



NATIONAL MARTYNAS MAŽVYDAS
LIBRARY OF LITHUANIA



RINKOS ANALIZĖS ir TYRIMŲ GRUPĖ



Bibliotekos pažangai

THE PROJECT "LIBRARIES FOR INNOVATION"

Libraries` Staff Opinion Survey (Instrument 1)

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Summary

Aims of the Survey

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

Target Group

Libraries' staff. Number of respondents – 609 respondents.

Analysis of the Current Situation and Perspectives

Libraries' Staff Computer Skills

78 % of the interviewed use the Internet in the library themselves. Younger, central city libraries' staff uses the Internet more actively.

Librarians Internet skills can be described as a basic. Respondents rate higher their own Internet use skills, the internet services advertising in society and public relations skills and computer literacy skills.

While rating their computer knowledge as the best known the librarians named the following fields: general computer usage skills, browsing The Internet or search systems, use of main Internet services, sending of email with attached document. The least known fields are: use of the Internet for telephone conversations, use of the files exchange programmes, creation of a website. Computer skills of younger and cities branches respondents are on the average better.

City branches are the leaders on knowledge level and in computer and The Internet use (frequency). Age is also an important factor explaining knowledge and skills level of the specialists working in the libraries.

Technical maintenance and Assessment of the Public Internet Access

The public Internet access computers in the libraries are in most cases maintained by an IT specialist of the central library. The absolute majority of the interviewed librarians are satisfied with the technical maintenance of the public access computers.

Every tenth of the city central library workers consult public internet access users on different matters. They do it few times more than the colleagues from the county, structural city branch or village libraries.

Methodical Consulting Assistance

While speaking about accessibility of methodical assistance the respondents have distinguished: consultations of the central library staff – 82%, as the most accessible. Methodical assistance for the public internet access servicing was named by the librarians as sufficient (on average 3 points and 4).

Most librarians are prepared to provide methodical consulting assistance to IT users on various issues. Only 14% of the public Internet access users are fully independent and do not ask for assistance.

Significant part of the librarians have rendered services or consultations for groups that use IT technologies more seldom and for social groups with special needs: pensioners, the unemployed, rural inhabitants, children from the families of social risk, the disabled, children whose parents have departed to work in other countries. The respondents of the central cities libraries have rendered the above mentioned services and consultations more often.

The flow of the Public Internet Access Users

Public internet access occupation is quite high. The queues at the public Internet access places, independent of day and time, exist in 15% of libraries, in 63% of libraries queues at PIA exist only during certain time of the day, and in 22% of libraries there are no queues at the Internet access. The respondents of Vilnius county complained of the queues more often and the librarians of Klaipeda county face the queues more seldom.

At weekends the distribution of the flow of the Internet access users partially changes: the same per cent (15) of the libraries face the constant queues but per cent of those stating about the queues only at certain time of the day reduces to 36%, and per cent of those stating that during the weekend there are no queues to PIA increases to 45%. The cause of this matter is work week cycle, when during the work or school breaks the Library PIA is visited (reasons of the rows).

Public Internet Access Benefit for the Local Community

In the opinion of the librarians the main benefits of the public Internet access for the local communities are: possibility to acquire computer and the Internet literacy skills, rendering of information for those looking for a job, rendering of access to education sources and databases, rendering of access to other sources of useful information, rendering of information to the school-leavers entering colleges or higher schools.

The Central Library and city branches personnel mainly highlighted possibility to use educational resources and databases, meanwhile countryside area librarians emphasized information for job seekers.

Services Rendered by the Libraries

The Internet access currently is provided to the visitors by 68% of the libraries participating in the survey. The lowest permeability of the Internet access is in the rural branches that lack behind the central cities libraries nearly twice.

In the public Internet access places the visitors mostly are able to use traditional services related to communication and information search: electronic means of communication, search for work on the Internet, cultural, social and leisure information, the Internet resources for economic activity, educational information and services, e-government services, health information. More seldom suggested new services related to content creation and interactive services (RSS, WEB 2, social networks).

Librarians actively promote the activities of the Internet reflects the current situation – promotion of traditional activities (communication, information search), and the modern internet technologies are promoted more seldom.

Technical possibilities of the rural libraries to render the public Internet access significantly lacks behind the city. While analysing the range of the most popular activities on the Internet two tendencies are revealed: conditional unpopularity of services created on the basis of „second" generation (Web2.0) and general gap between the actual use of the services (possibility) and encouragement to use certain services. The list of the most popular services and those which are encouraged to use is very similar; however, the use of the same services and activeness of the librarians encouraging their use differs almost twice.

Organising Attraction/Encouragement Actions to Use the Public Internet Access

The most popular encouragement of the visitors to use the public Internet access in the libraries in 2007 was: IT consultation services, actions of visitors attraction/encouragement to use the public internet access and IT training services.

In advertising the public Internet access and encouraging people to use this access the librarians most often used advertisements and leaflets, the most seldom special seminars were organised for popularisation of PIA.

Libraries Services Rendering to Different Inhabitant Groups

The visitors with special needs are serviced by the librarians quite seldom: every day – 4%, several times a week – 6%, once a week – 6%. 20% of the respondents indicated that they serviced the visitors with special needs more seldom than once in a half a year and 30% stated that they did not have such visitors at all.

Knowledge and Skills of the Librarians on how to Use the Opportunities Provided by the Internet Resources and the Internet Innovations

The librarians are quite familiar with the Internet resources and opportunities: e-communication means, e-government services, search for work on the Internet, education system and services, cultural, communal and leisure information on the Internet.

The knowledge of the librarians on the Internet innovations is significantly lower. From all listed with the Web 2.0 technology-related activities and sources (RSS, Web2, Wiki, "Bad" and the like.) the one better known is "Wikipedia".

Divide in the field of internet knowledge and skills in and village is particularly deep. Only the basic activities via the internet (electronic communication, surfing the Internet) staff skills and knowledge are at the same level. In all other areas competences of the city librarians are much higher.

Libraries` Staff participation in Public Activity

Rural area library staff is more active in public activity compared to colleagues in city libraries: more than half of respondents have communicated with the mass media, have written an article on the library activity for the local press and have communicated with the politicians. Central city library staff more actively performed in national press and delivered information on Web sites.

Assessment of Changes of Material Facilities and Services Rendered by the Libraries

The changes of material facilities which are best assessed by the librarians – diversity and quality of organised events (exhibitions, meetings, trainings), update of the assortment of books, overall atmosphere. The respondents of the branches of central cities libraries assess the changes more favourably.

City librarians compared to their colleagues in village are more favorably in diversity of databases, quantity and quality of IT and software technologies meanwhile village librarians are more pleased by periodical press diversity.

Image of the Libraries

In the opinion of the librarians the strongest part of the image of the libraries is their staff: high qualification personnel work in the libraries, the librarians are good helpers to the visitor, and the librarians are cheerful and polite.

Overall environment, openness, democracy and versatility are assessed very favourably: in the library there is good atmosphere, the library is meant for everyone who wants it; the library renders a lot of services.

The respondents think that the libraries are people attraction centres: it is a popular place to spend time, the centre of communal life, a place to communicate.

The conservatism of the libraries is emphasised: the library is fusty, old- fashioned, meant more for older people.

Infrastructure of the libraries, their technical equipment and rendered services are rated quite negatively: in the library the equipment is aged, in the libraries novelties are not implemented or they are implemented slowly.

1. Aims and Method of the Survey

1.1. Aims of the Survey

To investigate the initial situation before performing the project "Libraries for Innovation" and to measure the initial supervision indices so that in further stages of impact assessment it would be possible to measure the impact of the project and improve competencies of the libraries` staff that will be involved into the impact assessment survey.

1.2. Target Group

Libraries` staff.

1.3. Method of the Opinion Survey

Self-filling questionnaire survey.

1.4. Sampling

Random sampling is applied based on the lists of the librarians who participated or will participate in the project activity presented by the representatives of the project „Libraries for Innovation“. For selection of the respondents a certain step will be applied (every nth number of the list; alphabetic list A-Ž, Ž-A is used). In the librarians opinion survey the general sum is based on those wishing to participate in the project training programme (n=1909), from which 600 respondents are selected (the list of the selected respondents is presented in annex 3).

1.5. Field works

Interviewed	609
Refused	0
Inaccessible	15
Date of performance	08 05 2008 - 05 19 2008

1.6 Quality control

UAB "RAIT" survey is performed following ESOMAR requirements.

Work control is done in all the stages of the survey course:

- Data collection;
- Data entering;
- Data coding.

Data entering and handling. Data entering department checks entering quality of 20% of the questionnaires. Entering and logic errors are checked with SPSS programme.

1.7. Statistical Data Bias

- When evaluating the results it is necessary to pay attention to statistical bias. It occurs due to the fact that respondents sampling is done and not continuous survey is conducted. This bias is calculated mathematically.
- The following table presents biases when there is different number of respondents and answer distribution.

