



NATIONAL MARTYNAS MAZVYDAS
LIBRARY OF LITHUANIA



Bibliotekos pažangai

THE PROJECT "LIBRARIES FOR INNOVATION"

INITIAL SUPERVISION INDICES

(the grand report)

THE CLIENT:

Martynas Mazvydas National Library of Lithuania

THE CONTRACTOR:

UAB "RAIT"

Naugarduko g. 68B, Vilnius

Tel: +370 5 2691247

Fax: +370 5 2691248

Email: info@rait.lt

REPORT PREPARED BY:

Gintaras Sumskas

Vilnius

2008

CONTENT

Summary.....	4
Introduction to the survey	14
Aims of the survey	14
General goals.....	14
Research model.....	14
Index Measurement of Project Effect Research Model Result Supervision.....	14
Instruments of the research.....	15
Presentation of results.....	15
Analysis of current situation and perspectives.....	16
1. Effect. Improved access and possibilities for the users to use computers and IT	16
1A. The number of libraries/ branches/ subsidiaries, rendering users' access to public Internet.....	16
1B. The number of computers used for public Internet access.....	17
1C. The number of hours for public Internet access users.....	18
1D. The usage of computerized working places for public Internet access	19
1E. The number of public Internet access users.....	19
1F. The number of public Internet access workplaces for 1000 inhabitants	19
1G. The number of libraries rendering free wireless Internet	20
2. Effect. Developed librarians' skills and motivation to use IT.....	21
2A. Improved librarians' IT knowledge and skills.....	21
2B. Improved librarians' representative and public relations skills.....	23
2C. Improved librarians' knowledge and skills of Internet resources and electronic services	25
2D. Improved librarians' knowledge and skills of servicing users with special needs	26
2E. The number of librarians' who have experience of teaching and consulting users.....	27
2F. The number of trained librarians	27
2G. The number of hours for Librarians' IT training.....	27
3. Effect. Improved visitors' of public libraries IT skills	28
3A. Improved users' of public Internet access IT knowledge and skills.....	28
3B. Changed practice of public Internet access usage	30
3C. The number of IT trained inhabitants.....	44
3D. The number of hours for teaching inhabitants IT.....	46
4. Impact. Improved access for specific groups, difficult access social groups	47
4A. Percentage of users without alternative Internet access.....	47
4B. Experience of difficult access groups.....	48
4C. Activities which to accomplish users use public Internet access in libraries most often	49
4D. Existence of programmes and other mechanisms for involving difficult access groups.....	59
5. Effect. Improved representation of libraries.....	62

5A. Reputation of libraries, its public perception and profile	62
5B. Expanded mission and competence spheres of libraries	70
5C. Increased number of library visitors (visits).....	75
6. Effect. Increased local, regional and national financing of libraries.....	76
6A. Financing intended for libraries	76
6B. Financing intended for public Internet access.....	77
7. Effect. Increased social benefit for individuals and communities via IT	78
7A. Benefit received by users and its perception.....	78
7B. Librarians' perception about the benefit of public Internet access provided to the community.....	80
7C. Librarians' perception about the benefit of public Internet access provided to the community.....	82
8. Effect. Increased offer of actual content and its usage	83
8A. Number of libraries with Internet websites.....	83
8B. New content and services in the library	83
8C. Increased amount of local content in the Internet	85
9. Effect. Innovations on library network.....	87
9A. Examples of innovation in libraries appeared due to the project.....	87
10. Effect. Increased support for librarians.....	88
10A. Improved technical supervision in libraries	88
10B. Improved methodological help for librarians	89
Recommendations	90

Summary

Analysis of current situation and perspectives

1. Effect. Improved access and possibilities for the users to use computers and IT

- The dynamics of public Internet access development in city and village is of "two speeds". The data shows, that city branches are already relatively "saturated". The development here is more stable and reasonable – 70% are not intending to expand access, but to develop access in bigger branches. This way of expansion could be termed as "qualitative". Development plans in village branches are more "quantitative" – PIA access is planned by twice more branches compared to cities, meanwhile most intensive development is planned in smallest (according to employee number) branches.
- Data allows to make assumption, that bigger cities libraries are better prepared to "widen" (i.e. higher % of branches plan less development) public Internet access development and modernization, meanwhile village branches are more orientated to "deepening" development (less quantity of branches, but planned higher changes).

2. Effect. Increased library staff's competencies and motivation to use IT

- Internet in library is used by 78% of surveyed librarians. Younger, central city librarians use it more actively.
- The bets evaluated general librarians' Internet resource competencies and computer literacy. According to library managers opinion users with special needs and Internet innovations is the weakest side of library personnel competences.
- General IT competences of city branch librarians are evaluated in average higher. According to library managers evaluation librarians IT knowledge is restricted by the most simply possibilities provided by Internet: information search, electronic communication, meanwhile interactive WEB2 background technologies are not well known.

- Librarians are active enough in public activities. 60% of respondents have been communicating with mass media, 58% - made a public speech, 54%-wrote an article about library activities to local press, 48% - communicated with politicians.
- Most of library managers and experts have noticed, that the bigger part of public campaigns are proceeding locally in concrete library and public Internet access area, however the number of big national campaigns allowing to increase library as institution awareness and authority are very low. According to opinion of discussion participates, different libraries are not either financial either with present human resources organize bigger capacity continuing campaigns allowing to pay attention to library provided activities and services to potential visitors, who for various reasons at the moment do not attend libraries.
- Main services suggested to less socially active and socially risky groups are dispense of books, a possibility to read periodicals and dispense of other publications.
- A bigger part of librarians work actively with training programmes or projects for visitors of libraries: worked on organizing such events – 89%, conducted trainings (or a part of trainings) – 48%, prepared training material (or a part of material) – 29%, consulted organizers of training programmes – 24%, prepared training material – 16%.
- According to the results of factual survey, in 2007 51% of interviewed librarians participated in IT trainings.
- An average number of hours for librarians' IT training is 43 hours (most frequently mentioned number is 30).

3. Effect. Improved public Internet access visitors IT usage competencies

- According to the data of representative Lithuanian inhabitants' survey, Lithuanian inhabitants evaluate their computer literacy satisfactorily – the average evaluation is 2,4 points from 4 possible. Age and computer skills correlate the most (younger respondents' skills are better). Other factors related to computer skills and knowledge of various levels are education

(respondents' with high and higher education skills are better), incomes (respondents' with higher incomes skills are better) and living place (respondents' from cities skills are better).

- Children evaluate their computer skills quite well. They evaluate best their common computer literacy and basic Internet skills, and worst – creating website and using special Internet data bases (library sphere). Children from cities evaluated their computer skills on average better than village respondents.
- Summarizing inhabitants' habits of using the Internet, we can distinguish three groups. The first is „professionals“: individuals of employable age (24 to 64), having a good status in society (work, incomes, education, position), for whom the Internet is necessary and it is related to their direct work. IT used for communication and programmes are less important for them. This group makes up to 30% of all respondents. The second group is „developing“ users. They are the youngest respondents, schoolchildren, and students, for whom the Internet is rather the means to spend free time, communicate, create virtual societies. This group in the future will take the place of “professionals”, but it is believable that they, with a bigger potential and more knowledge, will be more universal users of Internet. “Developing” group can be related to common level of urbanization: in bigger towns with better developed communication infrastructure and education system (especially of higher education) there are more of them (projects of Internet development can change this situation). This group makes up to 20% respondents. The third group is „minimal“ users of the Internet. These are oldest, unemployed respondents, inhabitants from villages and towns, pensioners. This group partly is inaccessible due to their unwillingness to study new things, lack of need or interest (about 10% of respondents). Another part of respondents who are interested in innovations also can be encouraged to become Internet users through the development of public Internet access and education (about 40% of respondents did not give information about their habits of Internet usage or gave insufficient information).

- The survey of Lithuanian inhabitants' opinion showed similar tendencies but, unlike public Internet access users in libraries, age factor was less important and the factor of a living place was very important. One of the explanations of this phenomena is development of public Internet access which is „equalizing“ development peculiarities of Internet infrastructure (determined by objective economic interests) and giving a wider access to the Internet in more urbanized territories.
- Summarizing the inhabitants' habits of Internet usage, we can notice, that usage of the Internet, despite the place of its using, is spread among younger, more active respondents (schoolchildren, students, employed) and more educated respondents. The division of libraries between „active“ and „passive“ (older, more educated and with lower incomes) is a little decreased, even age factor is less related to the usage of the Internet in libraries. Price (absence of it) and support while using the Internet in libraries widen users' circle.
- Main activity of all Lithuanian respondents and public Internet users is similar (sphere of science and leisure time, work, health). The differences become more distinct in the spheres requiring more powerful resources (Internet radio, TV, Internet telephoning) or requiring more time and involvement (blogs, discussions, forums), where Internet users in the library apparently “lose”.
- According to the data of factual research, in 2007 14% of libraries organized IT training for inhabitants. Average number of trainees was. Total number of trained people is almost 7000 (6947). Most popular organizers: “Window to the Future”, Job centers and libraries.

4. Effect. Improved access for specific groups, difficult access social groups

- According to the data of representative Lithuanian inhabitants' survey, less than 2% of respondents do not have an alternative for public Internet access provided by libraries. 72% of library public access respondents have a possibility to use the Internet not only in libraries. According to the data of

representative Lithuanian children's survey, Internet accessibility is rather high. The most usual Internet usage place is home. Village respondents mentioned libraries and schools more.

- From all target groups in the research, schoolchildren and students spend most of their time studying in public Internet access in libraries. Majority of them has got computers, and a part of them – the Internet at home. It is worth to note that only a part of them is library readers, i.e. in this group of visitors there is a big part of users, who come to the library only due to computer and the Internet.
- According to the data of librarians' survey, most popular visitors' encouragement to use public Internet access in libraries in 2007 was the following: IT consulting, actions to attract/ encourage visitors to use Internet access and IT training services.
- In 2007 actions of public Internet access popularization mostly were oriented to the following groups of inhabitants: pensioners, village inhabitants, unemployed, children from risk families, disabled people and children whose parents work abroad.
- For advertising public Internet access and encouraging people to use this access, librarians mostly used advertisements and booklets, least frequent were held special seminars for popularization of PIA.

5. Effect. Improved representation of libraries

- The strongest part of library image is the staff: highly qualified staff works in libraries, librarians are good supporters for visitors, and librarians are cheerful and polite.
- Libraries are evaluated as a popular, funny, modern, but not a fashionable place to spend time, it is the place for communication, and library is more suited for older people.
- Infrastructure, technical equipment and rendered services of libraries are evaluated rather positively: library is renewed constantly, innovations are implemented in libraries, libraries render various services, a library is evaluated as a centre of communal life.

- Library's image in comparison to the results of representative Lithuanian inhabitants' survey, according to public Internet access users, is very positive. Results of inhabitants' survey give good illustrations about the stereotypes existing in the society: outdated, boring, a place for being alone and isolation, technically lacking behind. Opinions of PIA users are good references for libraries to orientate seeking to spread information about their rendered services and attract new visitors – visiting library is directly related to a better image.
- The same modern IT as in the users' group - computer and Internet are associated with the library. All libraries' staff participating in the research admitted that appearance of IT in the library had changed the image of the library and its perception in the community significantly to the positive side.
- Comparing most popular services rendered by village and city libraries, city precedence has been noticed in e-services and weakening of traditional library services both in the village and city. Differences of service popularity related to the Internet can be explained by demographical situation (more youth) and geography of educational institutions, especially higher schools. This is also proved by the differences of Internet data bases popularity.
- Forecast of village and town popular services was different. Speaking about city libraries, it is expected the return of traditional functions – dispense of books and reading periodicals and village branches are expected to increase the popularity of the Internet, replacing now prevailing dispense of books. It is interesting that a real situation of city branches match with the future projection determined for village branches and vice versa, real situation of village branches match with the future forecast to city branches.

6. Effect. Increased local, regional and national financing of libraries

- In 2007 more than half of budget for libraries increased, the budget of one third of libraries remained the same, the budget of 6% decreased. The decrease of budget is more noticeable in cities' bigger branches.
- During discussions and interviews the experts and directors of concerned groups said that current financing of libraries is insufficient.

- Librarians' salary is a problem, mentioned by all respondents' groups, participating in the research. Low salary was mentioned as factor non-motivating library's employees.
- In the opinion of libraries' directors, in 2007 the budget for Public Internet access more than in half of all cases remained the same. Budget for Public Internet access increased by 34% cases.
- Common budgets in 2007 increased more than budget for computers and Public Internet access. An interesting regularity is observed, analyzing the changes of common budget in 2007. Decrease of budget relatively impacted city branches, and parts of average decrease (%) are bigger in village branches.
- Financing of public Internet access is partly complicated and straining municipalities when the finances must be distributed. Library financing, which even is considered to be very poor, is common matter, and public Internet access is a new issue and its financing is the result of library directors' efforts and obligation.

7. Effect. Increased social benefit for individuals and communities via IT

- The most popular services rendered by libraries are the following: a possibility to read periodicals, a possibility to use free Internet, dispense of books. „Traditional“ services were more emphasized by older respondents, pensioners, village inhabitants. Many respondents the benefit of Internet related to leisure time, communication, work and financial benefit.
- Main motives to use Internet in libraries are the following: free service, usage of other libraries services and conveniences.
- Results show that Internet accessibility is rather high (even 95% can use the Internet not only in libraries), and libraries are rather an „alternative“ option of public Internet access (there is a negative relation between the frequency of Internet usage in general and Internet usage in the library. i.e. those who use the Internet in the library more seldom, do it more often in the library). „Secondary“ role of libraries as a provider of Internet access indirectly confirms main reasons of usage the Internet in the library: a

service for free, an extra service (besides borrowing books), convenience (having a short period of time).

- Main benefits of public Internet access for local communities are the possibility to obtain computer and internet skills, giving the information for people searching for work, providing access to the educational sources and data bases, providing access to other sources of useful information, providing access to the information for school leavers entering colleges and high schools.
- There are no fundamental differences evaluating benefits of public Internet access for city and village communities. Main benefits of Internet access are related to the functions of education, social help (work) and information. It is worth to note that information related to business, business advertisement and help for business is totally „devaluated“. It is consistent because speaking about the benefits of the Internet, directors of libraries delegate them initial functions of library mission.
- In librarians' opinion, as a common benefit for all inhabitants living in towns and villages, is office services – scanning, printing, copying. Rendering these services is presented as the way to attract visitors to the library by rendering services which cannot be obtained in other places. Visitors who come to the library are acquainted with other services, thus a sufficient amount of visitors is ensured.
- The experts' group is more associated to the development of possibility range and decreasing of social disjuncture for village users. The benefit of this groups is partly related to decreasing of financial expenses, but it is emphasized that due to free Internet access in libraries, village inhabitants have a possibility to use a wider range of services, to get them faster and use the means that are considered to be progressive in society (as well as in this group).

8. Effect. Increased offer of actual content and its usage

- The libraries are better prepared to render traditional or „passive“ services, where user's participation is restricted by search for information or by

minimal participation – simple email equivalent (e.g., writing requests to government institutions). Services created on the basis of „second“ generation (Web2.0) are offered more seldom.

- Analyzing the range of most popular activities on the Internet, there appear two clear tendencies: relative unpopularity of services created on the basis of „second“ generation (Web2.0) and general gap between factual usage (possibility) of services and encouragement to use certain services. The list of most popular services and motivating services is very similar, but the usage of the same services and librarians' activeness, encouraging to use them, differ almost twice.
- Speaking about current websites of libraries, many respondents admitted that they are usually poor and of no value for an ordinary user. On the other hand, everybody stated that libraries do not have sufficient human and financial resources to change this situation – create and constantly update information.
- Only a smaller part of respondents, working in libraries, agreed with that statement that information about library services and its existence on the Internet is successful for library development and remaining attractive for the user.

9. Effect. Innovations on library network

- A big part of respondents did not mention any changes in libraries during the last 6 months since the beginning of the research. Speaking about changes during the last 1 or 2 years there were mentioned similar things which were pointed by visitors of libraries – of material environment changes ¹.

10. Effect. Increased support for librarians

- Computers in public Internet access places are mainly maintained by IT specialist from central library. Absolute majority of interviewed librarians are satisfied with the technical maintenance of public Internet access. City

¹ This index will be measured by quantitative survey instruments in repeated survey (instrument 1 – librarians survey questionnaire, instrument 2 – library director' survey questionnaire)

branches PIA technical support evaluated in average better compared to village branches.

- In village branches the main weakness of technical help is related with expedition inviting specialists from public Internet access library and service not every time is provided on time. The lack of IT specialists qualifications is also serious problem, because finances for hiring IT specialists do not match market situation and does not allow to employ highly qualified specialists.
- Main methodological help for the libraries are: consultations of central library staff, material for users' training and consultations and activity guides, guidelines. Librarians evaluated methodological help for public Internet access service as sufficient. Speaking about city branches methodological help quality its quality in average is better than of village branches.
- The most frequently appeared weaknesses of methodical help follow: formality of courses (organized for teachers, but not those who are studying), lack of practice and continued methodic.

Introduction to the survey

Aims of the survey

To investigate the initial situation before implementation of the project "Libraries for Innovation" and measure initial supervision indices.

General goals

The main task of the survey is to investigate the initial situation before implementation the project "Libraries for Innovation" and measure initial supervision indices so that in further stages of impact assessment it would be possible to measure the impact of the project and improve competencies of the library staff involved into impact assessment survey in the future.

Research model

To investigate the effect of the project there were initially distinguished indices of supervision which would be measured by prepared sociological research instruments. Indices of supervision investigate the opinions of residents of Lithuania (general representative, children and other target group survey) library service users, library staff as well as directors about the impact of IT on the quality of library work, access to the information and enhancement of library role as an educational institution.

