

**PUBLIC ACCESS TO E-GOVERNMENT INFORMATION
RESOURCES – THE ROLE OF LIBRARY AND
INFORMATION SPECIALISTS**

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- ▶ **Resolution 59 (1) of the UN General Assembly, 1946:** “Freedom of information is a fundamental human right and the touchstone of all the freedoms to which the UN is consecrated.”
 - ▶ **The Universal Declaration of Human Rights, 1948 - (Article 19)** – “Everyone has the right to freedom of opinion and expression; this right includes freedom to seek, receive and impart information and ideas through any media and regardless of frontiers.”
 - ▶ **Charter Of Fundamental Rights Of The European Union (2007/C 303/01), Article 11:** “Everyone has the right to freedom of expression. This right shall include freedom to hold opinions and to receive and impart information and ideas without interference by public authority and regardless of frontiers”





- **e-Accessibility**
- **e-Exclusion/e-Inclusion**
- **Digital divide**



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- ▶ *Digitized forms of traditional administrative services*
 - ▶ *Information and services for the citizens and business - based on life-events or business situations*
 - ▶ *Online communication with the Public Administration*
 - ▶ *Online forms and documents – electronic documents*
 - ▶ *Electronic Signature*
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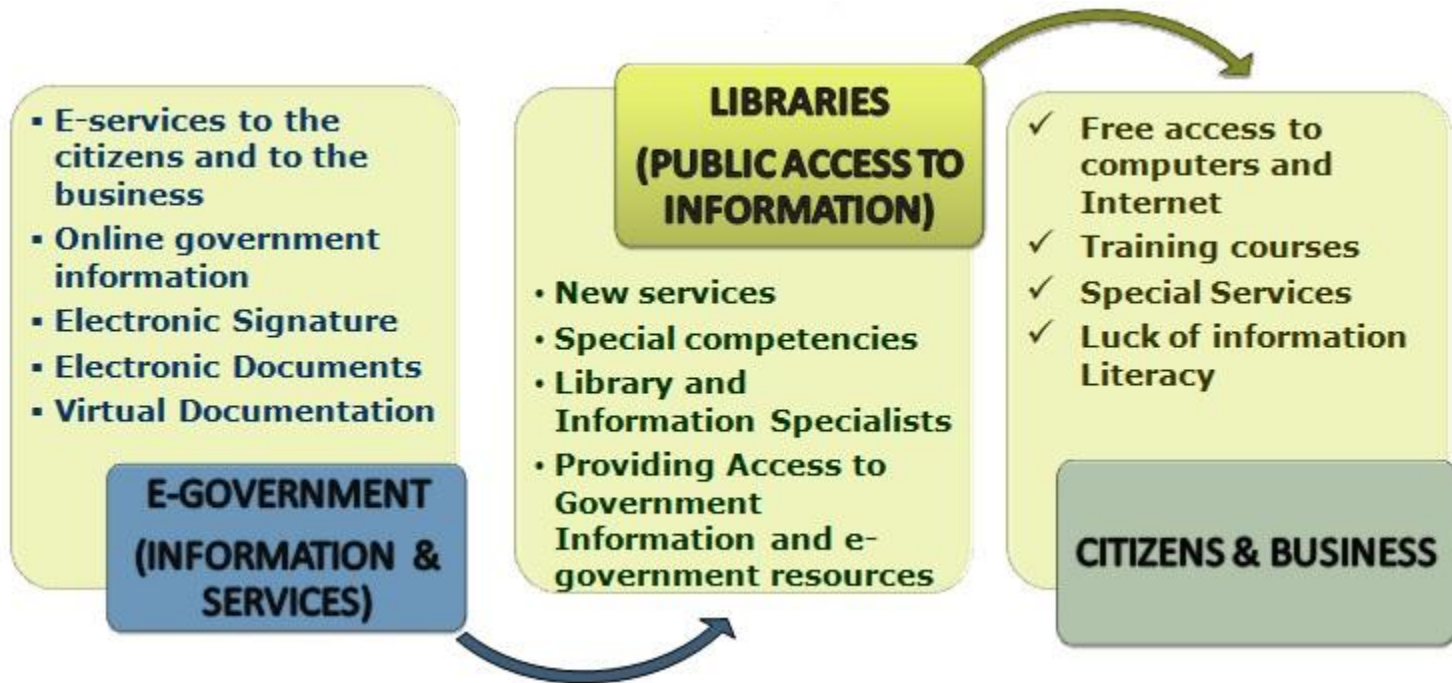


- ⇒ Help citizens interact with government agencies and officials
- ⇒ Provide access to e-government services
- ⇒ Assist users in transacting e-services
- ⇒ Educate citizens how they can use public e-services
- ⇒ Offer free public access to computers and Internet
- ⇒ Help disabled persons, elder people, people without information literacy to use computers in a better way



- ⇒ Assisting users with e-government information and services requires extensive time and resources.
- ⇒ Some of the public libraries (in Bulgaria) have an insufficient number of work stations - technical equipment (computers, software, Internet connection) and also they haven't enough trained and qualified staff to provide access to e-government information.





- ✓ 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.