Answer distribution ⇒	50	45/55	40/60	35/65	30/70	25/75	20/80	15/85	10/90	5/95
Sampling size ↓										
10	31	30.8	30.4	29.6	28.4	26.8	24.8	22.1	18.6	13.5
30	17.9	17.8	17.5	17.1	16.4	15.5	14.3	12.8	10.7	7.8
50	13.9	13.8	13.6	13.2	12.7	12	11.1	9.9	8.3	6
75	11.3	11.3	11.1	10.8	10.4	9.8	9.1	8.1	6.8	4.9
100	9.8	9.8	9.6	9.3	9	8.5	7.8	7	5.9	4.3
150	8	8	7.8	7.6	7.3	6.9	6.4	5.7	4.8	3.5
200	6.9	6.9	6.8	6.6	6.4	6	5.5	4.9	4.2	3
300	5.7	5.6	5.5	5.4	5.2	4.9	4.5	4	3.4	2.5
400	4.9	4.9	4.8	4.7	4.5	4.2	3.9	3.5	2.9	2.1
500	4.4	4.4	4.3	4.2	4	3.8	3.5	3.1	2.6	1.9
600	4	4	3.9	3.8	3.7	3.5	3.2	2.9	2.4	1.7
700	3.7	3.7	3.6	3.5	3.4	3.2	3	2.6	2.2	1.6
800	3.5	3.4	3.4	3.3	3.2	3	2.8	2.5	2.1	1.5
900	3.3	3.2	3.2	3.1	3	2.8	2.6	2.3	2	1.4
1000	3.1	3.1	3	3	2.8	2.7	2.5	2.2	1.9	1.4

Example

Suppose that 1000 respondents were asked what projects they knew. Suppose that 25 % of them said they knew X project. It means that with the probability of 95 % we can allege that the real value is in the interval of 25 % ± 2,7%.

1.8. Methodological Notes

The report presents general answer distributions and answer spread analysis in demographic groups. Statistical analysis methods - T-test, chi squared criterion – were used for revealing relations among the variables and determining statistically significant differences among opinions. Statistically significant differences in the tables are marked in yellow.

1.9. Demographic Features of the Interviewed

Table 1. Demographic features of the interviewed libraries' staff

		%	N
Sex	Female	98,7	601
	Male	1,3	8
	Total:	100,0	609
Age group	Under 40	20,7	126
	41-45	19,0	116
	46-50	27,8	169
	50-55	13,6	83
	Over 55	18,9	115
	Total:	100,0	609
	You work:	In the central library branch/structural division in the countryside	54,7
In the central library branch/structural division in the city		22,8	139
In the central library in the city		18,9	115
In the county library		3,6	22
Total:		100,0	609
Position you occupy	Senior librarian	62,4	380
	Librarian	17,6	107
	Manager	3,1	19
	Department manager	3,0	18
	Library manager	2,5	15
	Senior bibliographer	2,0	12
	Branch manager	0,8	5
	Senior specialist	0,7	4
	Senior librarian of children's literature department	0,7	4
	Manager of children's literature department	0,7	4
	Methodologist	0,5	3
	Specialist	0,5	3
	Bibliographer	0,5	3
	Manager of reader services department	0,5	3
	Senior librarian of children department	0,5	3
	Director	0,5	3
	Manager of information department	0,3	2
	IT specialist	0,2	1
	Engineer for libraries automation	0,2	1
	Senior specialist for computer maintenance	0,2	1
	Manager of bibliography and information department	0,2	1
	Manager of youth department	0,2	1
	Manager of acquisition department	0,2	1
	Manager	0,2	1
	Centre manager	0,2	1
	Specialist of children literature department	0,2	1
	Manager of services department	0,2	1
	Senior librarian of services department	0,2	1
	Computer specialist	0,2	1
	Deputy director	0,2	1
	Head of Centre	0,2	1
	Manager of bibliography information department	0,2	1
Senior librarian of bibliography and information department	0,2	1	
Librarian – PIAP curator	0,2	1	
Senior librarian of information department	0,2	1	
Senior librarian of reader services department	0,2	1	
Manager of bibliography department	0,2	1	
Senior methodologist	0,2	1	
County	Kaunas	17,7	108
	Vilnius	13,3	81
	Panevezys	12,6	77
	Siauliai	11,7	71
	Klaipeda	10,5	64
	Utena	9,4	57
	Alytus	8,0	49
	Telsiai	6,9	42
	Marijampole	5,9	36

	%	N
Taurage	3,9	24
Kaunas city municipality	5,6	34
Vilnius city municipality	4,4	27
Pasvalys city municipality	3,3	20
Panevezys city municipality	3,3	20
Klaipeda district municipality	3,3	20
Siauliai city municipality	3,1	19
Prienai district municipality	3,0	18
Varena district municipality	3,0	18
Klaipeda city municipality	2,6	16
Ignalina district municipality	2,5	15
Anyksčiai district municipality	2,5	15
Panevezys district municipality	2,5	15
Salčininkai district municipality	2,1	13
Siauliai district municipality	2,1	13
Marijampole municipality	2,1	13
Silute district municipality	2,1	13
Raseiniai district municipality	2,1	13
Kaisiadoriai district municipality	2,1	13
Svenčioniai district municipality	2,0	12
Plunge district municipality	2,0	12
Kedainiai district municipality	2,0	12
Lazdijai district municipality	2,0	12
Alytus district municipality	2,0	12
Vilnius district municipality	1,8	11
Utena	1,8	11
Jurbarkas district municipality	1,8	11
Rokiskis district municipality	1,8	11
Ukmerge district municipality	1,6	10
Telsiai district municipality	1,6	10
Mazeikiai district municipality	1,6	10
Joniskis district municipality	1,6	10
Akmene district municipality	1,5	9
Vilkaviskis district municipality	1,5	9
Kaunas district municipality	1,5	9
Zarasai district municipality	1,3	8
Pakruojis district municipality	1,3	8
Birzai district municipality	1,3	8
Kretinga district municipality	1,3	8
Moletai district municipality	1,1	7
Telsiai	1,1	7
Jonava district municipality	1,1	7
Elektrenai municipality	1,0	6
Radviliskis district municipality	1,0	6
Kelme district municipality	1,0	6
Palanga city municipality	1,0	6
Taurage district municipality	0,8	5
Sakiai district municipality	0,8	5
Kalvarija municipality	0,8	5
Alytus city municipality	0,7	4
Trakai district municipality	0,5	3
Rietavas municipality	0,5	3
Silale district municipality	0,5	3
Pagegiai municipality	0,5	3
Kupiskis district municipality	0,5	3
Marijampole	0,5	3
Druskininkai municipality	0,5	3
Taurage	0,3	2
Birstonas municipality	0,3	2
Kazlu Rūda municipality	0,2	1
Skuodas district municipality	0,2	1
Total:	100,0	609

Municipality

2. Analysis of Current Situation and Perspectives

2.1. Libraries` Staff Computer Skills

78 % of the interviewed use the Internet in the library themselves. Younger, central city libraries` staff uses the Internet more actively. (2 [Table](#))

The librarians rate higher their own Internet use skills, The Internet services advertising in society and public relations skills and computer literacy skills (younger, central city libraries` and their divisions` and county libraries` respondents rate themselves higher). Computer innovation knowledge (the youngest respondents rate their skills higher) and skills of servicing the users with the special needs are rated by the respondents in lower points (the respondents of Alytus, Klaipeda, Marijampole and Panevezys counties rate themselves higher). (3 [Table](#))

While rating their computer knowledge as the best known the librarians named the following fields: general computer usage skills, browsing The Internet or search systems, use of main Internet services, sending of email with attached document. The least known fields are: use of the Internet for telephone conversations, use of the files exchange programmes, creation of a website. Computer skills of younger and cities branches respondents are on the average better. (4 [Table](#))

Most of the respondents are able to perform main actions on a computer: use search tools for search of information, send emails with the attached information: (respectively 79% and 75%). The lowest number of the librarians uses more complex or specific actions on a computer: used files exchange programmes (19%), created The Internet page (14%). (5 [Table](#))

City branches are the leaders on knowledge level and in computer and The Internet use (frequency). Age is also an important factor explaining knowledge and skills level of the specialists working in the libraries.

2.1.1. Computer Skills evaluation of Libraries` Staff in urban and rural areas

The city's Central Library / structural unit employees at work computers use more often compared to their colleagues in rural areas (respectively 87,1% and 66,1%). A third of the rural library staff (33,6%), and only a tenth (12,9%) of city librarians do not use computers at work. City and rural Central library / structural unit staff evaluate their computer skills rather similar. There is a statistically significant difference between city and rural library staff's ability to use Internet resources assessments.

City librarians more often compared to countryside are library staff independently send e-mails with attached information and use information search tools.

Table 2. Do you yourself use/work on computer(s) in the library?

