



MARTYNAS MAŽVYDAS NATIONAL  
LIBRARY OF LITHUANIA



RINKOS ANALIZĖS ir TYRIMŲ GRUPĖ



Bibliotekos pažangai

## THE PROJECT “LIBRARIES FOR INNOVATION”

### Joint Report

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# CONTENTS

Introduction .....	3
1.1 General Impact Assessment Indicators and Survey Design .....	3
1.1.1 Monitoring Indicators .....	3
1.1.2 Instruments for measurement of indicators .....	5
2. Summary of achievements of Project monitoring indicators and main results .....	7
3. Detailed assessment of implementation of Project objectives and monitoring indicators .....	16
<b>1. Possibility for the residents to use a computer and internet in libraries</b> .....	16
1A. Number of libraries/branches/divisions that offer public internet access to the users .....	16
1B. Number of computers allocated for public internet access .....	16
1C. Number of public internet access hours for the users .....	17
1D. Utilization rate of computerized workplaces for public internet access of users .....	18
1E. Number of public internet access users .....	19
1F. Number of public internet access workplaces per 1000 residents .....	20
1G. Number of libraries that offer free wireless internet access to the users .....	20
<b>2. Library employees' skills and motivation to use information technology</b> .....	21
2A. Librarians' knowledge and skills of IT use .....	21
2C. Librarians' skills and knowledge of internet resources and e-services .....	23
2D. Librarians' skills and knowledge of servicing special needs users .....	25
2E. Number of librarians having experience in user training or consulting .....	26
2F. Number of trained librarians .....	27
2G. Number of hours for internet technology training of librarians .....	27
2H. Librarians' skills and knowledge of safe internet use .....	28
<b>3. Library visitors' skills of information technology use</b> .....	29
3A. PIA users' IT knowledge and skills .....	29
3B. Practice of public internet access use .....	30
3C. Number of residents trained in IT use .....	31
3D. Number of hours for IT training of residents .....	32
3E. Users' skills and knowledge of safe internet use .....	33
<b>4. Availability of internet for specific groups and hard-to-reach social groups</b> .....	34
4A. Percentage of users who do not have alternative internet access .....	34
4B. Experience of hard-to-reach groups .....	35
4C. User's activities, for which public internet access in libraries is most often used .....	36
4D. Availability of programmes or other mechanisms to involve hard-to-reach groups .....	37
<b>5. Representation of libraries</b> .....	38
5A. Library's reputation, public perception and profile .....	38
5B. Mission and competence spheres of libraries .....	40
5C. Number of library visitors (visits) .....	42
<b>6. Local, regional, and national funding of libraries</b> .....	43
6A. Funding for the libraries .....	43
6B. Funding for public internet access .....	44
<b>7. Social benefit to individuals and communities through IT</b> .....	45
7A. Benefit for the users and its perception .....	45
7B. Librarians' perception of the benefit of public internet access to the community .....	46
7C. Perception of the benefit of public internet access by other interest groups .....	47
<b>8. Supply and use of relevant contents</b> .....	47
8A. Number of libraries that have websites .....	47
8B. New contents and services in the library .....	48
8C. Change of the volume of local contents on the internet .....	50
<b>9. Innovations in the network of libraries</b> .....	51
9A. Examples of innovations in libraries that were introduced due to the Project .....	51
<b>10. Aid to librarians</b> .....	52
10A. Maintenance in libraries .....	52
10B. Methodical aid to librarians .....	53
4. Generalisation of the results .....	54

## ***Introduction***

### ***Project background information***

The Project “Libraries for Innovation” is implemented under a trilateral agreement between the Ministry of Culture of the Republic of Lithuania, Martynas Mažvydas National Library of Lithuania, and Bill & Melinda Gates Foundation, which was signed on 15 November, 2007 (Agreement Version of 5 November 2009).

**The aim of the Project** is through strengthening and use of the capacities of public libraries to achieve better use of information technology possibilities by Lithuanian residents for obtaining useful information and communication.

#### **The benefits of this Project.**

- In all viable public libraries public internet access will be introduced or expanded and modernized in the libraries that already have it.
- The IT competences of public libraries employees will be significantly strengthened, the librarians will become active prompters and helpers for local communities in acquiring the knowledge of information technology possibilities.
- The people, especially senior people and village residents, will be encouraged to use the possibilities of internet more actively.

#### **Project scope and duration**

1217 libraries, branches, and divisions are participating in the Project. Tentatively, 851 out of them will receive the hardware and have broadband internet installed. All libraries are involved in specialist and visitor training, promotion of e-services use, and consulting activities. It includes around 2000 library employees and 50,000 employees. Intended duration of the Project is four and a half years (2008–2012).

### ***1.1 General Impact Assessment Indicators and Survey Design***

#### **1.1.1 Monitoring Indicators**

Project impact assessment survey design is based on measurement of predetermined objectives to be achieved. Measured and assessed monitoring indicators:

- Improved access to hard-to-reach social groups and a possibility for them to use information technology;
- Increased social benefit to individuals and communities through information technology;
- Improved access to users and a possibility for them to use information technology;
- Increased library employees' skills to use information technology;
- Improved public library visitors' skills to use information technology;
- Improved representation of libraries;
- Increased local, regional, and national funding of libraries;
- Increased supply and use of relevant contents;
- Innovations in the libraries network;
- Strengthened technical and methodical assistance to librarians.

Monitoring indices representing the Project logics and encompassing different aspects and stages of implementation process will be linked to each of the above objectives of the Project. In order to investigate the changes in the libraries and society influenced by the Project "Libraries for Innovation", measured monitoring indicators are presented in the table below:

**1 Table. Project monitoring Indicators**

Result to be achieved	Monitoring indicator
1. Improved access to users and a possibility for them to use computers and internet	1A. Number of libraries/branches/divisions that offer public internet access to the users
	1B. Number of computers allocated for public internet access
	1C. Number of public internet access hours for the users
	1D. Utilization rate of computerized workplaces for public internet access of users
	1E. Number of public internet access users
	1F. Number of public internet access workplaces per 1000 residents
	1G. Number of libraries that offer free wireless internet access to the users
2. Increased library employees' skills and motivation to use information technology	2A. Improved librarians' skills and knowledge of information technology use
	2B. Improved librarians' representation and public relations skills
	2C. Improved librarians' skills and knowledge of internet resources and e-services
	2D. Improved librarians' skills and knowledge of servicing special needs users
	2E. Number of librarians having experience in user training or consulting
	2F. Number of trained librarians
	2G. Number of hours for internet technology training of librarians
	2E. Improved librarians' skills and knowledge of safe internet use
3. Improved public library visitors' skills to use information technology	3A. Improved information technology knowledge and skills of public internet access users
	3B. Change in practice of public internet access use
	3C. Number of residents trained in information technology use
	3D. Number of hours for internet technology training of residents
	3E. Improved users' skills and knowledge of safe internet use
4. Improved access for specific groups and hard-to-reach social groups	4A. Percentage of users who do not have alternative internet access
	4B. Experience of hard-to-reach groups
	4C. User's activities, for which public internet access in libraries is most often used
	4D. Availability of programmes or other mechanisms to involve hard-to-reach groups
5. Improved representation of libraries	5A. Library's reputation, public perception and profile
	5B. Expanded mission and competence spheres of libraries
	5C. Increased number of library visitors (visits)
6. Increased local, regional, and national funding of libraries	6A. Funding for the libraries
	6B. Funding for public internet access
7. Increased social benefit to individuals and communities through IT	7A. Benefit for the users and its perception
	7B. Librarians' perception of the benefit of public internet access to the community
	7C. Perception of the benefit of public internet access by other interest groups
8. Increased supply and use of relevant contents	8A. Number of libraries that have websites
	8B. New contents and services in the library
	8C. Increased volume of local contents on the internet
9. Innovations in the libraries network	9A. Examples of innovations in libraries that were introduced due to the Project
10. Strengthened aid to librarians	10A. Improved maintenance in libraries
	10B. Improved methodical aid to librarians

### 1.1.2 Instruments for measurement of indicators

Each indicator will be divided into variables, which will be measured by separate instruments in different target groups defined by the survey. The following instruments will be used in the survey:

Instrument 1 – Questionnaire for the survey of librarians;

Instrument 2 – Questionnaire for the survey of heads of libraries;

Instrument 3 – Questionnaire for the representative survey of Lithuanian residents;

Instrument 4 – Questionnaire for the survey of public internet users in libraries;

Instrument 5 – Structure of the discussion with librarians;

Instrument 6 – Structure of the interview with the experts of interest groups;

Instrument 7 – Structure of the discussion with heads of libraries;

Instrument 8 – Structure of the discussion/interview with public internet access users, including hard-to-reach groups;

Instrument 9 – Structure of the discussion with children from families at risk;

Instrument 10 – Structure of the discussion with children, whose parents are working abroad;

Instrument 11 – Questionnaire for the representative survey of Lithuanian children;

Instrument 12 – Factual questionnaire for the libraries;

Instrument 13 – Questionnaire for the survey of Lithuanian district municipalities residents;

Instrument 14 – Questionnaire for repeated survey of public internet users in libraries.

#### The main parameters of impact assessment instruments

Method	Target group	Sampling	Sample	Instrument	Duration
Survey online and by phone (if there are no technical possibilities)	Library employees	Random sampling based on Project lists	600	Instrument 1	45 min
Survey, where the questionnaire is filled online in public internet access points in libraries, with the presence of the interviewer	Public internet access users	Random sampling, where the questionnaire is presented to the n <sup>th</sup> user	2000	Instrument 4	45 min
Survey by phone	Public internet access users	Target sampling based on the lists of respondents for the survey of 2009	300	Instrument 14	10 min
Independently filled in online questionnaire	Heads of libraries	Continuous sampling based on Project list	65	Instrument 2	45 min
Direct interview at the respondent's home	Lithuanian residents	Multi-stage random (probability) route sampling	1500	Instrument 3	45 min
Survey online and by phone (if there are no technical possibilities)	Libraries	Continuous sampling based on Project list	1272	Instrument 12	45 min
Direct interview at the respondent's home	Residents of Lithuanian districts	Multi-stage random (probability) route sampling	2000	Instrument 13	30 min
Direct interview at the respondent's home	12-14 y.o. children	Multi-stage random (probability) route sampling	600	Instrument 11	25 min
Interview	The handicapped	Target sampling	8 interviews	Instrument 8	1 hour

<b>Method</b>	<b>Target group</b>	<b>Sampling</b>	<b>Sample</b>	<b>Instrument</b>	<b>Duration</b>
FGD	Pensioners	Target sampling	2 FGD	Instrument 8	2 hours
FGD	Village residents	Target sampling	2 FGD	Instrument 8	2 hours
FGD	The unemployed	Target sampling	2 FGD	Instrument 8	2 hours
FGD	Children from families at risk	Target sampling	2 FGD	Instrument 9	2 hours
FGD	Children whose parents are abroad	Target sampling	2 FGD	Instrument 10	2 hours
FGD	Librarians	Target sampling	2 FGD	Instrument 5	2 hours
FGD	Heads of libraries	Target sampling	2 FGD	Instrument 7	2 hours
Interview	Experts	Target sampling	8 interviews	Instrument 6	2 hours

## 2. Summary of achievements of Project monitoring indicators and main results

This part presents generalised information on actual achievements of impact assessment and the main results measuring the changes in monitoring indicators.

Summary of achievements of Project monitoring indicators and main results:

Result to be achieved	Monitoring indicator	Actual achievements	Main results
1. Improved access to users and a possibility for them to use computers and internet	1A. Number of libraries/branches/divisions that offer public internet access to the users	The number of library branches/divisions that offer PIA has increased	The number of branches that offer PIA increased by 32 percent in 2008–2010 (14% in villages and 36% in towns). 53% in 2008, 83% in 2009, and 85% in 2010.
	1B. Number of computers allocated for public internet access	The number of computers allocated for public internet access has increased	The number of computers for PIA increased 2.1 times in 2008–2010 (2.3 times in villages and 1.8 times in towns). 2837 in 2008, 4984 in 2009, and 5815 in 2010.
	1C. Number of public internet access hours for the users	The number of PIA hours for the users has decreased in 2008–2010.	The amount of opening hours per week of libraries that provide the PIA service has on the average decreased by 7 hours in 2008–2010 (7 hours in villages and 5 hours in towns). 42 hours in 2008, 37 hours in 2009, and 35 hours in 2010 (average amount of opening hours per week).
	1D. Utilization rate of computerized workplaces for public internet access of users	The utilisation of PIA workplaces is growing every year. Increased occupation of PIA (lines) indicates growing demand of PIA services.	In 2008–2010, the lines on business days increased by 11 percent (13 percent in villages).
	1E. Number of public internet access users	Total number of PIA users has grown.	In 2008–2010, the number of PIA users grew by 28% (65% in villages and 9% in towns). 191412 in 2008, 209364 in 2009, and 245065 in 2010.
	1F. Number of public internet access workplaces per 1000 residents	The number of public internet access workplaces per 1000 residents is growing.	On the average, the number of PIA workplaces per 1000 residents increased by 1 place in 2008–2010. 0.81 in 2008, 1.50 in 2009, and 1.79 in 2010 (PIA/number of residents).
	1G. Number of libraries that offer free wireless internet access to the users	The number of libraries that offer free wireless internet access is growing.	The number of libraries that offer free wireless internet access increased by 42 percent in 2008–2010 (52% in villages and 40% in towns). 12% in 2008, 46% in 2009, and 54% in 2010.