Index Measurement of Project Effect Research Model Result Supervision

There will be measured supervision indices for the following pursuing results:

1. Improved access for social groups that are difficult access groups;
2. Developed social benefit for individuals and communities due to IT;
3. Improved access and possibilities for the users to use IT;
4. Developed librarians' IT skills;
5. Improved IT skills of public library users;
6. Better representation of libraries;
7. Increased local, regional and national financing of libraries;
8. Increased offer of relevant content and usage;
9. Innovations appeared in library nets;
10. Enhanced technical and methodological support for librarians.

Instruments of the research

Every index is divided into variables which are measured by separate instruments in various target groups.

Instrument 1 – Library staff's opinion survey;

Instrument 2 – Questionnaire for directors' of libraries;

Instrument 3 – Questionnaire for representative Lithuanian inhabitants' survey;

Instrument 4 – Questionnaire for users of library public access survey;

Instrument 5 – Structure of discussions with librarians;

Instrument 6 – Structure of interviews with experts from concerned groups;

Instrument 7 – Structure of discussions with directors of libraries;

Instrument 8 – Structure of discussions/ interviews with public Internet access users, including difficult access groups;

Instrument 9 – Structure of discussions with children from risk families;

Instrument 10 – Structure of discussions with children whose parents work outside Lithuania;

Instrument 11 – Questionnaire for representative Lithuanian children's survey;

Instrument 12 – Factual questionnaire of libraries.

Presentation of results

In the report there are presented results of impact (10) evaluation according to the indices established by project administrators (36). Detailed research data is presented in detailed reports (research instruments 1 – 12).

Analysis data of initial evaluation situation later will be used to evaluate the implementation of established goal of the project „Libraries for Innovation“.

Analysis of current situation and perspectives

1. Effect. Improved access and possibilities for the users to use computers and IT

In Chapter 1 the impact of indices of initial situation measurement (impact of access and possibilities to use computers and Internet) is described, such as the number of libraries/ branches/ subsidiaries, rendering users' access to public Internet (index 1A), the number of computers for public Internet access (index 1B), the number of hours of public Internet access usage (index 1C), the usage of computerized working places for public Internet access users (index 1D), the number of public Internet access users (index 1E), the number of public Internet access working places for 1000 inhabitants (index 1F), the number of libraries, rendering free wireless Internet access (index 1G).

1A. The number of libraries/ branches/ subsidiaries, rendering users' access to public Internet

Instrument 12 – Factual questionnaire of libraries

According to the data of factual library research, public Internet access service is being currently rendered in 53% of Lithuanian libraries. The best Internet access speed (more branches said they render public Internet access) currently is in Utena county (73%), and the worst is in Taurage and Vilnius counties (respectively 36% and 37%).

Instrument 1 – library staff's opinion survey

According to the librarians' research, 68% of all libraries participating in the research provide Internet access to visitors. The worst Internet access speed is in village branches, which fall behind central city libraries almost double. *Technical possibilities to render public Internet access in village libraries fall behind much city libraries and their branches (especially central libraries).*

Instrument 1 – Library directors' survey

According to the data of directors' survey, in cities the number of branches rendering public Internet access has increased by 21% of cases, in 70% branches the number has not changed. Biggest changes have been noticed in the branches where more staff work. The number of branches rendering PIA service has increased mostly in Telsiai and Vilnius counties. Average increase of the latter branches is 4.

Speaking about village branches, 43% of respondents have mentioned the increase of branches rendering public Internet access (31% – has remained similar). The increase is most significant in village branches where fewest staff work, in Telsiai and Utena counties. The average increase is 7.

The reasons of branches' number decrease are the following: privatization (1 case in the city) and closing of the branch due to a low number of visitors (1 case of closing due to demographic situation in the village). Main reasons of not rendering the service are the following: inability to acquire technical equipment (43%), lack of space and rooms (42%) and lack of access to telecommunications (37%).

1B. The number of computers used for public Internet access

Instrument 12 – Factual survey of libraries

According to the data of factual survey, currently in Lithuanian libraries there are 2738 computerized working places for public Internet access (53% of all Lithuanian libraries and branches). Average number of places is 4 (counting from the number of all libraries). Most frequent number of PIA places is 3 (in libraries with an Internet access). The lowest number of access is 1; the highest is 54 (in libraries with an Internet access).

The dynamics of number growth is quite even: more than three years ago an average number of new Internet access places was 4, 2 to 3 years ago – 2, 1 to 2 years ago – 2, less than one year ago – 3.

The number of public Internet access for disabled people is extremely low – 3% of all libraries. There are more public Internet access places for disabled people in Taurage, Vilnius and Alytus county libraries.

Instrument 2 – library directors' survey

According to the data of library directors' survey, in central libraries and their branches in towns the development of public Internet access is being intended: 69% of institutions are planning to establish public Internet places during the next two years, 25% also consider a similar possibility, however they have not decided the number of places yet. To decrease the number of PIA places is being planned only in one branch.

Faster development is being planned in city branches with more staff, especially with 31–50 employees on average, also in branches with more employees for PIA places. Village libraries are ready for public Internet access development relatively weaker in comparison

to city libraries: 54% of branches are intending to create extra PIA places during the next 2 years and 19% have plans for development, but they are not able to mention concrete numbers. To decrease the number of public Internet places is being planned only in one branch. Evaluating the extent of development, village branches exceed city branches twice. Planned average change of development in cities is 10 and villages - 20 (median).

Main factors causing the development of public Internet access places in city libraries, are the following: space - 75%, finances – 69% and maintenance expenses (51%). Connection speed (12%) and human resources (15%) are less important factors limiting the development of PIA. Alternative Internet rendering services – development of wireless connection zones – was mentioned in the least important place.

Human recourse problem was more important for the libraries having fewer employees and fewer employees for PIA access. The factor of space was highly excluded in Telsiai, Taurage, Panevezys and Siauliai counties.

In directors' opinion, factors impacting the development of PIA places in village libraries are similar to the city: space – 65%, finances – 57% and maintenance costs – 42%. Problems of space and human resource are more significant in the libraries where fewer employees work.

Village and city libraries face the same factors impacting development of public Internet access places. These are space (premises) and finances (including expenses of equipping and later maintenance). In the branches where fewer employees work, human resources and space factor (in villages) are relatively more important.

1C. The number of hours for public Internet access users

Instrument 12 – Factual survey of libraries

According to the data of factual survey, average working time of public Internet access is 38 hours a week. In comparison to 2007, average working time has not changed in 90% of branches. Working time has prolonged in 7% of branches.

1D. The usage of computerized working places for public Internet access

Instrument 12 – Factual survey of libraries

According to the data of factual survey, at the moment of questionnaires filling workload of public Internet access was on average 53% (47% of free places). In Marijampole and Utena counties the workload was relatively smaller ².

Instrument 1 – survey of librarians

According to the data of librarians' survey, regardless day time there are queues to public Internet access places only in 15% of libraries, queues to public Internet access places are only in certain daytime in 63% of libraries, and 22% of libraries do not have any queues. Vilnius county respondents were more complaining about constant queues and Klaipeda county librarians have queues less frequently. At weekends the flow of public Internet access users partly changes: the same percentage of libraries – 15 faces constant queues, but the number of stating that queues are only in certain daytime decreases to 36% and stating that at weekends there are no queues to public Internet access increases to 45%.

1E. The number of public Internet access users

Instrument 12 – Factual survey of libraries

According to the data of factual research, 40% of interviewed branches had information about the number of registered public Internet access users (respondents from Kaunas and Utena counties had more detailed statistics). The average number of registered Internet users is 394 (the most frequent number mentioned by respondents is 50). The number of users was ranging from 2 to 11463 (in Klaipeda).

1F. The number of public Internet access workplaces for 1000 inhabitants

Instrument 12 – Factual survey of libraries

According to the data of factual research, an average number of public Internet access places in the interviewed libraries and branches is 4 (ranging from 0 to 54). Total number of public Internet access places in the interviewed libraries is 2738. The number of public Internet access places in the interviewed libraries for 1000 inhabitants is 0,81³.

² Counted ratio between the number of PIA and the number of occupied places at the moment of questionnaire filling

³ The relation was counted according to 2008 Department of Statistics to the Government of the Republic of Lithuania for given number of inhabitants – 3366400. The number should be revised after collecting information from inaccessible branches.

1G. The number of libraries rendering free wireless Internet

Instrument 12 – Factual survey of libraries

According to the data of factual research, in 12% of libraries and branches visitors can use public wireless Internet access with their own computer equipment. The best expansion of wireless Internet connection is in Taurage (29%), Vilnius (18%) and Klaipeda (18%) counties.

Instrument 3 - representative Lithuanian inhabitant's survey

From Lithuanian inhabitants' survey it became clear that 56% of respondents do not use wireless Internet and 12% do not know what it is. Village and town inhabitants have the lowest possibility to use wireless Internet. 21% of respondents use wireless Internet at home, 12% of respondents at work, and 8% in other places. Usually younger, getting higher incomes for one family member, working respondents, students and schoolchildren use wireless Internet at home. At work – younger respondents, getting higher incomes, with higher education and city respondents. In other places the main users of wireless Internet are youngest and still studying respondents.

Instrument 4 – public Internet access users' survey

59% respondents who were interviewed in public Internet access places do not use wireless Internet, 4% do not know what it is. Usually younger, getting higher incomes for one family member, working respondents, students and schoolchildren use wireless Internet at home (total 17%) and at work (total 13%). In other places the main users of wireless Internet are youngest and still studying respondents.

2. Effect. Developed librarians' skills and motivation to use IT

In the chapter initial situation measuring indices of the effect 2 (library staff's skills and motivation to use IT) are described: improved librarians' IT knowledge and skills (index 2A), improved librarians' representative and public relation skills (index 2B), improved librarians' knowledge and skills of Internet resources and electronic services (index 2C), improved librarians' knowledge and skills of servicing users with special needs (index 2D), the number of experienced librarians who train and consult users (index 2E), the number of trained librarians (index 2F), the number of hours for librarians' IT training (index 2G).

2A. Improved librarians' IT knowledge and skills

Instrument 1 – librarians' survey

78% of interviewed librarians use the Internet in libraries. Younger librarians from libraries of central cities use the Internet more actively.

Librarians evaluate their Internet skills, advertising of Internet service in the society and public relations skills as well as computer literacy skills better than other computer skills (younger librarians from central cities and their branches as well as county libraries evaluate themselves better). Respondents have evaluated computer innovation knowledge (youngest respondents evaluate better their skills) and handling users with special needs (librarians from Alytus, Klaipeda, Marijampole and Panevezys counties evaluate themselves better) in lower points.

Evaluating their best computer knowledge, librarians have named the following spheres: general computer skills, surfing the Internet and search systems, usage of main Internet services, sending emails with attachments. The weakest known spheres are: using the Internet for telephone conversations, sharing files, creating websites. Computer skills of younger respondents and respondents from city branches are on average better. The majority of respondents are able to do main actions on the computer, such as to use searching systems to get information, send emails with attached information (respectively 79% and 75%). The minority of librarians have done more difficult and specific actions on the computer: they used file sharing programmes (19%), created website (14%).

13% of respondents called their general computer skills as insufficient or totally insufficient. 30% of librarians named their main computer programme using skills to be insufficient or totally insufficient. Evaluating the usage of computer and Internet as well as

the level of knowledge city branches exceed. Age is also an important factor because it explains library specialists' level of knowledge and abilities.

Instrument 2 – library directors' survey

According to the data of directors' survey, librarians' (not including other employees) general Internet resource knowledge and computer literacy are evaluated best. The weakest staff's knowledge, in directors' opinion, is meeting the needs of the users with special needs as well as newest Internet technologies.

General competence in IT sphere of city branch librarians is evaluated higher on average. Staff's IT knowledge, in directors' opinion, is limited with simplest Internet possibilities: searching for information, electronic communication, and interactive technologies based on Web2 are not well known.

Instrument 4 – public Internet access users' survey

According to the data of public access users' in libraries survey, while using computers or Internet in libraries, one third of users ask staff for support frequently or constantly (11% – constantly, 20% – frequently). 31% of respondents ask librarians for help sometimes, and 35% feel self-supporting (16% – never ask for support, 19% – ask rarely). Older users with higher education and village inhabitants (up to 3000 inhabitants) ask for help more frequently.

Absolute majority of respondents are satisfied with librarians' support. Only 7% of respondents were not satisfied with librarians' consultations and help in using computers or the Internet. On the day of the survey respondents were intending to use the following services in libraries: Internet – 91%, email – 69%, printer – 46%, asking for help or advice from a librarian – 34%. Older respondents and respondents from towns expect for support or advice from library staff more frequently.

Instrument 5 – discussions with librarians

All librarians participating in qualitative research – discussions currently evaluate their IT skills and knowledge satisfactorily. A part of librarians taking part in the survey said that they studied new IT received by library independently. Village librarians have evaluated their skills lower than city librarians.

Other concerned groups (experts), participating in the research, also agree with librarians' self-evaluation. A part of experts have an opinion that regardless low level of skills, a part of librarians can learn how to use IT to perform their direct work. On the other hand,

experts state that the reason of current situation must be named and eliminated. One of the reasons named is a low librarian's salary, little connected to current evaluation of skills and encouragement.

As one of motivating factors to use IT, librarians have mentioned co working with various institutions, such as Tax Inspectorate, Labour Exchange. Such co working would let librarians to attract more visitors to the library, including those people who visit libraries rarely. Such co working would help a librarian not only acquire lacking knowledge but also to avoid extra work.

Librarians stated that computer literacy and other courses that they attended were useful but insufficient. Studying on their own, librarians face difficulties due to poor English language knowledge.

Evaluating their skills to consult and teach library visitors how to use IT, the majority of librarians participating in discussions admitted they can help only the users with superficial skills.

Staff of the libraries (librarians and directors of libraries) did not mention activities or spheres connected to library services where modern IT would be used as means to render services, but not as a service itself. It is possible that it is also related to low abilities to use modern IT and insufficient abilities of service creation and organization of its rendering.

It is likely that implemented system „LIBIS“ in libraries will encourage the development of librarians' IT skills. Although both experts and librarians admit that it must be done accompanied by special training and practice. Usage of „LIBIS“ programme must be related to other activities where modern IT skills are also necessary.

Experts see encouragement of IT skills not only as a possibility to improve librarian's profession but also as a quantitative change of library infrastructure connected to that improvement.

2B. Improved librarians' representative and public relations skills

Instrument 1 - librarians' survey

According to the data of librarians' survey, most popular visitors' encouragement to use public Internet access in libraries in 2007 was the following: IT consulting service (not once – 19%, 1 to 2 times – 17%, 3 and more times – 58%), actions to attract/ encourage

visitors to use Internet access (not once – 34%, 1 to 2 times – 35%, 3 and more times – 28%) and IT training services (not once – 43%, 1 to 2 times – 23%, 3 and more times – 26%).

In 2007 actions of public Internet access popularization mostly were oriented to the following groups of inhabitants: pensioners – 39%, village inhabitants – 35%, unemployed – 34%, children from risk families – 33%, disabled people – 24%, children whose parents work abroad – 20%. For advertising public Internet access and encouraging people to use this access, librarians mostly used advertisements – 71% and booklets – 61%, least frequent were held special seminars for popularization of PIA – 5%.

Librarians are active enough in public activities. 60% of respondents have communicated with the media, 58% have spoken in public, and 54% have written articles in local press about the activity of library, 48% have communicated with politicians.

Instrument 2 – library directors' survey

Directors of libraries evaluate staff's of city libraries and their branches public relations skills quite satisfactorily - 2,9 points from 4 possible. Village librarians' public relations skills were evaluated relatively lower - 2,4 points.

Instrument 7 – discussions with library directors

Both library staff and experts have evaluated abilities of libraries to publicize services in libraries reservedly and ambiguously. The vast majority of all target group respondents said that library staff lacks abilities to introduce their services and communicate with current and potential partners in a productive way.

The majority of respondents have admitted that all publicity campaigns of library services are not planned in advance and are more casual. On the other hand, referring to librarians, it is possible to decide that publicity of services is directly related to introduction of new services, and an extra publicity for present services is not necessary. In the society Library's institution is realized as a virtue, the services of which do not need to be constantly publicized and advertised. On the other hand, the process of publicity is realized ambiguously as direct, specially organized onetime action, but not the sequence of actions or activities, and lasting as long as the service itself.

Majority of directors of libraries and experts have noticed that the vast majority of publicity campaigns take place in locally concrete library and public Internet access working space, but there are very few big publicity campaigns in all country which would

allow to strengthen the popularity and authority of the library as institution. In the opinion of discussion participants, separate libraries are not able neither financially, nor with current human resources to organize bigger continuous campaigns, which would allow to attract attention of potential visitors (who due to various reasons do not attend libraries) to library activities and services. For such campaigns, as well as for creating new services a constant co working with various institutions not only on local but also on national level is necessary.

2C. Improved librarians' knowledge and skills of Internet resources and electronic services

Librarians are familiar with the following Internet resources and possibilities: search for work on the Internet, educational information and services, cultural, communal and leisure time information on the Internet, electronic communication devices, e-government services, Internet resources for economic activity, information about health.

Librarians' knowledge about Internet innovations is much poorer: (Creating Internet content, Web 2.0, Wikipedia, Blogs, RSS readers, „Flickr“, „YouTube“, „Del.ici.ous“, Library 2.0).

Instrument 1 – librarian's survey

Librarians are familiar with the following Internet resources and possibilities: means of e-communication (they know how to use but not enough to consult others – 45%, they know how to use and can consult others – 41%), e-government services (they know how to use but not enough to consult others – 39%, they know how to use and can consult others – 38%), Internet resources for economic activity (they know how to use but not enough to consult others – 39%, they know how to use and can consult others – 27%), search for work on the Internet (they know how to use but not enough to consult others – 29%, they know how to use and can consult others – 55%), educational information and services (they know how to use but not enough to consult others – 32%, they know how to use and can consult others – 43%), cultural, communal and leisure time information on the Internet (they know how to use but not enough to consult others – 34%, they know how to use and can consult others – 48%), information about health (they know how to use but not enough to consult others – 35%, they know how to use

and can consult others – 38%), creation of the Internet content (they know how to use but not enough to consult others – 27%, they know how to use and can consult others – 8%).