			Do you yourself use/work on computer(s) in the library?			
			Yes	No	No answer	
Gender	Female	%	78,4	21,5	0,2	
		N	471	129	1	
	Male	%	75,0	25,0	0,0	
		N	6	2	0	
Age group	Up to 40 years	%	81,7	18,3	0,0	
		N	103	23	0	
	41-45 years	%	81,9	17,2	0,9	
		N	95	20	1	
	46-50 years	%	83,4	16,6	0,0	
		N	141	28	0	
	50-55 years	%	78,3	21,7	0,0	
		N	65	18	0	
	More than 55 years	%	63,5	36,5	0,0	
		N	73	42	0	
	You work:	In central library in the city	%	99,1	0,9	0,0
			N	114	1	0
In region's library		%	100,0	0,0	0,0	
		N	22	0	0	
In branch / structural subdivision of central library in the city		%	87,1	12,9	0,0	
		N	121	18	0	
In branch / structural subdivision of central library in the village		%	66,1	33,6	0,3	
		N	220	112	1	
Region	Kauno	%	75,0	25,0	0,0	
		N	81	27	0	
	Vilniaus	%	74,1	25,9	0,0	
		N	60	21	0	
	Panevezio	%	84,4	15,6	0,0	
		N	65	12	0	
	Siauliu	%	67,6	32,4	0,0	
		N	48	23	0	
	Klaipėdos	%	90,6	9,4	0,0	
		N	58	6	0	
	Utenos	%	91,2	7,0	1,8	
		N	52	4	1	
	Alytaus	%	87,8	12,2	0,0	
		N	43	6	0	
	Telsiu	%	66,7	33,3	0,0	
		N	28	14	0	
	Marijampolės	%	66,7	33,3	0,0	
		N	24	12	0	
	Tauragės	%	75,0	25,0	0,0	
		N	18	6	0	
	Total:		%	78,3	21,5	0,2
			N	477	131	1

Table 3. How would you evaluate your skills in 4 point scale, where 1 means completely insufficient, 4 – completely sufficient?
(Distribution of means in socio-demographic groups)

			Computer literacy (IT skills)	Internet resources (search, online services and others)	Internet novations (Web2, blogs, RSS, wiki)	Users with special needs (ex. Vision disorders) service knowledge and skills	Promotion of library's provided services	Public relations (information spreading to society, communication with mass media)
Gender	Female	Mean	2,9	3,0	2,0	2,2	3,0	3,0
	Male	Mean	3,1	3,3	2,5	1,8	3,0	3,0
Age group	Up to 40 years	Mean	3,2	3,3	2,3	2,3	3,1	3,1
	41-45 years	Mean	3,0	3,1	2,0	2,3	3,1	3,0
	46-50 years	Mean	2,9	3,0	2,0	2,1	3,0	2,9
	50-55 years	Mean	2,7	2,8	1,9	2,2	3,0	2,9
	More than 55 years	Mean	2,6	2,6	1,8	2,1	3,0	3,0
	You work:	In central library in the city	Mean	3,1	3,3	2,1	2,2	3,0
In region's library		Mean	3,1	3,3	2,4	2,3	3,0	2,7
In branch / structural subdivision of central library in the city		Mean	2,8	3,1	2,0	2,1	2,9	2,8
In branch / structural subdivision of central library in the village		Mean	2,8	2,8	2,0	2,2	3,1	3,0
Region	Alytaus	Mean	3,0	3,0	2,0	2,3	2,9	2,9
	Kauno	Mean	2,9	3,0	2,0	1,9	3,0	3,0
	Klaipėdos	Mean	3,0	3,0	2,0	2,7	3,1	3,1
	Marijampolės	Mean	3,1	3,0	2,1	2,4	3,1	3,3
	Panevezio	Mean	3,1	3,2	2,2	2,9	3,3	3,2
	Siauliai	Mean	2,6	2,8	1,9	2,1	2,9	3,0
	Tauragės	Mean	2,9	3,0	1,8	1,7	2,9	2,8
	Telsiai	Mean	2,7	2,8	1,9	2,3	3,0	3,0
	Utenos	Mean	2,9	3,3	2,3	1,7	3,2	3,1
	Vilniaus	Mean	2,6	2,7	1,9	1,8	2,7	2,5
	Total:	Mean	2,9	3,0	2,0	2,2	3,0	3,0

Table 4. How would you rate your skills of IT use in the scale of 4 points, where 1 – completely insufficient, 4 – completely sufficient? (Distribution of means in socio-demographic groups)

		Common computer usage skills (ex. usage of mouse, printing)	Exploring the internet or search systems (ex. Google™, Yahoo™, and other ways of information and sources search))	The main usage of internet services (ex. E-mail, website search, exploring)	Sending of email with attached document	Provision of help to those who want to use the internet	The usage of internet data bases	Usage of main computer programs (ex. Word, Excel, data bases, presentations)	Provision of help to those who want to use the public online catalogues	Elimination of main technical problems (ex. Sleeping computer, Stuck printer)	To participate in website chats, forums (leave messages, start new discussions)	The usage of internet for phone conversations	To use file exchange programs (exchange of movies, music, etc.)	Creation of websites
Gender	Female	3,3	3,3	3,2	3,1	3,0	2,9	2,9	2,8	2,7	2,4	2,3	2,1	1,9
	Male	3,4	3,4	3,3	3,1	3,4	3,3	3,0	3,6	2,9	2,9	2,8	2,8	2,4
Age group	Up to 40 years	3,6	3,6	3,5	3,5	3,2	3,2	3,2	3,0	3,1	2,7	2,6	2,4	2,0
	41-45 years	3,4	3,4	3,3	3,2	3,1	3,0	2,9	2,9	2,8	2,6	2,6	2,1	1,9
	46-50 years	3,4	3,2	3,2	3,2	3,0	2,9	2,9	2,7	2,7	2,4	2,2	2,1	1,8
	50-55 years	3,2	3,2	3,1	3,0	2,9	2,9	2,8	2,8	2,5	2,4	2,2	2,1	1,9
	More than 55 years	3,0	2,8	2,7	2,6	2,6	2,5	2,6	2,4	2,3	2,0	2,0	1,8	1,8
You work:	In central library in the city	3,6	3,5	3,5	3,5	3,3	3,2	3,1	3,2	3,1	2,6	2,4	2,3	1,9
	In region's library	3,6	3,6	3,5	3,5	3,0	3,1	3,2	3,3	2,8	2,4	2,5	2,6	1,7
	In branch / structural subdivision of central library in the city	3,4	3,4	3,3	3,2	3,0	3,0	2,9	2,9	2,6	2,4	2,1	2,0	1,7
	In branch / structural subdivision of central library in the village	3,2	3,1	3,0	2,9	2,8	2,8	2,8	2,5	2,6	2,4	2,3	2,1	1,9
Region	Kauno	3,4	3,3	3,2	3,2	3,0	3,0	2,9	2,8	2,7	2,5	2,3	2,2	2,0
	Vilniaus	3,1	2,9	2,8	2,7	2,6	2,5	2,6	2,6	2,4	2,3	2,0	2,0	1,8
	Panevezio	3,7	3,6	3,6	3,5	3,3	3,4	3,3	3,0	3,1	2,7	2,7	2,5	2,1
	Siauliu	3,2	3,2	3,0	3,0	2,9	2,7	2,7	2,7	2,5	2,2	2,1	1,9	1,7
	Klaipedos	3,5	3,4	3,2	3,2	3,1	3,0	3,1	3,0	2,8	2,4	2,4	2,2	2,0
	Utenos	3,4	3,4	3,3	3,2	3,2	3,1	2,9	3,0	2,8	2,6	2,4	2,1	1,8
	Alytaus	3,2	3,1	3,1	3,0	2,9	2,6	2,9	2,7	2,9	2,1	2,1	2,0	1,9
	Telsiu	3,2	3,3	3,0	3,0	2,8	2,8	2,7	2,5	2,5	2,6	2,5	2,0	1,9
	Marijampoles	3,3	3,2	3,2	2,9	3,0	3,1	2,9	2,7	2,6	2,6	2,6	2,3	1,8
	Taurages	3,3	3,1	3,1	3,1	2,9	2,8	2,7	2,5	2,5	2,5	2,0	1,7	1,3
	Total:	3,3	3,3	3,2	3,1	3,0	2,9	2,9	2,8	2,7	2,5	2,3	2,1	1,9

Table 5. Which from the below mentioned actions have you accomplished on your own at least once?