2. Increased library employees' skills and motivation to use information technology	2A. Improved librarians' skills and knowledge of information technology use	Library employees' knowledge and skills of IT use are improving.	<p>Computer use skills of library employees improved in 2008–2010.</p> <p>The percentage of librarians who evaluated their IT knowledge as sufficient or completely sufficient: 76% in 2008, 77% in 2009, and 87% in 2010.</p> <p>Improving IT use skills of library employees also enhance their self-confidence. PIA users are also satisfied with the assistance provided by librarians and evaluate their skills as sufficient to service the visitors with different IT experience.</p>
	2B. Improved librarians' representation and public relations skills	Librarians' representation and public relations skills have improved (the improvement was recorded in town libraries, there is no change in village libraries).	<p>According to the heads of libraries, librarians' representation and public relations skills have improved (evaluated as sufficient and completely sufficient):</p> <p>In towns: 60% in 2008, 80% in 2009, and 77% in 2010.</p> <p>In villages: 47% in 2008, 59% in 2009, and 49% in 2010.</p> <p>Library employees themselves evaluated their skills favourable and could not see other potential alternatives of publicising the services due to the lack of both: awareness and funding. PIA users also evaluated the skills of librarians as sufficient.</p>
	2C. Improved librarians' skills and knowledge of internet resources and e-services	Library employees' knowledge and skills of internet resources improved in 2008–2010.	<p>The librarians evaluated their skills and knowledge of internet resources and e-services as sufficient and completely sufficient:</p> <p>79% in 2008, 75% in 2009, and 87% in 2010.</p> <p>Favourable evaluation of knowledge was possibly influenced by special courses and various training attended during the recent years as well as daily use of the services and gained experience of the librarians.</p>

	2D. Improved librarians' skills and knowledge of servicing special needs users	Librarians' knowledge and skills of servicing special needs users are improving in town libraries, meanwhile the knowledge of village libraries employees remains unchanged.	According to the data of the heads of libraries survey, librarians' skills of servicing special needs users improved by 44 percent in towns and remained unchanged in villages. The skills improved: In towns: 11% in 2008, 45% in 2009, and 55% in 2010. In villages: 8% in 2008, 13% in 2009, and 13% in 2010. In the opinion of the librarians themselves, their knowledge in this field is more theoretical. Many respondents believe that the training during the recent years helped to acquire more necessary knowledge, but they still admit that there is a lack of practical and psychological preparation.
	2E. Number of librarians having experience in user training or consulting	The proportion of librarians having experience in user training or consulting is very high and stable.	Nearly all librarians have consulting experience. The number of librarians having experience in user training or consulting increased in 2008–2010. 95% in 2008, 97% in 2009, and 99% in 2010.
	2F. Number of trained librarians	The proportion of trained librarians was growing in 2008–2010.	The proportion of trained librarians grew by 28 percent (27% in villages and 57% in towns). 51% in 2008, 61% in 2009, and 79% in 2010.
	2G. Number of hours for internet technology training of librarians	The number of hours for internet technology training of librarians has increased.	The number of hours for IT training of librarians increased 2.3 times. 23,031 hours in 2008, 50,349 hours in 2009, and 52,398 hours in 2010.

	2H. Improved librarians' skills and knowledge of safe internet use	<p><u>Current situation was assessed.</u> The librarians evaluated their knowledge and skills related to safe internet use favourably. The measurement was carried out for the first time (2010).</p>	<p>67% of library employees evaluated their knowledge and skills of safe internet use as sufficient. Individual skills and knowledge were evaluated as sufficient by 65-70% (Survey of librarians of 2010). However, analysing particular threats and protective measures against them, the knowledge of the majority of librarians is rather abstract and based on their own understanding or hearsay on how to protect against one or another threat. The threats to the computer (viruses) and threats related to personal/property security (disclosing the identity, personal information) are best known.</p>
3. Improved public library visitors' skills to use information technology	3A. Improved information technology knowledge and skills of public internet access users	The evaluation of PIA users' IT knowledge and skills <u>remains unchanged.</u>	<p>During the period of 2008–2010, assessment of IT knowledge and skills of PIA users deteriorated in towns (80% in 2008; 81% in 2009, and 74% in 2010) and remained unchanged in villages (Survey of PIA users). Meanwhile the users who are already using PIA evaluates their skills as better in comparison to the previous years – they are more independent in using IT. It was determined by both the experience of librarians and getting accustomed to IT, which does not seem an innovation related to libraries for PIA users in comparison with 2008.</p>
	3B. Change in practice of public internet access use	The practice of PIA use has partially changed at the level of motivation (increased awareness, self-confidence). There are no quantitatively measurable changes of PIA activity or fields of use.	PIA users' fear of the new and unknown things is being overcome by the wish to improve life quality and to keep up with the time and contemporary life demands for a person.
	3C. Number of residents trained in information technology use	The number of residents trained in IT use has considerably increased.	The number of residents trained in IT use has increased: 6947 res. in 2009, 8444 res. in 2010, and 12852 res. in 2011.
	3D. Number of hours for internet technology training of residents	The number of hours for internet technology training of residents has increased.	The number of libraries that allocated up to 20 hours for training decreased (26% in 2011, 38% in 2010, and 30% in 2009), but the number of libraries and branches that allocated over 60 hours for training increased.

	3E. Improved users' skills and knowledge of safe internet use	<u>Current situation was assessed.</u> The users evaluate their knowledge of safe internet use favourably. The measurement was carried out for the first time (2010).	Half (49%) of respondents using PIA (Survey of PIA users) believe that their knowledge of safe internet use is sufficient. The following threats were most often identified and best-known by the respondents: computer viruses and personal security threats related to disclosure of personal information.
4. Improved access for specific groups and hard-to-reach social groups	4A. Percentage of users who do not have alternative internet access	The proportion of people who do not use the internet/have alternative internet access is decreasing.	PIA users who do not have alternative internet access: 16% in 2008, 19% in 2009, and 23% in 2010.
	4B. Experience of hard-to-reach groups	Library's image as a community centre reducing social exclusion was getting stronger in society in 2008–2010.	The library serves as a centre of all-round aid for hard-to-reach groups. Library's image as a community centre reducing social exclusion got stronger in society in 2008–2010, especially in rural areas.
	4C. User's activities, for which public internet access in libraries is most often used	The popularity of activities performed using PIA has not changed in 2008–2010. The most popular areas of internet use: communication, culture, leisure, and official affairs.	Most popular areas of internet use among PIA users: Work and commercial activity: 95% in 2008, 92% in 2009, and 93% in 2010. Communication: 92% in 2008, 92% in 2009, and 92% in 2010. Leisure and culture: 97% in 2008, 94% in 2009, and 96% in 2010. All discussion participants said they were using the internet for similar activities as before, but they do it more confidently, often, actively and widely than several years ago.
	4D. Availability of programmes or other mechanisms to involve hard-to-reach groups	Programmes and other mechanisms to involve hard-to-reach groups intensified in 2008–2010.	Library employees organised campaigns of attracting visitors and promotion of PIA use (2008–2010): 63% in 2008, 62% in 2009, and 84% in 2010. According to the assessment of library experts, the libraries are not capable of creating special long-term measures for attracting special needs groups independently—they need expert assistance from outside. According to the assessment of PIA users, the events organised by the libraries are intended for people of various needs and therefore, suitable for special needs groups.

5. Improved representation of libraries	5A. Library's reputation, public perception and profile	Library's reputation, public perception and profile are changing. Library's mission is more associated not only with traditional functions, but also with communication, culture, technology, and modernity.	Surveys of residents: Provision of state-of-the-art equipment: 55% in 2008, 66% in 2009, and 70% in 2010. Constantly introduced innovations: 59% in 2008, 66% in 2009, and 69% in 2010. Modern: 58% in 2008, 72% in 2009, and 70% in 2010. The place to communicate with other people and friends: 33% in 2008, 44% in 2009, and 43% in 2010. The image of library is improving in the eyes of society. The library is becoming popular among the groups of various age, occupation or social status. Emotionally the library is associated with a younger, more modern, smart and even more brushed up personality than in 2009.
	5B. Expanded mission and competence spheres of libraries	The mission and competence spheres of libraries are expanding. The mission of libraries is expanding to provision of modern technology and training services, and the need for traditional services of libraries (lending books and periodicals) is not changing.	The most significant change was participation in computer literacy courses (+14 percent) (Survey of PIA users). 27% in 2008, 18% in 2009, and 41% in 2010. Social/public/community mission of libraries grew significantly in 2008–2010. It is especially noticeable in village/small town libraries. IT development expands the opportunities for the libraries to fulfil their educational mission not only by traditional, but also by modern means.
	5C. Increased number of library visitors (visits)	The attendance of libraries has increased. The number of visits in libraries increased by 18% in 2008–2010.	Visits in absolute figures: 8443154 in 2008; 8389341 in 2009; 9936611 in 2010. Increase of number of visitors in percent: 100% in 2008 (baseline), 99% in 2009, and 118% in 2010.
6. Increased local, regional, and national funding of libraries	6A. Funding for the libraries	Funding for the libraries decreased in 2008–2010.	Percentage of libraries and branches, where funding was reduced (Survey of heads of libraries): 6% in 2008, 22% in 2009, and 74% in 2010. The main consequence of funding cuts is decrease in supply of traditional contents and service quality. According to library employees, these consequences are already causing discontent of some visitors, and in the long-run could harm the authority of the library as an institution pursuing educative mission.

	6B. Funding for public internet access	Funding for PIA workplaces decreased during 2008–2010. Meanwhile, the obligations of Project organisers are being fulfilled impeccably.	Percentage of libraries and branches, where funding was reduced (Survey of heads of libraries): 3% in 2008, 11% in 2009, and 35% in 2010. In the opinion of library employees and representatives of interest groups, the activity of Project “Libraries for Innovation” organisers is assessed positively: the organisers are fulfilling their obligations, provide all necessary equipment to the libraries, organise training, introduce internet in the libraries that never even had a computer, etc.
7. Increased social benefit to individuals and communities through IT	7A. Benefit for the users and its perception	The number of users that understand the benefit of public internet access is increasing.	The number of PIA users that understand the social benefit of public internet access increased by 11 percent. Perception of economical benefit increased by 4 percent. Social benefit was mentioned by: 79% in 2008, 91% in 2009, and 90% in 2010. Economical benefit was mentioned by: 72% in 2008, 70% in 2009, and 76% in 2010. IT and internet in libraries are used more intensely and confidently. The perception of individual and community social benefit and relevance of PIA service is getting stronger and more widespread among internet users in comparison to 2008. The library is perceived as a social centre that provides the possibility of socialization to both older and younger visitors.
	7B. Librarians’ perception of the benefit of public internet access to the community	Librarians’ perception of the benefit of PIA to the community is growing.	12 percent more librarians perceive social benefit of PIA to local community and 15 percent more perceive the economical benefit (Survey of librarians). Social benefit was mentioned by: 77% in 2009 and 89% in 2010. Economical benefit was mentioned by: 52% in 2009 and 67% in 2010. The use of modern services in the libraries involves the members of hard-to-reach groups into community life stronger; the role of libraries as a social centre is getting stronger. Economic benefit is referred to as self-evident: it is perceived through saving time and money.

	7C. Perception of the benefit of public internet access by other interest groups	Interest groups perceive the benefit of PIA.	The representatives of interest groups emphasized both economical and social benefit of free PIA service.
8. Increased supply and use of relevant contents	8A. Number of libraries that have websites	The number of libraries that have websites did not change in the recent years.	11% in 2008, 10% in 2009, and 10% in 2010.
	8B. New contents and services in the library	Promotion of communication means has increased (by 29 percent) as well as searching for a job (by 5 percent), and searching for cultural information and economic activity on the internet (by 7 percent).	Promotion of electronic means of communication (Survey of librarians): 55% in 2008, 41% in 2009, and 84% in 2010. Internet is most often used by PIA users for communication with relatives and friends (e-mail and Skype) and for spending free time (information portals, press, favourite activities, daily life, work-related activities). In comparison to 2008 and 2009, in 2010, PIA users were using e-trade/placing orders online more confidently and evaluated the advantages of these services (they were placing orders, buying tickets and goods online, etc.).
	8C. Increased volume of local contents on the internet	The volume of local contents on the internet has increased.	More work is done on the format and contents of websites. Although the majority of hard-to-reach groups members know of the existence of websites of the libraries they attend, they do not visit the websites (just like in 2008–2009).
9. Innovations in the libraries network	9A. Examples of innovations in libraries that were introduced due to the Project	The most emphasized changes are the expansion of wireless internet and variety of training.	Due to the Project, the opportunities for the visitors to use wireless internet and to study in courses (foreign language courses were especially accentuated) have increased. The librarians and heads of libraries distinguished the updated and safer environment of computer use (individual login using a password).