Librarians' knowledge about Internet innovations is much poorer: Web 2.0 (they know how to use but not enough to consult others – 12%, they know how to use and can consult others – 4%), Wikipedia (they know how to use but not enough to consult others – 25%, they know how to use and can consult others – 24%), Blogs (they know how to use but not enough to consult others – 15%, they know how to use and can consult others – 7%), RSS readers (they know how to use but not enough to consult others – 10%, they know how to use and can consult others – 3%), „Flickr“ or another photo sharing system (they know how to use but not enough to consult others – 10%, they know how to use and can consult others – 5%), „YouTube“ (they know how to use but not enough to consult others – 11%, they know how to use and can consult others – 8%), „Del.ici.ous“ (they know how to use but not enough to consult others – 5%, they know how to use and can consult others – 3%), Library 2.0 (they know how to use but not enough to consult others – 12%, they know how to use and can consult others – 7%).

2D. Improved librarians' knowledge and skills of servicing users with special needs

Instrument 1 – librarian's survey

According to the data of librarians' survey, main services suggested to less socially active and socially risky groups are dispense of books, a possibility to read periodicals and dispense of other publications.

A significant part of librarians have rendered services or consultations for groups that use IT technologies less and for social groups with special needs: pensioners - 54%, unemployed people – 52%, village residents – 48%, children from socially risk families – 45%, disabled people – 36%, children whose parents work abroad – 31%. Librarians from central libraries rendered the services and consultations for the mentioned groups more frequently.

Librarians have to serve the visitors with special needs less frequently: every day – 4%, several times a week – 6%, once a week – 6%. 20% of respondents said that they serve visitors with special needs more seldom than once in half-year, and 30% said that they had never had such visitors.

Instrument 2 – library directors' survey

Directors of libraries evaluate librarians' knowledge and skills serving users with special needs in lowest points – 1,7 in cities and 1,6 in villages (in range of 3 points).

2E. The number of librarians' who have experience of teaching and consulting users

Instrument 1 – librarians' survey

According to librarians, every tenth (10%) user of public Internet access constantly ask for librarians' support in various questions, about one third (33%) of visitors does that frequently, 42% - sometimes. 14% of public Internet access users are totally independent and rarely ask for support.

A bigger part of librarians work actively with training programmes or projects for visitors of libraries: worked on organizing such events – 89%, conducted trainings (or a part of trainings) – 48%, prepared training material (or a part of material) – 29%, consulted organizers of training programmes – 24%, prepared training material – 16%.

2F. The number of trained librarians

Instrument 12 – factual libraries survey

According to the results of factual survey, in 2007 51% of interviewed librarians participated in IT trainings. The smallest part in percentage – 38% of staff was trained in Alytus county. An average number of trained employees in the branch are 2 workers. 41% of the staff participated in IT trainings (counting from all interviewed branches). Even 37% pointed out that 100% of workers had participated in trainings (smaller branches).

2G. The number of hours for Librarians' IT training

Instrument 12 – factual libraries survey

According to the results of factual survey, an average number of hours for librarians' IT training is 43 hours (most frequently mentioned number is 30). Most frequent number of hours for IT training is in Panevezys county – 75 hours.

3. Effect. Improved visitors' of public libraries IT skills

In chapter 3 initial situation measuring indices of the effect (visitors' of public libraries IT skills) are the following: improved users' of public Internet access IT knowledge and skills (index 3A), changed practice of public Internet access usage (index 3B), the number of IT trained inhabitants (index 3C), the number of hours for teaching inhabitants IT (index 3D).

3A. Improved users' of public Internet access IT knowledge and skills

Lithuanian inhabitants evaluate their computer literacy almost in the same level: inhabitants – 2,4, and PIA users – 2,7 from 4 possible. In both target groups age, education and income are the most correlative with computer literacy. Age is the major factor, clarifying IT operations - younger respondents evaluate their knowledge higher compared to elder respondents. The size of a living place and computer knowledge correlate very weakly.

Instrument 3 – representative Lithuanian inhabitants' survey

According to the data of representative Lithuanian inhabitants' survey, Lithuanian inhabitants evaluate their computer literacy satisfactorily – the average evaluation is 2,4 points from 4 possible. Younger people, getting lowest incomes (up to 600 Lt) and higher than average incomes (higher than 900 Lt for one family member), with high education, working in private companies, specialists and white-collar employees, directors, students and schoolchildren, also inhabitants from bigger towns (over 30000 inhabitants) and cities evaluate their knowledge better. Age is the major factor, clarifying evaluations of computer literacy.

Speaking about their family members' computer literacy, 44,9% of respondents indicated that in the family there are several computer literate people, 22,8% said that all people are computer literate, 20,7% - nobody is computer literate, 10,4% – only they are computer literate.

Evaluating their basic computer knowledge and skills, respondents have evaluated their abilities in the following way: 54% of respondents can copy or move a document or file, 47% know how to use tools for copying or move in order to multiply or move information inside the document, 40% can zip files, 34% can plug in and install new devices, e.g. printer or modem, 29% can use basic arithmetical formulas in various documents, 21%

can connect computer to a local network, 20% can identify and solve computer problems (e.g., a computer works slowly), 14% of respondents can create a computer programme, using programming language. 39% of respondents can do none of mentioned activities.

Men, younger respondents, getting lowest incomes (up to 600 Lt) and higher than average incomes (higher than 900 Lt for one family member), with high education, working in private companies, specialists and white-collar employees, directors, students and schoolchildren, also inhabitants from cities and Vilnius county can handle better these activities.

Respondents' basic computer skills evaluated the best are the following: common computer skills (using a mouse, typing), surfing the Internet, Internet usage (e.g. emails, searching for websites, surfing). Skills requiring interactive and special knowledge are evaluated in lowest points: participating in Internet chats, forums, using file sharing programmes, creating website. Younger respondents, getting lowest incomes (up to 600 Lt) and higher than average incomes (higher than 900 Lt for one family member), with high education, working in private companies, specialists and employess, directors, students and schoolchildren, also inhabitants from cities and Vilnius county evaluate themselves better.

Age and computer skills correlate the most (younger respondents' skills are better). Other factors related to computer skills and knowledge of various levels are education (respondents' with high and higher education skills are better), incomes (respondents' with higher incomes skills are better) and living place (respondents' from cities skills are better).

Instrument 4 – public Internet access library users' survey

Public Internet access users evaluate their computer literacy better than average - 2,7 points from 4 possible. Younger respondents, getting higher than average incomes for one family member, with high education, working in private companies, specialists and white-collar employees, directors, students and schoolchildren, also inhabitants from towns (over 30000 inhabitants) and cities evaluate themselves better. Correlation analysis shows that *age* (younger respondents evaluate their skills better) is the major factor, clarifying evaluations of computer literacy.

Evaluating their computer skills in various spheres subjectively, respondents pointed out basic computer skills, surfing the Internet or search programmes, main usage of the

Internet (e.g., emails, search for websites, surfing), and sending emails with attachments. Respondents' evaluation of computer knowledge requiring special knowledge, i.e. using file sharing programmes and creating websites, is the poorest.

Correlation analysis showed that age, education and incomes are mostly connected with the level of computer knowledge. The factor of age is especially distinct while evaluating more difficult actions in IT sphere, here younger respondents evaluate their knowledge much better than the older ones.

The size of a living place and computer knowledge correlate very weakly. 70% of respondents can copy or move a document or file, 52% can use copying or moving tools, seeking to multiply or move information inside the document, 41% can zip files, 29% can plug in and install new devices, e.g. printer or modem, 23% can use basic arithmetic formulas in various documents, 15% can connect computer to a local network, 14% can identify and solve computer problems (e.g., a computer works slowly), 10% of respondents can write a computer programme, using programming language. 25% of respondents can do none of mentioned activities.

Men, younger respondents, getting lowest incomes (up to 500 Lt) and higher than average incomes (over 1000 Lt for one family member), with high education, specialists and white-collar employees, directors, students and schoolchildren, also inhabitants from towns (over 30 000 inhabitants) and cities (over 500 000 inhabitants) can handle these actions better. It is interesting that respondents' with higher incomes and with higher education basic knowledge is better, and schoolchildren and students can handle work requiring special knowledge better.

Instrument 11 – representative Lithuanian children survey

Children evaluate their computer skills quite well. They evaluate best their common computer literacy and basic Internet skills, and worst – creating website and using special Internet data bases (library sphere). Children from cities evaluated their computer skills on average better than village respondents.

3B. Changed practice of public Internet access usage

Main inhabitants' of Lithuania and public Internet access users' activities in Internet – relations and communication, collection of information and leisure time. The most seldom

mentioned activity was studies and education also e- government (excluding income declarations).

Both in PIA users and Lithuanian inhabitants group hierarchy for most popular and unpopular activities in Internet significantly has no differences. The main feature separating target groups is common usage frequency – public internet access users in all fields use Internet more seldom compared to surveyed Lithuania residents.

Instrument 3 – representative Lithuanian inhabitants' survey

Interviewed Lithuanian inhabitants use the Internet for:

Work and commercial activity:

43% of respondents constantly use the Internet to do tasks connected with their main activities, 25% - use sometimes, 32% - never use. Women, respondents getting higher incomes, respondents with high education, specialists and directors, inhabitants from cities and especially Vilnius county use the Internet more for this purpose.

27% of respondents are constantly searching for information about goods and services, 48% - sometimes, 23% - never. Women, respondents getting higher incomes, respondents with high education, specialists and directors, inhabitants from cities and especially Vilnius county are searching for information about services and goods more often.

10% of respondents constantly book goods and services, 29% - sometimes, 58% never. Respondents getting higher incomes, respondents with higher education, directors, inhabitants from cities book goods on the Internet more frequently.

13% of respondents search for work or employees constantly, 39% sometimes, 47% never.

7% of respondents constantly advertised their service or traded online, 19% - sometimes, 71% - never. Representatives of private companies, directors of a highest level, and respondents from cities were trading on the Internet more often.

34% of respondents constantly use e-banking system, 17% - sometimes, 40% - never. Respondents getting higher incomes, with high education, specialists, directors and city inhabitants use the Internet for this purpose more often.

Main demographic factors, clarifying usage of the Internet in the spheres connected to work, are education (respondents with high education use more often), incomes

(respondents with higher incomes use more often) and the size of a living place (respondents from cities use more often). The relation between age and Internet usage at work or in trade is very weak. In many spheres younger respondents use the Internet more often, except for e-banking, where a positive sign shows that older respondents use this service more often. There is a possibility that the relationship between inhabitants' age and Internet usage at direct work is not linear, but a functional relation, i.e., at the beginning the frequency of usage can rise with an age (employable, active age) and later it can decrease again (older people leave the market).

Relations and communication:

69% of respondents constantly use the Internet for sending and receiving emails, 18% - sometimes, 13% - never. Younger respondents, getting higher incomes, with high education, specialists, directors and city inhabitants, especially from Vilnius county use the Internet for this purpose more often.

44% of respondents constantly use the Internet for telephone conversations, 26% sometimes, 29% never. Respondents aged 15 to 34, unemployed, city inhabitants, especially from Vilnius county use the Internet for telephoning more frequently.

25% of respondents constantly use the Internet for discussion forums and email conferences, 20% - sometimes, 52% - never. Youngest respondents (aged 25), getting incomes of up to 600 Lt for one family member, unemployed, students and schoolchildren, city inhabitants use the Internet for this purpose more often.

11% of respondents constantly create blogs, 11% - sometimes, 76%- never. Younger respondents (aged 25) and city inhabitants use the Internet for this purpose more often.

13% of respondents constantly use the Internet for social purposes, 17% - sometimes, 68% - never. Younger respondents (aged 25) and city inhabitants, especially from Vilnius and Kaunas counties use the Internet for this purpose more often.

Correlation analysis showed that main demographic factors, clarifying usage of the Internet in the sphere connected to relations and communication, are age (respondents with high education use the Internet for this purpose more) and the size of a living place (city respondents use the Internet for this purpose more).

Leisure time and culture:

53% of respondents constantly use the Internet for reading newspapers, news websites, magazines, 33% - sometimes, 13% - never. Respondents getting highest incomes,

employed and city inhabitants, especially from Vilnius and Kaunas counties use the Internet for this purpose more often.

29% of respondents constantly listen to the radio or watch Internet TV, 29% - sometimes, 41% - never. Respondents aged 15 to 34, city inhabitants, especially from Vilnius county use the Internet for this purpose more often.

37% of respondents constantly play or download games, pictures, films or music, 27% - sometimes, 32% - never. Men, youngest respondents (aged to 25), getting incomes of up to 600 Lt for one family member, unemployed, students and schoolchildren, city inhabitants use the Internet for this purpose more often.

24% of respondents constantly use the Internet for communal activities, to advertise and search for the information about events, 36% - sometimes, 37% - never. Respondents getting highest incomes, city inhabitants, especially from Vilnius county use the Internet for this purpose more often.

24% of respondents constantly search for the information about culture and leisure time, 41% - sometimes, 33% - never. Respondents with high education, specialists, directors and city inhabitants, especially from Vilnius county use the Internet for this purpose more often.

9% of respondents constantly use digital cultural heritage, 14% - sometimes, 70% - never. City respondents, especially from Vilnius county use the Internet for this purpose more often.

Correlation analysis showed that main demographic factors, clarifying the usage of the Internet connected to leisure time and culture spheres, are age (younger value more „not serious“ activities: games, Internet radio), education and incomes („more serious“ activities: search for news about culture, usage of digital material about culture, etc.).

Science and education:

19% of respondents constantly download free programming equipment from the Internet for studying, 29% - sometimes, 50% - never. Younger respondents, unemployed, getting lower incomes, students use the Internet for this purpose more often.

9% of respondents constantly search for information about studying and register themselves to study in higher schools on the Internet, 23% - sometimes, 64% - never. Women, respondents aged 15 to 24, unemployed, students and schoolchildren use the Internet for this purpose more often.

9% of respondents constantly search for offers about informal studying, education or course possibilities, 28% - sometimes, 59% - never. Women, respondents aged 15 to 24, with high education, village residents use the Internet for this purpose more often.

6% of respondents constantly study in some courses on the Internet, 12% - sometimes, 76% - never.

8% of respondents constantly use data bases for professional orientation (training courses), 21% - sometimes, 66% - never. Women, respondents with high education, village residents use the Internet for this purpose more often.

8% of respondents constantly use electronic data bases (e.g., LITLEX), 17% - sometimes, 67% - never.

6% of respondents constantly use library catalogues (e.g., LIBIS), 13% - sometimes, 75% - never. Specialists and white-collar employees use the Internet for this purpose more often. Inhabitants from Klaipeda and Alytus counties use the Internet for this purpose least.

5% of respondents constantly watch teaching videos on the Internet, 14% - sometimes, 75% - never. Specialists and white-collar employees use the Internet for this purpose more often.

Correlation analysis showed that main demographic factor, clarifying the usage of the Internet for scientific and educational purposes, is the age (in all spheres, except for training courses, younger respondents exceed).

Health:

15% of respondents constantly search for information about health, 40% - sometimes, 44% - never. Women, respondents with high incomes, residents from Kaunas, Klaipeda and Siauliai counties use the Internet for this purpose more often.

5% of respondents constantly register themselves to health care institutions and specialists on the Internet, 13% - sometimes, 80% - never. Respondents with high education, city residents, especially Vilnius county use the Internet for this purpose more often.

4% of respondents constantly follow the compiled information about themselves from Patients Funds, 3% - sometimes, 89% - never. Youngest (aged to 25) respondents, students and schoolchildren, inhabitants from Kaunas, Siauliai and Panevezys counties use the Internet for this purpose least.

Main demographic factors, clarifying usage of the Internet connected to health care spheres are education (respondents with high education use more often), incomes (respondents who get higher incomes use more often) and the size of a living place (inhabitants from cities use more often).

E – Government:

3% of respondents constantly use the Internet to receive information and/or apply for social allowances and compensations, 16% - sometimes, 78% - never. City inhabitants use the Internet for this purpose more often.

1% of respondents constantly book personal documents on the Internet, 6% - sometimes, 89% - never. Respondents from Klaipeda, Siauliai and Panevezys counties use this service least.

2% of respondents constantly receive information and/or register means of transport, 12% - sometimes, 82% - never. Men, city inhabitants, inhabitants from Kaunas county use the Internet for this purpose more often.

1% applies for construction permissions on the Internet, 1% - sometimes, 94% - never. Respondents from Kaunas, Klaipeda, Siauliai and Panevezys counties use this service least.

1% of respondents constantly reports to police on the Internet, 1% - sometimes, 94% - never. Respondents from Kaunas, Klaipeda, Siauliai and Panevezys counties use this service least.

1% of respondents constantly order birth, marriage, divorce, death certificates on the Internet, 1% - sometimes, 93% - never. Respondents from Kaunas, Klaipeda, Siauliai and Panevezys counties use this service least.

3% of respondents constantly declare their living place on the Internet, 7% - sometimes, 85% - never.

15% of respondents constantly declare their incomes and/or asset in electronic way, 22% - sometimes, 59% - never. Respondents aged 25 to 54, getting average and higher incomes, with high education, specialists and directors use the Internet for this purpose more often.

Main demographic factors, clarifying usage of E-Government service are education (respondents with high education use more often) and incomes (respondents, getting higher incomes, use more often).

84% of respondents regard the Internet as a way to spend their free time, 81% - as communication (city inhabitants, unemployed respondents), 67% - as work (higher education, respondents getting highest incomes, specialists, directors) and 56% as training (younger respondents, students, schoolchildren).

Correlative analysis showed that main variables, explaining activeness of Internet usage, are age and the size of a living place – younger and city inhabitants use the Internet more frequently. Usage of the Internet in libraries is connected to the age (the younger the more active) and incomes (the higher incomes the more active).

