

# *E-government Services @ The Library*

## **It's Here – What Do We Do Now?**

Panel Presentation

Oregon Libraries Association Annual Conference

April 3, 2009

Arlene Weible, Oregon State Library

Carolynn Avery, Corvallis-Benton County Libraries

Liz Paulus, Cedar Mill Community Library

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# **ALA Activities Related to E-government**

Arlene Weible  
Oregon State Library

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# ALA Committee on Legislation Subcommittee on E-government Services

<http://www.wo.ala.org/egovservices/>

## Activities

- Track E-government related legislation
- Develop policy positions
- Develop resources for librarians

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# Definition

E-government is the use of technology, particularly the Internet, as a means to deliver government services and to facilitate the interaction of the public with government entities.

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# Toolkit for Librarians

- ◆ Legislation and information policy
- ◆ Service level policies
- ◆ Computer access policies
- ◆ Computer literacy programs and resources
- ◆ Government Information Training Opportunities and Resources
- ◆ Models of Collaboration or Partnerships with Service Organizations

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# Toolkit (continued)

- ◆ Examples of successful grants supporting E-government services in libraries
- ◆ Emergency Management Partnerships with Government Officials
- ◆ Examples of library policies/services oriented toward E-government services
- ◆ Examples of policies/services provided by different types of libraries

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# Issue Map: 3 Approaches

Improve Public Access to  
Electronic Government  
Information

Partner with Government  
Agencies to Deliver Services  
More Effectively and Efficiently

Engage the Public in the  
Work of Governing

From “Making Choices” Issue Map  
June 2008 drafted by Nancy Kranich  
<http://tinyurl.com/dl8scf>

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# Useful Websites

[www.uscis.gov](http://www.uscis.gov) – USCIS: U.S. Citizenship and Immigration Services

[www.opdp.org](http://www.opdp.org) – OPDP: Oregon Prescription Drug Program

[www.employment.oregon.gov](http://www.employment.oregon.gov) – ORED: Oregon Employment Department

[www.oregon.gov/DHS/index.shtml](http://www.oregon.gov/DHS/index.shtml) – DHS: Oregon Department of Human Services

[www.fafsa.ed.gov](http://www.fafsa.ed.gov) – FAFSA: Free Application for Federal Student Aid

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# USCIS Web Site

The screenshot shows the USCIS Home Page in a Windows Internet Explorer browser window. The address bar displays <http://www.uscis.gov/portal/site/uscis>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page header features the USCIS logo, the text "U.S. Citizenship and Immigration Services", and the slogan "Securing America's Promise". Navigation links for Home, Contact Us, Site Map, and FAQ are present, along with a search box. A main menu lists Services & Benefits, Immigration Forms, Laws & Regulations, About USCIS, Education & Resources, and Press Room.

**New to U.S. Immigration?**

- [Learn about visiting the U.S. temporarily as a visitor \(tourist, student, or worker\) or permanently.](#)
- [Learn about U.S. Citizenship](#)

**MORE INFORMATION:**

- [Citizenship Grant Program](#)
- [Form I-9](#)
- [New Naturalization Test](#)
- [Processing Times](#)
- [Case Status Online](#)
- [For Employers](#)
- [Change Your Address with USCIS](#)
- [Electronic Filing](#)
- [Careers at USCIS](#)

**★ BENEFITS FOR MILITARY PERSONNEL ★**

**Protecting America We are USCIS**

**WHAT'S NEW:**

- [USCIS Announces New Requirements for Hiring H-1B Foreign Workers](#)**  
March 20, 2009 - USCIS announces additional requirements for employers, who receive funds through the Troubled Asset Relief Program (TARP) before they may hire a foreign national to work in the H-1B specialty occupation category.
- [USCIS to Accept H-1B Petitions for FY 2010 Beginning April 1, 2009](#)**  
March 20, 2009 - USCIS announces that it will begin accepting H-1B petitions subject to the Fiscal Year 2010 cap on April 1, 2009. Cases will be considered accepted on the date that USCIS takes possession of the petition, not the postmark date.
- [USCIS and FBI Achieve Interim Backlog Elimination Goals](#)**  
March 20, 2009 - USCIS Acting Deputy Director Mike Aytes writes in the DHS Leadership Journal about USCIS' progress in meeting interim goals in efforts to eliminate the backlog in FBI namechecks.

**Have you filed with USCIS?**

- Yes**
  - [My case is pending](#)
  - [My case has been approved](#)
  - [My case has been denied](#)
- No, I haven't filed**

**Important Alerts**

- [Fargo, ND ASC closed due to flood preparation](#)  
March 26, 2009 - Fargo, ND ASC is closed due to flood preparation.