10. Strengthened aid to librarians	10A. Improved maintenance in libraries	The quality of maintenance has significantly improved in villages. In towns, quality assessment was very high and hardly changing during the period of the surveys.	The proportion of librarians who evaluated the maintenance favourably: 89% in 2008, 94% in 2009, and 91% in 2010. Although library employees are satisfied with the help they receive, they admit that failures are not always promptly repaired, because in many cases, only one IT specialist services the computers of the central library and its branches. It is especially characteristic to rural areas, where the repair of failures takes longer due to the lack of IT specialists, and therefore, library employees attempt to eliminate arising problems themselves.
	10B. Improved methodical aid to librarians	The satisfaction with the quality of methodical aid is increasing.	The proportion of librarians who evaluated the methodical aid favourably: 84% in 2008, 88% in 2009, and 91% in 2010. In comparison to 2009, methodical teaching aids are used more intensively. They are evaluated as comprehensive, clear and accessible even to inexperienced users. Most often, methodical aids are used during training of residents or if needed by a librarian or PIA user individually. Training was distinguished as another positively evaluated and necessary type of methodical aid, which facilitates the work of librarians and improves their skills.

### 3. Detailed assessment of implementation of Project objectives and monitoring indicators

#### 1. Possibility for the residents to use a computer and internet in libraries

1A. Number of libraries/branches/divisions that offer public internet access to the users

**Target value of monitoring indicator:** More library branches/divisions are providing PIA services.

**Achieved value of monitoring indicator:** The number of library branches/divisions that offer PIA has increased

##### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
1A.	Number of libraries/branches/divisions that provide PIA services	<b>Factual survey:</b> branches/divisions that provide PIA services.	<b>2008–2010</b>	53% in 2008 83% in 2009 85% in 2010	The number of branches that provide PIA services increased by 32 percent in 2008–2010 (14% in villages and 36% in towns).
			<b>In towns:</b> (2008–2010)	48% in 2008 81% in 2009 84% in 2010	
			<b>In villages:</b> (2008–2010)	78% in 2008 95% in 2009 92% in 2010	

- The number of library branches that provide PIA services has considerably increased in 2008–2010. The most significant changes in expansion of PIA in libraries are observed in rural areas.

1B. Number of computers allocated for public internet access

**Target value of monitoring indicator:** more computers are allocated for public internet access.

**Achieved value of monitoring indicator:** the number of computers allocated for public internet access has increased.

##### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
1B.	Number of computers allocated for public internet access	<b>Factual survey:</b> number of PIA workplaces	<b>2008–2010</b>	2738 in 2008 4984 in 2009 5815 in 2010	The number of computers for PIA increased 2.1 times in 2008–2010 (2.3 times in villages and 1.8 times in towns).
			<b>In towns:</b> (2008–2010)	928 in 2008 1547 in 2009 1678 in 2010	
			<b>In villages:</b> (2008–2010)	1810 in 2008 3437 in 2009 4137 in 2010	

- The number of computers allocated for PIA has consistently grown in 2008–2010. Due to less favourable initial status (less points of access), relatively faster growth is observed in the branched of village libraries.

1C. Number of public internet access hours for the users

**Target value of monitoring indicator:** growing amount of PIA hours for the users.

**Achieved value of monitoring indicator:** the amount of PIA hours for the users is decreasing.

*ANALYSIS OF QUANTITATIVE SURVEY RESULTS*

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
1C.	Number of public internet access hours for the users	Factual survey: Total opening hours of libraries that provide PIA services	<b>2008–2010</b>	27222 in 2008 38508 in 2009 37253 in 2010	In 2008–2010, the amount of PIA hours for the users grew by 37% (in 2009–2010, remained unchanged). In 2008–2010, total opening hours increased by 51% in villages and 2% in towns.
			<b>In towns:</b> (2008–2010)	7820 in 2008 9036 in 2009 8005 in 2010	
			<b>In villages:</b> (2008–2010)	19403 in 2008 29472 in 2009 29248 in 2010	
		Factual survey: Total weekly opening hours of libraries that provide PIA services	<b>2008–2010</b>	42 hours in 2008 37 hours in 2009 35 hours in 2010	The amount of opening hours per week of libraries that provide the PIA service has on the average decreased by 7 hours in 2008–2010 (7 hours in villages and 5 hours in towns).
			<b>In towns:</b> (2008–2010)	49 hours in 2008 47 hours in 2009 44 hours in 2010	
			<b>In villages:</b> (2008–2010)	40 hours in 2008 35 hours in 2009 33 hours in 2010	

- In 2008–2010, opening hours of library branches that provide PIA services became shorter. Village branches suffered the most due to limited opening hours. Negative changes were determined by external circumstances: general changes in budget allocation during economic recession. Indicator value does not depend on the impact of Project activities.

1D. Utilization rate of computerized workplaces for public internet access of users

**Target value of monitoring indicator:** the utilisation of PIA workplaces is growing.

**Achieved value of monitoring indicator:** the utilisation of PIA workplaces is growing every year.<sup>1</sup>

*ANALYSIS OF QUANTITATIVE SURVEY RESULTS*

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
1D.	Utilization rate of computerized workplaces for public internet access of users	<b>Factual survey:</b> proportion of PIA points occupied during the survey	<b>2008–2010</b>	45% in 2008	In 2008–2010, utilisation rate of PIA workplaces decreased by 10 percent.
				45% in 2009	
				35% in 2010	
		<b>Survey of librarians:</b> Flow of PIA users on business days	<b>2008–2010</b>	78% in 2008	In 2008–2010, the lines on business days increased by 11 percent and 13 percent in villages.
				84% in 2009	
				89% in 2010	
			<b>In towns (2008–2010)</b>	80% in 2008	
				77% in 2009	
				91% in 2010	
<b>In villages (2008–2010)</b>	75% in 2008				
	87% in 2009				
	88% in 2010				
<b>Survey of librarians:</b> Flow of PIA users on weekends.	<b>2008–2010</b>	51% in 2008	In 2008–2010, the flow of PIA users on weekends increased by 8 percent (in 2009–2010, remained unchanged). In 2008–2010, the flow of users in villages increased by 18 percent.		
		61% in 2009			
		59% in 2010			
	<b>In towns (2008–2010)</b>	57% in 2008			
		32% in 2009			
		31% in 2010			
<b>In villages (2008–2010)</b>	42% in 2008				
	61% in 2009				
	60% in 2010				

- PIA demand was growing in parallel to PIA expansion. Increased number of PIA points is essentially in status quo with the growing demand for PIA. Based on the statistics of occupation of PIA points, the deficit of PIA workplaces was very stable in 2008–2010: on the average, at certain hours lines were formed in every fifth branch.
- Based on the results of the Survey of Librarians, occupation of PIA points is rather high (on business days at certain hours lines are formed to use PIA). In 2008–2010, the demand of PIA services was high and stable both in towns and villages; however it was not sufficiently satisfied (nearly 20% of branches faced a shortage of PIA workplaces during all survey periods).

<sup>1</sup> Absolute number of users is growing. The ratio of supply/demand of workplaces remains stable.

1E. Number of public internet access users

**Target value of monitoring indicator:** the number of PIA users is growing.

**Achieved value of monitoring indicator:** total number of PIA users has grown.

*ANALYSIS OF QUANTITATIVE SURVEY RESULTS*

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
1E.	Number of public internet access users	<b>Factual survey:</b> Number of PIA users	<b>2008–2010</b>	191412 in 2008 209364 in 2009 245065 in 2010	In 2008–2010, the number of PIA users grew by 28% (65% in villages and 9% in towns).
			<b>In towns</b> (2008–2010)	126980 in 2008 101820 in 2009 138374 in 2010	
			<b>In villages</b> (2008–2010)	64432 in 2008 107544 in 2009 106691 in 2010	
			<b>2008–2010</b>	15% in 2008 29% in 2009 28% in 2010	
			<b>In towns</b> (2008–2010)	15% in 2008 36% in 2009 21% in 2010	
			<b>In villages</b> (2008–2010)	18% in 2008 21% in 2009 34% in 2010	
		<b>Survey of PIA users:</b> First use of free internet access in the library.	<b>2008–2010</b>	8% in 2008 17% in 2009 10% in 2010	
			<b>In towns</b> (2008–2010)	3% in 2008 21% in 2009 12% in 2010	
			<b>In villages</b> (2008–2010)	2% in 2008 10% in 2009 9% in 2010	

- The number of PIA users has grown during the years of the survey, but the dynamics of growth was different in towns and villages. In 2008–2010, the number of PIA users grew most in village branches, meanwhile in towns it remained virtually unchanged. In 2010, the survey revealed opposite trends: the number of PIA users in towns grew most and in villages it remained stable.
- Different tendencies of PIA popularity in towns and villages can be explained from demographic and economical point of view. The growth of PIA users in villages in 2008–2010 and later stabilisation can be related to demographic statistics: increase of the flow of visitors (until 2010) is related to PIA expansion and later stabilisation—with relative saturation of PIA demand. The rise in PIA popularity in towns in 2010 may be explained by the results of economic situation deterioration (unemployment, decrease of income).
- In 2010, 28% of all *PIA users* used PIA in the library for the first time (*Survey of PIA users*). Statistically significantly more often they were 45–75 y. o. people and town residents. 10% of *Lithuanian residents* (Representative survey of residents) who are using PIA in the library, used the internet for the first time in 2010.

1F. Number of public internet access workplaces per 1000 residents

**Target value of monitoring indicator:** growing number of public internet access workplaces per 1000 residents.

**Achieved value of monitoring indicator:** The number of public internet access workplaces per 1000 residents is growing.

*ANALYSIS OF QUANTITATIVE SURVEY RESULTS*

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
1F.	Number of public internet access workplaces per 1000 residents	<b>Factual survey:</b> Number of PIA workplaces per 1000 residents. <b>Statistical data</b> <sup>2</sup>	<b>2008–2010</b>	0.81 in 2008 1.50 in 2009 1.79 in 2010	On the average, the number of PIA workplaces per 1000 residents increased by 1 place in 2008–2010.
			<b>In towns</b> (2008–2010)	0.42 in 2008 0.69 in 2009 0.77 in 2010	
			<b>In villages</b> (2008–2010)	1.65 in 2008 3.13 in 2009 3.86 in 2010	

- The number of PIA points per 1000 residents was evenly growing during the period of 2008–2010. Assessing the statistics of libraries participating in the Project, village residents have more favourable conditions for PIA use.

1G. Number of libraries that offer free wireless internet access to the users

**Target value of monitoring indicator:** the number of libraries that offer free wireless internet access is increasing.

**Achieved value of monitoring indicator:** the number of libraries that offer free wireless internet access is increasing.

*ANALYSIS OF QUANTITATIVE SURVEY RESULTS*

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
1G	Number of libraries that offer free wireless internet access to the users	<b>Factual survey:</b> Number of libraries that offer free wireless internet access to the users	<b>2008–2010</b>	12% in 2008 46% in 2009 54% in 2010	The number of libraries that offer free wireless internet access increased by 42 percent in 2008–2010 (52% in villages and 40% in towns).
			<b>In towns</b> (2008–2010)	19% in 2008 65% in 2009 71% in 2010	
			<b>In villages</b> (2008–2010)	10% in 2008 42% in 2009 50% in 2010	

- Town libraries provide the service of free wireless internet more often than village library branches; however, faster growth of number of libraries that provide free wireless internet was observed in villages in the recent years.

<sup>2</sup> The ratio was calculated based on the data presented by the Department of Statistics: The number of residents in Lithuania at the beginning of 2011: 3244900; in towns: 2172100; in villages: 1072400

## 2. Library employees' skills and motivation to use information technology

### 2A. Librarians' knowledge and skills of IT use

**Target value of monitoring indicator:** improving library employees' knowledge and skills of IT use.

**Achieved value of monitoring indicator:** library employees' knowledge and skills of IT use are improving.

#### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
2A.	Librarians' knowledge and skills of IT use	Survey of librarians: Assessment of computer skills (assessed their knowledge and skills as sufficient or completely sufficient).	2008–2010	76% in 2008 77% in 2009 87% in 2010	Computer use skills of library employees improved in 2008–2010.
			In towns (2008–2010)	78% in 2008 89% in 2009 91% in 2010	
			In villages (2008–2010)	74% in 2008 73% in 2009 86% in 2010	
		Heads of libraries: Computer use (assessed their knowledge and skills as sufficient or completely sufficient).	In towns (2008–2010)	76% in 2008 95% in 2009 94% in 2010	
			In villages (2008–2010)	94% in 2008 69% in 2009 80% in 2010	
		Survey of librarians: Computer use in librarians' work	2008–2010	78% in 2008 88% in 2009 93% in 2010	
			In towns 2008–2010	93% in 2008 92% in 2009 97% in 2010	
			In villages (2008–2010)	66% in 2008 85% in 2009 92% in 2010	

Each year of the survey period (2008–2010), the librarians assess their IT skills more favourably. Basic IT areas that are best known to librarians are the following: general skills of computer use, internet browsing, and using e-mail. Librarians' knowledge and skills in the areas that require deeper technical knowledge (designing websites) and additional preparation (servicing special needs visitors) are evaluated less positively. Problem areas remained unchanged during the period of 2008–2010.

- IT skills of all areas of town libraries employees are assessed more favourably than those of village branch employees (Survey of the heads of libraries). The differences in assessment of general skills are not very significant, but the gap between town and village librarians' knowledge and skills in the above mentioned problem areas (internet innovations, servicing special needs visitors) is wider.