Summarizing inhabitants' habits of using the Internet, we can distinguish three groups. The first is „professionals“: individuals of employable age (24 to 64), having a good status in society (work, incomes, education, position), for whom the Internet is necessary and it is related to their direct work. IT used for communication and programmes are less important for them. This group makes up to 30% of all respondents. The second group is „developing“ users. They are the youngest respondents, schoolchildren, and students, for whom the Internet is rather the means to spend free time, communicate, create virtual societies. This group in the future will take the place of "professionals", but it is believable that they, with a bigger potential and more knowledge, will be more universal users of Internet. "Developing" group can be related to common level of urbanization: in bigger towns with better developed communication infrastructure and education system (especially of higher education) there are more of them (projects of Internet development can change this situation). This group makes up to 20% respondents. The third group is „minimal“ users of the Internet. These are oldest, unemployed respondents, inhabitants from villages and towns, pensioners. This group partly is inaccessible due to their unwillingness to study new things, lack of need or interest (about 10% of respondents). Another part of respondents who are interested in innovations also can be encouraged to become Internet users through the development of public Internet access and education (about 40% of respondents did not give information about their habits of Internet usage or gave insufficient information).

Instrument 4 – public Internet access user's survey

Interviewed public Internet access users use the Internet for:

Work and commercial activity:

29% of respondents constantly use the Internet to do tasks connected to their main activity, 27% - sometimes, 40% - never. Women, younger respondents, getting higher incomes, with high education, specialists and directors, city residents and especially Vilnius county residents use the Internet for this purpose more often. 21% of respondents constantly search for information about goods and services on the Internet, 45% - sometimes, 33% - never. Younger respondents, getting higher incomes, with high education, specialists and directors use the Internet for this purpose more often.

6% of respondents constantly book goods and services on the Internet, 22% - sometimes, 71% - never. Respondents aged 25 to 34, getting higher incomes, with high education, specialists and directors use the Internet for this purpose more often.

15% constantly search for work or employees on the Internet, 35% - sometimes, 48% - never. 6% of respondents constantly advertise their services or trade on the Internet, 20% - sometimes, 70% - never. Younger respondents (aged up to 54), getting high incomes, Vilnius and Kaunas counties respondents use the Internet for this purpose more often. 31% of respondents constantly use e-banking, 20% - sometimes, 47% - never. Respondents (aged 25 to 54), getting higher incomes, city respondents, Vilnius and Klaipeda county respondents use the Internet for this purpose more often. Main demographic factors, clarifying usage of the Internet in the spheres connected with work, is education (respondents with high education use more), incomes (respondents getting higher incomes use more, except for search for work) and age (younger respondents use more, except for e-banking, where the relation with age is very weak). Relation between the size of a living place and the Internet usage at work and trading is very weak.

The survey of Lithuanian inhabitants' opinion showed similar tendencies but, unlike public Internet access users in libraries, age factor was less important and the factor of a living place was very important. One of the explanations of this phenomena is development of public Internet access which is „equalizing" development peculiarities of Internet infrastructure (determined by objective economic interests) and giving a wider access to the Internet in more urbanized territories.

Relations and communication:

53% of respondents constantly use the Internet for sending and receiving emails, 24% - sometimes, 22% - never. Younger respondents, with high education, specialists and white-collar employees, Vilnius and Taurage county respondents use the Internet for this

purpose more often. 17% of respondents constantly use telephone conversations on the Internet, 23% - sometimes, 57% - never. Younger respondents, with high education, specialists and white-collar employees, students and schoolchildren use the Internet for this purpose more often.

15% of respondents constantly use discussion forums and email conferences, 20% - sometimes, 62% - never. Younger respondents (aged up to 25) and respondents getting incomes up to 500 Lt for one family member, students and schoolchildren use the Internet for this purpose more often.

5% of respondents constantly create blogs, 11% - sometimes, 81% - never. Respondents getting higher incomes for one family member use the Internet for this purpose more often.

9% of respondents constantly use social networks, 19% - sometimes, 69% - never. Younger respondents (aged up to 25) and town respondents use the Internet for this purpose more often.

Correlative analysis showed that major demographic factors, explaining the usage of the Internet in the spheres connected to relations and communication, are age (younger use more often), education (respondents with high education use more frequently), and incomes (the higher, the more active). The size of a living place is also statistically significant, however, its impact is relatively weaker.

Leisure time and culture:

40% of respondents constantly read newspapers, news websites, magazines on the Internet, 43% - sometimes, 19% - never. Younger respondents, getting higher incomes, with high education, town and especially city inhabitants, also Taurage county PIA users use the Internet for this purpose more often.

14% of respondents constantly listen to the Internet radio or watch Internet TV, 30% - sometimes, 55% - never. Respondents aged 25 to 34, getting higher incomes, with high education, city inhabitants, specialists and white-collar employees use the Internet for this purpose more often.

19% of respondents constantly play or download games, pictures, films, music, 31% - sometimes, 49% - never. Men, youngest respondents aged up to 25, getting incomes up to 500 Lt for one family member, unemployed, students and schoolchildren use the Internet for this purpose more often.

19% of respondents constantly use the Internet for communal activity, to advertise or search for information about events, 40% - sometimes, 39% - never. Women, younger respondents, getting highest incomes, with high education, city inhabitants, white-collar employees use the Internet for this purpose more often.

21% of respondents constantly search for information about culture and leisure time, 41% - sometimes, 36% - never. Women, respondents aged 25 to 54, getting highest incomes, specialists and white-collar employees, city inhabitants, Vilnius county inhabitants use the Internet for this purpose more often.

9% of respondents constantly use digital cultural heritage, 25% - sometimes, 63% - never. Respondents getting highest incomes use the Internet for this purpose more often. Correlative analysis showed that main demographic factors, explaining usage of the Internet in the spheres connected to leisure time and culture, are education and incomes („more serious“ activities: search for cultural news, digital cultural material, etc.) and age (younger value more „not serious“ activities: games, Internet radio).

Science and education:

10% of respondents constantly use the Internet to download free programming equipment for studying, 25% - sometimes, 63% - never. Younger respondents, with high education, getting highest incomes, use the Internet for this purpose more often.

6% of respondents constantly search for information and register for studies in educational institutions on the Internet, 26% - sometimes, 65% - never. Women, respondents aged 15 to 24, unemployed respondents, schoolchildren use the Internet for this purpose more often.

7% of respondents constantly search for offers about informal studying, training possibilities or courses, 29% - sometimes, 61% - never. Women, younger respondents, respondents with higher education, respondents getting highest incomes, respondents working in state institutions, Vilnius and Klaipeda county PIA users use the Internet for this purpose more often.

4% of respondents constantly use the Internet for studying in certain subject courses, 15% - sometimes, 77% - never.

6% of respondents constantly use data bases for professional orientation (training courses), 22% - sometimes, 69% - never. Women, respondents with higher education use the Internet for this purpose more often.

6% of respondents constantly use electronic data bases (e.g., LITLEX), 25% - sometimes, 67% - never. Respondents aged 35 to 44, with higher education, city inhabitants use the Internet for this purpose more often.

9% of respondents constantly use library catalogues (e.g., LIBIS), 24% - sometimes, 64% - never. Women, respondents with higher education, respondents working in state institutions, specialists and white-collar employees, city PIA users use the Internet for this purpose more often.

4% of respondents constantly watch teaching videos on the Internet, 17% - sometimes, 75% - never. Specialists and white-collar employees use the Internet for this purpose more often.

Correlative analysis showed that main demographic factors, explaining usage of the Internet in the spheres connected to science and education are age (in all spheres except for training course, younger respondents exceed), education and incomes (respondents with higher incomes and with high education keep actively using Internet resources to improve knowledge). The size of a living place is connected least to the usage of the Internet for scientific and educational purposes.

Health:

14% of respondents constantly search for the information about health, 44% - sometimes, 40% - never. Women, respondents aged 25 to 34 and 55 to 64, with higher education, respondents working in state institutions, specialists and white-collar employees, settlement (up to 3000 inhabitants) PIA users use the Internet for this purpose more often.

3% of respondents constantly register themselves to health care institutions and specialists on the Internet, 12% - sometimes, 83% - never. Women, respondents with high or higher education use the Internet for this purpose more often.

2% of respondents constantly follow the compiled information about themselves from Patients Funds, 8% - sometimes, 87% - never.

Main demographic factor, clarifying usage of the Internet connected to health care spheres is education (respondents with high education use more often).

E – Government: the popularity of the Internet

3% of respondents constantly use the Internet to receive information and/or apply for social allowances and compensations, 13% - sometimes, 82% - never.

2% of respondents constantly book personal documents on the Internet, 7% - sometimes, 89% - never. Respondents from Klaipeda, Siauliai and Panevezys counties use this service least.

2% of respondents constantly receive information and/or register means of transport, 16% - sometimes, 80% - never. Men, respondents getting higher incomes use the Internet for this purpose more often.

1% applies for construction permissions on the Internet, 3% - sometimes, 93% - never. Village respondents (up to 3000 inhabitants) use this service least.

1% of respondents constantly reports to police on the Internet, 4% - sometimes, 93% - never.

1% of respondents constantly order birth, marriage, divorce, death certificates on the Internet, 3% - sometimes, 94% - never.

4% of respondents constantly declare their living place on the Internet, 13% - sometimes, 82% - never. Respondents with higher education or getting higher incomes use this service more often.

11% of respondents constantly declare their incomes and/or asset in electronic way, 25% - sometimes, 63% - never. Respondents aged 25 to 54, getting average and higher incomes, with high or higher education use the Internet for this purpose more often.

Main demographic factors, clarifying usage of E-Government service are education (respondents with high or higher education use more often), incomes (respondents, getting higher incomes, use more often) and age (the younger the more active).

Main motives to use the Internet in the library are the following: free service - 66% (men, younger respondents, village and town inhabitants have mentioned it more often), using other services of the library – 48% (women, respondents with higher education, employed) or the convenience of libraries (28%).

Summarizing the inhabitants' habits of Internet usage, we can notice, that usage of the Internet, despite the place of its using, is spread among younger, more active respondents (schoolchildren, students, employed) and more educated respondents. The division of libraries between „active" and „passive" (older, more educated and with lower incomes) is a little decreased, even age factor is less related to the usage of the Internet in libraries. Price (absence of it) and support while using the Internet in libraries widen users' circle.

Main activity of all Lithuanian respondents and public Internet users is similar (sphere of science and leisure time, work, health). The differences become more distinct in the spheres requiring more powerful resources (Internet radio, TV, Internet telephoning) or requiring more time and involvement (blogs, discussions, forums), where Internet users in the library apparently "lose".

Instrument 8 – discussions/interview with public Internet access users

IT associated with the library are computer and the Internet. Also office equipment, especially printer is mentioned. It shows indirectly that a big amount of digital information is saved in a printed form.

Village inhabitants and pensioners requested to have more „technical equipment“ i.e., video technique and home cinema system in the library, which would allow to watch downloaded films with other village inhabitants in better conditions than currently – on computer monitor.

Adult participants of the research (especially the elder) indicated that web cameras are not necessary in the library. In their opinion, they do not match sanitary norm – the ones who use them make noise and disturb other visitors.

Adult respondents evaluated the quality of computers and the Internet in the library according to their own needs – the more skillful users, the more they critically evaluate current situation. The vast majority of respondents evaluated computers very badly in the library.

Instrument 11 – children survey

56% of interviewed children constantly use the Internet for general purposes (visit websites, send emails or SMS, etc.), 36% - once or several times, 8% - never.

41% of interviewed children constantly search for information about studying on the Internet, 45% - once or several times, 13% - never. City inhabitants search for information connected to studying on the Internet more often. 48% of interviewed children constantly search for information connected to hobbies and leisure time, 41% - once or several times, 11% - never. City inhabitants (with 100000 to 500000 inhabitants) search for information connected to leisure time and hobbies on the Internet more often. 61% of respondents constantly email friends and relatives living in Lithuania, 27% - once or several times, 12% - never. Village and smaller settlement inhabitants communicate with friends and relatives more often. 21% of respondents constantly email friends and

close people who live outside Lithuania, 27% - once or several times, 51% - never. City inhabitants communicate with foreign friends more often. 33% of respondents constantly look for new friends on the Internet, 41% - once or several times, 25% - never. 43% of respondents constantly use Internet telephone conversations, 26% - once or several times, 30% - never.

In the library respondents do the following activities: 68% search for information (in website, catalogues, search systems) related to their studying (mainly city respondents), 62% use the Internet (I visit websites, send emails or SMS, etc.), 52% search for information (in website, catalogues, search engines) related to their interests, leisure time, 44% email friends and relatives living in Lithuania (mainly village respondents), 40% look for new friends on the Internet (mainly village respondents), 20% for telephone conversations or message chats (e.g. Skype), 14% write to friends and relatives living outside Lithuania.

A big majority of respondents use the computer for activities not related to the Internet. 22% of respondents constantly type and draw on the computer, 63% - sometimes, 15% - never. Village inhabitants use a computer for typing and drawing more often. 57% of respondents constantly play computer games, 35% - sometimes, 8% - never. Boys play games more often. 8% of respondents constantly make computer programmes, 22% - sometimes, 63% - never.

Instrument 8 – discussion/interview with public Internet users

All respondents associated computers and the Internet with IT. From all respondents participating in the research a bigger part said that they had poor or average IT skills (except for children's groups). A big part of adult respondents were trained to use a computer and the Internet in special courses, also at home with the support of children or more experienced friends/ neighbours. The majority indicated that they studied forced by circumstances – seeking to keep work, communicating with relatives living in distance, but not due to their own personal/ inner need to improve or self-educate.

All children stated that they had learnt to use a computer independently or observing how others use a computer (usually older children). Library, as a place to learn basics of computer and Internet or improve knowledge, was mentioned quite frequently. It is associated with the possibility to learn how to use computer or the Internet, but it is more realized as a personal effort, but not as successive organized process.

A bigger part of respondents, having computers at home, indicated that they do not have Internet. The main reason is insufficient financial possibilities. A majority of research participants use the Internet at work or library due to the same reason – a possibility to save.

A majority of respondents, speaking about their life spheres related to IT, were speaking about the usage of the Internet in general. Elaborating their experience, they associated with the Internet firstly:

- search for information (objective and connected to leisure time),
- communication (also with relatives in distance),
- reading periodicals,
- paying taxes,
- buying online.

The biggest part of activities which are considered to be associated with computer and the Internet, are those which allow to decrease consumption of time and money. Also it is important to note the feeling of independence which is indicated very firmly by pensioners as well as receiving information without extra help and manage their concerns individually.

Instrument 11 – representative Lithuanian children survey

In libraries 80% of respondents play games, draw on the computer - 54%, make computer programmes 10%.

3C. The number of IT trained inhabitants

Lithuanian inhabitants and public Internet access users IT education sources differ. In courses "Window to the Future" took part similar parts of target groups, respectively 30% and 34%. Courses organized by Job centre more frequently were chosen by Lithuanian inhabitants (20% Lithuanian residents and 14% PIA users), meanwhile library courses more frequently were chosen by public Internet access users – 35% (Lithuanian residents – 6%).

Instrument 12 – factum libraries survey

According to the data of factual research, in 2007 14% of libraries organized IT training for inhabitants. Average number of trainees was 45 (numbers ranged from 1 to 700). Total number of trained people is 6947.

Instrument 3 – representative Lithuanian inhabitants survey

According to the data of Lithuanian inhabitants' representative survey, 47% of respondents (men, younger respondents, earning up to 600 Lt and more than 900 Lt for one family member, having high or higher education, employees of private companies, students, schoolchildren, city inhabitants) learnt to work with computer individually, 19% learnt at secondary school (youngest, with primary and basic education, schoolchildren and students), 12% - at work (women, respondents aged 25 to 54, earning more than 900 Lt for one family member, having high or higher education), 11% in special courses (women, respondents aged 35 to 54, earning more than 900 Lt for one family member, having high or higher education, workers from state institutions, city inhabitants).

30% of respondents participated in computer literacy courses organized by „Langas į ateitį“, 20% in courses organized by Labour Exchange, 6% in courses organized by library. Majority of respondents studied computer literacy in courses organized by other organizers – 41% (workplace, school, Board of Education, women employment centre).

Instrument 4 – public Internet access users' survey

According to the data of public Internet access users' survey, 68% of respondents have learnt to work with a computer on their own (men, respondents aged 25 – 44, earning more than 1 000 Lt for one family member, employees from private companies, town (with 3001 to 10 000 inhabitants and over 500 000 inhabitants) inhabitants), 25% - at secondary school (youngest residents, with high or higher education, schoolchildren and students), 23% - at work (women, aged 25 – 54, with high or higher education, employees from state institutions, specialists and white-collar employees), 24% - on special computer literacy courses (women, aged 35 – 64, getting higher incomes, with high or higher education, employees from state institutions, specialists and white-collar employees, village or town (up to 10000 inhabitants) respondents).

34% of respondents participated in computer literacy courses organized by „Langas į ateitį“, 14% in courses organized by Labour Exchange, 35% in courses organized by library. One third (29%) of respondents studied computer literacy in courses organized by other organizers (workplace, school, Board of Education, women employment centre).

3D. The number of hours for teaching inhabitants IT

Instrument 12 – factum libraries survey

According to the results of factual survey, average number of hours for teaching inhabitants IT is 87 (from 1 to 1220). On average more hours for training was allotted for Klaipeda and Vilnius county libraries.

4. Impact. Improved access for specific groups, difficult access social groups

In the chapter initial situation measuring indices of effect 4 (Internet access for specific groups, difficult access social groups) are described: a percentage of users without alternative Internet access (index 4A), experience of difficult access social groups (index 4B), activities for which to accomplish users use public Internet access in libraries most often (index 4C), existence of programmes and other mechanisms for involving difficult access groups (index 4D).