**Help with:**

- [Check Case Status](#)  
Enter Case Number Here
- [Schedule an appointment](#)
- [File Online](#)

The Windows taskbar at the bottom shows the Start button, several open applications (Microsoft PowerPoint, USCIS Home Page), and the system tray with the time 1:08 PM and 100% zoom level.

# OPDP Web Site

State of Oregon: Oregon Prescription Drug Program - Windows Internet Explorer

http://www.opdp.org/

OREGON.gov

Enter search term(s) Find

Text Size: A+ A- A Text Only Site Accessibility

## Oregon Prescription Drug Program

Department

- About Us
- Contact Us
- ENROLL HERE - English
- ENROLL HERE - Spanish
- Enrollment Information
- Find a Pharmacy
- Look up drug cost
- Immunizations & Vaccines
- Frequently Asked Questions
- Group Information
- Outreach Materials
- Statute 414.312 thru 414.320
- Administrative Rules
- OPDP Home

### "Creating Options for all Oregon residents-Individuals and Groups"



FREE Enrollment!  
ALL Oregonians can now join!  
Save up to 60% on prescriptions! Highest discount is on generics!

There is no paperwork required and no age or income limit!  
Only takes a minute to enroll....  
[click here for more information and different ways to enroll....](#)

#### Oregon Prescription Drug Program

We appreciate your feedback!

OPDP welcomes your comments on how the program has helped you and your family with the purchase of prescriptions. Email: [betty.wilton@state.or.us](mailto:betty.wilton@state.or.us)



#### Northwest Prescription Drug Consortium

The Oregon Prescription Drug Program joined the Washington Prescription Drug Program to combine purchasing power and formed the partnership "Northwest Prescription Drug Consortium".

[Read OPDP Newsletter for latest news!](#)

Pharmacy Network

### Atten: Pharmacies

Join the network here.

Done

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# ORED

State of Oregon: Employment Department - Windows Internet Explorer

http://www.employment.oregon.gov/

File Edit View Favorites Tools Help

OREGON.gov

Enter search term(s) Find

Text Size: A+ A- A Text Only Site Accessibility

WORKSOURCE OREGON

Employment Department

Department

Search

About Us

Contact Us

Employers

Job Seekers

Unemployment

Unemployment Tax

Office Locations

Job Market Info

News & Information

Child Care

Agency Information

Success Stories

OAH Oversight Committee

Work Share Program

### State unemployment rate hits double digits



**Jobless rate surges to 10.8 percent**

More than 211,000 Oregonians find themselves without jobs as Oregon experienced a loss of 21,700 jobs on a seasonally-adjusted basis

[Read more.](#)

### Welcome to the Employment Department

#### Support Business & Promote Employment

We have a large array of services available to employers and jobseekers to help you find qualified candidates for your openings, locate a job you are qualified for, get great business information or child care resources, or file for unemployment when you lose your job through no fault of your own. Click on one of the links below for more information.



[File for a Week of Unemployment Benefits](#)

[Job Fairs & Events](#)

### Unemployment Insurance Information

#### American Recovery and Reinvestment Act of 2009

The Federal Stimulus Package has been in the news a lot lately. So what does it mean for people receiving unemployment benefits in Oregon? For more information on the Stimulus Package and its effects on unemployment, click on the link below.

[Employment Department Recovery Page](#)

[State of Oregon Recovery Page](#)

#### Unemployment Insurance and Taxes - Form 1099-G

How Do I?

Que debo hacer para?

Latest on the Economy

### Featured Links

[EmpleoEnOregon.org](#)

[Browse Available Jobs](#)

[Government Jobs](#)

[Jobs with the Employment Department](#)

[iMatchSkills](#)

[Veterans Employment Services](#)

[Latest News](#)

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# DHS

State of Oregon: Department of Human Services - Windows Internet Explorer

http://www.oregon.gov/DHS/index.shtml/shtml

OREGON.gov

Enter search term(s) Find

Text Size: A+ A- A Text Only Site Accessibility

## Department of Human Services



Department

- About Us
- Contact Us
- A to Z at DHS
- Budget
- Data and reports
- Forms
- Inside DHS
- Jobs at DHS
- Legislative activity
- Local Offices
- Navigating this site
- Publications
- Rules and policies
- DHS home

### Economic stimulus and recovery the Oregon way



Human services programs are an important economic engine because of the services and goods purchased with the dollars they bring into a local community.