## ANALYSIS OF QUALITATIVE SURVEY RESULTS

- All representatives of target groups (*heads of libraries, experts, members of hard-to-reach groups*) emphasized that the librarians have improved in the field of information technology. Increased librarians' self-confidence and decreased amount of critical situations when the librarians do not know what to do indicates that the librarians are feeling more confident and assess their knowledge and capabilities better.
- *PIA users* are satisfied with librarians' help and advice. They recognize that the skills and knowledge of library employees is sufficient to service library visitors with different experience of IT use.
- When assessing IT use skills of town and village libraries employees, the representatives of target groups (*heads of libraries, experts, members of hard-to-reach groups*) were not unanimous in the discussions. On one hand, they believe that the skills of village libraries employees are slightly weaker, because usually there is just one person servicing the visitors and there is no time for personal development. On the other hand, when questions arise, village libraries employees do not expect immediate help from outside and look for the answers themselves by trial-and-error, which shapes strong skills and great emotion satisfaction—"I can do it".

### 2B. Improved librarians' representation and public relations skills

**Target value of monitoring indicator:** improving librarians' representation and public relations skills.

**Achieved value of monitoring indicator:** Librarians' representation and public relations skills have improved in town libraries, there is no change in village libraries.

## ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
2B	Improved librarians' representation and public relations skills	Survey of heads of libraries: Assessment of librarians' skills of publicising library services (evaluated as sufficient and completely sufficient)	<i>In towns</i> (2008–2010)	60% in 2008 80% in 2009 77% in 2010	The skills of publicizing have improved in towns and remained unchanged in villages.
			<i>In villages</i> (2008–2010)	47% in 2008 59% in 2009 49% in 2010	
		Survey of heads of libraries: Assessment of librarians' skills of communication with the media and authorities (evaluated as sufficient and completely sufficient)	<i>In towns</i> (2008–2010)	73% in 2008 78% in 2009 75% in 2010	The skills of communication with the media remained unchanged in towns and villages.
			<i>In villages</i> (2008–2010)	43% in 2008 61% in 2009 44% in 2010	

- The librarians and heads of libraries assess their general representation and public relations skills rather positively. Authorised by their status, heads of libraries are more active in the public space (communicating with the media and society) than the librarians, but at the local level, activeness of librarians is hardly different. Publicising in national press is less available due to objective reasons (accessibility).
- Problem areas for the librarians are the fields of defending their interests and lobbyism. The skills to represent the libraries with a view to gain benefit to the libraries or the capability of impact the authorities are evaluated rather critically. The lack of experience is especially visible in the field of communication with entrepreneurs.

- Very unexpected results with regard to the position of respondents were revealed by the Survey of heads of libraries, where nearly one fifth of respondents assessed their skills to gather and lead a team insufficient.

#### ANALYSIS OF QUALITATIVE SURVEY RESULTS

- Despite of the fact that just like in 2008, publicizing library services or organised events is based on traditional methods (organisation of exhibitions, competitions, book presentations, circles, meetings with writers and artists), in the opinion of the majority of *experts and heads of libraries*, representation and publicizing skills of librarians have improved in 2009–2010.
- *Library employees* assess their publicizing campaigns positively and do not see other possibilities or alternatives of publicizing their services. In the opinion of the majority of librarians, library services are well known to people, and not organising long-term public campaigns/actions is most often justified by both the lack of financial resources and the lack of knowledge on the possibilities or benefit of such actions.
- PIA users positively assess librarians' representation and public relations skills. According to them, library employees have fairly performed the function of library representation in 2009–2010 by introducing provided services and benefits of the library and internet. New technologies in libraries and upgraded computer base were introduced to both existing and new visitors. The information was disseminated in the public space through advertisements in public places of each settlement (advertisements on municipality board, clinic, store, etc.) and in private space through verbal communication (more characteristic to village libraries).

#### 2C. Librarians' skills and knowledge of internet resources and e-services

**Target value of monitoring indicator:** improving librarians' skills and knowledge of internet resources and e-services.

**Achieved value of monitoring indicator:** librarians' skills and knowledge of internet resources and e-services have improved.

#### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
2C	Librarians' skills and knowledge of internet resources and e-services	Survey of heads of libraries: assessment of librarians skills and knowledge of internet resources and e-services (evaluated as sufficient and completely sufficient).	<i>In towns</i> (2008–2010)	88% in 2008 91% in 2009 94% in 2010	Librarians' skills and knowledge of using internet innovations, internet resources and e-services have improved.
			<i>In villages</i> (2008–2010)	53% in 2008 66% in 2009 78% in 2010	
		Survey of heads of libraries: assessment of librarians' skills of using internet innovations (evaluated as sufficient and completely sufficient)	<i>In towns</i> (2008–2010)	20% in 2008 28% in 2009 40% in 2010	
			<i>In villages</i> (2008–2010)	8% in 2008 11% in 2009 15% in 2010	
		Survey of librarians: assessment of librarians skills and knowledge of	<b>2008–2010</b>	79% in 2008 75% in 2009 87% in 2010	

	internet resources and e-services (evaluated as sufficient and completely sufficient).	<b><i>In towns (2008–2010)</i></b>	87% in 2008 90% in 2009 87% in 2010
		<b><i>In villages (2008–2010)</i></b>	71% in 2008 71% in 2009 86% in 2010
	<b>Survey of librarians:</b> assessment of librarians' skills of using internet innovations (evaluated as sufficient and completely sufficient)	<b><i>2008–2010</i></b>	22% in 2008 19% in 2009 31% in 2010
		<b><i>In towns 2008–2010</i></b>	20% in 2008 28% in 2009 57% in 2010
		<b><i>In villages (2008–2010)</i></b>	20% in 2008 17% in 2009 28% in 2010

- Just like with the above discussed assessment of IT skills, a growth of librarians skills is observed in the field of internet resources use. The absolute majority of surveyed librarians have the basic skills (such as using search engines or e-mail). More complex activities (designing websites, installing software) are rare in practice.
- The librarians, especially in village branches, are active users of internet telephony (via Skype and similar applications).
- Librarians' knowledge and skills are applied when consulting PIA users, where the demand for consulting is high and growing. According to the data of PIA survey of 2010, even 84% of respondents have turned to a librarian for help due to IT problems and 92% were satisfied with provided help.

#### **ANALYSIS OF QUALITATIVE SURVEY RESULTS**

- *The librarians* assess their skills and knowledge of internet resources and e-services rather highly, they trust themselves and their skills. However, it is noteworthy that speaking of e-services, the librarians essentially mean submitting declarations of income online and e-banking. It is likely that positive assessment of this knowledge was determined by the training organised by the Project “Libraries for Innovation”, special training organised by banks and Tax Inspectorate and their constant consulting, and daily practice of librarians performing these functions.
- PIA users who often turn to librarians with various question of internet resources and e-services use also indicated that in comparison to 2008, the librarians have significantly improved in this field during 2009–2010.

## 2D. Librarians' skills and knowledge of servicing special needs users

**Target value of monitoring indicator:** improving librarians' skills and knowledge of servicing special needs users.

**Achieved value of monitoring indicator:** Librarians' knowledge and skills of servicing special needs users are improving in town libraries, meanwhile the knowledge of village libraries employees remains unchanged.

### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
2D	Librarians' skills and knowledge of servicing special needs users	Survey of heads of libraries: assessment of librarians' skills and knowledge of servicing special needs users: the skills have improved.	<i>In towns</i> (2008–2010)	2008 m. – 11% 2009 m. – 45% 2010 m. – 55%	Skills of servicing special needs users improved by 44 percent in towns and remained unchanged in villages.
			<i>In villages</i> (2008–2010)	2008 m. – 8% 2009 m. – 13% 2010 m. – 13%	

- As it was described in the section of skills of internet technology use, the skills of servicing special needs visitors are insufficient.

### ANALYSIS OF QUALITATIVE SURVEY RESULTS

- The frequency of visits of special needs visitors and services provided to them remained virtually unchanged during the period of the survey (2008–2010). *Discussions with librarians* and library employees revealed that the librarians' skills of servicing special needs library visitors were more of theoretical nature in 2008 and 2009, especially those of village libraries employees.
- In the framework of the Project "Libraries for Innovation" the training "Working with the Handicapped" was organised to some town library employees. During the training, actual situations of working with handicapped people were introduced. The librarians assess obtained knowledge positively, because during the training, they learnt that they had imagined many things wrong. Library employees admit they also need psychological knowledge, because sometimes the libraries are visited by mentally impaired people and communication with them requires specific knowledge.

2E. Number of librarians having experience in user training or consulting

**Target value of monitoring indicator:** increasing number of librarians having experience in user training or consulting.

**Achieved value of monitoring indicator:** the number of librarians having experience in user training or consulting has increased.

*ANALYSIS OF QUANTITATIVE SURVEY RESULTS*

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
2E	Number of librarians having experience in user training or consulting	Survey of librarians: having experience of PIA users consulting <sup>3</sup>	2008–2010	95% in 2008 97% in 2009 99% in 2010	Nearly all librarians have consulting experience. The number of librarians having experience in user training or consulting increased in 2008–2010.
			In towns (2008–2010)	95% in 2008 93% in 2009 95% in 2010	
			In villages (2008–2010)	98% in 2008 98% in 2009 99% in 2010	
		Survey of librarians: at least once contributed to organising training programmes (projects) <sup>4</sup>	2008–2010	38% in 2008 55% in 2009 65% in 2010	In the comparative period of 2008–2010, the number of librarians who contributed to organising the training programmes (projects) increased by 27 percent; in the villages, this indicator increased by 23 percent.
			In towns 2008 – 2010 m.	38% in 2008 50% in 2009 77% in 2010	
			In villages (2008–2010)	39% in 2008 56% in 2009 62% in 2010	

- Librarians’ participation on the process of training and consulting is dual: the librarians actively consult PIA users and contribute to preparation and implementation of training programmes and projects for the visitors.
- The role of librarians as consultants remained very important and rather stable during 2008–2010. 95% of respondents (librarians) consult PIA users at least once per day. The need for consulting is equally high in towns and villages (results of the Survey of librarians).
- In comparison to 2009, the participation of librarians in training of visitors more than doubled in 2010 (from 18% to 39%). A large part of librarians have also actively contributed to training programs or projects for library visitors. According to the data of 2010, 44% of respondents contributed to organizing the training (36% in 2009), 39% conducted the training or its part (15% in 2009) (Survey of librarians).

<sup>3</sup> The values presented are only those of librarians, who work in libraries that provide PIA service.

<sup>4</sup> Derivative value is presented. Presented percentage indicates how many librarians have contributed to at least one of the following activities: (1) “I have contributed to organising the training,” (2) “I have prepared the training material/part of training material,” (3) “I have prepared a training programme,” (4) “I have conducted the training/part of training,” (5) “I have consulted the compilers of training programmes.”

## 2F. Number of trained librarians

**Target value of monitoring indicator:** increasing number of trained librarians.

**Achieved value of monitoring indicator:** the number of trained librarians is growing.

### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
2F	Number of trained librarians	Factual survey: number of trained librarians.	<b>2008–2010</b>	51% in 2008 61% in 2009 79% in 2010	The number of trained librarians grew by 28 percent (27% in villages and 57% in towns).
			<b>In towns</b> (2008–2010)	58% in 2008 97% in 2009 95% in 2010	
			<b>In villages</b> (2008–2010)	49% in 2008 54% in 2009 76% in 2010	

- The absolute number of trained librarians is growing, but annual proportion of trained librarians was rather stable in 2008–2010 (over 70% of librarians participating in the project take part in the training every year).

## 2G. Number of hours for internet technology training of librarians

**Target value of monitoring indicator:** more hours are allocated for IT training of librarians.

**Achieved value of monitoring indicator:** the number of hours for internet technology training of librarians has increased.

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
2G	Number of hours for internet technology training of librarians	Factual survey: the number of hours for IT training of librarians.	(2008–2010)	23,031 hours in 2008 50,349 hours in 2009 52,398 hours in 2010	The number of hours for IT training of librarians increased 2.3 times.
			<b>In towns</b> (2008–2010)	7027 hours in 2008 21,990 hours in 2009 14,098 hours in 2010	
			<b>In villages</b> (2008–2010)	16005 hours in 2008 28,359 hours in 2009 38,300 hours in 2010	

- In the survey of 2009, the major part of training consisted of programmes up to 72 hours, and in 2010, the amount of longer training courses (over 79 hours) significantly increased. The quantitative leap was recorded in 2009–2010.

## 2H. Librarians' skills and knowledge of safe internet use

**Target value of monitoring indicator:** improved librarians' skills and knowledge of safe internet use.

**Achieved value of monitoring indicator:** Current situation was assessed. The librarians evaluated their knowledge and skills related to safe internet use favourably.<sup>5</sup>

### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
2H	Librarians' skills and knowledge of safe internet use <sup>6</sup>	Survey of librarians: skills and knowledge of safe internet use	2010	Individual skills and knowledge were evaluated as sufficient by 65-70%.	67% of library employees evaluated their knowledge and skills of safe internet use as sufficient.
			In towns (2010)	Individual skills and knowledge were evaluated as sufficient by 71-83 %.	
			In villages (2010)	Individual skills and knowledge were evaluated as sufficient by 63-67 %.	
		Survey of PIA users: main sources of information on safe internet use.	2010	Main sources: 1) colleagues and friends (51%), 2) internet (46%), 3) library employees (44%), and 4) media (31%).	
			In towns (2010)	Main sources: 1) colleagues and friends (55%), 2) internet (48%), 3) media (37%), and 4) library employees (32%).	
			In villages (2010)	Main sources: 1) library employees (56%). 2) colleagues and friends (46%), 3) internet (47%), and 4) media (25%).	

