

UNIVERSITY OF MARYLAND, COLLEGE PARK

E-government: Information, Communication, and Policy (INST 607)

3 credit hours

Spring 2014 Syllabus

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A. Catalog Description of Course

The social, policy, and information science and technology factors driving the current evaluation of e-government in the United States, its various forms of implementation (from simple online presence through intermediate levels of basic capability, service availability and mature delivery, to service transformation), the identification of best practices and lessons learned from the national and international community, and emerging issues (e.g., privacy, security, and digital divide).

B. More Detailed Description

This course will examine the nature, current impacts, and potential future impacts of e-government, also known as digital government or electronic government. E-government is the use of the Internet and other information and communication technologies to provide government information and services, as well as channels of communication to citizens, businesses, and other governments. The United States and many other governments around the world at local, state, federal, and supra-national levels have developed an online presence, ranging from simple information to complex services. These are collectively known as e-government. E-government as a trend is only ten years old, still largely at the stage where its actual long-term role has yet to be determined. But, as its roots, it has a long history of government automation and the attempt to integrate automation and services to the public. This course will examine what it is currently doing and what it can do both in the US and internationally. Specific areas of study will include the e-government's relation to the political process and to information policy, what populations are and are not using e-government, challenges to access, open government, the evaluation of e-government, public sphere entities

that support e-government, and social networking applications and e-government, among other topics.

C. Goals of Course

The primary goals of this course are to prepare students to understand the:

- Nature of e-government;
- Current and future social and political implications of e-government;
- Specific issues in e-government and the literature related to those issues;
- Different methods and types of e-government;
- Analysis of e-government within the larger policy environment and political context;
- Process of evaluating e-government websites; and
- Role of libraries and non-governmental organizations in providing e-government services.

D. Course Approach and Expectations of Student Participation

The course is taught through an online using Canvas. We will meet on the below dates (all Wednesdays from 7:00PM-8:00PM EST) as a group to discuss issues and have guest speakers using Adobe Connect (a Webinar technology):

February 5

February 19

March 5

March 26 (the 19th is spring break)

April 9

April 23

May 7

We realize that work or other schedules may prohibit you from attending some of the sessions, and they will be recorded for viewing at your convenience. If you have never used Adobe Connect before, some useful setup information is available at:

http://umdischool.adobeconnect.com/common/help/en/support/meeting_test.htm

and some general information is available at:

<http://www.adobe.com/products/adobeconnect.html>

Please do run the checks. A microphone is helpful if your computer does not already have one built in.

The course content is accessible via <http://elms.umd.edu> in the INST607-ML01,SG01: E-Government: Information, Communication, and Policy-Spring 2014 jbertot site to which all registered students have access once logged into ELMS. The course material will consist of readings, recorded lectures, and other forms of making content available and interaction possible.

The course will be conducted as a seminar. It is essential that each student participates in the discussions of course materials. Participation means active involvement in class discussions via the discussion boards. Students should read the assigned readings for each week PRIOR TO THAT WEEK. The students are expected to question, challenge, argue, and discuss issues and topics related to that session's readings. Failure to participate in the course will result in a letter grade of F for this component.

Finally, much of your work throughout this semester will actually be put into practice. Three years ago, we (the American Library Association and the Information Policy & Access Center in the College of Information Studies) received a grant from the US Institute of Museum and Library Services to create a web resource with four goals:

1. To provide resources that help librarians think about how best to engage in e-government services in their libraries.
2. To provide communication tools to build and deepen relationships between librarians and government agencies.
3. To provide communication tools to facilitate the building of a community of practice among and between librarians to share best practice e-government engagement programs and services that meet community needs.
4. To identify selected and key government agency information, resources and services to assist librarians in meeting patron e-government needs.