			Which of below named actions have you ever accomplished on your own?										
			I used search tools for information search	I sent emails with attached information (documents, pictures, etc.)	I left messages in chat websites, knowledge groups, internet forums of discussions	I used internet for phone conversations	I cleaned the viruses from computer, deleted unused programs	I found, downloaded and installed software	I used file exchange programs (exchange of movies, music, etc.)	I was creating website	None of these	DK/NA	
Gender	Female	%	79,2	75,4	43,6	36,6	35,8	19,5	18,5	13,0	9,8	0,2	
		N	476	453	262	220	215	117	111	78	59	1	
	Male	%	62,5	62,5	75,0	62,5	50,0	62,5	37,5	37,5	37,5	25,0	0,0
		N	5	5	6	5	4	5	3	3	2	0	
Age group	Up to 40 years	%	82,5	88,1	65,9	50,8	50,8	35,7	33,3	22,2	2,4	0,0	
		N	104	111	83	64	64	45	42	28	3	0	
	41-45 years	%	82,8	76,7	42,2	46,6	39,7	21,6	19,0	12,1	6,9	0,9	
		N	96	89	49	54	46	25	22	14	8	1	
	46-50 years	%	82,8	83,4	45,0	33,7	33,7	16,6	17,2	11,8	7,1	0,0	
		N	140	141	76	57	57	28	29	20	12	0	
	50-55 years	%	77,1	69,9	39,8	34,9	33,7	18,1	14,5	9,6	10,8	0,0	
		N	64	58	33	29	28	15	12	8	9	0	
More than 55 years	%	67,0	51,3	23,5	18,3	20,9	7,8	7,8	9,6	25,2	0,0		
	N	77	59	27	21	24	9	9	11	29	0		
You work:	In central library in the city	%	87,8	88,7	43,5	34,8	48,7	27,8	24,3	14,8	3,5	0,0	
		N	101	102	50	40	56	32	28	17	4	0	
	In region's library	%	90,9	95,5	50,0	31,8	27,3	22,7	31,8	0,0	4,5	0,0	
		N	20	21	11	7	6	5	7	0	1	0	
	In branch / structural subdivision of central library in the city	%	81,3	82,7	44,6	33,1	32,4	17,3	15,8	12,9	4,3	0,7	
		N	113	115	62	46	45	24	22	18	6	1	
In branch / structural subdivision of central library in the village	%	74,2	66,1	43,5	39,6	33,6	18,3	17,1	13,8	15,0	0,0		
	N	247	220	145	132	112	61	57	46	50	0		
Region	Kauno	%	76,9	75,9	51,9	38,0	42,6	17,6	25,0	19,4	13,9	0,0	
		N	83	82	56	41	46	19	27	21	15	0	
	Vilniaus	%	67,9	66,7	29,6	27,2	23,5	16,0	11,1	8,6	19,8	0,0	
		N	55	54	24	22	19	13	9	7	16	0	
	Panevezio	%	80,5	80,5	54,5	44,2	53,2	28,6	28,6	19,5	2,6	1,3	
		N	62	62	42	34	41	22	22	15	2	1	
	Siauliu	%	62,0	74,6	39,4	31,0	25,4	21,1	12,7	9,9	19,7	0,0	
		N	44	53	28	22	18	15	9	7	14	0	
	Klaipedos	%	93,8	79,7	42,2	51,6	43,8	28,1	15,6	21,9	1,6	0,0	
		N	60	51	27	33	28	18	10	14	1	0	
	Utenos	%	89,5	80,7	52,6	35,1	42,1	24,6	21,1	5,3	3,5	0,0	
		N	51	46	30	20	24	14	12	3	2	0	
	Alytaus	%	79,6	61,2	24,5	14,3	18,4	6,1	2,0	4,1	8,2	0,0	
		N	39	30	12	7	9	3	1	2	4	0	
	Telsiu	%	95,2	83,3	54,8	45,2	31,0	9,5	19,0	16,7	0,0	0,0	
		N	40	35	23	19	13	4	8	7	0	0	
	Marijampoles	%	80,6	66,7	41,7	50,0	30,6	19,4	27,8	13,9	16,7	0,0	
		N	29	24	15	18	11	7	10	5	6	0	
	Taurages	%	75,0	87,5	45,8	37,5	41,7	29,2	25,0	0,0	4,2	0,0	
		N	18	21	11	9	10	7	6	0	1	0	
Total:	%	79,0	75,2	44,0	36,9	36,0	20,0	18,7	13,3	10,0	0,2		
	N	481	458	268	225	219	122	114	81	61	1		

2.2. Technical Maintenance and Assessment of Public Internet Access

The public Internet access computers in the libraries are in most cases maintained by an IT specialist of the central library (85%). In 13% of cases computer maintenance is performed by a hired person / company and 10% – the librarians supervising PIA themselves. (6 Table)

The absolute majority of the interviewed librarians are satisfied with the technical maintenance of the public access computers – 89% (satisfactory - 68%, fully satisfactory – 21%). (7 Table)

Table 6. Who renders technical maintenance for the public access computers in your library?

			Who renders technical maintenance for the public access computers in your library?					
			IT specialist from central library	Hired person / company	Librarians who look after the public internet access	Nobody	Other	No answer
Gender	Female	%	85,2	13,1	9,7	1,0	1,5	0,0
		N	350	54	40	4	6	0
	Male	%	100,0	20,0	0,0	0,0	0,0	0,0
		N	5	1	0	0	0	0
Age group	Up to 40 years	%	81,1	15,8	12,6	0,0	3,2	0,0
		N	77	15	12	0	3	0
	41-45 years	%	87,4	12,6	10,3	2,3	0,0	0,0
		N	76	11	9	2	0	0
	46-50 years	%	87,7	11,5	7,4	0,8	0,8	0,0
		N	107	14	9	1	1	0
	50-55 years	%	79,6	20,4	11,1	1,9	1,9	0,0
		N	43	11	6	1	1	0
More than 55 years	%	89,7	6,9	6,9	0,0	1,7	0,0	
	N	52	4	4	0	1	0	
You work:	In central library in the city	%	91,1	13,4	11,6	0,0	0,0	0,0
		N	102	15	13	0	0	0
	In region's library	%	72,7	22,7	4,5	0,0	4,5	0,0
		N	16	5	1	0	1	0
	In branch / structural subdivision of central library in the city	%	85,3	14,7	3,7	0,9	0,0	0,0
		N	93	16	4	1	0	0
	In branch / structural subdivision of central library in the village	%	83,2	11,0	12,7	1,7	2,9	0,0
		N	144	19	22	3	5	0
Region	Kauno	%	90,5	6,8	6,8	1,4	0,0	0,0
		N	67	5	5	1	0	0
	Vilniaus	%	66,0	27,7	19,1	0,0	2,1	0,0
		N	31	13	9	0	1	0
	Panevezio	%	88,1	6,8	8,5	1,7	6,8	0,0
		N	52	4	5	1	4	0
	Siauliu	%	91,1	8,9	2,2	2,2	2,2	0,0
		N	41	4	1	1	1	0
	Klaipedos	%	72,3	31,9	2,1	0,0	0,0	0,0
		N	34	15	1	0	0	0
	Utenos	%	94,2	1,9	19,2	0,0	0,0	0,0
		N	49	1	10	0	0	0
	Alytaus	%	100,0	9,4	3,1	0,0	0,0	0,0
		N	32	3	1	0	0	0
	Telsiu	%	92,3	3,8	11,5	3,8	0,0	0,0
		N	24	1	3	1	0	0
	Marijampoles	%	75,0	30,0	20,0	0,0	0,0	0,0
		N	15	6	4	0	0	0
	Taurages	%	71,4	21,4	7,1	0,0	0,0	0,0
		N	10	3	1	0	0	0
Total:		%	85,3	13,2	9,6	1,0	1,4	0,0
		N	355	55	40	4	6	0

Table 7. Is the quality of rendered technical maintenance for the public access computers satisfactory or unsatisfactory?

			Is the quality of rendered technical maintenance for the public access computers satisfactory or unsatisfactory?				
			Completely unsatisfactory	Unsatisfactory	Satisfactory	Completely satisfactory	No answer
Gender	Female	%	2,7	6,9	68,3	20,9	1,2
		N	11	28	278	85	5
	Male	%	0,0	0,0	60,0	40,0	0,0
		N	0	0	3	2	0
Age group	Up to 40 years	%	3,2	5,3	66,3	25,3	0,0
		N	3	5	63	24	0
	41-45 years	%	1,2	8,2	68,2	20,0	2,4
		N	1	7	58	17	2
	46-50 years	%	1,7	2,5	70,2	24,0	1,7
		N	2	3	85	29	2
	50-55 years	%	3,8	7,5	69,8	18,9	0,0
		N	2	4	37	10	0
	More than 55 years	%	5,2	15,5	65,5	12,1	1,7
		N	3	9	38	7	1
You work:	In central library in the city	%	3,6	2,7	75,9	17,9	0,0
		N	4	3	85	20	0
	In region's library	%	13,6	0,0	59,1	22,7	4,5
		N	3	0	13	5	1
	In branch / structural subdivision of central library in the city	%	0,9	9,3	67,6	20,4	1,9
		N	1	10	73	22	2
In branch / structural subdivision of central library in the village	%	1,8	8,8	64,7	23,5	1,2	
	N	3	15	110	40	2	
Region	Kauno	%	4,1	11,0	63,0	20,5	1,4
		N	3	8	46	15	1
	Vilniaus	%	2,1	8,5	78,7	8,5	2,1
		N	1	4	37	4	1
	Panevezio	%	5,2	3,4	55,2	32,8	3,4
		N	3	2	32	19	2
	Siauliu	%	0,0	9,1	81,8	9,1	0,0
		N	0	4	36	4	0
	Klaipedos	%	0,0	4,3	57,4	38,3	0,0
		N	0	2	27	18	0
	Utenos	%	1,9	7,7	78,8	11,5	0,0
		N	1	4	41	6	0
	Alytaus	%	9,4	0,0	75,0	15,6	0,0
		N	3	0	24	5	0
	Telsiu	%	0,0	8,0	68,0	24,0	0,0
		N	0	2	17	6	0
	Marijampoles	%	0,0	5,0	55,0	35,0	5,0
		N	0	1	11	7	1
	Taurages	%	0,0	7,1	71,4	21,4	0,0
		N	0	1	10	3	0
Total:		%	2,7	6,8	68,2	21,1	1,2
		N	11	28	281	87	5

