

# LIS sector watch

Nada Anderson, ALIA research officer

## Australians' use of and satisfaction with e-government services

Commissioned by the Australian Government Information Management Office  
[http://www.agimo.gov.au/publications/2005/june/e-government\\_services](http://www.agimo.gov.au/publications/2005/june/e-government_services)

The report gives a snapshot of how Australians use e-government services and how satisfied they are with them. The study covers federal, state, territory and local governments. It examines people's preferences for certain services and contact methods including phone, face-to-face and the internet. The study found that 70 per cent of Australian adults had used the internet in the past year and that 40 per cent of these had used it to contact a government agency.

## Adult literacy and numeracy: at a glance

Sue Foster and Francesca Beddie

National Centre for Vocational Education Research <http://www.ncver.edu.au/publications/1584.html>

The report shows that literacy and numeracy practices change over time, and that the literacy challenge is not confined to those people traditionally considered to

be poorly educated or unsuccessful. The report also considers Australia's place in the international arena, and looks at strategies for integrating literacy into unconventional learning environments and at ways to ensure the continuing strength of the teaching workforce.

## Public libraries: efficiency and stock supply chain review

PKF Consultants (UK)

Published by the Museums, Libraries and Archives Council (MLA) and the Department for Culture, Media and Sport (DCMS) [http://www.mla.gov.uk/action/framework/framework\\_04b.asp](http://www.mla.gov.uk/action/framework/framework_04b.asp)

The review examines the best and most cost-effective way to operate the book supply chain, and to look at budget issues and efficiency in public library services. The review recommends examining the case for a national procurement agency and sets out some options for the type of agency that might be considered. MLA and DCMS will now develop these options in more detail in consultation with all interested parties, including the library community, to understand the cost implications and possible implementation timescale of each option.

## Regional telecommunications: an overview

Jeffrey Robertson

Information and Research Services, Parliamentary Library, Canberra, Research Note N° 52 2004-05 <http://www.aph.gov.au/library/pubs/RN/2004-05/05rn52.htm>

Debate over unequal access to information and communication technology services between regional and metropolitan Australia often focuses on infrastructure. This research note finds that infrastructure is just one aspect of a wider host of problems that reinforces the digital divide.

## Geeks bearing gifts: open source software and its enemies

Nicholas Gruen

The Centre for Independent Studies  
<http://www.cis.org.au/policy/winter05/polwin05-7.htm>

The paper discusses the merits of open source software and the counter-arguments of corporate interests. The paper concludes that Australia should be wary of extending its intellectual property law.

Directline (continued)...

The Board is preparing a paper for discussion at the September meeting on the key issues for ALIA relating to the recent closure of two schools of library and information studies and the impact on sustainability and quality of education for the profession.

## Change in *inCite* editor

I would like to acknowledge the terrific job Julie Stokes has done editing *inCite* for us since March while we have been filling the position. This is the second time Julie has helped us out and her knowledge of the sector and experience in editing have on each occasion provided us with quality issues. Karen McVicker has commenced with ALIA as managing editor and will take over *inCite* from the next issue. Karen has wide experience as an editor and I'm sure will make her own impression on *inCite*.



ALIA president Gill Hallam presenting silver pins and certificates to Richard Sayers and Jennifer Parker for their service to ALIA

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