The grant ended in August 2013, and we have completely redesigned and are about to relaunch the web resource (found at lib2gov.org), and continue to build partnerships with agencies (most recently the Social Security Administration). In addition, we are launching a webinar series on a range of topics throughout 2014. Some of your assignments (such as the blog entries) will be used to enhance the content on the site.

E. Assignments and Grading

Your grade will be based on five items:

Assignment	Grading	Due Dates
Participation	20%	Throughout
Annotated Bibliography	25%	February 24, 2014
Blog Entries	30% (15% each)	March 10, 2014 & April 7, 2014
E-Government Issue Paper	25%	May 5, 2014

Written materials for this course should be double-spaced, using 12-point Times New Roman font. The margins should be 1 inch on each side. Citations—both in the text and in the references section—should conform to the most recent style manual of your choice (e.g., APA, Chicago). Pages should be numbered and the format consistent. Papers are to be submitted via ELMS on their specified due dates.

1. **Classroom participation (20% of final grade).** You are expected to read all of the assignments, to think through the issues they raise, and to articulate your thoughts on the materials. In this course, each week's assignments include both reading assigned articles and

examining assigned websites. What does participation mean? We will post lectures and questions at the beginning of each week. Students should read the materials, read the questions, and listen to/read the lecture content. Students are expected to answer the questions, add their analysis at the onset of the week, and then follow up again based on comments from other students later in the week. At a minimum, students should post twice during any week. However, simply posting (e.g., "I agree") is not participation. Students are expected to engage in the content, analyze, and critique. You should feel free to introduce your own questions and observations based on the readings to engage in further discussion.

Absences are excused in cases of illness, religious observances, and other reasons in line with university policies.

2. Annotated Bibliography (25% of final grade). Working in groups of three, develop an annotated bibliography of 15 e-government pages/sites focused on a specific content area (retirement, personal finance, kids' health, disaster preparation, and mobile app development (or one focused on e-government technologies), government information (e.g., GPO's FDSYS, Library of Congress' Congress.gov, or GSA's USA.gov). Include a brief description of the content selected, the URLs, and a paragraph about what is included in the content of each page/site. Following the bibliography, provide a brief comparison of content across the sites. Sites for this assignment can be from abroad, U.S. federal, state, or local websites, and/or nonprofit or other professional organization.

3. Blog entries (2 entries; each is worth 15% of final grade). Each entry should be between 500-750 words, and can include images or other media (e.g., links to videos, figures, charts). Entries will be published on the [Lib2Gov](#) website.

- a) Blog Entry #1 – Review an e-government mobile app or interactive tool available through an e-government website.
- b) Blog Entry #2 – Review one of the websites you identified in Assignment #2 (Annotated Bibliography). *Be sure to coordinate with your group members so that you each review a different website.*

All blog entries should include each of the following elements:

- A description of the purpose of the website/tool/app -- what is it designed to do? Who is its target audience?
- An assessment of how well (in your opinion) the website/tool/app functions.
- A discussion of any barriers to use or other issues you've identified in connection with the website/tool/app.
- Recommendations for improving the website/tool/app.

Extra Credit: Select one of your blog entries (if there is overlap, we may pair you up) for further development into a website review for publication in *Government Information Quarterly*. We also want to ensure that the site hasn't been reviewed before – unless

significant changes have occurred since the last review. If you choose to do this, please review in particular the (under Student Reviews):

- April (Volume 29, number 2) issue;
- July (Volume 29, number 3) issue; and
- October (Volume 30, number 4) issue.

Below are useful guidelines for conducting a website review for publication. You may also find these useful for guiding your blog entries.

Components of Website Review

A website review is a description, critical analysis, and an evaluation on the quality, presentation, design, and content of a website. It should focus on the website's purpose, content, authority, service provision, and goal attainment. A critical website review is not a summary. It is your assessment of the site, and should include a statement of what the designers tried to do, evaluate how well (in the opinion of the reviewer) the designers have succeeded, and present evidence to support this evaluation.