4A. Percentage of users without alternative Internet access

Instrument 3 – representative Lithuanian inhabitants survey

According to the data of representative Lithuanian inhabitants' survey, less than 2% of respondents do not have an alternative for public Internet access provided by libraries.

Instrument 4 – public Internet access users survey

72% of library public access respondents have a possibility to use the Internet not only in libraries. Younger respondents, respondents with high education, earning higher incomes for one family member, employed respondents, specialists, students and schoolchildren, town (3000 to 10000 inhabitants) inhabitants have a possibility to use the Internet in other places. Inhabitants from smallest living places (up to 3000 inhabitants) have fewer Internet alternatives for libraries.

Main motives to use the Internet in libraries are: free service - 66% (men, younger, village and town respondents mentioned it more often), usage of other library services – 48% (women, respondents with high education, employed respondents) and convenience of institutions (28%).

Instrument 11 – representative Lithuanian children survey

According to the data of representative Lithuanian children's survey, Internet accessibility is rather high. 91% of respondents can use a computer connected to the Internet at school, 74% - at home. 2% of respondents do not have a possibility to use the Internet neither at school, nor at home. In the city Internet penetration at home is bigger on average.

Children usually use the Internet at school and at home - 73% for both. 42% of respondents (village respondents) use the Internet in public library. The most usual

Internet usage place (one answer is possible) is home (69%). Village respondents mentioned libraries and schools more.

4B. Experience of difficult access groups

Instrument 8 – discussion/interview with public Internet access users

From all target groups in the research, schoolchildren and students spend most of their time studying in public Internet access in libraries. Majority of them has got computers, and a part of them – the Internet at home. It is worth to note that only a part of them is library readers, i.e. in this group of visitors there is a big part of users, who come to the library only due to computer and the Internet.

A vast majority of children participating in the research indicated that they had started to attend library very often after finding out about the possibility to use the Internet for free from friends or adults, who attend the library. Adult visitors of public Internet access indicated that they had been attending libraries before the time computers and free Internet appeared. A majority of them found out about the new service directly from the librarian during their visit in the library.

Children are those visitors who occupy computer and make an impression they are constantly occupied. In village and city libraries which are in school premises or near them children spend most of their time there after or during their lessons. Sometimes there appear conflicts with school staff, which come to the library during the lessons to look for students and find them there. Teachers complain that librarians allow children to skip lessons.

It is possible to state that after appearance of public Internet access in libraries, the behaviour model of part of schoolchildren has changed – instead of spending time in the street they go to the library. Accessible publicly computers and the Internet in libraries have got a positive impact for children's socialization and integration into society.

Adult people, people occupied in labour market come to public Internet access places to deal with the matters connected to work or main their life activity. In village libraries the Internet and computer is often of a better quality than at work and working visitors come to the library to print documents or search for information on the Internet.

Unemployed people searching for work usually use the Internet in the library. Comparing free Internet access in Labour Exchange with the one in libraries, respondents pointed out

that the latter is more acceptable because they can search for job advertisements not only in Labour Exchange data bases but also in other places (Internet data bases or e-newspaper pages.) Also a part of respondents pointed out that in libraries they look through the newspapers where there are job advertisements.

Village inhabitants attend the library not only due to direct services rendered in the library – dispense of books, computer or Internet usage, but also due to social life in it, - literary, ethnographic, historical events, courses, organized by other institutions, social activity (various clubs).

Pensioners can be described as least active computer and Internet users in the library. They come to read newspapers, books, communicate and find out communal news. Representatives from this group can be described as passive computer and Internet users – they ask others (usually librarians) to find necessary information for them instead of studying themselves. It is important to note that majority of librarians flatter for such behaviour and instead of teaching concerned people they simply do their delegated task themselves.

Users with physical disability indicated few exceptional needs, connected to usage of computer and Internet in the library. These users generally do not differ in their interests from other representatives of their age group people. On the other hand, they indicated certain physical conditions necessary for them to use the Internet and computers in the library. A big part of respondents having physical disability indicated that a lot of inhabitants of their community with physical disability have the Internet and computers at home. Thus, in majority's opinion, there is no need to put any extra effort to make appropriate conditions in the library for disable people.

4C. Activities which to accomplish users use public Internet access in libraries most often

Places to accomplish with Internet related activities for Lithuanian inhabitants and public Internet access users differ. There is a correlation between activities – public Internet access users compared to Lithuanian inhabitants perform more activities in libraries. Lithuanian inhabitants perform up to 10% of objective point's activities (least related to e-government, most with health security and information). Activity performance of PIA users in library correlates between 60 – 98%. Most frequently pointed activities are related to

relations and communication, search of information and health security, most seldom – connected to – e- power and business (main PIA users – schoolchildren and retired people's fields of interest).

Instrument 3 – representative Lithuanian inhabitants survey

Interviewed Lithuanian inhabitants do many activities related to various life spheres on the Internet at home or work. These activities are accomplished in the library more seldom.

Work and commercial activity: places of usage

59% do the tasks connected to their major activity on the Internet at home, 46% - at work. In **libraries** 7% of respondents use this service. At home youngest respondents, unemployed, respondents who get lower incomes, respondents with lower education use the Internet for this purpose, at work – respondents aged 25 to 64, getting average and higher incomes, with high education, city respondents, specialists and directors.

Information about goods and services is mainly searched at home – 76% and at work – 23%. In **libraries** 6% of respondents search for information. Youngest, unemployed respondents who get lower incomes, respondents with high education use the Internet for this purpose at home. At work – respondents aged 25 to 64 who get average or higher incomes, respondents with high education, city respondents.

73% of respondents use the Internet at home for booking goods and services, 22% - at work. 4% of respondents use this service in **libraries**. Respondents getting higher incomes use the Internet for this purpose at work.

69% of respondents search for work and staff on the Internet mostly at home, 28% - at work. 8 % of respondents do this activity in **libraries**.

71% of respondents advertised their services and traded online at home, 23% - at work. Less than 1% of respondents did this activity in **libraries**. Unemployed respondents use the Internet for this purpose at home more. At work - respondents who get average or higher incomes, respondents with high education.

74% of respondents use e-banking at home, 34% - at home. 2% of respondents use this service in **libraries**. Unemployed respondents, and those who get lower incomes use the Internet for this purpose at home. At work – respondents aged 25 to 64 and those who get average or higher incomes.

Relations and communication: places of usage

81% of respondents use the Internet for sending and receiving emails at home, at work - 32%. 6% of respondents use this service in **libraries**. Men, youngest (aged 15 to 24), unemployed respondents, getting lower incomes (up to 600 Lt) use the Internet at home. At work - respondents aged 25 to 64, getting average or higher incomes, respondents with high education, city inhabitants, specialists and directors.

82% of respondents use telephone conversations on the Internet at home, at work - 13%. 5% of respondents use this service in **libraries**. Respondents aged up to 64 use the Internet for this purpose at home more, at work - respondents getting average or higher incomes, respondents with high education, city inhabitants.

78% of respondents use discussion forums and email conferences at home, at work - 20%. 6% of respondents use this service in **libraries**. Youngest (aged 15 to 24), unemployed respondents use the Internet for this purpose at home more, at work - respondents aged 25 to 64, getting average or higher incomes, respondents with high education, city inhabitants.

76% of respondents create and read blogs at home, at work - 15%. 5% of respondents use this service in **libraries**.

79% of respondents use social networks at home, at work - 21%. 5% of respondents use this service in **libraries**.

Leisure time and culture: place of usage

80% of respondents read newspapers, news websites, magazines on the Internet at home, at work - 24%. 10% of respondents use this service in **libraries**. Men, youngest (aged 15 to 24) use the Internet for this purpose at home more, at work - respondents aged 25 to 64, getting average or higher incomes, respondents with high education, city inhabitants, specialists and directors.

83% of respondents listen to the Internet radio or watch Internet TV mostly at home, at work – 11%. 6% of respondents use this service in **libraries**. Younger respondents aged 15 to 44, respondents from Kaunas, Klaipeda and Siauliai counties use the Internet for this purpose at home more.

83% of respondents play or download games, pictures, films, music at home. At work - 11%. 6% of respondents use this service in **libraries**. Respondents from Vilnius, Kaunas, Klaipeda and Siauliai counties use the Internet for this purpose at home more. At work - respondents with high education, specialists.

76% of respondents use the Internet for communal activity, to advertise or search for information about events at home, 22% - at work. 10% of respondents use this service in **libraries**. Respondents aged 15 to 44, with lower education use the Internet for this purpose at home more. At work – women, respondents aged 25 to 64, getting average or higher incomes, respondents with high education.

76% of respondents search for another information related to culture and leisure time at home, at work - 20%. 7% of respondents use this service in **libraries**. Youngest respondents aged 15 – 24 use the Internet for this purpose at home more. At work – women, respondents aged 25 to 64, getting average or higher incomes, respondents with high education.

71% of respondents constantly use digital cultural heritage at home, at work - 23%. 11% of respondents use this service in **libraries**. Respondents aged 35 to 44 use the Internet for this purpose at home more.

Science and education: places of usage

78% of respondents search for information and register for studies to higher educational institutions on the Internet at home, 18% - at work. 5% of respondents use this service in **libraries**.

72% of respondents search for offers about informal studying, training possibilities or courses at home, at work - 22%. 8% of respondents use this service in **libraries**. Unemployed respondents use the Internet for this purpose at home more, at work - respondents aged 25 to 54, getting average or higher incomes, respondents with high education.

79% of respondents constantly use the Internet for studying in certain subject courses at home, 17% - at work. 6% of respondents use this service in **libraries**. City inhabitants use the Internet for this purpose at home more.

69% of respondents use data bases of professional orientation (training courses) at home, at work - 32%. 8% of respondents use this service in **libraries**. Women, respondents with higher incomes use the Internet for this purpose at work more often.

68% of respondents use electronic data bases (e.g., LITLEX) at home, at work - 30%. 6% of respondents use this service in **libraries**. Youngest respondents aged 15 to 24, unemployed respondents, respondents with high education use the Internet for this purpose more often.

64% of respondents use library catalogues (e.g., LIBIS) at home, at work - 9%. 18% of respondents use this service in **libraries**.

66% of respondents watch teaching videos on the Internet at home, at work – 25%. 8% of respondents use this service in **libraries**. City respondents use the Internet for this purpose more often at home.

Health: places of usage

81% of respondents search for information related to health at home, at work - 16%. 6% of respondents use this service in **libraries**. Younger respondents aged 15 – 44, schoolchildren, students use the Internet for this purpose more often at home. At work – respondents aged 45 to 64, respondents with high education.

78% of respondents constantly register themselves to health care institutions and specialists on the Internet at home, at work - 21%. 12% of respondents use this service in **libraries**.

E – Government: places of usage

74% of respondents use the Internet to receive information and/or apply for social allowances and compensations at home, 23% - at work. 6% of respondents use this service in **libraries**.

77% of respondents book personal documents on the Internet at home, at work - 28%. 4% of respondents use this service in **libraries**.

77% of respondents receive information and/or register means of transport at home, 19% - at work. 7% of respondents use this service in **libraries**.

70% apply for construction permissions on the Internet at home, 33% - at work. 7% of respondents use this service in **libraries**.

68% of respondents report to police on the Internet at home, at work - 43%. 0% of respondents use this service in **libraries**.

85% of respondents order birth, marriage, divorce, death certificates on the Internet at home, at work - 25%. 0% of respondents use this service in **libraries**.

82% of respondents declare their living place on the Internet, at work - 22%. 4% of respondents use this service in **libraries**.

77% of respondents declare their incomes and/or asset in electronic way at home, at work - 31%. 2% of respondents use this service in **libraries**.

Instrument 4 – public Internet access users survey

Users of public Internet access do many activities related to their spheres of life on the Internet in the library unlike other interviewed Lithuanian inhabitants.

Work and commercial activity: places of usage

In libraries respondents mainly use the Internet for work and commercial activity in the following way: 62% of respondents search for information about goods and services, 46% of respondents search for information related to the tasks concerning their main activity, 45% of respondents search for work or workers, 34% of respondents use e-banking service, 17% book or buy goods and services online, 16% of respondents advertise their goods or services.

In other places (not in libraries) respondents mainly used the Internet for work and commercial activity in the following way: 61% of respondents search for information about goods and services, 59% of respondents use e-banking service, 59% of respondents search for information related to the tasks concerning their main activity, 43% of respondents search for work or workers, 30% book or buy goods and services online, 29% of respondents advertise their goods or services.

Relations and communication: places of usage

For the purpose of communication respondents in **libraries** do the following activities mostly: send and receive emails - 89%, use discussion forums and email conferences – 29%, use email conferences to participate in social networks - 19%, use telephone conversations on the Internet –17%, create blogs or personal websites – 8%.

For the purpose of communication respondents in other places (not in libraries) do the following activities mostly: send and receive emails - 86%, use telephone conversations on the Internet –54%, use discussion forums and email conferences – 38%, use email conferences to participate in social networks – 32%, create blogs or personal websites – 17%.

Leisure time and culture: places of usage

For the purposes of leisure time and culture respondents in **libraries** do the following activities mostly: 81% of respondents read newspapers, news websites, magazines on the Internet, 57% of respondents search for another information about culture and leisure time, 50% of respondents use the Internet for communal activity, to advertise or search for information about events, 30% of respondents use digital cultural heritage, 20% of

respondents play or download games, pictures, films, music, 17% of respondents listen to the Internet radio or watch Internet TV.

For the purposes of leisure time and culture respondents in other places (not in libraries) do the following activities mostly: 69% of respondents read newspapers, news websites, magazines on the Internet, 61% of respondents play or download games, pictures, films, music, 54% of respondents search for another information about culture and leisure time, 52% of respondents listen to the Internet radio or watch Internet TV, 51% of respondents use the Internet for communal activity, to advertise or search for information about events, 25% of respondents use digital cultural heritage.

Science and education: places of usage

For the purposes of science and education respondents in **libraries** do the following activities mostly: 53% of respondents use library catalogues (e.g., LIBIS), 42% of respondents use electronic data bases (e.g., LITLEX), 40% of respondents search for offers about informal studying, training possibilities or courses in libraries, 36% of respondents search for information and register for studies to higher educational institutions on the Internet, 25% of respondents use data bases for professional orientation (training courses), 25% of respondents download free programming equipment necessary for studying, 21% of respondents constantly use the Internet for studying in certain subject courses, 15% of respondents watch teaching videos on the Internet (lectures, conferences, etc.).

For the purposes of science and education respondents in other places (not in libraries) do the following activities mostly: 59% of respondents download free programming equipment necessary for studying, 48% of respondents search for offers about informal studying, training possibilities or courses in libraries, 42% of respondents search for information and register for studies to higher educational institutions on the Internet, 38% of respondents use data bases of professional orientation (training courses), 31% of respondents watch teaching videos on the Internet, 28% of respondents use electronic data bases (e.g., LITLEX), 23% of respondents use library catalogues (e.g., LIBIS), 21% of respondents constantly use the Internet for studying in certain subject courses.

Health: places of usage

For the medical and health care purposes respondents in libraries do the following activities mostly: 98% of respondents search for the information about health, 13% of respondents register themselves to health care institutions and specialists on the Internet, 12% of respondents follow compiled information about themselves in Patients Funds.

For the medical and health care purposes respondents in other places (not in libraries) do the following activities mostly: 91% of respondents search for the information related to health, 25% of respondents register themselves to health care institutions and specialists on the Internet, 14% of respondents follow compiled information about themselves in Patients Funds.

E – Government: places of usage

E – Government services used mostly **in libraries** are following: 63% of respondents declare their incomes and/or asset in electronic way, 35% of respondents receive information and/or register means of transport, 31% of respondents use the Internet to receive information and/or apply for social allowances and compensations, 18% of respondents declare their living place on the Internet, 10% of respondents book personal documents on the Internet, 8% apply for construction permissions on the Internet, 7% of respondents order birth, marriage, divorce, death certificates on the Internet, 7% of respondents report to police on the Internet.

E – Government services mostly used in other places (not in libraries) are following: 70% of respondents declare their incomes and/or asset in electronic way, 35% of respondents declare their living place on the Internet, 35% of respondents receive information and/or register means of transport, 28% of respondents use the Internet to receive information and/or apply for social allowances and compensations, 18% of respondents book personal documents on the Internet, 7% apply for construction permissions on the Internet, 6% of respondents order birth, marriage, divorce, death certificates on the Internet, 5% of respondents report to police on the Internet.

Instrument 8 – discussions/interview with public Internet access users

Usage of computer and Internet in library almost does not differ in village and city, though there is a significant difference in various age groups.

Main activities indicated by children are the following:

- Search for information about studying

- Material for papers, projects,
- Websites for „cribbing“,
- Dictionaries, encyclopedias.
- Search for the information related to leisure time
 - Search for music, downloading,
 - Search for films, downloading is rare,
 - Hobby (personal or parents')
- Communication
 - Participating in chats, forums,
 - Emailing friends living in the same place,
 - Emailing friends and relatives living far away,
 - Sharing photos (on emails, Skype), publication of photos (on one.lt, etc.).
- Games
 - online, on computer,
 - installation and erasing of new games in library computers.
- Computer programming (in library only in the case of a broken computer at home).

Main activities due to which they come to public Internet access places in libraries can be relatively divided in the following way:

- work
 - search for work
 - printing/ preparation of work documents
- studies
 - search for material for studying
 - search for the place to study
- health
 - search for information about medicines/diseases
 - search for information about medical institutions and telephone numbers
 - registration in medical institutions (very rare)
- hobby / leisure time
 - search for objective information (fishing, needlework), crosswords
 - participation in forums
 - looking for new acquaintances

- search for information about cultural events
- financial questions
 - taxes
 - declaration
- buying / selling
 - plane tickets
 - tickets for cultural events
 - goods from catalogues
 - search for information about sites for sale, cars, etc.
 - personal production sales.

