

# PUBLIC LIBRARIES: putting the “Go!” in eGov

Paula Kelly – Hobsons Bay Libraries

Annie Bourne – Yarra Plenty Regional Library Service

Carmen Quick – State Library Victoria

Sarah Field – Hume Libraries

Brad Cooper – Greater Dandenong Libraries

Susie Prestney – Goldfields Library Corporation



SHARED LEADERSHIP 2015

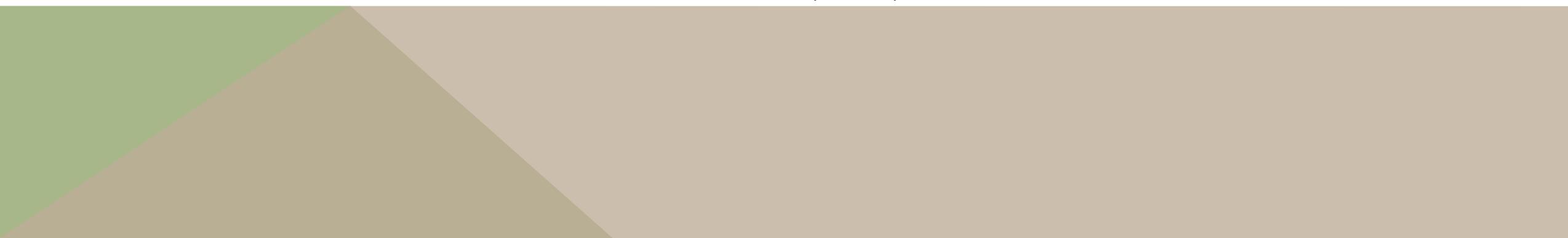
# WHAT IS EGOV?

“Electronic Government essentially refers to the utilization of Information Technology, Information and Communication Technologies and other web based telecommunication technologies to improve and/or enhance on the efficiency and effectiveness of service delivery in the public sector.”

- Jeong (2007)

“Egovernment can be referred to as the use and application of information technologies in public administration to streamline and integrate workflows and processes, to effectively manage data and information, enhance public service delivery, as well as expand communication channels for engagement and empowerment of people.”

- United Nations Public Administration Network (2014)



# WHAT IS EGOV?

A vast and complex topic covering a range of services and facilities

Not just Centrelink and DHS but covers:

Tax, ABN applications, passport and visas, Medicare, parental payments, childcare rebates, rate payments, registering a pet, car registration, getting a new bin, paying a parking fine, paying student debts, superannuation...

eGov is a global issue and is affecting many modern countries



**92%** of  
Australians use  
the internet\*



**70%** go  
online with a  
mobile phone\*



**50%** go  
online with a  
tablet computer\*



**10.7 million**  
internet users go online  
more than once a day†



**10.9**  
**million**  
made an  
e-commerce  
transaction†



**54%** of  
internet users  
engage in blogs  
and online  
communities†



**49%** of  
employed  
Australians are  
digital workers\*



**97%** growth in  
volume of mobile  
data downloaded  
in the June Q2014  
(over June Q2013)‡

In any month 1 in 8 Australians aged 14 and over will look up Government services online



And yet...



Computer says no...

**Have you used a Federal Government service in the last year?**

**Did you do it online?**

**Can you remember your MyGov password?**

The bottom of the page features a decorative graphic consisting of several overlapping geometric shapes. On the left, there is a green triangle pointing right. This overlaps with a larger, light brown trapezoidal shape that extends across the bottom. To the right of this, there is a darker brown trapezoidal shape that also overlaps with the light brown one. The overall effect is a modern, abstract design.

And now...