There is no right way to conduct a website assessment, though there are different approaches and frameworks one could use – accessibility (i.e., 508 and usability, to name two). For this assignment, we are asking you to look at the overall goals of the website from an e-government service perspective and assess the extent to which the website achieves those goals: how it succeeds; why it might fall short; how it could be improved; what works well.

The following are some suggestions for writing the review:

1. Write a statement giving essential information about the website: title, URL, Agency/Department, when designed/last modified, general content/service area, special features (maps, interactive services, visualizations, datasets, etc.).
2. State the website's purpose. Why does this exist? There may be an "about" feature that can help identify this.
3. Identify key services offered on the site – data, online forms, interactive services/features, etc.
4. Assess the implementation, design, content:
 - a. Is the material useful?
 - b. What barriers or challenges did you encounter in trying to use the site?
 - c. How might the general public use the site?
 - d. In a service context (e.g., libraries), how might this site be useful or challenging to the public?

- e. Is the site usable (that is, you can find things easily, the design is “clean” and navigable)
- f. Is there room for improvement? How so?
- g. Examine the demographics of the community the web site is supposed to serve and describe its basic social, educational, and economic characteristics. Does the web site take any of the characteristics into account?
- h. Other observations.

5. Summarize (briefly), analyze, and comment on the website’s overall utility. State your general conclusions. Think of you as serving as someone who would recommend that other librarians or information professionals use this site to help the public.

4. E-Government Issue Paper (25% of final grade): A 5-7 page paper focused on an information policy issue related to e-government (e.g., open government; digital inclusion; privacy). This paper should:

- Explain how the issue relates to e-government;
- Offer a brief review of the relevant literature;
- Identify 2-3 local/state/federal government initiatives that currently address this issue and provide an overview of each of these initiatives (e.g., goals, history, implementation issues); and
- Identify areas for future research related to this issue.

F. Online Classroom Environment

As a graduate seminar, the classroom environment should be professional and respectful. Discussions should be based on course readings and critical thinking. Remember--your classmates may have different perspectives on issues than you, but they still deserve your respect.

G. Students with Disabilities

Students with disabilities needing academic accommodation should: (1) register with and provide documentation to the Disability Support Services office, and (2) discuss any necessary academic accommodation with their teachers. This should be done at the beginning of the semester.

H. Extensions

Timeliness is extremely important in graduate work, and extensions will only be available during personal emergencies. Students who need to request an extension should discuss the matter in advance with the professor. If an extension is granted, the work must be submitted within the extension period to avoid grade penalties. Unexcused delays in submission of the paper will result in a deduction of half of a letter grade for each day the paper is late, while unexcused delays in presentations will result in a deduction of half a letter grade for each class meeting the presentation is late.

I. Academic Honesty

Work submitted in this course will be individual and original, in line with the University's Academic Honor Code and Honor Pledge. Engaging in any academic dishonesty will result in consequences in line with university policies. Academic dishonesty includes but is not limited to plagiarism, cheating, buying work, multiple submissions of the same paper, forging signatures, submitting fraudulent documents, and facilitating the academic dishonesty of others. When writing papers, be sure to carefully and thoroughly cite all materials you use in writing your paper and make sure all ideas and quotations are properly acknowledged.

J. Emergency Preparedness

Information about the status of the campus is available at www.umd.edu. If the campus is closed, please make sure to stay safe. Information about possible rescheduling of course activities will be provided via e-mail once the campus has reopened.

K. Office Hours & Contact Information

I am always available to you by appointment. Send me an e-mail (jbortot@umd.edu) and we will set up a time to meet – by phone, skype, or chat, or in person. Ursula: do you want to add any contact info or be available to students?

L. Weekly Topics, Readings, and Review Material

The class begins on January 27, 2014 and ends May 13, 2014. With online content, class lectures and content will be available to students the Monday of each week. Discussions will take place throughout the week via the discussion boards. I encourage students to bring in outside readings and observations to enhance our discussions.