Users of library service can hardly name what services they lack in the library. In their opinion current services are enough only they must be of good quality.

Extra services wanted by inexperienced computer users – education – consultations, training how to use one or another computer programme, and how to use computer in general. Experienced users wanted more equipment (new computers, fast Internet).

Employed respondents indicated that they would like libraries to work longer or a possibility in libraries to use a computer or the Internet longer.

Instrument 11 – representative Lithuanian children survey

Interviewed children in the library do the following activities related to the Internet: search for information related to studying (on website, catalogues, search systems) – 68% (mainly city respondents), use the Internet (I visit websites, send emails or SMS, etc.) – 62%, search for information related to interests, leisure time (on website, catalogues, search systems) – 52%, write to friends, relatives living in Lithuania – 44% (mainly village respondents), look for new friends – 40% (mainly village respondents), use the Internet for telephone conversations or message conversations (e.g. Skype) – 20%, write to friends, relatives living outside Lithuania – 14%.

In libraries 80% of respondents play computer games, 54% of respondents type, draw on the computer, 10% of respondents make computer programmes. In other places 88% of respondents play computer games, 83% of respondents type, draw on the computer, 30% of respondents make computer programmes. City respondents do all mentioned activities at home.

4D. Existence of programmes and other mechanisms for involving difficult access groups

Instrument 1 – librarians' survey

According to the data of librarians' survey, the most popular means of encouraging visitors to use public Internet access in libraries in 2007 were the following: IT consulting services (not once – 19%, 1 to 2 times - 17%, 3 times and more - 58%), actions to attract / encourage visitors to use public Internet access in libraries (not once – 34%, 1 to 2 times - 35%, 3 times and more - 28%) and IT training services (not once – 43%, 1 to 2 times - 23%, 3 times and more - 26%),

Public Internet access actions to attract / encourage the following inhabitants' groups to use public Internet access in libraries in 2007 were: pensioners – 39%, village inhabitants – 35%, unemployed – 34%, children from socially risk families– 33%, disabled – 24%, children, whose parents work abroad – 20%.

While advertising and encouraging to use public Internet access, librarians most often used advertisements – 71% and booklets – 61%, least often – special seminars to popularize PIA – 5%.

Instrument 5 – discussions with librarians; Instrument 7 – discussions with library directors'

Respondents asked to distinguish difficult access groups among potential visitors of public Internet access places, firstly mentioned older people. Other exceptional groups in the research were people with physical disability, unemployed, children from complicated social environment or children whose parents work outside Lithuania, or village inhabitants were not included into the difficult access groups by librarians.

On the other hand, many library employees participating in the research think that the most difficult group to reach is middle aged working people. People from this target group participating in the research as a factor withholding them to visit libraries more often mentioned public Internet access working time.

In librarians' opinion, unemployed people evaluate better possibility to use public Internet access in libraries rather than in Labour Exchange. Many librarians indicated that they closely co work with departments of Labour Exchange and seek to provide all necessary information for people, searching for work in libraries.

Children are the easiest accessible target group. In this case, the more difficult is the environment in which a child lives, the easier it is to keep such a child in the library in

librarians' opinion. It is worth to note that librarians' attitude towards children from difficult social environment is ambiguous and sometimes even negative. Library staff, communicating with such children, faces their problems and not always have enough competence to evaluate the situation properly, react to the problem adequately and help them solve it.

Library staff pointed out that they seek to encourage elder library visitors to use possibilities provided by public Internet access. They are invited into computer literacy courses, interest clubs and individual consultations are organized for them. According to librarians, these means are effective and a part of library senior visitors become users of the Internet in library. However, library staff has not mentioned any active actions or working mechanisms to attract those elder people who do not come to libraries.

The fewest services or ways to attract people to public Internet access were related to physically disable people. Librarians said that there are very few such people among current library visitors. As well as speaking about elder people, the biggest part of attention is paid to the people, visiting libraries.

As an extra source to attract new visitors is a realized possibility to use wireless Internet in the library. This means is mostly attractive for active studying and working users, who visit libraries more seldom due to usual services rendered by libraries – books, newspapers and magazines. It is also believable that these means effectively attract those users who temporarily are staying in settlement.

Currently productive co working with Educational Board, Tax Inspectorate and Labour Exchange allow developing the range of services and attracting new users. It is likely that co working with other institutions or initiatives providing e-services would allow to achieve better results. Health care institutions, self-government institutions, e-shops, programmes of distance learning could become valuable partners, attracting new public Internet access visitors.

Instrument 8 – discussions/interview with public Internet access users; Instrument 9 – discussions with children from social risk families; Instrument 10- discussions with children whose parent left the country to work abroad

Practically none of respondents could exclude from their library visitors people with specific needs or interests who would like / could satisfy their needs in public Internet

access place. Only respondents with physical disability excluded themselves as a separate group that needs support.

None of respondents could indicate continuous actions made by libraries seeking to attract visitors to use computer and the Internet in libraries for free. Representatives of all groups participating in the research admitted that the majority of computer users are constant visitors, and new visitors come very rarely and most often they are brought by other visitors.

It is possible to state that publicizing is necessary for two relative groups:

- local community (for both who attend the library and do not);
- external and accidental users (going through or staying temporarily in settlement).

Currently a person staying in the settlement could hardly find a free public Internet access place, he/she should ask local people where it is located but he/she could do that only in that case if he really knows that there is such an access in the settlement.

None of research participants mentioned the possibility to find out about the newest IT and its usage in the library.

Potential new users of computer and Internet in libraries are those who do not have a possibility to learn how to use them in their environment. Firstly, elder people are noticed, who come to the library to read newspapers and books, but who do not use a computer.

Although younger respondents and librarians excluded seniors as the most passive users' group of public Internet access, that tend rather to read paper publications, the seniors themselves indicated that innovations were interesting to them. However, it is likely that means to attract visitors to public Internet access places, are rather for other target groups and they are not acceptable for seniors.

All respondents who do not have computer and Internet skills or they are very weak, indicated that a possibility to get individual consultation in the library is very important and it is one of the reasons why they come to public Internet access place.

5. Effect. Improved representation of libraries

In the chapter initial situation measuring indices of effect 5 (representation of libraries) are described: reputation of libraries, its public perception and profile (index 5A), developed library mission and competence spheres (index 5B), increased number of library visitors' (visits) (index 5C).

5A. Reputation of libraries, its public perception and profile

The survey of all target groups have shown same tendencies. Most favorable evaluated library staff. General atmosphere and attractiveness for visitors is also evaluated quite positive, but there appears "inner" and "outside" evaluation. In librarians and their managers opinion ("inner") libraries are fashionable and popular places, meanwhile regarding to "outside" evaluations (children, Lithuanian inhabitants and public Internet access users opinion) libraries are valued as not stylish, unpopular and old fashioned. Technical side (novelties, equipment) also is evaluates similarly – negatively.

Instrument 1 – librarians' survey

According to librarians, the strongest part of library image is the staff: highly qualified staff works in libraries, librarians are good supporters for visitors, and librarians are cheerful and polite.

General environment, openness, democracy and universality are evaluated positively: the atmosphere is good in the library, library is for everybody, library renders many services.

Respondents think that libraries are people's attraction centers: a popular place to spend time, the centre of community's life, a place to communicate.

Conservatism of libraries is emphasized: library is outdated, old-fashionable, rather proper for older people.

Infrastructure, technical equipment and rendered services of libraries are evaluated negatively: the equipment in library is old, innovations are not implemented or implemented slowly in libraries.

Instrument 2 – library directors' survey

According to directors, libraries are modern, popular, innovative, rendering diverse services. In respondents' opinion, libraries are attraction centers of community, places to spend good leisure time, they have good atmosphere, they are for everybody. Directors

evaluate staff the best: highly qualified, cheerful and polite. However, experts agree that these institutions are not fashionable and rather for elder people.

Instrument 3 – representative Lithuanian inhabitants survey

According to the results of representative Lithuanian inhabitants' survey it was revealed that evaluating the quality of services in public Internet access places in libraries, respondents emphasized staff's helpfulness, staff's qualification, working time, possibility to work without being distracted. Services and possibilities evaluated as the poorest are the following: Internet speed and possibility to work with personal electronic devices.

Changes of librarians' service quality are evaluated rather positively. A variety of library data bases, IT equipment, a possibility to get advice or support while using a computer or the Internet, general atmosphere relatively are evaluated better. 6% of respondents evaluate renewal of the book range negatively, 23% are neutral, 53% - positive. Women, city inhabitants (from 30000 to 190000 inhabitants), respondents from Vilnius, Panevezys and Siauliai counties evaluate changes more positively. 2% of respondents evaluate a variety of other publications (CD, DVD) negatively, 24% are neutral, 41% - positive. Younger respondents, getting higher incomes for a family member (over 1500 Lt), with higher education, employed, city and Vilnius county residents evaluate changes more positively. 2% of respondents evaluate a variety of press negatively, 26% are neutral, 52% - positive. 1% of respondents evaluate data bases negatively, 20% are neutral, 41% - positive. Younger respondents, getting higher incomes for a family member (over 1500 Lt), with higher education, employed, students, city and Vilnius county residents evaluate changes more positively. 1% of respondents evaluate the events (exhibitions, meetings, trainings) negatively, 26% are neutral, 41% - positive. 1% of respondents evaluate the quality of the events (exhibitions, meetings, trainings) negatively, 28% are neutral, 39% - positive. Respondents of Panevezys county evaluated changes of events quality more positively. 1% of respondents evaluate a variety of IT negatively, 21% are neutral, 44% - positive. Younger respondents, getting higher incomes for a family member (over 1500 Lt), employed, schoolchildren, city inhabitants (with 30000 – 190000 residents) evaluate changes more positively. 1% of respondents evaluate the quality of IT negatively, 21% are neutral, 42% - positive. Younger respondents, getting higher incomes for a family member (over 1500 Lt), employed, schoolchildren, city inhabitants (with 30000 – 190000 residents) evaluate changes more positively. 1% of respondents evaluate a variety of

programming equipment negatively, 21% are neutral, 41% - positive. Younger respondents, getting higher incomes for a family member (over 1500 Lt), employed, schoolchildren evaluate changes more positively. 1% of respondents evaluate the quality of programming equipment negatively, 21% are neutral, 40% - positive. Younger respondents, getting higher incomes for a family member (over 1500 Lt), employed, schoolchildren evaluate changes more positively.

1% of respondents evaluate a possibility to get advice or support using a computer or the Internet from the staff negatively, 19% are neutral, 48% - positive. Younger, employed respondents, specialists and white-collar employees, students, Panevezys county inhabitants evaluate changes more positively. 1% of respondents evaluate general atmosphere negatively, 26% are neutral, 41% - positive. Women, respondents getting higher incomes for a family member (over 900 Lt), employed respondents evaluate changes more positively. Change of general atmosphere is relatively better evaluated in Vilnius, Siauliai and Taurage counties. Correlative analysis reveals that e-services rendered by libraries are better evaluated by respondents with higher incomes and high education.

Library for many respondents associates with books, a big choice of books, book house – 47%, information, source of information and knowledge, storage of information – 24%, reading books – 5%, scientific institution, databases of science, science sanctuary – 5%, possibility to take publications home – 4%, a good place to spend time, leisure time, to have a rest – 4%.

The strongest side of libraries is staff, in this sphere all respondents' groups were unanimous: here works highly qualified staff, librarians are good supporters for the visitor, librarians are cheerful and polite.

General environment, openness, democracy and universality are evaluated positively: there is good atmosphere in the library (men, youngest respondents aged 15 – 24, schoolchildren, unemployed, Telsiai county inhabitants evaluate them worse), library is for everybody.

Libraries are evaluated as outdated, old-fashionable, rather conservative institutions: a library is not a popular place to spend time (more popular in Alytus county), library is not a fashionable place to spend time, it is boring in the library (better in Alytus county), library is outdated (in Alytus, Panevezys counties they more modern), a library is a place to stay alone, library is more suited for older people.

Infrastructure, technical equipment and rendered services of libraries are evaluated rather negatively: the equipment in library is old, innovations are not implemented or implemented slowly in libraries (in Alytus, Marijampole counties libraries are innovative), libraries only dispense books or allow reading them or newspapers in the library.

A library is not evaluated as a centre of communal life (in Alytus county it is as a centre of communal life).

Instrument 4 – public Internet access users' survey

Participants of libraries' public Internet access users' survey, when evaluating the quality of services rendered by public Internet access, emphasized staff's helpfulness, qualification and convenience of working time. Programming equipment, Internet speed and the possibility to use personal digital means were evaluated relatively worse.

Correlative analysis revealed that evaluations of quality mainly are related to age factor (older respondents evaluate better). Respondents with high education and from bigger settlements evaluate quality of computer equipment more critically.

Quality changes of library services are evaluated rather positively. A variety of library data bases, a variety and quality of organized events (exhibitions, meetings, trainings), a possibility to get advice or support from the staff while using computer or the Internet are evaluated relatively better.

7% of respondents evaluate the renewal of books negatively, 35% are neutral, 48% - positive. Respondents aged 25 to 34 and 45 to 54, employed, getting higher incomes, village and town respondents evaluate better. 3% of respondents evaluate a variety of other publications (CD, DVD) negatively, 47% are neutral, 23% - positive. Town (10000 to 50000 inhabitants) respondents, Panevezys county respondents evaluate better. 5% of respondents evaluate a variety of press negatively, 44% are neutral, 42% - positive. Respondents aged 25 to 34, getting lowest incomes, working in state institutions, schoolchildren, village and town (up to 10000 inhabitants), Panevezys, Klaipeda, Marijampole and Taurage county inhabitants evaluate better. 2% of respondents evaluate a variety of data bases negatively, 43% are neutral, 29% - positive. Respondents with high or higher education, specialists and white-collar employees, schoolchildren, town (3000 to 50000 inhabitants) inhabitants evaluate better. 2% of respondents evaluate a variety of organized events (exhibitions, meetings, trainings) negatively, 36% are neutral, 44% - positive. Village and town inhabitants, Panevezys, Alytus, Taurage counties

residents evaluate better. 1% of respondents evaluate quality of organized events (exhibitions, meetings, trainings) negatively, 34% are neutral, 46% - positive. Respondents aged 55 to 64, with high or higher education, village and town (up to 50000 inhabitants), Panevezys, Alytus, Telsiai and Taurage counties residents evaluate better the changes of quality of organized events. 2% of respondents evaluate a variety of IT equipment negatively, 43% are neutral, 37% - positive. Village and town (up to 50000 inhabitants), Siauliai county respondents evaluate changes better. 4% of respondents evaluate a quality of IT equipment negatively, 44% are neutral, 34% - positive. 3% of respondents evaluate a variety of IT equipment negatively, 45% are neutral, 31% - positive. Younger respondents, students and schoolchildren, pensioners, village and town (up to 50000 inhabitants) evaluate changes better. 4% of respondents evaluate a quality of IT equipment negatively, 45% are neutral, 31% - positive. 1% of the interviewed evaluate a possibility to get advice or support while using a computer or the Internet from the staff, 31% are neutral, 57% - positive. Women, respondents working in state institutions, pensioners, village and town (up to 50000 inhabitants), Taurage and Klaipeda county inhabitants evaluate changes better. 1% of the interviewed evaluate general atmosphere negatively, 37% are neutral, 57% - positive. Women, youngest respondents, with high education, village and town respondents evaluate changes of general environment in libraries relatively better. Correlative analysis reveal that evaluation of quality of library services is mainly related to age (older respondents evaluate changes better, except for increase of periodical press) and size of a living place (in cities changes of quality are evaluated better (except for evaluations of general atmosphere, which are better in towns.) Majority of respondents asked about libraries replied that libraries associate with books, a big choice of books, book house - 26%, information, sources of information – 19%. Only 3% of respondents associate library with the Internet.

The strongest side of libraries is staff, in this sphere all respondents' groups were unanimous: here works highly qualified staff, librarians are good supporters for the visitor, and librarians are cheerful and polite.

General environment, openness, democracy are evaluated very positively: there is a good atmosphere in the library, library is for everybody.

Libraries are evaluated as a **popular, funny, modern**, but not a fashionable place to spend time, it is the place for **communication**, and library is more suited for older people.

Infrastructure, technical equipment and rendered services of libraries are evaluated rather positively: library is **renewed constantly, innovations are implemented** in libraries, libraries render various services, a library is evaluated as a centre of communal life.

Library's image in comparison to the results of representative Lithuanian inhabitants' survey, according to public Internet access users, is very positive. Results of inhabitants' survey give good illustrations about the stereotypes existing in the society: outdated, boring, a place for being alone and isolation, technically lacking behind. Opinions of PIA users are good references for libraries to orientate seeking to spread information about their rendered services and attract new visitors – visiting library is directly related to a better image.

Instrument 11 – representative Lithuanian children survey

Lithuanian children evaluate computer equipment in public Internet access places in the following way: very bad 1%, bad – 8%, good– 74%, very good – 14% of respondents. They evaluate programming equipment in public Internet access places in the following way: very bad –1%, bad – 7%, good – 73%, very good – 14% of respondents. They evaluate Internet speed in public Internet access places in the following way: very bad – 1%, bad – 18%, good – 63%, very good – 14% of respondents. They evaluate staff's helpfulness in public Internet access places in the following way: very bad –1%, bad – 2%, good – 64%, very good – 32% of respondents. They evaluate staff's qualification in public Internet access places in the following way: very bad – 1%, bad – 2%, good – 66%, very good – 27% of respondents. Respondents evaluate working time in public Internet access places in the following way: very bad – 1%, bad – 12%, good – 64%, very good – 20% of respondents. They evaluate a possibility to work without being distracted in public Internet access places in the following way: very bad – 0%, bad – 14%, good – 57%, very good – 25% of respondents. They evaluate an opportunity to use personal digital equipment in public Internet access places in the following way: very bad – 5%, bad – 16%, good – 46%, very good – 10% of respondents.

