Bibliography

Books and Articles

Benkler, Yochai, *The Wealth of Networks: How Social Production Transforms Markets and Freedom*, New Haven [Conn] and London: Yale University Press, 2006.

Berntzen, Lasse - Healy, Mike - Hahamis, Panos - Dunville, Debra - Esteves, José, "Parliamentary Web Presence: a Comparative Review", *Proceedings of the 2nd International Conference on e-Government: Pittsburgh, 12-13 October 2006* [ed. by] Dan Remenyi, Reading: Academic Conferences Ltd, 2006, pp. 17-25.

Brandtzæg, Petter Bae - Lüders, Marika, *eCitizen 2.0: The Ordinary Citizen as a Supplier of Public Sector Information*, SINTEF, 2009 [http://www.regjeringen.no/upload/FAD/Vedlegg/IKT-politikk/eCitizen20.pdf].

Brown, Gordon, Prime Minister of the United Kingdom, *Speech on Smarter Government*, London, 7 December 2009 [http://www.number10.gov.uk].

Castells, Manuel, *Communication Power*, Oxford: Oxford University Press, 2009.

Congressional Management Foundation, *Online Town Hall Meetings: Exploring Democracy in the 21st Century*, Washington, D.C.: Congressional Management Foundation, 2009 [http://www.cmfweb.org].

Cuninghame, Keith, *Guidelines for Legislative Libraries* [2nd completely updated and enl. edition], Berlin: De Gruyter Saur, 2009.

Ferguson, Ross, "Parliament 2.0: Harnessing Participatory Media to Counter Disengagement", *Canadian Parliamentary Review*, 31(3), 2008, pp. 27-29 [http://www2.parl.gc.ca/Sites/LOP/Infoparl/31/3/31n3_08e_Ferguson.pdf].

Foreseeresults.com, "E-Government Satisfaction Index", *American Customer Satisfaction Index (ACSI)* Q4/26 January 2010.

Friedman, George, *The Next 100 Years: a Forecast for the 21st Century*, New York: Doubleday, 2009.

Frissen, Paul H.A., "Representative Democracy and Information Society – A Postmodern Perspective", *Information Polity Journal*, 7(4), 2002, pp. 175-183 [http://iospress.metapress.com/content/rwe39yg42al9j4hu/fulltext.pdf].

Gastil, John, *By Popular Demand: Revitalizing Representative Democracy through Deliberative Elections*, Berkeley and London: University of California Press, 2000.

Gastil, John, *Political Communication and Deliberation*, London: Sage, 2008.

Gastil, John - Levine, Peter, *The Deliberative Democracy Handbook: Strategies for Effective Civic Engagement in the Twenty-first Century*, San Francisco: Jossey-Bass, 2005.

Hansard Society, *MPs online: Connecting with Constituents*, London: Hansard Society Publications, 2009 [http://www.hansardsociety.org.uk/files/folders/1688/download.aspx].

Hindman, Matthew Scott, *The Myth of Digital Democracy*, Princeton and Oxford: Princeton University Press, 2009.

Hinsberg, Hille, "My better Estonia", in U.S. General Services Administration, Office of Citizen Services and Communications, Centre for Intergovernmental Solutions, *Engaging Citizens in Government* - Intergovernmental Solutions Newsletter, Issue 25, Fall 2009, pp. 20-21 [http://www.usaservices.gov/pdf_docs/EngagingCitizensII.pdf].

Inter-Parliamentary Union, *Parliament and Democracy in the Twenty-First Century: A Guide to Good Practice*, Geneva: Inter-Parliamentary Union, 2006.

Inter-Parliamentary Union, *Guidelines for Parliamentary Websites*, [Geneva]: Inter-Parliamentary Union, 2009 [http://www.ictparliament.org/resources/guidelines_en.pdf].

Inter-Parliamentary Union, *Guidelines for the Content and Structure of Parliamentary Web Sites*, [Geneva]: Inter-Parliamentary Union, 2000 [http://www.ipu.org/cntr-e/web.pdf].

International Telecommunication Union, *Measuring the Information Society: The ICT Development Index*, Geneva: International Telecommunication Union, 2009 [http://www.itu.int/ITU-D/ict/publications/idi/2009/index.html].

Leston-Bandeira, Cristina, *Parliamentary Functions Portrayed on European Parliaments' Websites*, Centre for European Union Studies (CEUS) University of Hull - Research Working Paper 2/2009.

Missingham, Roxanne - Brettell, Rina - White, Shirley - Miskin, Sarah, "Accessing Information in a Parliamentary Environment: Is the OPAC Dead?", *Library Hi Tech* 27(1), 2009, pp. 42-56.

"Mobile Marvels. A Special Report on Telecoms in Emerging Markets", *The Economist*, 24 September 2009, pp. 1-19.

Namibian Institute for Democracy, *Catching the voice of the* Born-free generation *of Namibia through mobile phones*, [ed. by] Theunis Keulder, Regional Director, Swakopmund: Namibian Institute for Democracy, 2009.

Organisation for Economic Co-operation and Development, *Making Life Easy for Citizens and Businesses in Portugal: Administrative Simplification and e-Government*, Paris: OECD Publishing, 2009.

Oxford Internet Institute, *Forum Discussion Report 13 (Workshop Parliaments in the Digital Age)*, University of Oxford, January 2008.

Smith, Aaron, *The Internet's Role in Campaign 2008*, Washington, D.C.: Pew Research Center, 2009.

Sunstein, Cass R., *Republic.com 2.0*, Princeton: Princeton University Press, 2007.

Tariff Consultancy Ltd., *Emerging Mobile Markets – a survey of 34 countries*, 2008 [http://www.tele-comspricing.com/].