M. Weekly Topics and Assignments

WEEK 1 (JANUARY 27): INTRODUCTION TO COURSE AND EXPECTATIONS; WHAT IS E-GOVERNMENT?

- A. Overview of topics and concepts to be covered
- B. Introduction to Lib2Gov
- C. Preliminary discussion of e-government
- D. The nature of e-government
- E. The legal bases of e-government
- F. The intents of e-government

Preparation:

- Dawes, S. S. (2009). Governance in the digital age: A research and action framework for an uncertain future. *Government Information Quarterly*, 26(2): 257-264.
<http://dx.doi.org/10.1016/j.giq.2008.12.003>.
- Chadwick, A. and May, C. (2003), Interaction between states and citizens in the age of the Internet: "E-government" in the United States, Britain, and the European Union. *Governance*, 16(2), 271-300.

- Criado, J. I., Sandoval-Almazan, R., & Gil-Garcia, J. R. (2013). Government innovation through social media. *Government Information Quarterly*, 30(4): 319-326. <http://dx.doi.org/10.1016/j.giq.2013.10.003>.
- Ebbers, W. E., & van Dijk, J. A. G. M. (2007). Resistance and support to electronic government, building a model of innovation. *Government Information Quarterly*, 24, 554-575.
- West, D. M. (2008). State and federal e-government in the United States, 2008. Available: http://www.brookings.edu/~media/Files/rc/reports/2008/0826_egovernment_west/0826_egovernment_west.pdf.
- Visit: <http://www.egov.vic.gov.au>, www.whitehouse.gov
- Visit: <http://www.lib2gov.org>

WEEK 2 (FEBRUARY 3): BUILDING A FOUNDATION FOR E-GOVERNMENT (GROUP MEETING VIA ADOBE CONNECT ON FEBRUARY 5)

- Technology infrastructure
- Broadband
- Interoperability
- Policy

Preparation:

- Federal Communications Commission (FCC) – National Broadband Plan. <http://www.broadband.gov/>. Review executive summary
- National Telecommunications and Information Administration (NTIA) – National Broadband Map. <http://www.broadbandmap.gov/>.
- Grimes, J., Bertot, J.C., & Lincoln, R. (2012). *Public Libraries and the National Broadband Map: Findings and Recommendations*. College Park, MD: Information Policy & Access Center. Available at: http://ipac.umd.edu/Files/CAI_NBM_final_15May2012.pdf.
- Janssen, M., & Estevez, E. (2013). Lean government and platform-based governance—Doing more with less. *Government Information Quarterly*, 30(Supplement 1): S1-S8, <http://dx.doi.org/10.1016/j.giq.2012.11.003>.
- Hans Jochen Scholl, H. J., Kubicek, H., Cimander, R., & Klischewski, R. (2012). Process integration, information sharing, and system interoperation in government: A comparative case analysis. *Government Information Quarterly*, 29(3): 313-323, DOI: 10.1016/j.giq.2012.02.009.
- The White House (2012). Digital Government: Building a 21st Century Platform to Better Serve the American People. Available at: <http://www.whitehouse.gov/sites/default/files/omb/egov/digital-government/digital-government.html>.

WEEK 3 (FEBRUARY 10): ACCESS TO E-GOVERNMENT

A. Issues of access and acceptance

Preparation:

- Plattfaut, R., et al. (2013). Unravelling (E-)Government channel selection: A quantitative analysis of individual customer preferences in Germany and Australia. HICSS Conference. DOI: [0.1109/HICSS.2013.585](https://doi.org/10.1109/HICSS.2013.585) (you can access this via the IEEE Xplore database).
- Cuillier, D., & Piotrowski, S. J. (2009). Internet information-seeking and its relation to support for access to government records. *Government Information Quarterly*, 26(3): 441-449. <http://dx.doi.org/10.1016/j.giq.2009.03.001>.
- Levy, D. L. (2006). More, faster, better: Governance in an age of overload, busyness, and speed. *First Monday, Special Issue 7*, available: http://www.firstmonday.org/issues/special11_9/
- Streib, G., & Navarro, I. (2006). Citizen demand for interactive e-government: The case of Georgia consumer services. *American Review of Public Administration*, 36, 288-300.
- Visit: <http://www.pewinternet.org> (search for current data on e-government access)

