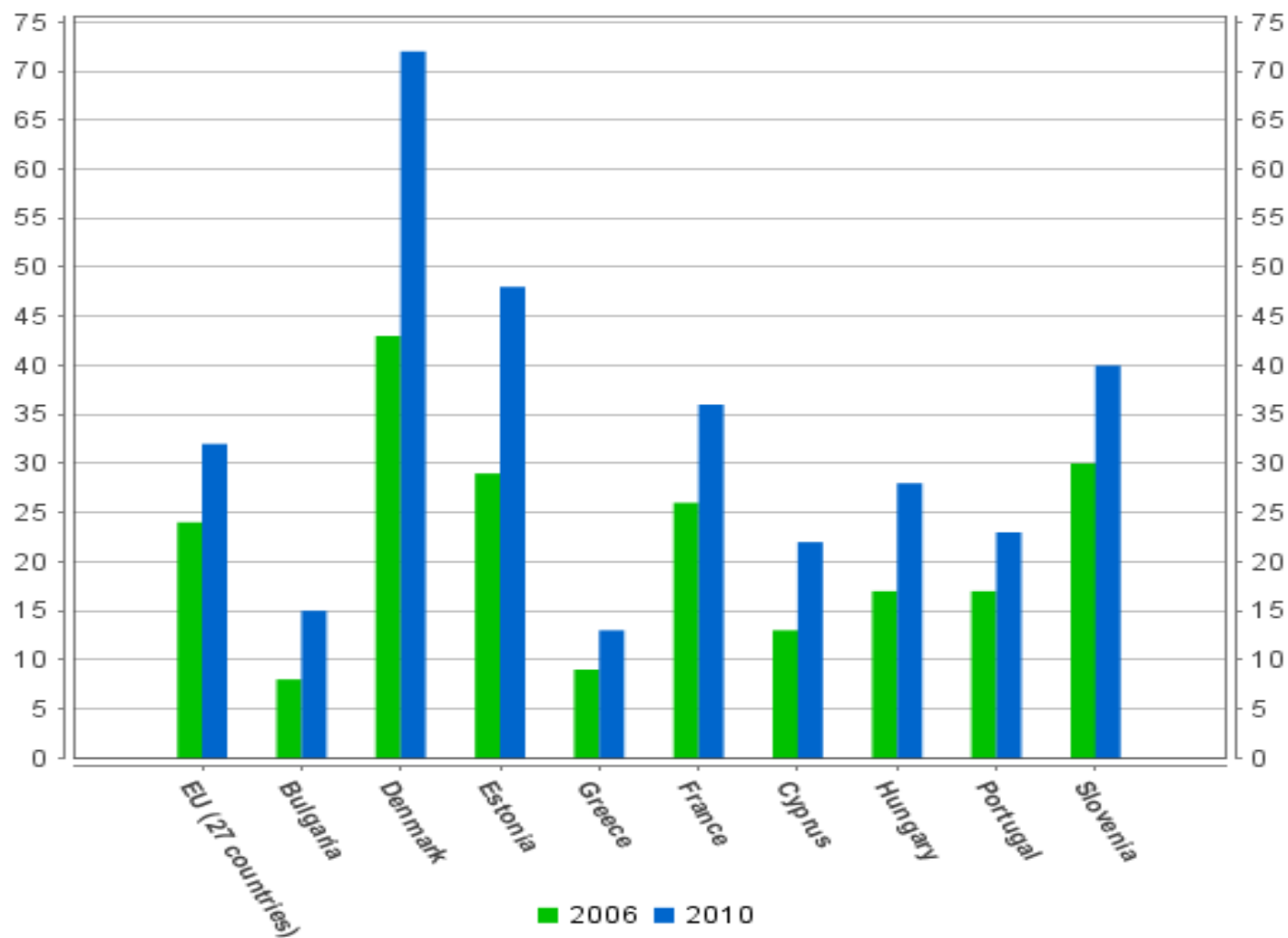
Reasons for households not having Internet access	Bulgaria	EU 27
because of lack of skills	34% (2006); 42% (2012)	27% (2006); 35% (2012)
because the access costs are too high	20% (2006); 22% (2012)	23% (2006); 24% (2012)
because of privacy or security concerns	1% (2006); 8% (2011)	5% (2006); 7% (2012)

The main reasons why there are a lot of households without having Internet (according to the Official European Statistics (Eurostat) are:

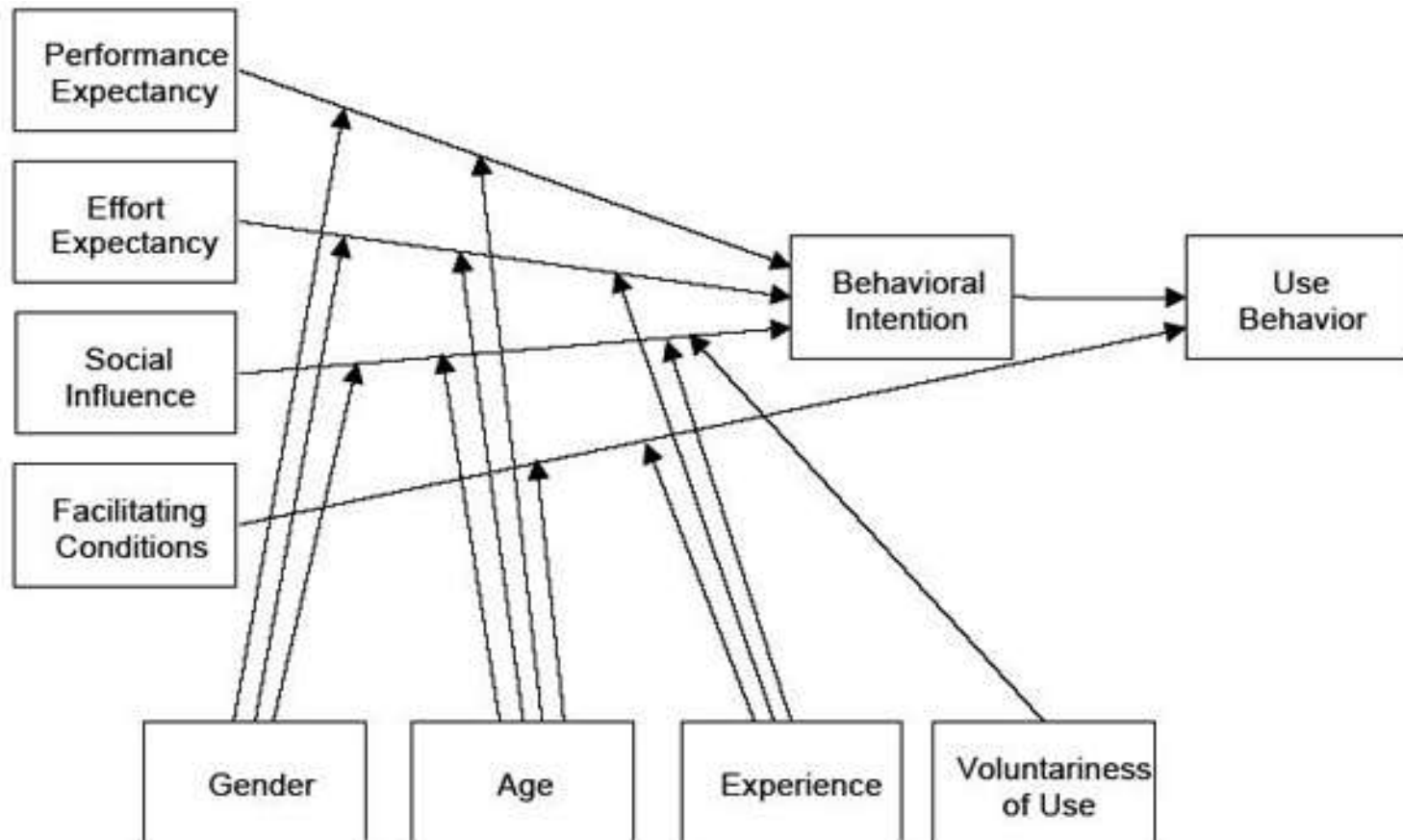
- ✓ *the access costs are too high (telephone);*
- ✓ *privacy or security issues; a lack of skills;*
- ✓ *the access is not wanted (content is harmful);*
- ✓ *the access is not needed (content is not useful, not interesting); physical disability;*
- ✓ *the equipment costs are too high;*
- ✓ *access elsewhere;*
- ✓ *other reasons.*

E-government usage by individuals

%



The Unified Theory of Acceptance and use of Technology (UTAUT model)



Venkatesh, V, Morris, M. G., Davis, G.B., Davis, F.D.: Users acceptance of information technology: Toward an unified view. MIS Quarterly, 27, 3, 425-478 (2003)

E-government education within the information literacy trainings in public libraries

- The present challenge facing the libraries is the e-government education as specific training programs for the citizens.
- Many citizens have trouble using e-government services which is a result of **a lack of familiarity with the government information and organization, lack of technological literacy (computer and information literacy), or lack of access to computers and Internet** - as a result, many residents use public libraries for access to and assistance in using e-government.
- As people trust public libraries and the assistance they receive from libraries, they are more likely to trust e-government information and services when they access them through the public library .

Conclusions

- ✓ *Insufficient use of e-services is dependent to the lack of information literacy and especially the e-government literacy and that the e-government skills can be obtained in the library information literacy trainings.*
- ✓ *The public libraries are seen as the most logical, most convenient and trusted place which provides patrons not only with free Internet access, but also with consultations, individual help, and training programs.*

THANK YOU FOR ATTENTION!



“Public libraries are the most cost-effective bridge for the ever present digital divide: they offer the digital literacy skills training and broadband access mandatory for success in the 21st-century global marketplace”