United Nations Department of Economic and Social Affairs. Division for Public Administration and Development Management, *UN e-Government Survey 2008: From e-Government to Connected Governance*, New York: United Nations, 2008 [http://www.unpan.org].

United Nations Department of Economic and Social Affairs. Division for Public Administration and Development Management, *UN e-Government Survey 2010: Leveraging e-Government at a Time of Financial and Economic Crisis*, New York: United Nations, 2010 [http://www.unpan.org].

United Nations, European Parliament, Global Centre for ICT in Parliament, *World e-Parliament Conference 2008: 25-26 November 2008, European Parliament, Brussels; Report,* [New York]: United Nations, 2009 [http://www.ictparliament.org].

United Nations, Inter-Parliamentary Union, Global Centre for ICT in Parliament, *World e-Parliament Report 2008*, [New York]: United Nations, 2008 [http://www.ictparliament.org].

United Nations, Inter-Parliamentary Union, U.S. House of Representatives, Global Centre for ICT in Parliament, *World e-Parliament Conference 2009: 3-4-5 November 2009, U.S. House of Representatives, Washington D.C.;Report*, [New York]: United Nations, 2010 [http://www.ict-parliament.org].

West, Darrell M., *Improving Technology Utilization in Electronic Government Around the World, 2008*, Governance Studies at Brookings, 2008.

WorldPublicOpinion.Org, *World Public Opinion on Governance and Democracy*, May 2008.

WorldPublicOpinion.Org, *World Public Opinion on Political Tolerance: A Study of 24 Nations*, Washington, D.C.: WorldPublicOpinion.Org, 2009 [http://www.ipu.org/idd-e/report09.pdf].

Zittrain, Jonathan, *The Future of the Internet and How to Stop it*, New Haven [Conn.] and London: Yale University Press, 2008.

Presentations and speeches

Alvarez Cabezas, Patricio, Director of IT of the Senate of Chile. General Session *The Use of New Social Media and other Internet Communication Tools in the Parliamentary Environment: Lessons Learned***,** World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Bamford-Addo, Joyce Adeline, Speaker of the Parliament of Ghana. High-level Panel *Connecting Parliaments and Citizens: New Technologies to Foster Openness, Transparency and Accountability***,** World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Ferreiro, Soledad, Director of the Library of the Parliament of Chile. Parallel Session *Engaging Citizens to Enhance the Dialogue: Concrete Experiences,* World e-Parliament Conference 2008, Brussels, 25-26 November 2008 [http://www.ictparliament.org/worldeparliamentconference2008/].

Forsberg, Anders, Secretary General of the Parliament of Sweden. General Session *ICT Strategic Planning, Management and Oversight: the Complexity of the Legislature Environment,* World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Johnsson, Anders B., Secretary General of the Inter-Parliamentary Union. Official Opening, World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Jin, Shin Hang, Director, Legislative Information System Office, National Assembly of the Republic of Korea. General Session *Chamber Technologies: Experiences and Trends***,** World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Katopola, Matilda, Secretary General of the Parliament of Malawi. General Session *How Parliamentary Websites can Serve Different Purposes and Users,* World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Lupi, Maurizio, Vice President of the Chamber of Deputies of Italy. High-level Panel *Connecting Parliaments and Citizens: New Technologies to Foster Openness, Transparency and Accountability***,** World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Mahlangu, Mninwa J., Chairperson of the National Council of Provinces of South Africa. High-level Panel *How ICT can Strengthen Parliaments in Young and Emerging Democracies***,** World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org].

Makraduli, Jani, Vice President of the Assembly of The former Yugoslav Republic of Macedonia. High-level Panel *How ICT can Strengthen Parliaments in Young and Emerging Democracies***,** World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Mbangula, Mzi, Divisional Head, Corporate Services (ICT), National Assembly of South Africa. General Session *ICT Strategic Planning, Management and Oversight: the Complexity of the Legislature Environment,* World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org].

Palanza, Alessandro, Deputy Secretary General of the Chamber of Deputies of Italy. General Session *How Parliamentary Websites can Serve Different Purposes and Users,* World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Park, Kye-Dong, Secretary General of the National Assembly of the Republic of Korea. Communication to the Association of Secretaries General of Parliament (ASGP), Geneva, 19-22 October 2009.

Pelosi, Nancy, Speaker of the U.S. House of Representatives. Official Opening, World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Price, David, Chairman of the House Democracy Partnership, U.S. House of Representatives. High-level Panel *How ICT Can Strengthen Parliaments in Young and Emerging Democracies***,** World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Pullinger, John, Director General and Librarian, UK Parliament. Specialized Session *Enhancing Research Services for Members and Committees through ICT***,** World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Sampaio de Almeida, Sérgio, Director General of the Chamber of Deputies of Brazil – Perna, Andréa, Manager, Legislative Governance Bureau, Chamber of Deputies of Brazil. General Session *The Use of New Social Media and other Internet Communication Tools in the Parliamentary Environment: Lessons Learned,* World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Sydorenko, Oleksiy, Head, Computer Systems (IT) Department, Parliament of Ukraine. General Session *Chamber Technologies: Experiences and Trends***,** World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Valentín, Julio César, President of the Chamber of Deputies of the Dominican Republic. High-level Panel *Connecting Parliaments and Citizens: New Technologies to Foster Openness, Transparency and Accountability,* World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].

Wallis, Diana, Vice President of the European Parliament. High-level Panel *How ICT Can Strengthen Parliaments in Young and Emerging Democracies***,** World e-Parliament Conference 2009, Washington, D.C., 3-4-5 November 2009 [http://www.ictparliament.org/wepc2009/].