WEEK 4 (FEBRUARY 17): USING E-GOVERNMENT (GROUP MEETING VIA ADOBE CONNECT ON FEBRUARY 19)

- A. How citizens (want to) contact government
- B. Trust of e-government
- C. Citizens as customers?
- D. What happens when the government goes dark?

Preparation:

- Karlsson, F., Holgersson, J., Söderström, E., & Hedström, K. (2012). Exploring user participation approaches in public e-service development. *Government Information Quarterly*, 29(2): 158-168. DOI: 10.1016/j.giq.2011.07.009.
- Beldad, A., van der Geest, T., de Jong, M., & Steehouder, M. (2012). A cue or two and I'll trust you: Determinants of trust in government organizations in terms of their processing and usage of citizens' personal information disclosed online. *Government Information Quarterly*, 29(1): 41-49. DOI: 10.1016/j.giq.2011.05.003.
- Tolbert, C. J., & Mossberger, K. (2006). The effects of e-government on trust and confidence in government. *Public Administration Review*, 66(3): 354-369.
- Seifert, J.W., & Chung, J. (2009). Using e-government to reinforce government-citizen relationships: Comparing government reform in the United States and China. *Social Science Computer Review*, 27(1): 1-23. <http://dx.doi.org/10.1177/0894439308316404>.
- Vicente, C. (2014). E-Government Information and Public Access: Online electronic government information and the impact of the government shutdown on public access. Available at <http://www.llrx.com/features/egovinfoaccess.html>
- Shuler, J., Jaeger, P., & Bertot, J.C. (in press). E-government without government. *Government Information Quarterly*. Available on course website for now.
- Visit: <http://www.usa.gov>, www.gobierno.gov

WEEK 5: DESIGNING, DEVELOPING, AND IMPLEMENTING E-GOVERNMENT (FEBRUARY 24)

- A. Special populations
- B. Design considerations
- C. Mobile Technologies

Preparation:

- Madden, Mary (2010). Older Adults and Social Media. Pew Internet & American Life. Available at: <http://pewinternet.org/~media/Files/Reports/2010/Pew%20Internet%20-%20Older%20Adults%20and%20Social%20Media.pdf>.
- Smith, Aaron (2010). Technology Trends Among People of Color. Pew Internet & American Life. Available at: <http://www.pewinternet.org/Commentary/2010/September/Technology-Trends-Among-People-of-Color.aspx>.
- Associated Press (2011). For Minorities, New ‘Digital Divide’ Seen. Available at: <http://www.npr.org/templates/story/story.php?storyId=132775422>.
- Olalere, A, and Lazar, J. (2011). Accessibility of U.S. federal government home pages: Section 508 compliance and site accessibility statements. *Government Information Quarterly*, 28(3): 303-309. <http://dx.doi.org/10.1016/j.giq.2011.02.002>.
- Davenport, D. D., Richey, J., & Westbrook, L. (2008). E-government access to social service information: State web resources for domestic violence survivors. *Journal of the American Society for Information Science and Technology*, 59(6), 903-915.
- Visit: <http://www.houstontx.gov/disabilities/>
- Visit: <http://pewinternet.org/Commentary/2012/February/Pew-Internet-Mobile.aspx> (Pew Internet: Mobile)

DUE: Annotated Bibliography

WEEK 6 (MARCH 3)– USERS OF E-GOVERNMENT AND BARRIERS TO USE(GROUP MEETING ON MARCH 5))