- Librarians' awareness of threats related to internet use is rather high. Assessment of knowledge of village libraries employees is close to the general level of assessment, though slightly lower. Library employees assess their knowledge on the threats to the computer relatively better, and the knowledge on personal data safety is assessed lower.
- The skills of preventing internet related threats are assessed lower by the librarians than the knowledge on the sources of threats. The skills to protect against threats to the computer were assessed lowest by the respondents.
- PIA users in villages and towns emphasized different sources of information on safe internet use. In towns, colleagues and friends, mass media, internet, and personal experience were distinguished more often. In villages, the librarians and computer literacy were more often mentioned as sources of information on safe internet use.

<sup>5</sup> The measurement was performed in 2010 for the first time (Instrument 1, Survey of librarians); therefore, we cannot assess the change yet.

<sup>6</sup> This indicator was surveyed in 2010 for the first time and therefore, the results represent the initial situation.

## ANALYSIS OF QUALITATIVE SURVEY RESULTS

- When discussing internet threats, *the librarians and heads of libraries* indicated that they were aware of their existence. According to the representatives of TG, they received most information about these threats during the training organised by the Project “Libraries for Innovation”.
- Group discussions revealed that the *librarians* inadequately perceive their skills of safe internet use. The discussion participants assessed their skills well in general, but when analysing each particular threat, they had doubts of their skills and assessed them as insufficient. In many cases, they would not know where to start and what to do. Survey participants know best how to protect against/avoid such threats as threats to the computer (e.g. viruses) and disclosure of personal information and identity, which threatens personal and/or property safety.

### 3. Library visitors' skills of information technology use

#### 3A. PIA users' IT knowledge and skills

**Target value of monitoring indicator:** PIA users' IT knowledge and skills have improved.

**Achieved value of monitoring indicator:** PIA users' IT knowledge and skills remain unchanged.

## ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
3A	PIA users' IT knowledge and skills	Survey of PIA users: PIA users' IT knowledge and skills (evaluated as sufficient and completely sufficient)	<b>2008–2010</b>	80% in 2008 81% in 2009 74% in 2010	During the period of 2008–2010, assessment of IT knowledge and skills of PIA users deteriorated in towns and remained unchanged in villages.
			<b>In towns (2008–2010)</b>	82% in 2008 81% in 2009 73% in 2010	
			<b>In villages (2008–2010)</b>	77% in 2008 83% in 2009 74% in 2010	

- In comparison to 2009, the assessment of personal computer knowledge of PIA users slightly decreased in 2010. This negative shift can be explained by mere change of PIA users. Possibly, PIA users who have gained the skills are not attending the library as often, and they are replaced by new visitors, who assess their knowledge more critically.

## ANALYSIS OF QUALITATIVE SURVEY RESULTS

- The information obtained during the qualitative survey of 2008–2010 reveals that not only library employees, but also public internet access users assess their IT skills favourably. A positive change has taken place in the conscience of people: there are less fears and doubts about own capabilities, and the psychological boundaries are outweighed by the increasing perception of the service benefit. Even senior people feel more confident and many of them are able to use interesting websites, links, e-mail or Skype on their own. The experience of librarians as well as wider and improving opportunities and conditions to use the internet have a significant role in this process.*
- Survey respondents who have additional possibilities to use the computer/internet (have own computers, have access at work/school) feel more advanced and assess their IT skills more favourably; they perform more actions independently and use librarian's help less often.*

### 3B. Practice of public internet access use

**Target value of monitoring indicator:** changed practice of PIA use.

**Achieved value of monitoring indicator:** The practice of PIA use has partially changed at the level of motivation (increased awareness, self-confidence). There are no quantitatively measurable changes of PIA activity or fields of use.

#### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
3B	Practice of public internet access use	Survey of PIA users: Reasons for using public internet access	<i>PIA in libraries is chosen due to financial reasons (free internet) 2008–2010</i>	70% in 2008 64% in 2009 66% in 2010	VIP vartojimo praktika nepakito.
			<i>Chooses PIA in libraries, because he/she uses other library services, 2008–2010</i>	49% in 2008 39% in 2009 42% in 2010	
		Survey of PIA users: Activeness of internet use in libraries <sup>7</sup>	<i>Active use 2008–2010</i>	14% in 2008 14% in 2009 9% in 2010	Frequency of PIA use remains unchanged
			<i>Medium active use 2008–2010</i>	35% in 2008 49% in 2009 39% in 2010	
			<i>Passive use 2008–2010</i>	49% in 2008 37% in 2009 51% in 2010	
		Survey of PIA users: Purposes of internet use	<i>Work and commercial activity 2008–2010<sup>8</sup></i>	54% in 2008 62% in 2009 56% in 2010	The urposes of internet use remain unchanged.
			<i>Communication on the internet 2008–2010</i>	71% in 2008 75% in 2009 71% in 2010	
			<i>Leisure and culture 2008–2010</i>	67% in 2008 70% in 2009 66% in 2010	
			<i>Learning and education 2008–2010</i>	27% in 2008 36% in 2009 34% in 2010	
			<i>Health 2008–2010</i>	20% in 2008 25% in 2009 15% in 2010	
			<i>E-government services 2008–2010</i>	15% in 2008 18% in 2009 15% in 2010	

<sup>7</sup> Active users use the internet every day, medium active—several times per week, and passive—several times per month or less.

<sup>8</sup> Observed change of constant users.

- PIA users (survey results), who have the possibility to choose the place of internet access, choose the library first of all due to financial reasons (free internet), use of other library services, and the possibility to get help and advice from library employees.

#### ANALYSIS OF QUALITATIVE SURVEY RESULTS

Although a quantitative change related to the practice of public internet access use is not visible, it is noteworthy that in the qualitative survey of 2010–2011 certain new tendencies were revealed. In comparison to the data of 2008–2010, the following aspects were gradually increasing in 2010–2011:

- Awareness of visitors; the users perceive the possibilities opened up by being able to use the computer and internet and use them purposefully, knowing exactly what they want;
- The level of both theoretical and practical knowledge; the users perform more actions/tasks independently;
- Self-confidence; more elderly people come to the training and perform at least one action with the internet;
- Needs of the visitors; the visitors use the possibilities of internet more intensely and diversely.

The fear of both old and new PIA users of the new and unknown things is being overcome by the wish to improve life quality and to keep up with the time and contemporary life demands for a person. Thus, the decision of library visitors to learn using modern technology/further improve the knowledge and skills is increasingly more dictated by the conditions of contemporary life and the knowledge that internet possibilities are very vast.

#### 3C. Number of residents trained in IT use

**Target value of monitoring indicator:** increasing number of residents trained in IT.

**Achieved value of monitoring indicator:** the number of residents trained in IT has increased.

#### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
3C	Number of residents trained in IT use	Factual survey: number of residents trained in computer literacy courses.	<b>2009 – 2011</b>	6947 res. in 2009 8444 res. in 2010 12852 res. in 2011	The number of residents trained in IT use has increased.
			<b>In towns</b> (2009 – 2011 m.)	2882 res. in 2009 5024 res. in 2010 3029 res. in 2011	
			<b>In villages</b> (2009 – 2011 m.)	4064 res. in 2009 3420 res. in 2010 6823 res. in 2011	

- Increasingly higher number of visitors attend the IT training organised by libraries. Especially rapid growth of the number of trained visitors is observed in rural areas.

### 3D. Number of hours for IT training of residents

**Target value of monitoring indicator:** increasing number of hours for IT training of residents.

**Achieved value of monitoring indicator:** The number of hours for IT training of residents has increased.

#### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
3D	Number of hours for IT training of residents	Factual survey: branches/divisions that provide PIA services.	<b>2008–2010</b>	The number of hours for IT training of users has increased. The number of libraries that allocated up to 20 hours for training decreased (26% in 2011, 38% in 2010, and 30% in 2009), but the number of branches that allocated over 60 hours increased.	The number of hours for IT training of residents has increased.
			<b>In towns</b> (2008–2010)	Town libraries allocated more hours for training. 60 and more hours for training of PIA users were allocated by: 60% of town libraries in 2011, 42% in 2010, and 25% in 2009.	
			<b>In villages</b> (2008–2010)	The number of libraries that allocated 21-60 hours for training increased (36% in 2011, 27% in 2010, and 26% in 2009).	

- According to the data of the factual survey of librarians, the amount of hours allocated for training of PIA users is increasing. The number of training courses up to 20 hours decreased, but the number of training courses of 21-60 hours increased.

### 3E. Users' skills and knowledge of safe internet use

**Target value of monitoring indicator:** improving users' skills and knowledge of safe internet use.

**Achieved value of monitoring indicator:** the users evaluate their knowledge of safe internet use favourably

<sup>9</sup>.

#### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
3E	<b>Users' skills and knowledge of safe internet use</b>	<b>Survey of PIA users:</b> assessment of knowledge of safe computer use.	<b>2010</b>	Nearly half (49%) of respondents using the internet believe that their knowledge of safe internet use is sufficient.	The measurements were not performed previously and therefore, the impact cannot be assessed.
			<b>In towns (2010)</b>	47% of PIA users assess their knowledge of safe use as sufficient.	
			<b>In villages (2010)</b>	50% of PIA users assess their knowledge of safe use as sufficient.	

- PIA users and residents assess their knowledge and skills to recognize internet threats and protect against them as sufficient.

#### ANALYSIS OF QUALITATIVE SURVEY RESULTS

- *Information obtained during the discussions and interviews with public internet access users confirms that their knowledge and skills of safe internet use are sufficient for daily tasks/actions in the internet. Among most often mentioned internet threats and dangers, survey participants indicated the threats to the computer (viruses) and disclosing personal data and identity, which threatens personal security.*

<sup>9</sup> The indicator was measured for the first time and therefore, the changes cannot be assessed.

#### 4. Availability of internet for specific groups and hard-to-reach social groups

4A. Percentage of users who do not have alternative internet access

**Target value of monitoring indicator:** lower percentage of users who do not have alternative internet access.

**Achieved value of monitoring indicator:** the percentage of users who do not have alternative internet access has decreased.

#### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
4A	Percentage of users who do not have alternative internet access	Survey of residents: own a computer with internet connection.	<b>Do not have a computer with internet connection at home or working place (2008–2010)</b>	40 % in 2008 37% in 2009 33% in 2010	The proportion of people who do not use the internet/have alternative internet access is decreasing.
			<i>In towns (2008–2010)</i>	34% in 2008 27% in 2009 26% in 2010	
			<i>In villages (2008 – 2010)</i>	54% in 2008 59% in 2009 51% in 2010	
		Survey of PIA users: possibility to use the internet ONLY in the library.	<b>Possibility to use the internet ONLY in the library (2008–2010)</b>	16% in 2008 19% in 2009 23% in 2010	The number of users who can use the internet ONLY in the library increased by 7 percent in the period of 2008–2010.
			<i>In towns (2008–2010)</i>	12% in 2008 20% in 2009 25% in 2010	
			<i>In villages (2008 – 2010)</i>	20% in 2008 17% in 2009 21% in 2010	

- According to the results of the Survey of residents of 2008–2010, general use of computers and internet is growing, and the proportion of residents who do not use the internet and do not have internet access is decreasing. According to the data of 2010, nearly one third of adult residents of Lithuania do not use and do not have the possibility to use internet. A larger share of village residents does not have internet access at home or a work in comparison to town residents. However, the number of people who do not have alternative internet access is decreasing in both villages and towns.
- According to the data of the Survey of PIA users of 2010, 23% of PIA users had no alternative internet access. The respondents who more often have no alternative access are the ones with lower income (up to LTL 600), lower education (primary, lower secondary), over 55 years old, old-age and disability pensioners, and the unemployed.

#### 4B. Experience of hard-to-reach groups

**Target value of monitoring indicator:** changed experience of hard-to-reach groups.

**Achieved value of monitoring indicator:** Library's image as a community centre reducing social exclusion has got stronger in society in recent years.

#### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
4B	Experience of hard-to-reach groups	Survey of PIA users: PIA use in libraries	Pensioners	5% in 2008 12% in 2009 6% in 2010	The use of PIA in libraries by hard-to-reach groups has not changed.
			The handicapped	6% in 2008 3% in 2009 3% in 2010	
			The unemployed	18% in 2008 3% in 2009 9% in 2010	
		Survey of PIA users: PIA use ONLY in libraries	Pensioners	52% in 2008 69% in 2009 39% in 2010	The use of PIA ONLY in libraries by hard-to-reach groups has not changed.
			The handicapped	34% in 2008 78% in 2009 44% in 2010	
			The unemployed	35% in 2008 58% in 2009 54% in 2010	

#### ANALYSIS OF QUALITATIVE SURVEY RESULTS

*Discussions and interviews with the representatives of target groups (librarians, heads of libraries, experts, PIA users) revealed that expectations and needs for public internet access of the representatives of hard-to-reach groups are similar in comparison to the needs of other visitors of public libraries. Their use of internet is also determined by the need to communicate, enrich their leisure, and find necessary information.*

*The library serves as a centre of support for hard-to-reach groups in every way, where they can spend time, talk, and unburden. The image of the library as a community centre, which reduces social exclusion strengthened in the period of 2008–2010, especially in rural areas.*

*More specific needs for the library as a public institution are of handicapped visitors, senior people, and children from families at social risk:*

- *Although the conditions for physically/visually handicapped people to visit the library and use its various services were improved in town libraries, using PIA services in village libraries would still be difficult for the people of this social group.*
- *The people with mental disabilities willingly attend the library and use its services. Communication with other visitors, help of library employees, and encouragement in the process of learning how to use the IT are especially important to them. All this helps them to socialize and accept/present themselves as a full-fledged personality.*
- *The opportunity to use the internet in the library ensures the occupation of children from families at social risk, more purposeful leisure, and socialization as well as forms/strengthens self-esteem. Survey participants indicated that it is important for the children from families at social risk to know that they are welcome. Therefore, the role of the librarian is not only to help on the issues of IT use, but also to generally understand, support and guide these children in the appropriate direction.*

#### 4C. User's activities, for which public internet access in libraries is most often used

**Target value of monitoring indicator:** wider variety of activities performed using PIA.

**Achieved value of monitoring indicator:** the popularity of activities performed using PIA has not changed during 2008–2010. Most popular areas of internet use: communication, culture, leisure, and official affairs.

#### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

4C	Monitoring indicator	Measurement instrument	Specification of indicator					Achievements
					ALL internet users	Internet users in TOWNS	Internet users in VILLAGES	
	<b>User's activities, for which public internet access in libraries is most often used</b>	Survey of PIA users: User's activities, for which public internet access in libraries is most often used	Work and commercial activity	2010	93%	93%	91%	
2009				92%	94%	85%		
2008				95%	94%	96%		
Communication			2010	92%	94%	89%		
			2009	92%	93%	87%		
			2008	92%	93%	87%		
Leisure and culture			2010	97%	97%	95%		
			2009	94%	94%	92%		
			2008	96%	96%	95%		
Learning and education			2010	59%	62%	53%		
			2009	61%	60%	61%		
			2008	64%	63%	68%		
Health			2010	68%	71%	60%		
			2009	59%	61%	51%		
			2008	60%	60%	60%		
E-government services			2010	53%	56%	41%		
			2009	53%	57%	37%		
			2008	51%	51%	51%		
				Discussions and interviews with librarians/heads of libraries/experts/PIA users.	Internet users use the internet for similar activities as before, but they do it more intensely (often, actively and widely) than several years ago.			

- The main activities performed using PIA are still work and commercial activity, communication via internet, and leisure and culture (the majority of internet users perform these activities). Other activities are relevant only to some internet users just like in previous years. E-government and education resources online are least popular.

#### ANALYSIS OF QUALITATIVE SURVEY RESULTS

The representatives of all surveyed groups unanimously emphasize that the members hard-to-reach use the internet for similar activities like in the period of 2008-2010. The only noticed difference is that they do it more intensely. The purposes of internet use of children and adults are described as slightly different:

- The children use the internet for communication with peers, less often with relatives, via social networks and Skype, playing internet/computer games, and searching for/printing the information necessary to do the homework;
- Meanwhile the adults, apart from communication with relatives and friends, which is usually done via e-mail and Skype, essentially associate internet with spending free time and occupation. They visit information/news portals [www.delfi.it](http://www.delfi.it), [www.alfa.it](http://www.alfa.it), read the main daily papers and other periodicals in e-format, read information related to favourite occupations, daily life, and perform their work/look for a job.

#### 4D. Availability of programmes or other mechanisms to involve hard-to-reach groups

**Target value of monitoring indicator:** existence of programmes and other mechanisms to involve hard-to-reach groups.

**Achieved value of monitoring indicator:** the programmes and other mechanisms to involve hard-to-reach groups are intensifying.

#### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Specification of indicator		Achievements
4D	Availability of programmes or other mechanisms to involve hard-to-reach groups	Survey of library employees: Promotion campaigns of public internet access	<i>Organised campaigns of attracting visitors and promotion of PIA use (2008–2010).</i>	63% in 2008 62% in 2009 84% in 2010	Attraction campaigns intensified in the period of 2008–2010.
			<i>Organised campaigns of attracting visitors and promotion of PIA use (targeted at who) (2008–2010).</i>	Promotion measures were most targeted at: village residents (57% in 2010 and 47% in 2009) and pensioners (42% in 2010 and 23% in 2009).	The Programmes and other mechanisms to involve hard-to-reach groups are intensifying.

- According to the data of the Survey of librarians of 2010, the most promotion measures were targeted at pensioners, village residents, and the unemployed. In comparison to previous years, most attention was given to village residents (increase by 10-11 percent) and pensioners (increase by 10-19 percent).

#### ANALYSIS OF QUALITATIVE SURVEY RESULTS

- The library remains the cultural and social self-help centre, especially in smaller communities. They greatly contribute to integration of different social groups into society and implementation of the ideas of equal opportunities.
- According to library employees and experts, the libraries are not capable of creating special long-term measures for attracting special needs groups independently—they need expert assistance from outside. *Public internet access users* agree that there are no special measures to involve hard-to-reach groups; however, they indicate that the amount of events and projects intended for all visitors is sufficient and diverse.

## 5. Representation of libraries

### 5A. Library's reputation, public perception and profile

**Target value of monitoring indicator:** improving library's reputation, public perception and profile.

**Achieved value of monitoring indicator:** library's reputation, public perception and profile are improving.

#### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Result	Effect	
5A	Library's reputation, public perception and profile	<b>Survey of librarians:</b> image qualities of libraries	Modern	70% in 2008 78% in 2009 87% in 2010	The libraries are more associated with modernity and youth.
			Provided with state-of-the-art equipment	60% in 2008 <sup>10</sup> 68% in 2009 80% in 2010	
			Nuolat diegiamos naujovės	70% in 2008 74% in 2009 77% in 2010	
			More suitable for youth	56% in 2008 65% in 2009 69% in 2010	
		<b>Survey of heads of libraries:</b> image qualities of libraries	Fun to spend time at	85% in 2008 92% in 2009 95% in 2010	The image of libraries as a centre of attraction is improving.
			The place to communicate with other people and friends	77% in 2008 89% in 2009 90% in 2010	
			A fashionable place to spend time	57% in 2008 65% in 2009 75% in 2010	
		<b>Survey of residents:</b> image qualities of libraries	Provided with state-of-the-art equipment	55% in 2008 66% in 2009 70% in 2010	The libraries are more associated with modernity and communication.
			Innovations are constantly introduced	59% in 2008 66% in 2009 69% in 2010	
			Modern	58% in 2008 72% in 2009 70% in 2010	
		<b>Survey of PIA users:</b> image qualities of libraries	Modern	80% in 2008 88% in 2009 89% in 2010	The libraries are more associated with modernity.
			Provided with state-of-the-art equipment	67% in 2008 85% in 2009 88% in 2010	
			Innovations are constantly introduced	73% in 2008 83% in 2009 87% in 2010	
			A fashionable place to spend time	63% in 2008 71% in 2009 75% in 2010	
		<b>Survey of children:</b> image qualities of libraries	Provided with state-of-the-art equipment	58% in 2008 73% in 2009 77% in 2010	The libraries are more associated with modernity.
			The library is modern	<b>60% in 2008</b> <b>70% in 2009</b> <b>76% in 2010</b>	

<sup>10</sup> Part of respondents who attributed a respective quality to libraries.

- The image of libraries is different between the respondents of towns and villages. In the villages, the library is more often considered a centre of community life, a fashionable place suitable for meetings. Town respondents emphasized the modernity and quality of services more: innovations, state-of-the-art equipment, and qualification of employees. Although the perception of library image is very stable during the whole survey period, changes can be noticed in some areas in 2008–2010. In the comparative period of three years, the libraries are described as more contemporary, modern (state-of-the-art equipment) and more suitable for youth (Survey of librarians).
- The strongest part of the libraries is their personnel. General environment, openness, democracy and versatility are assessed very positively. Libraries are the centres of attraction: popular, fashionable place to spend time, centre of community life, and place for communication. The conservativeness of libraries is emphasized, stating that it is a place for elder people. The perception of library image is very stable during the whole survey period, changes can be noticed in some areas in 2008–2010. In the comparative period of three years, the libraries are described as popular, fashionable and fun places. In 2010, one negative vector of image assessment can be noticed: introduction of innovations. In the survey of 2009, the heads of libraries assessed this sphere more favourably than in the survey of 2008, but in 2010, introduction of innovations was assessed even more negatively than in 2008.

#### ANALYSIS OF QUALITATIVE SURVEY RESULTS

- *Library employees, representatives of interest groups and public internet access users* unanimously agree that the image of libraries is gradually improving in the eyes of society. They emphasize that the public library is becoming popular among various groups of visitors, regardless of their age, occupation, and social status. Rationally, the library is perceived as modern, contemporary institution that provides versatile information and the means to obtain it. Meanwhile, emotionally it is associated with a younger, more modern, smart and more brushed up personality (than a year ago).
- In the opinion of all surveyed groups, the image of the library is significantly strengthened by appearance of information technology in village libraries and upgrading it in town libraries. The only drawback that can harm library reputation in the long run is fragmented and minimal renewal of books/periodicals.

## 5B. Mission and competence spheres of libraries

**Target value of monitoring indicator:** Expanded mission and competence spheres of libraries

**Achieved value of monitoring indicator:** The mission and competence spheres of libraries are expanding. The mission of libraries is expanding to provision of modern technology and education services, meanwhile the need for traditional services of libraries (lending books and periodicals) is not changing.

	Monitoring indicator	Measurement instrument		Result	Effect		
5B	Mission and competence spheres of libraries	Survey of residents: use of library services <sup>11</sup>	Books, periodicals	<b>2008–2010</b>	2008 m. – 94% <sup>12</sup> 2009 m. – 98% 2010 m. – 92%	The popularity of books and periodicals is decreasing in villages (-8 percent) and remains unchanged in towns.	
				<i>In towns (2008–2010)</i>	94% in 2008 98% in 2009 94% in 2010		
				<i>In villages (2008–2010)</i>	95% in 2008 97% in 2009 87% in 2010		
			Free internet, online databases	<b>2008–2010</b>	27% in 2008 24% in 2009 28% in 2010		Internet use in libraries is not changing among residents.
				<i>In towns (2008–2010)</i>	28% in 2008 25% in 2009 29% in 2010		
				<i>In villages (2008–2010)</i>	26% in 2008 21% in 2009 26% in 2010		
			Computer literacy courses	<b>2008–2010</b>	5% in 2008 3% in 2009 4% in 2010		The popularity of computer literacy courses is not changing among residents.
				<i>In towns (2008–2010)</i>	5% in 2008 2% in 2009 3% in 2010		
				<i>In villages (2008–2010)</i>	3% in 2008 4% in 2009 6% in 2010		
		Survey of PIA users: use of library services	Books, periodicals	<b>2008–2010</b>	95% in 2008 83% in 2009 92% in 2010	The popularity of books and periodicals is not changing among PIA users.	
				<i>In towns (2008–2010)</i>	94% in 2008 80% in 2009 90% in 2010		
				<i>In villages (2008–2010)</i>	96% in 2008 86% in 2009 94% in 2010		
			Free internet, online databases	<b>2008–2010</b>	88% in 2008 92% in 2009 92% in 2010	The popularity of internet in libraries is increasing among PIA users in towns (+10 percent).	
				<i>In towns (2008–2010)</i>	81% in 2008 92% in 2009 91% in 2010		
				<i>In villages (2008–2010)</i>	95% in 2008 93% in 2009 93% in 2010		
			Computer literacy courses	<b>2008–2010</b>	27% in 2008 18% in 2009 41% in 2010	The participation in computer literacy courses is increasing (+14 percent).	
<i>In towns (2008–2010)</i>	17% in 2008 16% in 2009 33% in 2010						

<sup>11</sup> % of residents who attend the library.

<sup>12</sup> The proportion of residents/PIA users who have used at least one service in a category

	Monitoring indicator	Measurement instrument		Result	Effect
				<i>In villages (2008–2010)</i>	37% in 2008 19% in 2009 49% in 2010

- According to the results of the Survey of PIA users of 2010, the "traditional" mission of libraries—lending books—was displaced by the opportunity to use the internet. Reading periodicals also remains among the top three popular functions of the library (books, periodicals, internet). Beside the "top three", the possibility to study computer literacy is also important.
- The survey of 2010 revealed a negative "side effect" of new technologies: the internet is displacing reading books and periodicals in village branches (computer games are also very popular here). This phenomenon is not characteristic to town branches—the internet is equally popular to usual services of libraries.
- In the opinion of the heads of libraries, in the future, the popularity of library services should correspond to the present situation. The most popular spheres in the nearest future should be the internet, lending books, and reading periodicals.