The American Recovery and Reinvestment Act (ARRA) will provide a much needed injection of federal dollars into Oregon's economy and human services. Nationally, ARRA provides an estimated \$87 billion over the next two years in additional federal matching funds to help states maintain their Medicaid programs. These increased investments will help meet some of the budget shortfalls in Oregon caused by skyrocketing demand for economic supports such as food stamps, cash assistance and health care for the newly unemployed but will also help protect local economies.

[Get more information...](#)

#### How do I...

- [Apply for food stamps?](#)
- [Find deaf and hard of hearing services?](#)
- [Find Medicaid services?](#)

[more "How do I" links...](#)

#### Providers, partners and contractors

A variety of tools and resources for providers, partners and contractors

#### News at DHS

- Announcing an opportunity: To serve as host site for an AmeriCorps member
- Federal stimulus package: Increases food stamp benefits and boosts local economies

[See all DHS news releases...](#)

- Abuse and neglect
- Addiction services
- Assistance services
- Children's services
- Disability services
- Health/medical services
- Mental health services
- Senior services
- Other services

#### Quick links

- Get help now - crisis services
- A to Z at DHS
- DHS home
- Report abuse and neglect

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# FAFSA

FAFSA - Free Application for Federal Student Aid - Windows Internet Explorer

http://www.fafsa.ed.gov/

File Edit View Favorites Tools Help

START HERE  
GO FURTHER  
FEDERAL STUDENT AID

FAFSA  
Free Application for Federal Student Aid

FAFSA Home Student Aid on the Web Application Deadlines PIN Site Help Contact Us FAQs Site Map About Us

English | Español

## Federal Student Aid FAFSA

We have simplified the process of filling out the FAFSA. You can follow each section all of the way through for a comprehensive set of instructions.

- 1 Before Beginning a FAFSA**

Get organized! To simplify the application process, gather required documents and other information ahead of time.

  - [Determine Your Dependency Status](#)
  - [FAFSA on the Web Worksheet](#)
  - [Search for School Codes](#)
  - [Students & Parents Apply For a PIN](#)
  - [Check Application Deadline Dates](#)
- 2 Filling Out a FAFSA**

Fill out the application! The FAFSA contains questions that ask about you, your financial information, your school plans, and more.

  - [Fill Out Your FAFSA](#)
  - [Open Your Saved FAFSA or Correction Application](#)
  - [Sign Electronically With Your PIN](#)
- 3 FAFSA Follow-Up**

View your results online! You can check the status of your application, make corrections to a processed FAFSA, and get other information.


  - [Check Status of a Submitted FAFSA or Print Signature Page](#)
  - [Make Corrections to a Processed FAFSA](#)
  - [Add or Delete a School Code](#)
  - [View and Print Your Student Aid Report](#)

Special Announcements

[Updated information available for the new TEACH grant.](#)

[Important information about two grant programs.](#)

Looking for an early start on the financial aid process?



You can use FAFSA4caster to learn about the financial aid process and get an early estimate of your eligibility for federal student aid.

[Link to FAFSA4caster](#)

Done

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# Local Collaboration

## Seniors

- OPDP
- IRS
- DHS

**City/County – links  
to web sites**

## Schools

- On-line tests
- Links to school sites
- Link schools to our  
database sites

## Computer Education

- Group
- Individual
- On- or Off-site

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Improving Public Access  
Partner with Government  
Engage the Public

## *Expand Free Electronic Access*

- ◆ Reconfigure underutilized workstations to access .gov sites; provide additional computer time for use. (Cedar Mill)
- ◆ Leverage existing computer labs for different uses (e.g. “open” computer labs with staff)

## *Improve libraries’ ability to assist users*

- ◆ Library reference staff training with city GIS employees on city map interface - City of Tigard Maps.
- ◆ Partnership with county law librarian to train reference staff in effective legal referral and information services -  
Washington County Law Library

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**Improving Public Access**  
**Partner with Government**  
**Engage the Public**

*Improve libraries' ability to assist users (more)*

Marketing of new initiatives in partnership with state and federal agencies ([RideATVOregon.org](http://RideATVOregon.org), [DTV2009.org](http://DTV2009.org))

*Digitize, archive, and preserve older print items*

- ◆ Enhance library catalog records and online resources with links to permanent online digital archives of government documents ([ORDOC program](#) | [Oregon State Extension and CPOs](#) | [University of Oregon Local Documents Archive](#) )
- ◆ Partner with non-governmental organizations to preserve local planning information (CPO and Cedar Mill)

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# Discussion and Wrap Up

Those are just some of the stories being told around Oregon about e-government in the library

- do you have others to share?
- what struggles and successes have you seen?

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Presentation and related links  
available @ NWCentral:  
<http://nwcentral.org/?q=node/1466>

ALA E-Government Services Wiki  
<http://wo.ala.org/egovservices/index.php>

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