2.3. Methodical Consulting Assistance

While speaking about accessibility of methodical assistance the respondents have distinguished: consultations of the central library staff – 82%, material for user training and consulting – 55% and activity manuals, guides – 27%. (8 [Table](#))

Methodical assistance for the public Internet access servicing was named by the librarians as sufficient (on average 3 points and 4). (9 [Table](#))

By the statement of the respondents every tenth (10%) public Internet access user constantly uses assistance of the librarians on various issues, about the third (33%) of the visitors do it frequently, 42% – sometimes. 14% of the public Internet access users are fully independent and ask for assistance only sometimes. (10 [Table](#))

Significant part of the librarians have rendered services or consultations for groups that use IT technologies more seldom and for social groups with special needs: pensioners – 54%, the unemployed – 52%, rural inhabitants – 48%, children from the families of social risk – 45%, the disabled – 36%, children whose parents have departed to work in other countries – 31%. The respondents of the central cities libraries have rendered the above mentioned services and consultations more often. (11 [Table](#))

2.3.1. Methodical Consulting Assistance provided by Librarians in urban and rural areas

Public internet access users are consulted by the tenth (10,7%) of city Central library staff, that is several times more often than at the same time do colleagues from the county, city structural unit or rural libraries (constantly 4,5%, 2,8% and 1,7 %).

More than a half of the central city library staff provides IT consulting services to various social groups – retired people (63,4%), disabled (53,6%) and countryside area residents (52,7%). Last mentioned group was actively consulted and by countryside area library staff – 68,2% as well.

Table 8. What methodical, consultation assistance is available for you when rendering services of the public access in the library?

			What methodical, consultation assistance is available for you when rendering services of the public access in the library?					
			Consultations of central library employees	Work managers, guidelines	Material for users' training and consulting	Other	None of methodical help is accessible	DK/NA
Gender	Female	%	82,2	27,5	54,7	5,4	1,0	0,7
		N	338	113	225	22	4	3
Gender	Male	%	80,0	20,0	60,0	0,0	0,0	0,0
		N	4	1	3	0	0	0
Age group	Up to 40 years	%	86,3	25,3	49,5	4,2	1,1	0,0
		N	82	24	47	4	1	0
Age group	41-45 years	%	85,1	27,6	56,3	6,9	2,3	1,1
		N	74	24	49	6	2	1
Age group	46-50 years	%	77,9	26,2	58,2	6,6	0,0	1,6
		N	95	32	71	8	0	2
Age group	50-55 years	%	72,2	27,8	59,3	3,7	1,9	0,0
		N	39	15	32	2	1	0
Age group	More than 55 years	%	89,7	32,8	50,0	3,4	0,0	0,0
		N	52	19	29	2	0	0
You work:	In central library in the city	%	76,8	31,3	53,6	7,1	0,0	0,9
		N	86	35	60	8	0	1
You work:	In region's library	%	63,6	31,8	50,0	4,5	0,0	0,0
		N	14	7	11	1	0	0
You work:	In branch / structural subdivision of central library in the city	%	82,6	16,5	56,9	3,7	1,8	0,9
		N	90	18	62	4	2	1
You work:	In branch / structural subdivision of central library in the village	%	87,9	31,2	54,9	5,2	1,2	0,6
		N	152	54	95	9	2	1
Region	Kauno	%	73,0	18,9	54,1	2,7	2,7	0,0
		N	54	14	40	2	2	0
Region	Vilniaus	%	70,2	17,0	61,7	2,1	2,1	0,0
		N	33	8	29	1	1	0
Region	Panevezio	%	81,4	39,0	50,8	15,3	0,0	0,0
		N	48	23	30	9	0	0
Region	Siauliu	%	84,4	26,7	53,3	6,7	0,0	0,0
		N	38	12	24	3	0	0
Region	Klaipėdos	%	89,4	31,9	55,3	0,0	2,1	0,0
		N	42	15	26	0	1	0
Region	Utenos	%	88,5	23,1	63,5	5,8	0,0	1,9
		N	46	12	33	3	0	1
Region	Alytaus	%	84,4	50,0	43,8	0,0	0,0	0,0
		N	27	16	14	0	0	0
Region	Telsiu	%	96,2	19,2	61,5	7,7	0,0	3,8
		N	25	5	16	2	0	1
Region	Marijampolės	%	90,0	35,0	45,0	0,0	0,0	5,0
		N	18	7	9	0	0	1
Region	Tauragės	%	78,6	14,3	50,0	14,3	0,0	0,0
		N	11	2	7	2	0	0
Total:		%	82,2	27,4	54,8	5,3	1,0	0,7
		N	342	114	228	22	4	3

Table 9. Is available methodical assistance for you sufficient or insufficient? (1 – fully insufficient, 4 – fully sufficient. Distribution of means in socio-demographic groups)

			Is available methodical assistance for you sufficient or insufficient?
Gender	Female	Mean	3,0
	Male	Mean	3,4
Age group	Up to 40 years	Mean	3,0
	41-45 years	Mean	2,9
	46-50 years	Mean	3,0
	50-55 years	Mean	3,0
	More than 55 years	Mean	3,1
	You work:	In central library in the city	Mean
In region's library		Mean	2,9
In branch / structural subdivision of central library in the city		Mean	2,9
In branch / structural subdivision of central library in the village		Mean	3,1
Region		Kauno	Mean
	Vilniaus	Mean	2,9
	Panevezio	Mean	3,3
	Siauliu	Mean	2,9
	Klaipedos	Mean	3,0
	Utenos	Mean	3,0
	Alytaus	Mean	3,2
	Telsiu	Mean	3,0
	Marijampoles	Mean	3,2
	Taurages	Mean	2,7
	Total:	Mean	3,0

Table 10. How often do you have to consult the public Internet access users on various issues?

			How often do you have to consult the public Internet access users on various issues?				
			Never	Seldom	Sometimes	Often	Constantly
Gender	Female	%	4,6	9,5	42,6	33,1	10,2
		N	19	39	175	136	42
	Male	%	0,0	0,0	20,0	60,0	20,0
		N	0	0	1	3	1
Age group	Up to 40 years	%	5,3	3,2	41,1	43,2	7,4
		N	5	3	39	41	7
	41-45 years	%	2,3	14,9	34,5	33,3	14,9
		N	2	13	30	29	13
	46-50 years	%	2,5	8,2	45,9	32,0	11,5
		N	3	10	56	39	14
	50-55 years	%	5,6	13,0	44,4	25,9	11,1
		N	3	7	24	14	6
	More than 55 years	%	10,3	10,3	46,6	27,6	5,2
		N	6	6	27	16	3
You work:	In central library in the city	%	10,7	8,9	37,5	27,7	15,2
		N	12	10	42	31	17
	In region's library	%	4,5	9,1	45,5	31,8	9,1
		N	1	2	10	7	2
	In branch / structural subdivision of central library in the city	%	2,8	14,7	41,3	32,1	9,2
		N	3	16	45	35	10
In branch / structural subdivision of central library in the village	%	1,7	6,4	45,7	38,2	8,1	
	N	3	11	79	66	14	
Region	Kauno	%	6,8	9,5	43,2	35,1	5,4
		N	5	7	32	26	4
	Vilnius	%	4,3	17,0	36,2	34,0	8,5
		N	2	8	17	16	4
	Panevezio	%	1,7	11,9	33,9	42,4	10,2
		N	1	7	20	25	6
	Siauliu	%	4,4	6,7	42,2	20,0	26,7
		N	2	3	19	9	12
	Klaipedos	%	8,5	14,9	38,3	31,9	6,4
		N	4	7	18	15	3
	Utenos	%	7,7	5,8	36,5	44,2	5,8
		N	4	3	19	23	3
	Alytaus	%	3,1	6,3	75,0	15,6	0,0
		N	1	2	24	5	0
	Telsiu	%	0,0	3,8	53,8	26,9	15,4
		N	0	1	14	7	4
	Marijampoles	%	0,0	0,0	25,0	50,0	25,0
		N	0	0	5	10	5
	Taurages	%	0,0	7,1	57,1	21,4	14,3
		N	0	1	8	3	2
Total:		%	4,6	9,4	42,3	33,4	10,3
		N	19	39	176	139	43

Table 11. Has your library rendered IT consultation services for the mentioned inhabitant groups during 2007?

