



An NTRLS Workshop Presented by Suzanne Sears

Suzanne Sears is the head of the Government Documents Department at the University of North Texas Willis Library, Denton, Texas. She joined the university in August 2007 after working for the Tulsa City-County Library (TCCL) for 23 years. Under her direction, TCCL received the inaugural Federal Depository Library of the Year Award in 2003.

Government services touch everyone on some level. Government information deals with almost every topic. According to the Government Printing Office 97% of government information is being distributed online. More government agencies are referring individuals to their local library for assistance with government services as their staff numbers have been cut due to e-government initiatives. How is your library handling this transition to electronic government services? Are you prepared to navigate the confusing world of government web sites to help customers seeking e-government services?

Some questions that will be answered by this workshop are:

- Do you need policies in place on how to handle request for help with e-government services?
- Will you need privacy screens around computer workstations?
- Will you need to restrict the number of hours an e-government customer can work on a computer workstation?
- Where do you go for state information?
- Just how much help are you allowed to offer?

Some popular web sites that will be covered are:

- U.S. Citizenship and Immigration Services
- FAFSA: Free application for federal student aid
- Internal Revenue Service
- Social Security Administration
- U.S. Department of State—passports and visas

**There will be
5.5 CE/CPE hours
given for this
workshop.**

**Please register online at:
www.ntrls.org**

Dates and Locations:

June 18, 2009
Denton Public Library,
North Branch

June 19, 2009
Fort Worth Library,
Central Branch

Time:

Registration: 9:00-9:30
Workshop: 9:30—4:00
Lunch 11:30-1:00

Fee:

\$10.00

**These workshops are in
computer labs and refreshments
will not be served.**



The Institute of Museum and Library Services, a federal agency that fosters innovation, leadership and a lifetime of learning, supports the North Texas Regional Library System, Inc. (NTRLS) through the Texas State Library and Archives Commission.