- A. WHO USES E-GOVERNMENT?
- B. FACTORS ENCOURAGING USAGE OF E-GOVERNMENT
- C. WHO DOES NOT USE E-GOVERNMENT
- D. BARRIERS TO ADOPTION AND USE

Preparation:

- Gauld, R., Goldfinch, S., & Horsburgh, S. (2010). Do they want it? Do they use it? The ‘Demand-Side’ of e-Government in Australia and New Zealand. *Government Information Quarterly*, 27(3): 177-186. <http://dx.doi.org/10.1016/j.giq.2009.12.002>.
- Weber, L. M., Loumakis, A., & Bergmen, J. (2003). Who participates and why? *Social Science Computer Review*, 21(1), p. 26-42. DOI: 10.1177/0894439302238969.
- Velaga, N.R., Becroft, M., Nelson, J.D., Corsar, D., & Edwards, P. (2012). Transport poverty meets the digital divide: accessibility and connectivity in rural communities.

Journal of Transport Geography, 21(March): 102-112. DOI: 10.1016/j.jtrangeo.2011.12.005.

- Bertot, J. C., & Jaeger, P. T. (2008). The e-government paradox: Better customer service doesn't necessarily cost less. *Government Information Quarterly*, 25(2): 149-154. <http://dx.doi.org/10.1016/j.giq.2007.10.002>.
- Visit: <http://www.universalservice.org/sl/>, <http://www.disability.gov>
- Kurt DeMaagd, Han Ei Chew, Guanxiong Huang, M. Laeeq Khan, Akshaya Sreenivasan, Robert LaRose (2013). The use of public computing facilities by library patrons: demography, motivations, and barriers. *Government Information Quarterly*, 30(1): 110-118. <http://dx.doi.org/10.1016/j.giq.2012.07.009>.

WEEK 7 (MARCH 10) – Open Government: Overview

- A. What is open government?
- B. What is transparency?
- C. What is open data?
- D. What is open data?

Preparation:

- Armstrong, C.L. (2011). Providing a clearer view: An examination of transparency on local government websites, *Government Information Quarterly*, 28(1): 11-16. DOI: 10.1016/j.giq.2010.07.006.
- Patrice McDermott (2010), Building open government, *Government Information Quarterly*, Volume 27, Issue 4, Special Issue: Open/Transparent Government, October 2010, Pages 401-413
- Obama, B.H. (2009, January 21). Transparency and open government. Memorandum for the Heads of Executive Departments and Agencies. Washington, DC: Office of the Executive. Available at: <http://www.whitehouse.gov/the-press-office/transparency-and-open-government>
- Orszag, P. (2009, December 8). Open government directive. Memorandum for the Heads of Executive Departments and Agencies. Available: <http://www.whitehouse.gov/open/documents/open-government-directive>
- Visit: data.gov
- Familiarize yourself with the Open Government Partnership (<http://www.opengovpartnership.org/>) in general, and the US Action Plan in particular (http://www.opengovpartnership.org/sites/www.opengovpartnership.org/files/country_action_plans/US_National_Action_Plan_Final_2.pdf). Feel free to explore the action plans of other nations.

Due: Blog Entry #1

WEEK 8 (MARCH 17): SPRING BREAK – NO CLASS

WEEK 9 (MARCH 24) OPEN GOVERNMENT: SMART CITIES (GROUP MEETING VIA ADOBE CONNECT ON MARCH 26)

Preparation:

- Visit: <http://setis.ec.europa.eu/about-setis/technology-roadmap/european-initiative-on-smart-cities>; <http://www.amsterdamsmartcity.com/#/en> (English version - Amsterdam).
- Harrison, C., Eckman, B., Hamilton, R., Hartswick, P., Kalagnanam, J., Paraszczak, J., & Williams, P. (2010). Foundations for smarter cities. *IBM Journal of Research and Development*, 54(4): 1-16.
- Desouza, K. C., & Bhagwatwar, A. (2012). Citizen Apps to Solve Complex Urban Problems. *Journal of Urban Technology*, 19(3): 107-136.
- Shafers et al. (2011). Smart Cities and the Future Internet: Towards Cooperation Frameworks for Open Innovation. *The Future Internet*, Lecture Notes in Computer Science. http://dx.doi.org/10.1007/978-3-642-20898-0_31.