Express Plus  
Centrelink



Express Plus  
Child Support



Express Plus  
Medicare

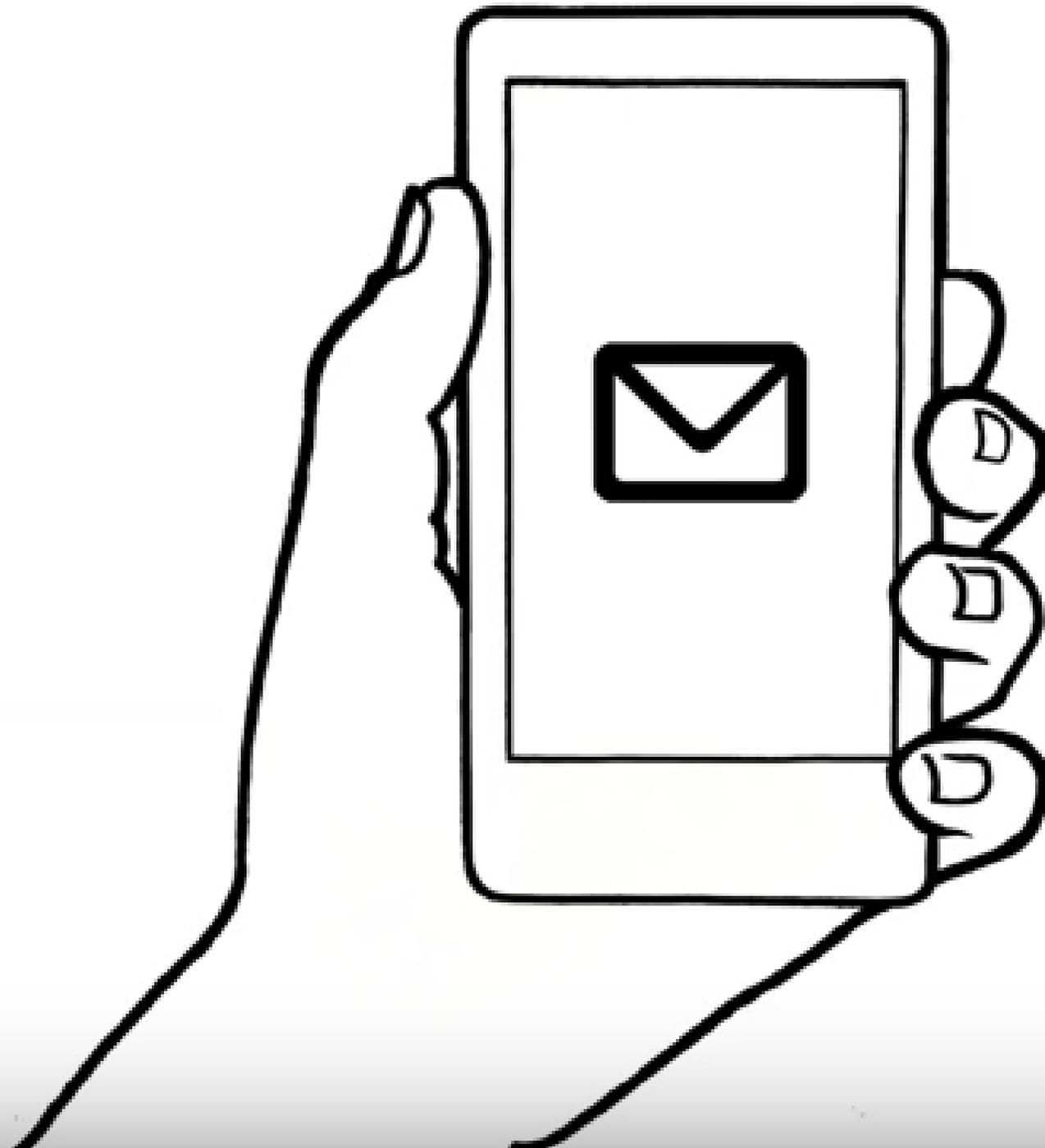


Express Plus  
Lite





11 months later...



# INFORMATION NEEDS IN THE PUBLIC

Government taking a “One Size Fits All” approach

Assumptions about the public’s: information needs and digital literacy skills

What is heard vs. what is meant

Moving into a majority digital format too soon, putting the horse before the cart.

Underestimating the value of specialist knowledge and reference services in face-to-face interactions



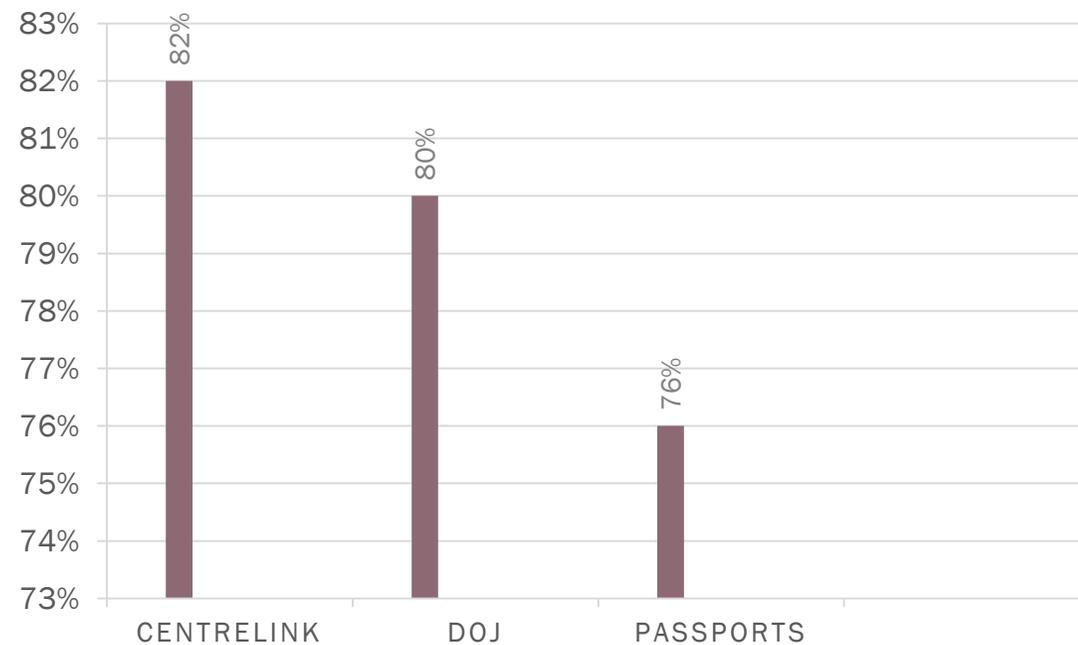


Areas of service where staff have seen increased demand for assistance include:

Centrelink

Department of Justice

Passport Applications



# HOW HAS EGOVERNMENT IMPACTED OUR WORK?

Over 90% of respondents said that time spent with patrons has increased

Only 16% of respondents stated they believe they have the training required to adequately assist patrons

More than 80% stated they didn't have the time to deal with the amount of enquiries and that spaces weren't adequately designed

Security, personal data and privacy

45% stated that demand is such that partnering with other agencies and organisations is a consideration for the future, alongside hosting classes

# IMPACT ON SERVICES

What we know:

Increasing expectations of eGovernment support

Time taken to service eGovernment queries are on the rise

Library staff and eGovernment skills



# HOW DO WE BECOME EGOV READY?

Start with the 'eGov Ready Library Toolkit'



# Library self-assessment tool

## Introduction

### What is this tool?

This self assessment tool has been developed by the 'eGov ready', 2015 shared leadership project team and with the assistance of 'Cube Group'. The toolkit is designed to help libraries evaluate their library service in providing eGovernment support services.

### Why is this important? What is the benefit of this tool?

The continued rollout of eGovernment throughout Australia is having an increasing demand in providing eGovernment support services to the community.

As libraries are considered to be valued community hubs, State and Public Libraries are seen to be at the forefront in providing access and support to eGovernment services.

The toolkit consists of a series of questions and provides libraries with a way to assess their current position in providing support, resources and training.

At the completion of the toolkit questions, your responses will be automatically calculated and you will receive a score. Based on your score, the toolkit will provide suggested areas of improvement.

The assessment tool aims to provide scalable and practical ways for libraries to help assist with the support of eGovernment services.

## Tool

### How to use this tool

Much like a survey, this tool is comprised of 78 questions and a list of drop down options to choose from. Based on your responses, the tool will provide a traffic light status on each section to indicate:

**Green** – Your responses have scored well.

**Amber** – Your responses indicate some areas for improvement.

**Red** – Your responses indicate further work is required, have a look at the suggestions section for our ideas on how to support the public with eGov.

To achieve the most accurate result, please answer all of the questions.

The toolkit is aimed to be completed at a Library Service Level rather than a branch level.

**Note:** Make sure that you have disabled 'Protected view' before you use this tool. You can do this by clicking on the 'Enable editing' bar at the top of the window.

Let's get started!

Got questions? Contact us on: [egovlibrary@gmail.com](mailto:egovlibrary@gmail.com)

[This self assessment tool was developed by Cube Group](#)

Get started!

Click here to start  
the assessment

# 2016 CENSUS

Next Census takes place on August 9<sup>th</sup>, 2016

24 million people will fill in the Census on this evening

First year when more than two thirds of Australia will fill it in online: 15 million people

Those who can't complete online can request a paper copy to be sent to their homes

Privacy



# PARTNERSHIPS

Forging partnerships can increase the reach and effectiveness of services

Try contacting local offices of Government agencies in your area:

Centrelink

Medicare

Veterans Affairs

eGov training for staff and customers!

# COMMUNITY ORGANISATIONS AND VOLUNTEERS

eGovernment doesn't just affect libraries but other organisations as well

How could you use volunteers to help with eGov?

Hume City Council host eTax volunteers in partnership with the Australian Tax Office

2016 will see the launch of [Volunteersforlibraries.org](http://Volunteersforlibraries.org) an information portal for library staff around best practice for volunteer engagement

# ADVOCACY

GoDigi Digital Manifesto

Tinder Foundation

DHS training and workshops

ALIA

Digital Citizenship Seminar in Wellington, NZ

Partnerships and contacts

Made use of our existing resources and skills



# TINDER FOUNDATION CASE STUDY



UK based not for profit organisation reaching deep into communities to help people access support and gain digital literacy skills to change lives and overcome social challenge

Research conducted by the foundation allows them to upscale successful solutions through their online centres network.

Shared experience and knowledge is used to help Government better understand the role that they can play in creating a fully digital nation and best practice to do this.

Parallels between Tinder and GoDigi

# GODIGI

Infoxchange and Australia Post = GoDigi

2016 is the National Year of Digital Inclusion

Free online learning platform hosting research guides and support material

Libraries can contribute to the development of resources for the site and advertise classes



# EGOV IN 2016

What does this year hold for eGov?

Well really, who knows?

But so far on the agenda are two very major milestones:

The launch of the [www.gov.au](http://www.gov.au) portal

And the 2016 CENSUS



# RECOMMENDATIONS FOR LIBRARY SERVICES

Victorian public libraries use the diagnostic toolkit to rate their level of eGovernment readiness

Seek out partnerships at an organisational level with DHS, Government and community agencies

Assign a specific staff member responsibility for overseeing eGov in each library service

Sign up to be a GoDigi partner at an organisational level

Encourage staff to immerse themselves and self-discover eGovernment

Keep up to date with Census developments through the Australian Bureau of Statistics and your local Council

Watch the full version of Matt's Journey at [www.gov.au/alpha](http://www.gov.au/alpha)