We envision a Pennsylvania where citizens know how to use online resources and current technology to improve their education, to enhance their job skills, and to fully participate in a digital society.

**Rationale**

- No regulating body monitors the reliability of what is on the Internet.
- Students lack sufficient strategies for deciding what Web information is true and what is not. Twenty-two percent of all students think 80-100% of what they find on the Internet is truthful.
- New research shows that increased access to sophisticated technological social tools and increased connectivity via smart phones, laptops, and other handheld devices is changing the behavior of several generations; other generations are taking on the characteristics of Generation Y. Frequently cited generational differences are beginning to blur.
- Nearly 29% of students say that Google, Yahoo, and other major search engines were the most important information source for their last research assignment.
- More than 9% of information needed for research papers was sourced from Wikipedia or other wikis.
- The higher the grade point average, the lower the reliance on search engines such as Google or Yahoo for research papers.
- Demand on bandwidth capacity has reached a new high as a result of video and audio downloading and uploading.
- Pennsylvania is ranked 29th in the nation for people with high-speed Internet access (60%).
- Senior citizens are the fastest growing group of Internet users. They are also the most vulnerable to Internet fraud.
- Nearly three-quarters of job seekers now use the Internet to seek employment, in part because this is the only way to apply for many job opportunities.

**High Tech**

- Enhanced POWER Library
- eLink portal to government resources
- eLink portal and RSS feed on current news and issues
- Downloadable video and audio
- Online tutorials for library resources and Web services
- Video classes and tutorials
- Online user account access
- Rapid delivery of materials from remote locations
- Online safety tutorials
- Live elementary, middle, and high school one-on-one, online tutoring with expert tutors
- eCourses and classes building job readiness skills
- Web “cluster” links to prescreened, nonpartisan websites on issues of state and national importance

**High Touch**

- More workstations with high speed access
- Information literacy classes for college freshmen
- Tutorials on research skills and using complex databases through academic libraries
- Computer classes and coaches
- SeniorNet learning centers
- Public workstations for creating digital and audio files
- Loanable digital devices
- Wireless access points
- Online and print resources, tutorials, and databases
- Government information in print and online
- Workshops on using emerging technologies
- Document transmission services
- Information literacy programs for schools to improve students’ online critical thinking skills
- “Smart Desks” staffed with expert staff for customer technical support and online navigation guidance