#### ANALYSIS OF QUALITATIVE SURVEY RESULTS

- *In the opinion of public internet access users and library employees*, in the survey period (2008–2010), social/public/community mission has significantly expanded. It is especially noticeable in villages/small towns, where public library is the only place of gaining knowledge as well as a hearth of culture—the place for the community to gather and communicate.
- The informative and educative mission of libraries is always relevant. In the opinion of discussion participants (librarians, heads of libraries, representatives of interest groups), expansion/upgrading information technology allows the libraries to fulfil these missions engaging not only via traditional (books, periodicals), but also via modern services.
- Public internet access users, library employees, and experts perceive and assess the library as a multifunctional institution, which provides proper conditions for socialization, communication, occupation, vocational learning/improvement, spending free time, and forming/strengthening

5C. Number of library visitors (visits)

**Target value of monitoring indicator:** Increased number of library visitors (visits)

**Achieved value of monitoring indicator:** The attendance of libraries has increased.

*ANALYSIS OF QUANTITATIVE SURVEY RESULTS*

	Monitoring indicator	Measurement instrument	Result			Effect	
5C	Number of library visitors (visits) <sup>13</sup>	<b>Factual survey:</b> Number of library visitors (visits)	<b>2008–2010</b>	8443154 visits in 2008 8389341 visits in 2009 9936611 visits in 2010	100% <sup>14</sup> 99% 118%	The number of visits in libraries increased by 18%.	
			<b>In towns</b> (2008–2010)	4998367 visits in 2008 4744940 visits in 2009 6165402 visits in 2010	100% 95% 123%		
			<b>In villages</b> (2008–2010)	3444787 visits in 2008 3644401 visits in 2009 3771209 visits in 2010	100% 106% 109%		
		<b>Survey of residents:</b> Library attendance during lasr 12 months	<b>2008–2010</b>	37% in 2008 <sup>15</sup> 39% in 2009 34% in 2010			The proportion of library visitors is not changing.
			<b>In towns</b> (2008–2010)	37% in 2008 38% in 2009 35% in 2010			
			<b>In villages</b> (2008–2010)	37% in 2008 40% in 2009 31% in 2010			

- The Survey of resident indicates that the share of residents who attend the libraries did not change in 2008–2010.
- The results of factual survey indicate a consistent growth of the number of visits in libraries in 2008–2010.

<sup>13</sup> The data is calculated only from the libraries that presented respective information (96% in 2011, 95% in 2010, and 93% in 2009).

<sup>14</sup> Change in percent, if the situation of 2008 is equal to 100%, i.e. the situation 2008 is compared to the situation of 2008, and the situation of 2010 is compared to the situation of 2008.

<sup>15</sup> % of residents who attended the library during the previous year.

## 6. Local, regional, and national funding of libraries

### 6A. Funding for the libraries

**Target value of monitoring indicator:** increased funding for the libraries.

**Achieved value of monitoring indicator:** Funding for the libraries decreased in 2008–2010.

#### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Result		Effect
6A	Funding for the libraries	Survey of heads of libraries: Funding for the libraries (2007–2009).	<i>increased</i>	57% in 2008 55% in 2009 3% in 2010	Funding for the libraries is decreasing.
			<i>decreased</i>	6% in 2008 22% in 2009 74% in 2010	
			<i>unchanged</i>	34% in 2008 23% in 2009 22% in 2010	

- In the period of 2008-2010, the trends of budget formation are very clear: both general and public internet access budgets were considerably cut. In the perspective of three years, general and public internet access budgets changed differently. Prior to 2008, funding for public internet access was being increased and it was drastically reduced in 2009 (according to the data of the 2010 survey). The cuts of the general budget started earlier.

#### ANALYSIS OF QUALITATIVE SURVEY RESULTS

- The results of the qualitative survey confirm the general trend: assessing the funding of public libraries in 2010, library employees emphasized that the budget has been considerably cut for two years in a row. Especially compromised was the supply of traditional contents (lack of new books and periodicals) and quality of services (the librarians were given unpaid leaves for a week, staff was reduced, opening hours were shortened).
- According to *library employees*, the results of decreased funding are already causing the discontent and disappointment of some visitors (who find traditional services more relevant than modern ones). In the long-run, this discontent may harm general authority of the library (it will be assessed that the library cannot satisfy and meet all needs and expectations). In the opinion of library employees, fulfilling the traditional educative mission of libraries will become difficult. The possibilities for some people (especially from lower social layers) to deepen their knowledge and obtain necessary information in libraries will become very poor.

## 6B. Funding for public internet access

**Target value of monitoring indicator:** More funds allocated for PIA.

**Achieved value of monitoring indicator:** PIA funding decreased or did not change.

### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Result		Effect
6B	PIA funding	Survey of heads of libraries: PIA funding (2007–2009).	<i>increased</i>	35% in 2008 63% in 2009 18% in 2010	PIA funding was decreased or did not change for most libraries.
			<i>decreased</i>	3% in 2008 11% in 2009 35% in 2010	
			<i>unchanged</i>	54% in 2008 26% in 2009 42% in 2010	

- The funding of public internet access was increased prior to 2008, and radically decreased in 2009 (the data of the survey of 2010). General budget was cut even earlier (6% mentioned the cuts in the survey of 2008, and in 2009—22% of respondents) and last year (2009) was especially painful.

### ANALYSIS OF QUALITATIVE SURVEY RESULTS

- *Library employees and representatives of interest groups* said that in 2010, the funding of public internet access was similar to 2009. *The activity of Project organisers* is assessed positively: the organisers are fulfilling their obligations, provide all necessary equipment to the libraries, organise training to librarians, provide various training aids (textbooks, movies, etc.) replace old computers or introduce internet in the libraries that never even had a computer.

## 7. Social benefit to individuals and communities through IT

### 7A. Benefit for the users and its perception

**Target value of monitoring indicator:** PIA users perceive the benefit of PIA.

**Achieved value of monitoring indicator:** The number of PIA users who perceive the benefit of PIA is increasing.

#### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Result		Effect
7A	Benefit for the users and its perception	Survey of PIA users: <i>perceived</i> benefits of internet use in the library (economical and social).		Benefits Social <sup>16</sup> : Economical	The number of PIA users that understand the social benefit of PIA increased by 11 percent. Perception of economical benefit increased by 4 percent.
			<b>2008–2010</b>	79% <sup>17</sup> : 72% in 2008 91% : 70% in 2009 90% : 76% in 2010	
			<b>In towns (2008–2010)</b>	75% : 70 % in 2008 87% : 73% in 2009 89% : 77% in 2010	
			<b>In villages (2008–2010)</b>	82% : 74% in 2008 94% : 67% in 2009 91% : 76% in 2010	

- PIA users (quantitative survey) most often mentioned social and economical benefits of IT. The main social benefits of internet mentioned by respondents are richer leisure, improved communication with close people, and aid for better work performance. Economical benefits (increasing income, help to earn money) were mentioned most seldom.

#### ANALYSIS OF QUALITATIVE SURVEY RESULTS

- Discussions and interviews with *public internet access users revealed* that regardless of age and/or level of knowledge of IT use/application, internet advantages are better understood and recognized, and vast internet opportunities are used more intensively and confidently.
- Survey participants already spontaneously mention individual and community benefit of the PIA services. The perception of their importance and relevance is getting stronger and is spreading more intensely among internet users in comparison to 2009 (*discussion with PIA users*).
- Just like in 2009, *PIA users distinguish* such individual social PIA benefits: communication and keeping in touch with close people and relatives living/staying abroad, obtaining various information/accumulation of knowledge, significantly higher quality leisure (especially in villages), *being in the social environment, and communication with other visitors. The library is perceived as a social centre, which provides the opportunity for both elderly and young visitors to socialise and mingle with people.* What concerns the community benefit, the discussion participants indicated that due to modern services, the quality of services is rising, the number of visitors has increased, and the versatility/suitability of libraries for various groups of users is improving.
- Comparing the social and economical benefit, one can state that social benefit of VIA is the main stimulus to use/be interested in the internet in libraries.

<sup>16</sup> Social benefits: helped to complete a task related to studies or learning; allowed to contact national or local authority by electronic means; improved the communication with relatives and friends; helped to take care of health; enriched the leisure.

Economical benefits: saved money; helped to purchase goods (services); helped to earn money; helped to find a job; helped to increase income; helped to perform a task better.

<sup>17</sup> Percentage of users who indicated at least one benefit in each category (social benefits/economical benefits).

7B. Librarians' perception of the benefit of public internet access to the community

**Target value of monitoring indicator:** the librarians perceive the benefit of PIA to the community.

**Achieved value of monitoring indicator:** Librarians' perception of the benefit of PIA to the community is growing.

**ANALYSIS OF QUANTITATIVE SURVEY RESULTS**

	Monitoring indicator	Measurement instrument	Result		Effect
7A	Librarians' perception of the benefit of public internet access to the community	Survey of librarians: Benefit of PIA to local communities (economical and social benefit).		Benefits Social <sup>18</sup> : Economical	12 percent more librarians perceive social benefit of PIA to local community and 15 percent more perceive the economical benefit.
			<b>2009 – 2010</b>	77% <sup>19</sup> : 52% in 2009 89% : 67% in 2010	
			<b>In towns</b> (2009 – 2010)	90% : 63% in 2009 97% : 75% in 2010	
			<b>In villages</b> (2009 – 2010)	72% : 51% in 2009 87% : 64% in 2010	

- According to the data of Survey of librarians of 2010, the main benefits of public internet access to communities are the following: improved communication with friends and relatives, richer leisure, help in performing tasks related to learning or studies. The possibilities to earn money or buy online were mentioned least often.
- In the perspective of time (2009–2010) assessment of benefit to the community has grown in nearly all spheres. The progress is especially noticeable in the spheres of communicating with friends, searching for a job, health, and e-government. The assessment of respondents of village residents do not differ from general trends.

**ANALYSIS OF QUALITATIVE SURVEY RESULTS**

- *In the opinion of library employees*, use of modern services in libraries encourage the members of hard-to-reach groups (senior people, the handicapped, children from families at risk, etc.) to get more involved in community life and be socially active. Thus, the role of the library as a social centre and a place for community gathering is getting stronger.
- Due to modern means, various services and information are becoming accessible to everyone, regardless from their social or economical status, and including the settlements farther away from the cities.
- The use of technology has gained a new dimension of assessment in the perception of the users: internet and related services are clearly perceived as the instruments that change the quality of life.
- Meanwhile the economical benefit is already discussed as self-evident and natural thing. Just like in 2009, it is perceived at two levels: through saving time and money.

<sup>18</sup> Social benefits: enrich the leisure; improve the communication; help to complete tasks related to studies or learning; allow to contact national or local authorities by electronic means; help to take care of health.

Economical benefits: help to perform the duties; help to search for/find a job; save money; allows to buy online; allows to earn online.

<sup>19</sup> Percentage of librarians who indicated at least one benefit in each category (social benefits/economical benefits).

## 7C. Perception of the benefit of public internet access by other interest groups

**Target value of monitoring indicator:** Other interest groups perceive the benefit of PIA.

**Achieved value of monitoring indicator:** Interest groups perceive the benefit of PIA.

### ANALYSIS OF QUALITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Result	Effect
7C	Perception of the benefit of public internet access by other interest groups	Interviews with the experts of interest groups	Social aspect of PIA benefit is becoming more evident and better perceived even by the experts who are less familiar with the work of libraries.	Interest groups perceive the benefit of PIA.

- The attitude of representatives of interest groups towards the benefit of public internet access essentially corresponded with the opinion of other survey participants: they emphasized both economical and social benefit of free PIA service. It is noteworthy that the social aspect of PIA benefit is becoming more evident and better perceived even by the experts who are less familiar with the work of libraries.
- Moreover, the experts more often discuss the PIA benefit joining social and financial benefit into one: reduction of social exclusion. They unanimously emphasize that free internet service in public libraries creates equal opportunities for each Lithuanian resident, regardless of their status, to use the internet (especially in rural areas).

## 8. Supply and use of relevant contents

### 8A. Number of libraries that have websites

**Target value of monitoring indicator:** Increasing number of libraries that have websites

**Achieved value of monitoring indicator:** The number of libraries that have websites did not change in the recent years.

### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Result		Effect
8A	Number of libraries that have websites <sup>20</sup>	Factual survey: Number of libraries that have websites	<b>2008–2010</b>	11% in 2008 10% in 2009 10% in 2010	The number of libraries that have websites did not change.
			<b>In towns (2008–2010)</b>	27% in 2008 31% in 2009 33% in 2010	
			<b>In villages (2008–2010)</b>	7% in 2008 5% in 2009 6% in 2010	

- The number of libraries that have websites is not changing—every tenth library has its own website.

<sup>20</sup> The data is presented on “individual websites created and administrated by the libraries themselves.”