		Has your library rendered IT consultation services for the mentioned inhabitant groups during 2007?							
		For pensioners	For unemployed people	For village people	For children from families of social risk	For disabled	For children, whose parents have left to work abroad	DK/NA	
Gender	Female	%	54,0	52,1	48,4	45,0	36,3	30,7	29,0
		N	222	214	199	185	149	126	119
Gender	Male	%	60,0	40,0	40,0	60,0	40,0	60,0	20,0
		N	3	2	2	3	2	3	1
Age group	Up to 40 years	%	58,9	50,5	50,5	44,2	41,1	34,7	26,3
		N	56	48	48	42	39	33	25
Age group	41-45 years	%	56,3	60,9	57,5	50,6	36,8	36,8	20,7
		N	49	53	50	44	32	32	18
Age group	46-50 years	%	53,3	51,6	45,1	50,8	36,1	30,3	31,1
		N	65	63	55	62	44	37	38
Age group	50-55 years	%	40,7	40,7	33,3	29,6	25,9	20,4	37,0
		N	22	22	18	16	14	11	20
Age group	More than 55 years	%	56,9	51,7	51,7	41,4	37,9	27,6	32,8
		N	33	30	30	24	22	16	19
You work:	In central library in the city	%	63,4	57,1	52,7	50,0	53,6	33,9	25,9
		N	71	64	59	56	60	38	29
You work:	In region's library	%	36,4	27,3	4,5	31,8	9,1	18,2	54,5
		N	8	6	1	7	2	4	12
You work:	In branch / structural subdivision of central library in the city	%	58,7	47,7	21,1	41,3	33,0	33,0	32,1
		N	64	52	23	45	36	36	35
You work:	In branch / structural subdivision of central library in the village	%	47,4	54,3	68,2	46,2	30,6	29,5	25,4
		N	82	94	118	80	53	51	44
Region	Kauno	%	67,6	68,9	50,0	63,5	40,5	44,6	20,3
		N	50	51	37	47	30	33	15
Region	Vilniaus	%	42,6	38,3	31,9	42,6	19,1	27,7	40,4
		N	20	18	15	20	9	13	19
Region	Panevezio	%	47,5	45,8	37,3	45,8	28,8	39,0	35,6
		N	28	27	22	27	17	23	21
Region	Siauliu	%	60,0	53,3	51,1	55,6	48,9	33,3	24,4
		N	27	24	23	25	22	15	11
Region	Klaipedos	%	70,2	66,0	51,1	25,5	63,8	23,4	17,0
		N	33	31	24	12	30	11	8
Region	Utenos	%	38,5	38,5	57,7	34,6	25,0	9,6	32,7
		N	20	20	30	18	13	5	17
Region	Alytaus	%	50,0	46,9	46,9	34,4	40,6	34,4	40,6
		N	16	15	15	11	13	11	13
Region	Telsiu	%	38,5	46,2	46,2	42,3	34,6	30,8	38,5
		N	10	12	12	11	9	8	10
Region	Marijampoles	%	60,0	55,0	55,0	55,0	20,0	35,0	20,0
		N	12	11	11	11	4	7	4
Region	Taurages	%	64,3	50,0	85,7	42,9	28,6	21,4	14,3
		N	9	7	12	6	4	3	2
Total:		%	54,1	51,9	48,3	45,2	36,3	31,0	28,8
		N	225	216	201	188	151	129	120

2.4. The flow of the Public Internet Access Users

The queues at the public Internet access places, independent of day and time, exist in 15% of libraries, in 63% of libraries queues at PIA exist only during certain time of the day, and in 22% of libraries there are no queues at the Internet access. The respondents of Vilnius county complained of the queues more often and the librarians of Klaipeda county face the queues more seldom. (12 [Table](#))

At weekends the distribution of the flow of the Internet access users partially changes: the same per cent (15) of the libraries face the constant queues but per cent of those stating about the queues only at certain time of the day reduces to 36%, and per cent of those stating that during the weekend there are no queues to PIA increases to 45% (4% of branches are not open at weekends). (13 [Table](#))

The Internet speed at the present flow of the visitors in the opinion of the librarians is nearly sufficient (the average of ratings is 2.7 points from 4 possible). The Internet speed was assessed worst by the librarians of Sauliai county. (14 [Table](#))

Table 12. Do the queues of those waiting to use the public Internet access workplaces form on an ordinary working day?

			Do the queues of those waiting to use the public Internet access workplaces form on an ordinary working day?		
			Yes, there are always queues independently from day or daytime	Yes, the queues are only at the particular time of day	No, there are no queues
Gender	Female	%	15,1	63,0	21,9
		N	62	259	90
	Male	%	20,0	60,0	20,0
		N	1	3	1
Age group	Up to 40 years	%	15,8	65,3	18,9
		N	15	62	18
	41-45 years	%	11,5	67,8	20,7
		N	10	59	18
	46-50 years	%	12,3	64,8	23,0
		N	15	79	28
	50-55 years	%	18,5	55,6	25,9
		N	10	30	14
More than 55 years	%	22,4	55,2	22,4	
	N	13	32	13	
You work:	In central library in the city	%	17,0	64,3	18,8
		N	19	72	21
	In region's library	%	22,7	59,1	18,2
		N	5	13	4
	In branch / structural subdivision of central library in the city	%	14,7	63,3	22,0
		N	16	69	24
In branch / structural subdivision of central library in the village	%	13,3	62,4	24,3	
	N	23	108	42	
Region	Kauno	%	14,9	55,4	29,7
		N	11	41	22
	Vilniaus	%	34,0	55,3	10,6
		N	16	26	5
	Panevezio	%	16,9	74,6	8,5
		N	10	44	5
	Siauliu	%	17,8	64,4	17,8
		N	8	29	8
	Klaipedos	%	8,5	51,1	40,4
		N	4	24	19
	Utenos	%	3,8	67,3	28,8
		N	2	35	15
	Alytaus	%	15,6	65,6	18,8
		N	5	21	6
	Telsiu	%	3,8	73,1	23,1
		N	1	19	6
	Marijampoles	%	25,0	55,0	20,0
		N	5	11	4
	Taurages	%	7,1	85,7	7,1
		N	1	12	1
Total:	%	15,1	63,0	21,9	
	N	63	262	91	

Table 13. Do the queues of those waiting to use the public Internet access workplaces form on any weekend day?

			Do the queues of those waiting to use the public Internet access workplaces form on any weekend day?			
			Yes, on weekends there are queues almost always independently from weekend's day or daytime	Yes, the queues are only at the particular time of weekend's day	No, there are no queues	Library is closed on weekends
Gender	Female	%	14,6	36,3	45,3	3,9
		N	60	149	186	16
	Male	%	20,0	40,0	40,0	0,0
		N	1	2	2	0
Age group	Up to 40 years	%	18,9	33,7	37,9	9,5
		N	18	32	36	9
	41-45 years	%	11,5	31,0	54,0	3,4
		N	10	27	47	3
	46-50 years	%	9,8	38,5	49,2	2,5
		N	12	47	60	3
	50-55 years	%	24,1	40,7	35,2	0,0
		N	13	22	19	0
More than 55 years	%	13,8	39,7	44,8	1,7	
	N	8	23	26	1	
You work:	In central library in the city	%	16,1	42,0	41,1	0,9
		N	18	47	46	1
	In region's library	%	13,6	45,5	40,9	0,0
		N	3	10	9	0
	In branch / structural subdivision of central library in the city	%	11,9	44,0	43,1	0,9
		N	13	48	47	1
In branch / structural subdivision of central library in the village	%	15,6	26,6	49,7	8,1	
	N	27	46	86	14	
Region	Kauno	%	13,5	29,7	51,4	5,4
		N	10	22	38	4
	Vilniaus	%	27,7	42,6	29,8	0,0
		N	13	20	14	0
	Panevezio	%	15,3	37,3	35,6	11,9
		N	9	22	21	7
	Siauliu	%	8,9	40,0	48,9	2,2
		N	4	18	22	1
	Klaipedos	%	6,4	29,8	63,8	0,0
		N	3	14	30	0
	Utenos	%	19,2	44,2	30,8	5,8
		N	10	23	16	3
	Alytaus	%	9,4	50,0	40,6	0,0
		N	3	16	13	0
	Telsiu	%	0,0	34,6	61,5	3,8
		N	0	9	16	1
	Marijampoles	%	40,0	5,0	55,0	0,0
		N	8	1	11	0
	Taurages	%	7,1	42,9	50,0	0,0
		N	1	6	7	0
Total:		%	14,7	36,3	45,2	3,8
		N	61	151	188	16

Table 14. Is the speed of the Internet sufficient to meet the needs of the visitors at present flow of visitors using the Internet in your library? (1 – fully insufficient, 4 – fully sufficient. Distribution of means in socio-demographic groups)

			Is the speed of the Internet sufficient to meet the needs of the visitors at present flow of visitors using the Internet in your library?
Gender	Female	Mean	2,7
	Male	Mean	2,6
Age group	Up to 40 years	Mean	2,7
	41-45 years	Mean	2,8
	46-50 years	Mean	2,6
	50-55 years	Mean	2,7
	More than 55 years	Mean	2,6
You work:	In central library in the city	Mean	2,7
	In region's library	Mean	2,8
	In branch / structural subdivision of central library in the city	Mean	2,6
	In branch / structural subdivision of central library in the village	Mean	2,7
Region	Kauno	Mean	2,6
	Vilniaus	Mean	2,9
	Panevezio	Mean	2,9
	Siauliu	Mean	2,3
	Klaipedos	Mean	2,7
	Utenos	Mean	2,6
	Alytaus	Mean	2,9
	Telsiu	Mean	2,9
	Marijampoles	Mean	2,5
	Taurages	Mean	2,5
	Total:	Mean	2,7

2.5. Public Internet Access Benefit for the Local Community

In the opinion of the librarians the main benefits of the public Internet access for the local communities are: possibility to acquire computer and the Internet literacy skills – 67%, rendering of information for those looking for a job – 42%, rendering of access to education sources and databases – 39%, rendering of access to other sources of useful information – 39%, rendering of information to the school-leavers entering colleges or higher schools – 31%. (15 - 16 [Table](#))

2.5.1. Urban and rural area Librarians Opinion about Public Internet Access Benefit for the Local Community

The Central library and city branches departments of personnel mainly highlighted possibility to use educational resources and databases (respectively 52,7% and 47,7%), meanwhile rural librarians emphasized information for job seekers (52,6%).