WEEK 10 (MARCH 31): OPEN GOVERNMENT: POLICY IMPLICATIONS

- A. Access and Dissemination
- B. Privacy, Security, and Accuracy
- C. Use, Storage and Preservation

Preparation:

- Bertot, J. C., Jaeger, P. T., & Grimes, J. M. (2010). Using ICTs to create a culture of transparency?: E-government and social media as openness and anti-corruption tools for societies. *Government Information Quarterly*, 27(3), 264-271
- Bertot, J. C., Jaeger, P. T., Munson, S., & Glaisyer, T. (2010). Social media technology and government transparency. *Computer*, 43(11), 53-59.
- Dawes, S.S. (2010). Stewardship and usefulness: Policy principles for information-based transparency. *Government Information Quarterly*, 27(4): 377-383. DOI: 10.1016/j.giq.2010.07.001.

WEEK 11 (APRIL 7): LIBRARIES AND E-GOVERNMENT (GROUP MEETING VIA ADOBE CONNECT ON APRIL 9)

- A. Roles of libraries in ensuring access and training for e-government
- B. Implications for residents, communities, and governments

Preparation:

- Quinn, A. C., & Ramasubramanian, L. (2007). Information technologies and civic engagement: Perspectives from librarianship and planning. *Government Information Quarterly*, 24(3): 595-610. DOI: 10.1016/j.giq.2006.08.005.
- Jaeger, P.T., Bertot, J.C., Shuler, J.A. (2010). The Federal Depository Library Program (FDLP), Academic Libraries, and Access to Government Information. *The Journal of Academic Librarianship*, 36(6): 469-478. DOI: 10.1016/j.acalib.2010.08.002.
- Bertot, J.C., Jaeger, P.T., Gorham, U., Taylor, N.G. & Lincoln, R. (2013). Delivering E-government Services and Transforming Communities through Innovative Partnerships: Public Libraries, Government Agencies, and Community Organizations. *Information Polity*, 18(2): 127-138.

- Visit: <http://www.blogs.state.gov/>, <http://www.ready.gov>,
- Review: issue briefs and other information regarding libraries and e-government at <http://ipac.umd.edu/survey/analysis/e-government-public-libraries>.

Due: Blog Entry #2

WEEK 12 (APRIL 14): E-GOV 2.0 AND E-PARTICIPATION Social media, networks and virtual worlds

- A. E-gov 2.0
- B. E-participation

Preparation:

- Brito, J. (2008). Hack, mash, & peer: Crowdsourcing government transparency. *Columbia Science and Technology Law Review*, 9,119-157.
- Chang, A., & Kannan, P. K. (2008). Leveraging Web 2.0 in government. Available: http://wiki.douglasbastien.com/images/f/f7/Ibm-Leveraging_Web_2.0_in_Government.pdf.
- Mossberger, K., Wu, Y., & Crawford, J. (2013). Connecting citizens and local governments? Social media and interactivity in major U.S. cities. *Government Information Quarterly*, 30(4): 351-358. <http://dx.doi.org/10.1016/j.giq.2013.05.016>.
- Oystein Saebo, Jeremy Rose, Leif Skiftenes Flak. (2008). The shape of eParticipation: Characterizing an emerging research area, *Government Information Quarterly*, 25(3): 400-428.
- Gordon, E. (2013). Beyond Participation: Designing for the Civic Web. *Journal of Digital and Media Literacy*, 1(1). Available at: <http://www.jodml.org/2013/02/01/design-for-civic-web/>
- Review: Building a 21st Century Platform to Better Serve the American People. Available at: <http://www.whitehouse.gov/sites/default/files/omb/egov/digital-government/digital-government.html> with an eye towards the discussion of mobile platforms and services.
- Review: <http://www.howto.gov/social-media/using-social-media>.