Summarizing evaluations of Internet service quality, the tendency becomes very clear: subjective factors – staff's qualification, helpfulness, working time are evaluated better,

and objective and technical things, such as computers, Internet speed, programming equipment are evaluated worse.

Libraries for many interviewed children associate with books, an abundance of books, bookshelves – 38%, the source of information, knowledge, search and obtaining information – 11%, science, scientists, a place to study – 10%.

In children's evaluations, good staff is the only positive characteristics of libraries: librarians are good supporters, librarians are cheerful and polite. Other evaluations are negative. Libraries are evaluated as conservative and unattractive institutions: library is an unpopular, outdated, boring place to spend time, library is old-fashioned, the equipment of library is outdated, a library is a place to stay alone, it is not good to stay in the library (village and town inhabitants, as well as Utena, Klaipeda, Marijampole county residents describe libraries as the places, where it is good to stay).

Instrument 5 – discussions with librarians; Instrument 6 – interview with interested groups experts; Instrument 7– discussions with library directors'

A majority of all respondents participating in the research, as well as respondents visitors, associate library with accumulation of printed material (books, encyclopedias, periodical press) and the possibility to take it home (read books in the library, take them home, etc.). Only for a part of experts library associates more with computers and the Internet.

The same modern IT as in the users' group - computer and Internet are associated with the library. All libraries' staff participating in the research admitted that appearance of IT in the library had changed the image of the library and its perception in the community significantly to the positive side. Staff of libraries confirmed quantitative factors noticed by users, indicating the change:

- the number of visitors increased in general;
- visitor's social demographic profile has changed – appeared many younger visitors, who up to that time did not come to the library at all.

Librarians and experts evaluated these changes ambiguously. On the other hand, evaluations are related to financing of library activities. Librarians first of all notice increased workload, which in their opinion, is not properly paid or compensated in some other way. Directors of libraries and experts evaluated positively increased number of visitors, but regretted that with the finances they have now, it is impossible to meet all their needs.

In experts' opinion, library in comparison to other public and social institutions, has changed very little. The change is not significant both by its quantity (a part of experts think that the net of libraries is too large for current functions), and its quality (old working methods are used, the range of services does not change).

As a possible transformation useful for society, experts and a part of directors' of libraries name the transformation of libraries into the place of meetings and communication. In this way, the main current function of library – to ensure the accumulation of information and its accessibility for the user – is expanded to sharing information as well as creating and maintaining social relations. In many experts' opinion, current computer basis and a possibility to connect them into one network would serve for this purpose.

Instrument 8 – discussions/interview with public Internet access users; Instrument 9 – discussions with children from social risk families; Instrument 10- discussions with children whose parent left the country to work abroad

A majority of all respondents taking part in this research associated library with the accumulation of printed information (books, encyclopedias, periodical press) and a possibility to use it (read books in the library, take them home, etc.).

Only children associated library with computers and the Internet. Associations are directly connected to the services respondents used most often and for a long time.

Modern IT as in the users' group - computers and Internet are associated with the library. A majority of respondents admitted that appearance of IT in the library had changed the image of the library and its perception in the community significantly to the positive side.

We can distinguish certain qualitative changes, which were impacted by the appearance of publicly used computers and the Internet:

- Socially offended groups of society (disabled, children from risky social environment, etc.) acquired a possibility to use new means of information search and communication, and have a possibility to acquire significant social skills, also their occupation has increased.
- Social and cultural life of library communities has become more various and intensive.
- Members of library communities acquired a possibility to solve the questions related to financial payments and search for information, acquired a possibility to get information in a faster and cheaper way.

It is important to note that acquired possibilities are not fully implemented in none of target groups mentioned by the research. The role of libraries in the society usually is evaluated positively, but its influence is felt significantly in villages where its functions are expanded to other cultural spheres. In villages libraries are evaluated especially positively, but the reason of such evaluation is considered to be the absence of alternatives of cultural activities, but not perfect library activity or a wide range of services. It is necessary to emphasize that a majority of respondents from both city and village stated that the number and activeness of library visitors has increased after the appearance of publicly accessible computers and the Internet.

Respondents, having moderate or better computer or Internet skills, evaluate more critically and rather negatively librarians' abilities and competence to help in the situations when IT device is damaged. Respondents having poor or no computer or Internet skills, evaluate positively librarians' abilities and competence to help in the situations when IT device is damaged. The most frequent problems the users face can be divided into the following ways:

- technical (damage of equipment);
- objective (they cannot perform certain actions – copy, print, move into a file, rewrite a letter);
- search for information (they do not understand the process, they do not know addresses).

A big part of unskilled respondents expect to find out about IT innovations from librarians.

5B. Expanded mission and competence spheres of libraries

According to the data of directors' survey, free Internet is excluded as the most popular service rendered by city branches (90%), according to the popularity it coincides with the main function of libraries – dispense of books (89%). Third most popular service rendered in cities – reading periodicals (72%). Usage of Internet data bases is mentioned in 30% of the cases (except for Klaipeda county, where this service is named as more popular than reading periodicals).

Speaking about village branches, among the services rendered by libraries distribution of books (69%), reading periodicals (63%) and Internet access (60%) Prevail. Usage of Internet data bases are mentioned only in 6% of the cases.

Comparing most popular services rendered by village and city libraries, city precedence has been noticed in e-services and weakening of traditional library services both in the village and city.

Differences of service popularity related to the Internet can be explained by demographical situation (more youth) and geography of educational institutions, especially higher schools. This is also proved by the differences of Internet data bases popularity.

Underlying spheres of library activity in cities to be improved are the following: development of possibilities to use information data bases on the Internet (68%), computer literacy courses (63%), development of possibilities to use free Internet (56%). Functions of education are underlined, speaking about bigger branches (over 50 employees).

The main priority of village libraries, in interviewed directors' opinion, is general development of Internet access (52 %), computer literacy courses (49%) and its traditional activity – dispense of books (35 %). Smaller branches have especially emphasized development of PIA.

As in previous stages of the analysis, the gap between city and village libraries are noticed. City branches are maybe more „stuffed“ with the places of public Internet access, they emphasize more „deepening“, i.e. service improvement, and village libraries tend to extensive development – seeking to expand accessibility of the Internet.

Speaking about city libraries, directors have said that dispense of books will become most popular service again in the future (85%). Then will go a possibility to use the Internet (77%) and possibility to read periodicals (59%).

It is interesting that speaking about biggest libraries and branches respondents are more skeptical about „return“ of books – in their opinion, dispense of books will be as popular as the Internet.

Evaluating village branches, interviewed directors reckon that the most popular service in the future will be a possibility to the Internet for free (71%), dispense of books (65%), reading periodicals (49%).

Forecast of village and town popular services was different. Speaking about city libraries, it is expected the return of traditional functions – dispense of books and reading periodicals and village branches are expected to increase the popularity of the Internet, replacing now prevailing dispense of books. It is interesting that a real situation of city branches match

with the future projection determined for village branches and vice versa, real situation of village branches match with the future forecast to city branches (q.v. question about the most popular services).

Instrument 3 – representative Lithuanian inhabitants survey

According to the data of Lithuanian inhabitants' survey, most popular services used by respondents and rendered by libraries are the following: dispense of books – 96%, a possibility to read periodicals – 62%, dispense of other publications (language studying programmes, CD, DVD, art issues, notes, etc.) – 30%, a possibility to use the Internet for free – 27%, a possibility to use information data bases on the Internet – 18%. New, modern technologies related to library functions are more frequently used by younger, getting lowest (up to 600 Lt) and highest (over 1500 Lt) incomes for one family member, with higher education, specialists and white-collar employees, also students and schoolchildren. „Traditional“ services were more excluded by older, unemployed respondents, pensioners. In respondents' opinion, currently public libraries rendered the following services: dispense of books – 100%, a possibility to read periodicals – 95%, dispense of other publications (language studying programmes, CD, DVD, art issues, notes, etc.) – 76%, a possibility to use the Internet for free – 72%, a possibility to use information data bases on the Internet – 63%, a possibility to play computer games – 60%, a possibility to watch video material – 55%, a possibility to listen to audio tracks – 54%, a possibility to study in computer literacy courses – 41%.

New, modern technologies related to library functions are more frequently used by younger, getting higher incomes for one family member, with higher education, specialists and white-collar employees, also students and schoolchildren, as well as city inhabitants.

Instrument 4 – public Internet access users survey

Most popular services used by public Internet access respondents rendered by libraries are the following: a possibility to read periodicals – 89%, a possibility to use the Internet for free – 88%, dispense of books – 86%, a possibility to use information data bases on the Internet – 57%. New, modern technologies related to library functions are more frequently used by younger respondents, respondents with higher education, specialists and white-collar employees, also students and schoolchildren. „Traditional“ services were more excluded by older respondents, pensioners, village inhabitants.

Instrument 11 – representative Lithuanian children survey

Libraries for many interviewed children associate with books, an abundance of books, bookshelves – 38%, source of information, knowledge, searching and obtaining information – 11%, science, scientists, a place to study – 10%. Children mostly like in libraries: a big choice of books – 38%, a possibility to use a computer – 8%, calm and quiet atmosphere 8%, interesting activities – 7%, good service, kind librarians – 7%. Children mentioned a few negative characteristics of libraries: a small choice of books – 6%, impolite, too strict, angry librarians – 4%.

Instrument 5 – discussions with librarians; Instrument 6 – interview with interested groups experts; Instrument 7– discussions with library directors’

A majority of respondents named the main mission of libraries as „encouragement to read“.

Search for information and its rendering are named as the activity connected to this mission. Librarians indicated that there is a big part of visitors who realize this activity directly – a librarian must find necessary information and render it in the form as a visitor wishes. Both users and librarians mentioned a big problem – the lack of books, not even the new ones. However, a service of ordering books from other libraries was mentioned very seldom.

Experts mentioned subscription of various reviews and news by Internet as a perspective service rendered by library, which would match its mission and could attract users, using modern IT outside the library, to libraries.

All experts agreed that modern library should allow the user to use all means which are currently used to receive and give information. However, a big part disapproved the thought that currently such a possibility is rather theoretical not practical.

As an extra sphere of competence to vary rendered services and co working with other institutions to meet the needs of community and society, was the sphere of services related to financial payments.

As the expansion of possible library activity and initiating new visitors’ communication forms were indicated establishment of clubs of various interests and age groups in the library. Experts see similar niche for town libraries too. Directors of libraries having such clubs in their libraries have said that they make life of library more lively, also attract visitors who maybe use library services more seldom.

Experts indicated one more possibility to expand library activity, using current abilities to collect and organize visitors. A certain form of public spirit cultivation – debates with the candidates to governmental institutions. It was mentioned that some libraries already do this activity, but it can be expanded by involving more libraries and using public Internet access places. Reviewing users' enumerated services which they use in the library and the range of suggested services by library staff, it is possible to state that currently a library has rather a role of mediator or administrator of information sources. In the library there is a possibility to use products created by others – you can read or borrow a printed material (books, periodicals), use free Internet. However, library renders very few products of its own.

Instrument 8 – discussions/interview with public Internet access users; Instrument 9 – discussions with children from social risk families; Instrument 10- discussions with children whose parent left the country to work abroad

In the city the library is perceived more functionally – as a place, where you can do activities of a certain range. Activities or services not rendered by libraries are obtained in other places. In the village the library is perceived as a unique or the most active cultural and social place. In this case to the main library functions are attributed such functions that in the city are considered to be only subsidiary, varying its activity. In the village a library often replaces club, theatre and exhibition hall. It is possible to state that members of village community due to the narrow range of rendered services and close interpersonal relations learn about innovations in libraries and start using them faster. On the other hand, city inhabitants find out about IT innovations in other ways and the services rendered in libraries are evaluated more critically perceiving that it is innovation in the library, but not in IT in general.

Members of city community more emphasize new equipment: computer updating, computer acceleration, equipping with colour printers and devices for film watching, that would encourage development of independent activities more efficiently.

Despite requests to vary social life and provide means to develop independent activity, both village and town respondents emphasize encouragement to read as the main mission of the library. In this case, reading is perceived traditionally, not including IT.

5C. Increased number of library visitors (visits)

Instrument 12– factual librarian survey

According to the results of factual survey, an average number of visits indicated by interviewed library branches is 7380.

6. Effect. Increased local, regional and national financing of libraries

In the chapter initial situation measuring indices of the effect 6 (increased local, regional and national financing) are described: financing intended for libraries (index 6A), Financing intended for public Internet access (index 6B).

6A. Financing intended for libraries

Instrument 2 – library directors' survey

According to the data of directors' survey, in 2007 more than half of budget for libraries (57%) increased, the budget of one third (34%) of libraries remained the same, the budget of 6% decreased. The decrease of budget is more noticeable in cities' bigger branches. The biggest relative increase of financing was in Marijampole, Alytus, Telsiai and Taurage counties.

Increase of budget on average was – 10%, decrease – 8%. The biggest increase of budget in 2007 was in Marijampole county (18%). Comparing the sizes of branches (the number of employees), the most significant decrease was noticed in the branches having fewer employees.

Instrument 6 – interview with interested groups experts; Instrument 7 – discussions with library directors'

During discussions and interviews the experts and directors of concerned groups said that current financing of libraries is insufficient. Main and in general unique source of financing is state. None of respondents have mentioned any other possible sources. A part of experts have mentioned EU financing but it is also related to national, because library as a separate applicator cannot seek for financing.

A part of experts indicate co working with commercial institutions as one of the spheres to help libraries expand involving current sources of libraries. In this way, it would be necessary for libraries to take active steps: attempt to analyze itself and give attractive data for potential partners. Summarizing the opinion of library employees and experts about current library resources and skills to publish their services, it is possible to state that extra training in this sphere is necessary. However, such activity could be coordinated not by separate libraries but by the organization uniting and representing libraries.

Librarians' salary is a problem, mentioned by all respondents' groups, participating in the research. Low salary was mentioned as factor non-motivating library's employees.

Admitting that it is difficult to increase librarians' salary, some respondents said that they could be motivated in other ways, not only financially – organized trainings, seminars of actual topics, better technical working equipment. On the other hand, in some respondents' opinion, low salaries do not allow libraries to compete in the labour market for qualified employees thus there work not really initiative employees avoiding to look for new non-traditional decisions.

6B. Financing intended for public Internet access

Instrument 2 – libraries directors' survey

In the opinion of libraries' directors, in 2007 the budget for Public Internet access more than in half of all cases (54%) remained the same. Budget for Public Internet access increased by 34% cases. PIA financing decreased by 3% (2 cases). Taurage county libraries got relatively bigger financing in 2007. An average increase of financing (%) is 15, decrease – 19%. The biggest positive change fixed in branches of average size (21 to 30 employees) is up to 50%.

Common budgets in 2007 increased more than budget for computers and Public Internet access. An interesting regularity is observed, analyzing the changes of common budget in 2007. Decrease of budget relatively impacted city branches, and parts of average decrease (%) are bigger in village branches.

Instrument 6 – interview with interested groups experts; Instrument 7 – discussions with libraries directors'

During discussions and interviews experts and directors of concerned groups admitted that currently financing of public Internet access is partly complicated and straining municipalities when the finances must be distributed. Library financing, which even is considered to be very poor, is common matter, and public Internet access is a new issue and its financing is the result of library directors' efforts and obligation.

It is important to note that speaking about financing of public Internet access all respondents spoke about payment for connection. No other issues related to public Internet access were mentioned. It is possible to think that computer, programming and office equipment mainly are obtained due to participation in projects. The updating of these devices was not considered by any respondent.

7. Effect. Increased social benefit for individuals and communities via IT

In the chapter initial situation measuring indices of effect 7 (social benefit for individuals and communities via IT) are described: benefit received by users and its perception (index 7A), librarians' perception about the benefit of public Internet access provided to the community (index 7B), perception about public Internet access of other concerned groups (index 7C).

7A. Benefit received by users and its perception

Instrument 4 – public Internet access users survey

According to the data of library public Internet access users' survey, the most popular services rendered by libraries are the following: a possibility to read periodicals – 89%, a possibility to use the Internet – 88%, dispense of books – 86%, a possibility to use information data bases on the Internet – 57%. Younger respondents with higher education, specialists and white-collar employees, also students and schoolchildren more use new modern technologies related to library functions. „Traditional“ services were more emphasized by older respondents, pensioners, village inhabitants.

Many respondents the benefit of Internet related to leisure time – 85%, communication – 67% (women, younger respondents, high and higher education, specialists and white-collar employees, schoolchildren, respondents of average size town), work – 64% (women, younger, higher education, specialists, schoolchildren, respondents from settlements of 3000 to 10000 inhabitants and over 500000 inhabitants, Vilnius and Taurage counties) and financial benefit (saving) – 60% (higher education, specialists, city inhabitants, Vilnius, Kaunas, Klaipeda, Siauliai counties).

Speaking about the situation when the Internet helps to save, respondents mostly mentioned: possibilities to use the Internet for free – 22%, perform banking operations – 16%, librarians' information and their support while declaring incomes – 14%.

Main motives to use the Internet in libraries are the following: service for free – 66% (men, younger respondents, village and town respondents mentioned it more often), using other services rendered by library – 48% (women, high education, working respondents) and convenience of institutions (28%).

Instrument 11 – representative Lithuanian children survey

According to the data of Lithuanian children's survey, when visiting in libraries, children mostly take books home – 86%, read books and magazines in the library – 37%, use the Internet – 37%, play computer games – 31%, participate in events – 16%, type – 12%, study – 10%. Mostly (one possible answer) they come to libraries to take books home – 63%.

Evaluating usage of a computer and the Internet, children mostly mentioned this benefit: enriched leisure time – 80%, increased occupation – 76%, helped to find friends – 64%, improved communication with close people (not new) friends – 57%, helped them do school tasks – 53%, helped them improve results in extra curriculum activity – 43%, helped to reach relatives in electronic way, with whom it is impossible to contact in another way or it is too expensive – 39%, helped them earn money – 3%.