Table 15. How is the public internet access that you provide useful to the local community?

		How is the public internet access that you provide useful to the local community?							
		Permits to gain skills of using computer and internet	Provides information for those who are looking for work	Provides access to educational sources and data bases	Provides other useful information and access to necessary sources	Provides information to high-school graduates who want to enter college or university	Provides access and help to use local, regional and governmental electronical services		
Gender	Female	%	67,2	42,3	39,4	38,9	31,4	24,6	
		N	276	174	162	160	129	101	
	Male	%	20,0	0,0	40,0	20,0	0,0	40,0	
		N	1	0	2	1	0	2	
Age group	Up to 40 years	%	67,4	42,1	45,3	35,8	33,7	21,1	
		N	64	40	43	34	32	20	
	41-45 years	%	71,3	33,3	39,1	42,5	29,9	32,2	
		N	62	29	34	37	26	28	
	46-50 years	%	68,9	44,3	36,9	39,3	23,8	25,4	
		N	84	54	45	48	29	31	
	50-55 years	%	53,7	44,4	37,0	38,9	40,7	16,7	
		N	29	24	20	21	22	9	
	More than 55 years	%	65,5	46,6	37,9	36,2	34,5	25,9	
		N	38	27	22	21	20	15	
	You work:	In central library in the city	%	63,4	27,7	52,7	47,3	29,5	25,0
			N	71	31	59	53	33	28
In region's library		%	54,5	40,9	50,0	31,8	27,3	13,6	
		N	12	9	11	7	6	3	
In branch / structural subdivision of central library in the city		%	68,8	39,4	47,7	32,1	30,3	23,9	
		N	75	43	52	35	33	26	
In branch / structural subdivision of central library in the village		%	68,8	52,6	24,3	38,2	32,9	26,6	
		N	119	91	42	66	57	46	
Region		Kauno	%	74,3	52,7	31,1	36,5	33,8	27,0
			N	55	39	23	27	25	20
		Vilniaus	%	42,6	38,3	48,9	36,2	29,8	19,1
			N	20	18	23	17	14	9
	Panevezio	%	78,0	42,4	37,3	50,8	39,0	13,6	
		N	46	25	22	30	23	8	
	Siauliu	%	64,4	26,7	40,0	48,9	15,6	40,0	
		N	29	12	18	22	7	18	
	Klaipedos	%	63,8	48,9	51,1	19,1	19,1	38,3	
		N	30	23	24	9	9	18	
	Utenos	%	78,8	32,7	34,6	40,4	38,5	25,0	
		N	41	17	18	21	20	13	
	Alytaus	%	50,0	62,5	43,8	31,3	37,5	9,4	
		N	16	20	14	10	12	3	
	Telsiu	%	65,4	26,9	42,3	34,6	34,6	19,2	
		N	17	7	11	9	9	5	
	Marijampoles	%	75,0	45,0	20,0	40,0	40,0	25,0	
		N	15	9	4	8	8	5	
	Taurages	%	57,1	28,6	50,0	57,1	14,3	28,6	
		N	8	4	7	8	2	4	
Total:		%	66,6	41,8	39,4	38,7	31,0	24,8	
		N	277	174	164	161	129	103	

Table 16 . (continued) How is the public internet access that you provide useful to the local community?

			How is the public internet access that you provide useful to the local community?						
			Provides information about community	Provides access to local public and governmental documents	Provides information about national and local business possibilities including local business promotion	Provides information that is needed for local economy improvement	Provides access to national governmental documents	Provides information about realty	
Gender	Female	%	13,4	6,6	6,3	6,6	5,8	5,4	
		N	55	27	26	27	24	22	
	Male	%	0,0	0,0	20,0	0,0	0,0	20,0	
		N	0	0	1	0	0	1	
Age group	Up to 40 years	%	9,5	9,5	4,2	4,2	5,3	8,4	
		N	9	9	4	4	5	8	
	41-45 years	%	14,9	2,3	5,7	10,3	3,4	4,6	
		N	13	2	5	9	3	4	
	46-50 years	%	17,2	7,4	8,2	4,9	6,6	4,9	
		N	21	9	10	6	8	6	
	50-55 years	%	3,7	13,0	5,6	5,6	11,1	5,6	
		N	2	7	3	3	6	3	
	More than 55 years	%	17,2	0,0	8,6	8,6	3,4	3,4	
		N	10	0	5	5	2	2	
	You work:	In central library in the city	%	8,0	4,5	8,9	2,7	8,0	2,7
			N	9	5	10	3	9	3
In region's library		%	18,2	4,5	0,0	13,6	9,1	9,1	
		N	4	1	0	3	2	2	
In branch / structural subdivision of central library in the city		%	10,1	4,6	9,2	6,4	7,3	5,5	
		N	11	5	10	7	8	6	
In branch / structural subdivision of central library in the village		%	17,9	9,2	4,0	8,1	2,9	6,9	
		N	31	16	7	14	5	12	
Region		Kauno	%	13,5	0,0	1,4	8,1	1,4	4,1
			N	10	0	1	6	1	3
	Vilniaus	%	8,5	12,8	8,5	8,5	8,5	10,6	
		N	4	6	4	4	4	5	
	Panevezio	%	16,9	3,4	1,7	1,7	8,5	1,7	
		N	10	2	1	1	5	1	
	Siauliu	%	6,7	17,8	4,4	6,7	6,7	2,2	
		N	3	8	2	3	3	1	
	Klaipėdos	%	8,5	6,4	10,6	6,4	8,5	8,5	
		N	4	3	5	3	4	4	
	Utenos	%	13,5	5,8	9,6	7,7	7,7	1,9	
		N	7	3	5	4	4	1	
	Alytaus	%	21,9	3,1	12,5	3,1	6,3	9,4	
		N	7	1	4	1	2	3	
	Telsiu	%	11,5	11,5	15,4	7,7	0,0	11,5	
		N	3	3	4	2	0	3	
	Marijampoles	%	20,0	0,0	5,0	15,0	0,0	0,0	
		N	4	0	1	3	0	0	
	Taurages	%	21,4	7,1	0,0	0,0	7,1	14,3	
		N	3	1	0	0	1	2	
Total:		%	13,2	6,5	6,5	6,5	5,8	5,5	
		N	55	27	27	27	24	23	

2.6. Services Rendered by the Libraries

The Internet access currently is provided to the visitors by 68% of the libraries participating in the survey. The lowest permeability of the Internet access is in the rural branches that lack behind the central cities libraries nearly twice. (17 [Table.](#))

In the public Internet access places the visitors mostly are able to use these services: electronic means of communication – 95%, search for work on the Internet – 88%, cultural, social and leisure information – 86%, the Internet resources for economic activity – 81%, educational information and services – 79%, e-government services – 76%, health information – 70%. More seldom suggested services are „Flickr“ or other photo sharing system – 17%, RSS readers – 13%, „Del.icio.us“ or other reference sharing system – 11%. (18 [Table](#))

In the libraries the visitors are mostly encouraged to use these services: search for work on the Internet – 55%, electronic communication means – 55%, the Internet resources for economic activity – 51%. Most seldom the users of the public Internet access are encouraged to use: blogs – 6%, RSS readers – 5%, „YouTube“ or other video records sharing system – 5%, „Flickr“ or other photo sharing system – 4%, „Del.icio.us“ or other reference sharing system – 4%. (19 [Table](#))

Technical possibilities of the rural libraries to render the public Internet access significantly lacks behind the city (especially central) libraries and their branches. While analysing the range of the most popular activities on the Internet two tendencies are revealed: conditional unpopularity of services created on the basis of „second“ generation (Web2.0) and general gap between the actual use of the services (possibility) and encouragement to use certain services. The list of the most popular services and those which are encouraged to use is very similar; however, the use of the same services and activeness of the librarians encouraging their use differs almost twice.

2.6.1. Services Rendered by urban and rural area Libraries

Nearly every city and county central library (respectively 97,4% and 100%) could offer internet access to visitors, meanwhile only half of countryside area libraries have this possibility (52%) and three-quarters (78,4%) of the central library branches/structural units in the city.

In this point of view, rural and city libraries significantly differ in technical capacities.