WEEK 13 (APRIL 21): INTERNATIONAL EFFORTS AND ISSUES (GROUP MEETING VIA ADOBE CONNECT ON APRIL 23)

- A. General international issues
- B. Comparison of different international efforts and overview approaches

Preparation:

- Twinomurinzi, H., Phahlamohlaka, J., & Byrne, E. (2012). The small group subtlety of using ICT for participatory governance: A South African experience. *Government Information Quarterly*, 29(2): 203-211. DOI: 10.1016/j.giq.2011.09.010.
- Cilan, C. A., Bolat, B. A., & Coskun, E. (2009). Analyzing digital divide within and between member and candidate countries of European Union. *Government Information Quarterly*, 26, 98-107.
- Government ICT Strategy – UK. Review <http://www.cabinetoffice.gov.uk/content/government-ict-strategy-strategic-implementation-plan>.

- Lau, T.Y., Aboulhosen, M., Lin, C., & Atkin, D.J. (2008). Adoption of e-government in three Latin American countries: Argentina, Brazil and Mexico. *Telecommunications Policy*, 32(2): 88-100. DOI: 10.1016/j.telpol.2007.07.007.
- Huijboom, N., & Van den Broek, T. (2011). Open data: an international comparison of strategies. *European journal of ePractice*, 12(1), 1-13. Available at: http://www.epractice.eu/files/European%20Journal%20epractice%20Volume%2012_1.pdf.
- Delivering Digital Inclusion (2010). Report from Welsh Assembly Government. Available at: <http://wales.gov.uk/docs/dsjlg/consultation/100617digitalinclusionen.pdf>.
- Visit: <http://ec.europa.eu>, <http://www.gov.sg/>

WEEK 14 (APRIL 28): EVALUATING E-GOVERNMENT (User-centered evaluation)

- A. Policy-centered evaluation
- B. E-government maturity

Preparation:

- Luna-Reyes, L.F., Gil-Garcia, J.R., & Romero, G. (2012). Towards a multidimensional model for evaluating electronic government: Proposing a more comprehensive and integrative perspective. *Government Information Quarterly*, 29(3): 324-334. DOI: 10.1016/j.giq.2012.03.001.
- Baker, D. L. (2009). Advancing e-government performance in the United States through enhanced usability benchmarks. *Government Information Quarterly*, 26(1): 82-88. DOI: 10.1016/j.giq.2008.01.004.
- Dragulanescu, N-G. (2002). Website quality evaluations: Criteria and tools. *International Information & Library Review*, 34(2): 247-254. DOI: 10.1006/iilr.2002.0205.
- de Róiste, M. (2013). Bringing in the users: The role for usability evaluation in eGovernment. *Government Information Quarterly*, 30(4), 441-449.
- Visit: <http://www.usability.gov>, <http://www.section508.gov>

WEEK 15 (WEEK OF MAY 5): DEVELOPING ISSUES AND FUTURE RESEARCH (GROUP MEETING ON MAY 7)

- A. What is e-government really meant to do in the long run?
- B. What are the directions of e-government research?

Preparation:

- Heeks, R., & Bailur, S. (2007). Analyzing e-government research: Perspectives, philosophies, theories, methods, and practice. *Government Information Quarterly*, 24(2), 243-265.
- Evans, A. M., & Campos, A. (2013). Open government initiatives: Challenges of citizen participation. *Journal of Policy Analysis and Management*, 32(1), 172-185.

DUE: E-Government Issue Paper

N. Syllabus Change Policy

This syllabus is a guide for the course and is subject to change with advance notice.