Main reasons for using the Internet in the library is free Internet – 59%, usage of other library services – 51%, convenience (I come and use the Internet while waiting, having a break between lessons) – 27%.

Results show that Internet accessibility is rather high (even 95% can use the Internet not only in libraries), and libraries are rather an „alternative" option of public Internet access (there is a negative relation between the frequency of Internet usage in general and Internet usage in the library. i.e. those who use the Internet in the library more seldom, do it more often in the library). „Secondary" role of libraries as a provider of Internet access indirectly confirms main reasons of usage the Internet in the library: a service for free, an extra service (besides borrowing books), convenience (having a short period of time).

Instrument 8 – discussions/interview with public Internet access users; Instrument 9 – discussions with children from social risk families; Instrument 10- discussions with children whose parent left the country to work abroad

According to public Internet access users', including difficult access groups, children from socially risk families and children, whose parents work outside Lithuania, opinion, benefit, related to public Internet access in libraries, mostly originates from the sphere of decreasing expenses. A big part of respondents, speaking about their and community's benefit due to free and publicly accessible Internet and computer, firstly mentioned the possibility to save money for the Internet. Also there were mentioned services which using the Internet, saves financial sources and time. There were also mentioned new benefits

coming from obtained skills, livened social life. In village communities existence of computer and the Internet enhances self-esteem.

7B. Librarians' perception about the benefit of public Internet access provided to the community

Instrument 1 – librarians survey

In librarians' opinion, main benefits of public Internet access for local communities are the possibility to obtain computer and internet skills – 67%, giving the information for people searching for work – 42%, providing access to the educational sources and data bases – 39%, providing access to other sources of useful information – 39%, providing access to the information for school leavers entering colleges and high schools – 31%.

Instrument 2 – libraries directors' survey

Directors of libraries consider development of Internet and computer skills (75%), access to educational sources and data bases (63%) as well as information for those who are looking for work (34%) as main benefits of library public Internet access in cities. In village branches two most important benefits for community remain the same: development of computer and Internet skills (57%) and access to educational sources and data bases (32%). Third the most important is access and support using local, regional and national government e-services (32%).

The least important benefits for both village and city are local business advertisement and information about real estate. It is interesting that speaking about benefits of village branches, access to national electronic documents is almost not mentioned (3% of mentioned cases), and speaking about cities, the importance of this benefit is excluded by 3% of respondents.

There are no fundamental differences evaluating benefits of public Internet access for city and village communities. Main benefits of Internet access are related to the functions of education, social help (work) and information. It is worth to note that information related to business, business advertisement and help for business is totally „devaluated“. It is consistent because speaking about the benefits of the Internet, directors of libraries delegate them initial functions of library mission.

Main benefits of IT training for local communities in cities mentioned by directors are IT literacy (82%) and IT skills (61%) as well as e-government skills (51%). The least

important benefit of IT training is support for business, using IT, and encouragement of development of local economy.

Speaking about village branches, interviewed directors excluded most important analogical benefits for communities: using IT (48%), IT literacy courses (46%) and e-government skills (39%).

Evaluating the role of IT in cities and villages, library directors named clearly measured and relatively fast accessible benefits for community. Long-term and hardly determined benefit (development of local economy) is almost not mentioned. More rare is „commercial“ aim – support for businesspeople.

Instrument 5 – discussions with librarians; Instrument 7 – discussions with library directors’

Librarians and library directors participating in discussions related the benefit, emerged due to public Internet access in libraries, to the increased number of library visitors and its services. Library employees consider the fact that inhabitants visit libraries as a benefit for both user, who can use offered services, and a librarian who has got a possibility to render the service. In this case, users, librarians and experts evaluate unanimously benefit from the public Internet usage in libraries. A new service encouraged to use the old ones in target groups that till appearance of free Internet access in the library hardly came there. Children, unemployed people and pensioners – target groups, which according to the librarians win most due to public Internet access in the library. These groups are considered to have most limited financial sources that in this case free Internet is an alternative, allowing to get services which would be unaffordable in another way. However, library employees and users participating in the research indicated that pensioners exploit least opportunities rendered in public Internet access in libraries.

Children are the group that increased mostly due to the appearance of public Internet access in libraries. Also librarians confirmed the change of schoolchildren’s behavior model mentioned by users.

In librarians’ opinion, as a common benefit for all inhabitants living in towns and villages, is office services – scanning, printing, copying. Rendering these services is presented as the way to attract visitors to the library by rendering services which cannot be obtained in other places. Visitors who come to the library are acquainted with other services, thus a sufficient amount of visitors is ensured.

7C. Librarians' perception about the benefit of public Internet access provided to the community

Instrument 6 – interview with interested groups experts

The notion of benefit (due to public Internet access in the library) in the experts' group is more associated to the development of possibility range and decreasing of social disjuncture for village users. The benefit of this groups is partly related to decreasing of financial expenses, but it is emphasized that due to free Internet access in libraries, village inhabitants have a possibility to use a wider range of services, to get them faster and use the means that are considered to be progressive in society (as well as in this group).

Main services pointed by experts do not differ from those mentioned by users or library employees.

Analyzing current offer of library services, experts expressed their opinion that mission of the library must be expanded not putting restrictions only on manipulations with publications or other information. Focus from storage of information and rendering it partly is transferred on sharing information, and activation of social community life. Thus the benefit for community would be not only to give but also to share, exchange information, services and experience.

Experts have noticed that Internet for free in the library is a short-term effect – it encourages users to buy computers and install the Internet, therefore this fact decreases the number of visitors. It can be also considered as long-term benefit of free Internet access and partly initial purpose. Experts think that seeking to keep the user in public Internet access, it is necessary to suggest them services and form perception of new benefit. As one of possible spheres of usage there is highlighted the usage of services rendered by self-government in e-way. On the other hand, experts admit that such benefit can be received only if municipalities perceive the benefit obtained from such services.

Generally benefit to other social groups due to possibility to use the Internet for free, is perceived as financial help – benefit from saving finances is emphasized firstly.

Library employees and visitors more emphasize changes of behaviour models in children's target group, meanwhile experts as extra benefit indicate usage of services rendered by public sector which will possibly be changed in the future as well as accompanying behavior models. Increased publicity is indicated as extra value and influence on society,

which increased due to rendering services for state institutions, as well as decreased bureaucracy and more accurate organization of employees' occupation.

8. Effect. Increased offer of actual content and its usage

In the chapter initial situation measuring indices of effect 8 (increased offer of actual content and its usage) are described: the number of libraries with Internet websites (index 8A), new content and services in the library (index 8B), increased amount of local content on the Internet (index 8C).

8A. Number of libraries with Internet websites

Instrument 12 – Factual survey of libraries

According to the results of factual survey, 11% of interviewed library branches have got their own created website. Libraries of Panevezys county have created the most Internet websites (17%).

8B. New content and services in the library

Instrument 1 – survey of librarians

According to the data of librarians' survey, visitors can use mainly the following services in public Internet access places: means of e-communication – 95%, search for work on the Internet – 88%, cultural, communal and leisure time information – 86%, Internet sources for economic activity – 81%, educational information and services – 79%, e-government services – 76%, information about health – 70%. More seldom suggested services are „Flickr“ or another system to share pictures – 17%, RSS readers – 13%, „Del.icio.us“ or another system to share references – 11%.

In the library visitors are mostly encouraged to use the following services: search for work on the Internet – 55%, e-banking means – 55%, Internet sources for economic activity – 51%. Least often visitors of public Internet accesses are encouraged to use the following services: blogs – 6%, RSS readers – 5%, „YouTube“ or another system to share videos – 5%, „Flickr“ or another system to share pictures – 4%, „Del.icio.us“ or another system to share references – 4%.

Analyzing the range of most popular activities on the Internet, there appear two clear tendencies: relative unpopularity of services created on the basis of „second“ generation (Web2.0) and general gap between factual usage (possibility) of services and

encouragement to use certain services. The list of most popular services and motivating services is very similar, but the usage of the same services and librarians' activeness, encouraging to use them, differ almost twice.

Instrument 2 – libraries directors' survey

Directors of libraries stated that most popular e-services rendered by libraries, also by more than 90% of branches, are search for work on the Internet, means of e-communication, e-government services, Internet sources for economic activity, information about communal and leisure time on the Internet. Least popular e-services are RSS readers, „Flickr“ or another system to share pictures, „Del.icio.us“ or another system to share references, creating Internet content.

Libraries give priorities to „serious“ Internet services, and there is less attention towards new services or services related to entertainment (YouTube) and self-expression (Blog).

The range of suggested and encouraged Internet services is very similar – traditional informational and communicative services prevail: Internet sources for economic activity, search for work on the Internet, means of e-communication. The least popular e-services are references sharing and picture sharing systems („Del.icio.us“, „Flickr“), RSS readers, creating of Internet content.

Summarizing directors' comments about services rendered by libraries and encouragement to use e-services, there appear a clear tendency: institutions are better prepared to render traditional or „passive“ services, where user's participation is restricted by search for information or by minimal participation – simple email equivalent (e.g., writing requests to government institutions). Services created on the basis of „second“ generation (Web2.0) are offered more seldom. It must be the problem of library's staff's knowledge - little-known and unusual services are avoided to be offered.

Instrument 5 – discussions with librarians; Instrument 6 – interview with interested groups experts; Instrument 7– discussions with library directors'

Librarians, directors of libraries and representatives of concerned groups participating in the research enumerate similar services rendered in the library as users do:

- accumulation and spread of printed information (books, periodicals);
- free Internet;
- event organization (literary or others);
- trainings.

Experts indicated that trainings in libraries are organized irregularly and they are rather the result of concrete directors of libraries initiatives not a regular activity, seeking to spread services of libraries or educate visitors.

Considering the opportunity for libraries to become certain centers of trainings (also distant trainings), experts indicated that law bases is not efficient. Moreover, bearing in mind that all services in libraries are for free, and distant trainings are created to be sold, it is obvious that separate libraries have limited possibilities to render such service. On the other hand, it can intermediate between supplier and user if there is obvious regulation mechanism of such activity.

Training programmes or trainings can be provided to the users via virtual space of library (Internet websites), which in this way would be used more widely and would be more attractive to the user. Currently none of library staff, participating in the research, mentioned services which had been transferred or would be transferred into a virtual space.

None of library staff mentioned new library services currently being created or already having been created.

8C. Increased amount of local content in the Internet

* According to quantitative instruments of researches this index will be measured in the next stage of researches (instrument 1 – questionnaire of librarians' survey, instrument 2– questionnaire of library directors' survey).

Instrument 5 – discussions with librarians; Instrument 7– discussions with libraries directors'

Speaking about current websites of libraries, many respondents admitted that they are usually poor and of no value for an ordinary user. On the other hand, everybody stated that libraries do not have sufficient human and financial resources to change this situation – create and constantly update information. It was suggested to centralize resources and coordinate the supervision of websites on county level.

One of essential factors, influencing the content of library websites, can be considered as the portrait of the user for whom is this website created. In this way none of research participants could name such addressee.

Both experts and library directors agreed with the thought that library's Internet websites are of a secondary importance, when human resources are planned and distributed.

New content on the Internet is related to a certain amount of specialists, technically coordinating those pages. All target groups spoke about the lack of it in this project.

Experts mentioned initiatives, which act as support institutes for library websites administrator, but these initiatives are private, based on good non-formal mutual relationship.

Deciding on this, it is possible to say that on library's Internet websites we can find rather outdated information which is not constantly updated, and library staff tend to concentrate their efforts and resources into communication with physical, not virtual visitor. Therefore it is possible to think that decisions about „virtual library“, its possible service packet and connections to websites and services of other institutions must be made on a higher level than public library.

Only a smaller part of respondents, working in libraries, agreed with that statement that information about library services and its existence on the Internet is successful for library development and remaining attractive for the user.

9. Effect. Innovations on library network

In the chapter initial situation measuring indices of effect 9 (innovations on library network) are described: examples of innovation in libraries appeared due to the project (index 9B).

9A. Examples of innovation in libraries appeared due to the project

* According to quantitative instruments of researches this index will be measured in the next stage of researches (instrument 1– questionnaire of librarians' research, instrument 2 – questionnaire of library directors' research).

Instrument 5 – discussions with librarians; Instrument 6 – interview with interested groups experts; Instrument 7– discussions with library directors'

A big part of respondents did not mention any changes in libraries during the last 6 months since the beginning of the research. Speaking about changes during the last 1 or 2 years there were mentioned similar things which were pointed by visitors of libraries – changes of material environment:

- There are more books in libraries.
- The image of libraries after building renovation has improved. Also the number of visitors has increased.
- In the communities where during the determined time period computer equipment was updated or the Internet provider was changed, these actions were noticed.

On the other hand, a part of experts and directors consider currently appearing initiatives in libraries to be the outcome of library staff's personal effort or strong external pressure. Also it is emphasized that one of the reasons of insufficient changes in the library, is librarians' fear of IT and discouragement to use it.

Instrument 8 – discussions/interview with public Internet access users; Instrument 9 – discussions with children from social risk families; Instrument 10- discussions with children whose parent left the country to work abroad

A big part of respondents did not notice any changes in libraries during the last 6 months since the beginning of the research. Speaking about changes during the last 1 or 2 years there were mentioned only changes related to material environment.

10. Effect. Increased support for librarians

In the chapter initial situation measuring indices of effect 10 (help for librarians) are described: improved technical supervision in libraries (index 10A), improved methodological help for librarians (index 10B).

10A. Improved technical supervision in libraries

Instrument 1 – librarians' survey

According to the data of librarians' survey, computers in public Internet access places are mainly maintained by IT specialist from central library (85%). In 13% of cases computer maintenance was done by a hired person / company, and 10% by librarians.

Absolute majority of interviewed librarians are satisfied with the technical maintenance of public Internet access computers – 89% (satisfied – 68%, totally unsatisfied – 21%).

Instrument 2 – library directors' survey

Speaking about city and village branches, evaluations of technical maintenance of public Internet access expressed by library directors are quite positive. City branches PIA technical support evaluated in average better compared to village branches.

Instrument 6 – interview with interested groups experts

In concerned groups' opinion, technical support is insufficient. Only those respondents whose library buildings are renovated or will be renovated soon, evaluated a current situation reasonably, but believably it is because equipment in libraries is / will be updated and the problems of technical maintenance will not be so significant. A big part of respondents indicated that if some problem with IT equipment occurs, they usually call a specialist from public library or municipality, however, necessary help is not always provided on time.

In experts' opinion, technical help currently provided for libraries is very poor. Even if in many libraries there is a regular job for IT specialists, their salaries do not match market situation and it encourages specialists' change in libraries, they cannot employ highly qualified specialists or employ enough of them.

10B. Improved methodological help for librarians

Instrument 1 – librarians' survey

According to the data of librarians' survey, speaking about the accessibility of methodological help, respondents emphasized: consultations of central library staff – 82%, material for users' training and consultations – 55% and activity guides, guidelines – 27%. Librarians evaluated methodological help for public Internet access service as sufficient (average 3 points and 4).

Instrument 2 – library directors' survey

According to directors' opinion, evaluations of methodological help as well as technical are very good. Speaking about city branches, directors evaluated its quality better than of village branches.

Instrument 5 – discussions with librarians; Instrument 6 – interview with interested groups experts; Instrument 7– discussions with library directors'

Current methodological help prepared by librarians', was evaluated by representatives of concerned groups and library directors very reservedly. As the main existing means were indicated seminars and courses. A majority of librarians, considering possible changes in this sphere, mentioned the need to change the content of courses - make them more beneficial for every day work. Themes could be relatively divided into related to IT innovations (new Word, Excel), new means for work (English language, computer literacy, public relations).

On the other hand, the quality of current courses was evaluated reservedly, indicating that they are rather formal. A part of librarians indicated that courses are rather beneficial for expanding horizon, but practically it depends on the situation in the library and librarian's creativity.

It is possible to think that currently library's staff considers current methodological help insufficient, formal and almost not applicable in every day life. Experts and librarians stated that the mechanism to maintain constant methodological help provided on necessary for librarian time.

Recommendations

- The libraries of rural areas should be the priority of Internet access expansion. In most cases city libraries are already 'saturated' and they are planning not intensive expansion but modernization.
- To arrange organized campaigns for libraries' public Internet access publicizing (on a country scale), because single library subsidiaries do not have neither financial nor human resources for effective actions of popularizing in public sphere.
- It is necessary to allow using Internet longer and more conveniently, because in libraries Internet users evidently 'lose' in the specific spheres where more powerful resources (Internet radio, TV, Internet telephony) or more time and involvement (Blogs, discussions, forums) are needed.
- The statistics of 2007 IT trainings revealed that bigger part of PIA users participated in trainings organized by libraries (comparing to Lithuanian general data). In order to popularize services of public Internet access and general libraries' services, it is necessary to increase the number of participants of trainings organized in libraries.
- When promoting public Internet access and encouraging people to use this access, librarians mostly used advertisements and booklets. Special seminars were organized most frequently for popularization of PIA. In order to seek popularity it is recommended to use the tactics of involvement more intensive (trainings, discussions, active contacts, 'live' presentations), because this is more effective than passive information spread.
- Surveys revealed that the staff is the strongest part of libraries' image. It is necessary to use this advantage in publicizing and promotional campaigns suggesting the image of close and friendly library.
- It was revealed that services based on 'second' generation (Web2.0) are conditionally unpopular and librarians lack for latest knowledge. When organizing trainings and methodical help, the latest (and most competitive) tendencies should be emphasized. The most frequent weaknesses of methodical help – formality of courses (arranged to teachers but not to learners), the lack of practical appliance and absence of continuation (method).

- One of the ways to improve technical help is to train library's specialists. In village subsidiaries the main weakness of technical help is weak expedition: if specialists are called from public library or municipality, not always the help is provided on time. The lack of specialists' qualification is serious problem too, because salaries intended for libraries' IT specialists do not correspond the market situation and do not allow to hire employees with high qualification.