## 8B. New contents and services in the library

**Target value of monitoring indicator:** new contents and services are provided in the libraries.

**Achieved value of monitoring indicator:** the supply of new contents and services has increased.

### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Result		Effect	
8B	New contents and services in the library	Survey of librarians: the areas that library visitors are encouraged and taught to use	Electronic means of communication	<b>2008–2010</b>	55% in 2008 41% in 2009 84% in 2010	Promotion of communication means has increased (by 29 percent) as well as searching for a job (by 5 percent), and searching for cultural information and economic activity on the internet (by 7 percent).
				<i>In towns (2008–2010)</i>	50% in 2008 46% in 2009 84% in 2010	
				<i>In villages (2008–2010)</i>	62% in 2008 40% in 2009 84% in 2010	
			Searching for a job online	<b>2008–2010</b>	55% in 2008 45% in 2009 60% in 2010	
				<i>In towns (2008–2010)</i>	51% in 2008 42% in 2009 59% in 2010	
				<i>In villages (2008–2010)</i>	61% in 2008 47% in 2009 60% in 2010	
			Internet resources for economic activity	<b>2008–2010</b>	50% in 2008 50% in 2009 57% in 2010	
				<i>In towns (2008–2010)</i>	57% in 2008 50% in 2009 54% in 2010	
				<i>In villages (2008–2010)</i>	55% in 2008 50% in 2009 58% in 2010	
			Cultural, community, and leisure information online	<b>2008–2010</b>	47% in 2008 33% in 2009 41% in 2010	
				<i>In towns (2008–2010)</i>	46% in 2008 37% in 2009 48% in 2010	
				<i>In villages (2008–2010)</i>	50% in 2008 32% in 2009 39% in 2010	
			Health information	<b>2008–2010</b>	36% in 2008 32% in 2009 31% in 2010	
				<i>In towns (2008–2010)</i>	30% in 2008 29% in 2009 33% in 2010	
				<i>In villages (2008–2010)</i>	43% in 2008 33% in 2009 31% in 2010	

	Monitoring indicator	Measurement instrument		Result		Effect
			Education information and services	<b>2008–2010</b>	47% in 2008 39% in 2009 26% in 2010	
				<i>In towns (2008–2010)</i>	53% in 2008 42% in 2009 34% in 2010	
				<i>In villages (2008–2010)</i>	39% in 2008 38% in 2009 23% in 2010	
			E-government services	<b>2008–2010</b>	42% in 2008 29% in 2009 22% in 2010	
				<i>In towns (2008–2010)</i>	41% in 2008 31% in 2009 29% in 2010	
				<i>In villages (2008–2010)</i>	44% in 2008 29% in 2009 20% in 2010	
			Internet innovations	<b>2008–2010</b>	27% in 2008 8% in 2009 5% in 2010	
				<i>In towns (2008–2010)</i>	27% in 2008 9% in 2009 4% in 2010	
				<i>In villages (2008–2010)</i>	28% in 2008 8% in 2009 5% in 2010	
			Creating internet contents	<b>2008–2010</b>	16% in 2008 8% in 2009 3% in 2010	
				<i>In towns (2008–2010)</i>	11% in 2008 4% in 2009 3% in 2010	
				<i>In villages (2008–2010)</i>	22% in 2008 9% in 2009 3% in 2010	

- According to the results of the Survey of librarians, the popularity of internet resources and promotion of their use can be divided into three main groups:
  - “users' area” - internet resources used by the people without additional promotion. These are electronic communication and search for leisure and cultural information.
  - “suppliers' area” - internet resources that are most actively promoted, but not necessarily are most popular. These are job search online, health information, internet resources for economic activity and e-government services (the difference between the promotion and the use of the latter is especially prominent);
  - “nobody's area” - not popular and not promoted internet resources. These are creating internet contents and the possibility to earn online, internet novelties. These areas are probably not popular and not promoted due to their relative complexity and the demand for special knowledge.
- In comparison to the data of the survey of 2009, the promotion of using communication means, searching for a job online, searching for cultural information, and economical activity online have grown most in 2010. The use and search for information related to education is least promoted.

## ANALYSIS OF QUALITATIVE SURVEY RESULTS

- *Both library employees and PIA users* associate the changes in public libraries in 2010 with the specifics of providing modern services and their expansion in rural areas. In their opinion, the changes are related to further strengthening of the technical base of information technology and its servicing (upgrading technical base in libraries, improvement of internet quality, increase of librarians' competence).
- The contents of traditional services (book corpus) has considerably suffered due to objective reasons (decreased funding). Thus, new contents, new technology and services in public libraries compensated for the lower supply of traditional services and opened the opportunities to attract new users. Comparing the period of 2008–2011, not only the flow of visitors increased, but also the use of PIA service intensified in the recent years.
- The intensification of PIA service could be stimulated by computer and internet literacy training organised for library visitors, ensuring higher computer and internet quality in the libraries, and considerably higher level of libraries employees' competences and skills ensuring professional consultations on IT use to library visitors. In terms of modernisation, in 2010, more focus was on village libraries (*heads of libraries, representatives of interest groups*).
- PIA users use the internet most often for communication with relatives and friends (e-mails, Skype) and spending free time (information portals, press, favourite activities, daily life, work duties).
- In comparison to 2008–2009, PIA users more often use and evaluate the advantages of e-trade/placing orders online (place orders online, buy tickets and goods online, etc.) in 2010.

### 8C. Change of the volume of local contents on the internet

**Target value of monitoring indicator:** increasing volume of local contents on the internet

**Achieved value of monitoring indicator:** the volume of local contents on the internet has increased, but internet possibilities for promotion of libraries are not used in full.

## ANALYSIS OF QUALITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Result	Effect
8C	Change of the volume of local contents on the internet	Discussions with librarians	More work is done on the format and contents.	The volume of local contents on the internet has increased.
		Discussions with heads of libraries	Insufficient number of interactive (WEB2 based) websites of libraries.	
		Discussions/interviews with public internet access users, including hard-to-reach groups	Although the majority of hard-to-reach groups members know of the existence of websites of the libraries they attend, they did not visit the websites in the period of 2010–2011 (just like in 2008–2009).	

- *Library employees* said that the websites of their libraries are gradually becoming more attractive and informative to society. Updated library websites purposefully engage the society into the life of the library, by providing the possibility to express the opinion, order a book or extend its return online, participate in competitions, ask questions and receive answers. Unfortunately the websites with new appearance and contents are used very seldom—just a few libraries have such websites today (discussion with the heads of libraries).
- Although the majority of hard-to-reach groups members know of the existence of websites of the libraries they attend, they do not visit the websites (the situation was the same in 2008–2009). The visitors of town libraries have "dropped by" the library website at least once, meanwhile PIA users

in village libraries often even do not know which link they should use to get to the website. In general, library websites are perceived as one of the main factors that influence the image of libraries, and their purpose is presenting the services to existing and potential visitors and increasing the number of visitors and library attendance.

## 9. Innovations in the network of libraries

9A. Examples of innovations in libraries that were introduced due to the Project

**Target value of monitoring indicator:** Examples of innovations in libraries that were introduced due to the Project

**Achieved value of monitoring indicator:** Due to the Project, the opportunities for the visitors to use wireless internet and to study in courses (foreign language courses were especially accentuated) have increased.

### ANALYSIS OF QUALITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Result	Effect
9A	Innovations in the network of libraries	Discussions/interviews with public internet access users, including hard-to-reach groups	Two main innovations in libraries that were introduced due to the Project: English courses for library employees and wireless internet	Innovations were introduced in libraries due to the Project
		Discussions with librarians	Changed registration procedure in the majority of libraries: personal registration/login using a password	
		Discussions/interviews with public internet access users, including hard-to-reach groups		

- In the discussion, the *librarians* distinguished two main innovations that were introduced due to the Project: English courses for library employees and wireless internet. The latter innovation is especially positively assessed, as it enables using own laptop, which is very convenient as necessary information can be downloaded directly to the computer. English courses are positively assessed, because it is understood that they help to expand the possibilities of internet (public internet access) and computer use.
- Although the changed procedure of registration—personal sign-in/login using a password is not new, it is assessed by the respondents as a very convenient aspect of computer/internet use, which allows saving time and ensures smooth control of working environment in the computer.
- The *librarians and heads of libraries* mentioned servicing foreigners/tourists as a new direction of activity. It is relatively new practice, which was not mentioned in the survey of 2008–2009.

## 10. Aid to librarians

### 10A. Maintenance in libraries

**Target value of monitoring indicator:** Improved maintenance in libraries

**Achieved value of monitoring indicator:** The quality of maintenance has significantly improved in villages. In towns, quality assessment was very high and hardly changing during the period of the surveys.

#### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Result		Effect
10A	Maintenance in libraries	Survey of librarians: Assessment of maintenance in libraries	<b>2008–2010</b>	89% in 2008 <sup>21</sup> 94% in 2009 91% in 2010	Assessment of maintenance in libraries remains positive and even higher by 14 percent in villages.
		Vadovų apklausa: Techninės priežiūros bibliotekose vertinimas	<b>In towns</b> (2008–2010)	93% in 2008 100% in 2009 94% in 2010	
			<b>In villages</b> (2008–2010)	75% in 2008 85% in 2009 89% in 2010	

- In 2008–2010, slight changes took place in the field of IT maintenance. According to the data of the Survey of librarians, the number of people hired to maintain the PIA points decreased, meanwhile the number of librarians who maintain the PIA points gradually increased. Analogous trends are observed in village and town libraries.
- According to the data of the Survey of heads of libraries of 2010, the heads of libraries are satisfied with the quality of technical maintenance of hardware. The assessment of the maintenance quality has consistently improved in the period of 2008–2010 in rural branches. In town branches, the situation has little changed, as during the initial survey (in 2008), technical maintenance was positively assessed by the absolute majority of respondents.

#### ANALYSIS OF QUALITATIVE SURVEY RESULTS

- In general, *library employees* are satisfied with the help they receive, they admit that failures are not always promptly repaired, because in many cases, only one IT specialist services the computers of the central library and its branches.
- Library employees attempt to eliminate arising problems themselves or with the help of colleagues or more experienced internet users and only then turn to specialists. Such practice is especially characteristic to rural areas. Here maintenance of hardware is more often assessed as insufficient and obstructing more intensive use of IT.

<sup>21</sup> Percentage of positive assessments

## 10B. Methodical aid to librarians

**Target value of monitoring indicator:** Improving methodical aid to librarians

**Achieved value of monitoring indicator:** Methodical aid to librarians is improving.

### ANALYSIS OF QUANTITATIVE SURVEY RESULTS

	Monitoring indicator	Measurement instrument	Result		Effect
10B	Methodical aid to librarians	Survey of librarians: Assessment of methodical aid in libraries	2008–2010	84% in 2008 <sup>22</sup> 88% in 2009 91% in 2010	Assessment of methodical aid in libraries remains positive and even higher by 17 percent in villages.
		Survey of heads of libraries: Assessment of methodical aid in libraries	In towns (2008–2010)	80% in 2008 92% in 2009 92% in 2010	
			In villages (2008–2010)	63% in 2008 72% in 2009 80% in 2010	

- The main forms of methodical aid for librarians - consultations of central library librarians, material for training and consulting of users and activity guidelines (least significant). In 2008–2010 certain changes are noticed in the structure of methodical aid: the importance of material for training and consulting of users is growing, and the importance of other types of aid remains virtually unchanged (Survey of librarians). Methodical aid for servicing public internet access is also assessed very positively by the librarians.
- In the survey of 2010, the heads of libraries assessed the methodical aid for servicing public internet access in rural areas on the average lower than in of town libraries. The satisfaction with methodical aid for PIA service was growing faster in villages than in towns. Again, different dynamics of quality increase can be explained by the differences of initial situation. The “start” position in central libraries and town branches was higher, therefore, the changes in assessment of quality are not prominent.

### ANALYSIS OF QUALITATIVE SURVEY RESULTS

- The discussions with *library employees* confirmed that methodical aid to libraries is assessed positively. Methodical aids are available not only to town, but also to village library employees.

Library employees (*heads and librarians*) mentioned several training aids, provided in the framework of the Project “Libraries for Innovation”: “Išmokime dirbti kompiuteriu”, Mano interneto kelrodis” bei “Susipažinkime: žiniatinklis 2.0”. These aids were positively assessed. They should be beneficial to the employees and PIA users. In comparison to the survey of 2009, a tendency was noticed that teaching aids are used more intensively. The latter are assessed as comprehensive, clear and accessible even to inexperienced users. Most often, methodical aids are used during training of residents or if needed by a librarian or PIA user individually.

- Training was distinguished as another type of methodical aid. Organised training for librarians are assessed very favourably (high-level).

<sup>22</sup> Percentage of positive assessments

## 4. Generalisation of the results

- ✿ The possibilities for hard-to-reach social groups to use internet technology are essentially improved. The main factor for successful involvement of the above groups is the staff of libraries, who has the skills to service and help the members of hard-to-reach groups.
- ✿ Social benefit of information technology to individuals and communities is evident and clearly perceived. Social benefit is mentioned more often and related fields (culture, communication) are more often used. Economical benefit is perceived more narrowly (as saving time or internet costs) and related fields are used less often.
- ✿ PIA expansion initiated by the Project essentially improved users opportunities to use the internet and IT technology. Especially significant expansions of PIA points was in rural areas, where internet penetration was lower in comparison to towns.
- ✿ The librarians' skills and capabilities of information technology use have significantly improved. Having gained technical knowledge during the training, they apply it in practice in daily work and consulting the visitors.
- ✿ Information technology skills of library visitors are difficult to assess. On one hand, their skills have improved considerably (qualitative survey), but this indicator is hardly measurable quantitatively due to high change of PIA users.