1.6.1. Table 17. Is there any Internet access for the visitors in the library?

			Is there any Internet access for the visitors in the library?		
			Yes	No	No answer
Gender	Female	%	68,4	31,3	0,3
		N	411	188	2
	Male	%	62,5	37,5	0,0
		N	5	3	0
Age group	Up to 40 years	%	75,4	24,6	0,0
		N	95	31	0
	41-45 years	%	75,0	23,3	1,7
		N	87	27	2
	46-50 years	%	72,2	27,8	0,0
		N	122	47	0
	50-55 years	%	65,1	34,9	0,0
		N	54	29	0
	More than 55 years	%	50,4	49,6	0,0
		N	58	57	0
You work:	In central library in the city	%	97,4	2,6	0,0
		N	112	3	0
	In region's library	%	100,0	0,0	0,0
		N	22	0	0
	In branch / structural subdivision of central library in the city	%	78,4	21,6	0,0
		N	109	30	0
In branch / structural subdivision of central library in the village	%	52,0	47,4	0,6	
	N	173	158	2	
Region	Kauno	%	68,5	30,6	0,9
		N	74	33	1
	Vilniaus	%	58,0	42,0	0,0
		N	47	34	0
	Panevezio	%	76,6	23,4	0,0
		N	59	18	0
	Siauliu	%	63,4	36,6	0,0
		N	45	26	0
	Klaipedos	%	73,4	26,6	0,0
		N	47	17	0
	Utenos	%	91,2	7,0	1,8
		N	52	4	1
	Alytaus	%	65,3	34,7	0,0
		N	32	17	0
	Telsiu	%	61,9	38,1	0,0
		N	26	16	0
	Marijampoles	%	55,6	44,4	0,0
		N	20	16	0
	Taurages	%	58,3	41,7	0,0
		N	14	10	0
Total:		%	68,3	31,4	0,3
		N	416	191	2

Table 18. Can visitors use these services in the library where you work?

			Can visitors use these services in the library where you work?															
			Online means of communication	Search for work on the internet	Information about culture, community and leisure on the internet	Internet resources for economical activity	Educational information and services	Services of electronic government	Information about health	Wikipedia	Production of internet content	Blogs	YouTube or other video sharing system	Flickr or other photo sharing system	RSS news readers	Del.icio.us or other link sharing system	None of these	DK/NA
You work:	In central library in the city	%	94,6	87,5	85,7	84,8	88,4	81,3	68,8	63,4	36,6	28,6	19,6	16,1	16,1	10,7	0,0	0,0
		N	106	98	96	95	99	91	77	71	41	32	22	18	18	12	0	0
	In region's library	%	90,9	90,9	90,9	86,4	86,4	81,8	72,7	59,1	27,3	22,7	4,5	4,5	9,1	9,1	0,0	0,0
		N	20	20	20	19	19	18	16	13	6	5	1	1	2	2	0	0
	In branch / structural subdivision of central library in the city	%	91,7	86,2	88,1	78,9	78,0	67,0	67,9	60,6	30,3	25,7	17,4	18,3	12,8	11,9	0,0	0,0
		N	100	94	96	86	85	73	74	66	33	28	19	20	14	13	0	0
In branch / structural subdivision of central library in the village	%	97,1	89,0	84,4	79,2	72,3	76,3	72,8	55,5	41,0	26,0	16,8	17,3	12,1	10,4	0,0	0,0	
	N	168	154	146	137	125	132	126	96	71	45	29	30	21	18	0	0	
Region	Kauno	%	95,9	90,5	90,5	83,8	82,4	71,6	74,3	52,7	25,7	24,3	12,2	13,5	16,2	9,5	0,0	0,0
		N	71	67	67	62	61	53	55	39	19	18	9	10	12	7	0	0
	Vilniaus	%	89,4	85,1	85,1	80,9	83,0	78,7	74,5	59,6	31,9	44,7	23,4	21,3	25,5	8,5	0,0	0,0
		N	42	40	40	38	39	37	35	28	15	21	11	10	12	4	0	0
	Panevezio	%	96,6	94,9	86,4	86,4	88,1	88,1	79,7	71,2	66,1	20,3	18,6	15,3	11,9	16,9	0,0	0,0
		N	57	56	51	51	52	52	47	42	39	12	11	9	7	10	0	0
	Siauliu	%	91,1	82,2	80,0	80,0	66,7	55,6	51,1	66,7	26,7	28,9	15,6	8,9	8,9	8,9	0,0	0,0
		N	41	37	36	36	30	25	23	30	12	13	7	4	4	4	0	0
	Klaipedos	%	97,9	93,6	87,2	93,6	85,1	87,2	78,7	68,1	48,9	36,2	29,8	31,9	19,1	23,4	0,0	0,0
		N	46	44	41	44	40	41	37	32	23	17	14	15	9	11	0	0
	Utenos	%	98,1	86,5	92,3	82,7	84,6	80,8	75,0	63,5	28,8	28,8	17,3	17,3	11,5	13,5	0,0	0,0
		N	51	45	48	43	44	42	39	33	15	15	9	9	6	7	0	0
	Alytaus	%	84,4	87,5	62,5	62,5	68,8	68,8	53,1	25,0	21,9	6,3	3,1	0,0	0,0	0,0	0,0	0,0
		N	27	28	20	20	22	22	17	8	7	2	1	0	0	0	0	0
	Telsiu	%	100,0	73,1	84,6	76,9	65,4	57,7	73,1	34,6	34,6	15,4	7,7	15,4	7,7	3,8	0,0	0,0
		N	26	19	22	20	17	15	19	9	9	4	2	4	2	1	0	0
	Marijampoles	%	95,0	85,0	95,0	65,0	75,0	90,0	65,0	75,0	55,0	20,0	15,0	20,0	5,0	5,0	0,0	0,0
		N	19	17	19	13	15	18	13	15	11	4	3	4	1	1	0	0
	Taurages	%	100,0	92,9	100,0	71,4	57,1	64,3	57,1	71,4	7,1	28,6	28,6	28,6	14,3	0,0	0,0	0,0
		N	14	13	14	10	8	9	8	10	1	4	4	4	2	0	0	0
Total:	%	94,7	88,0	86,1	81,0	78,8	75,5	70,4	59,1	36,3	26,4	17,1	16,6	13,2	10,8	0,0	0,0	
	N	394	366	358	337	328	314	293	246	151	110	71	69	55	45	0	0	

Table 19. Are the visitors encouraged, trained how to use these services in the library where you work?

		Are the visitors encouraged, trained how to use these services in the library where you work?																
		Search for work on the internet	Online means of communication	Internet resources for economical activity	Educational information and services	Information about culture, community and leisure on the internet	Services of electronic government	Information about health	Wikipedia	Production of internet content	DK/NA	Blogs	RSS news readers	YouTube or other video sharing system	Flickr or other photo sharing system	Del.icio.us or other link sharing system	None of these	
You work:	In central library in the city	%	43,8	56,3	43,8	56,3	49,1	42,0	27,7	27,7	12,5	11,6	6,3	4,5	2,7	2,7	2,7	3,6
		N	49	63	49	63	55	47	31	31	14	13	7	5	3	3	3	4
	In region's library	%	68,2	36,4	68,2	59,1	68,2	36,4	27,3	31,8	4,5	4,5	0,0	4,5	4,5	4,5	4,5	0,0
		N	15	8	15	13	15	8	6	7	1	1	0	1	1	1	1	0
	In branch / structural subdivision of central library in the city	%	55,0	45,9	45,9	48,6	37,6	41,3	33,9	20,2	11,0	11,0	3,7	3,7	2,8	4,6	2,8	3,7
		N	60	50	50	53	41	45	37	22	12	12	4	4	3	5	3	4
In branch / structural subdivision of central library in the village	%	61,3	62,4	55,5	39,3	49,7	43,9	43,4	23,7	22,0	8,1	6,9	6,4	6,9	5,2	4,6	1,7	
	N	106	108	96	68	86	76	75	41	38	14	12	11	12	9	8	3	
Region	Kauno	%	55,4	47,3	44,6	47,3	35,1	31,1	31,1	9,5	9,5	20,3	2,7	1,4	1,4	2,7	1,4	4,1
		N	41	35	33	35	26	23	23	7	7	15	2	1	1	2	1	3
	Vilniaus	%	57,4	48,9	42,6	48,9	42,6	42,6	25,5	38,3	8,5	6,4	10,6	12,8	10,6	10,6	10,6	6,4
		N	27	23	20	23	20	20	12	18	4	3	5	6	5	5	5	3
	Panevezio	%	54,2	45,8	44,1	49,2	55,9	32,2	35,6	23,7	22,0	8,5	3,4	1,7	5,1	5,1	3,4	3,4
		N	32	27	26	29	33	19	21	14	13	5	2	1	3	3	2	2
	Siauliu	%	46,7	31,1	40,0	46,7	42,2	33,3	26,7	28,9	8,9	11,1	6,7	6,7	2,2	2,2	2,2	2,2
		N	21	14	18	21	19	15	12	13	4	5	3	3	1	1	1	1
	Klaipedos	%	51,1	66,0	59,6	42,6	40,4	57,4	31,9	21,3	27,7	6,4	4,3	8,5	6,4	6,4	6,4	0,0
		N	24	31	28	20	19	27	15	10	13	3	2	4	3	3	3	0
	Utenos	%	69,2	82,7	75,0	59,6	59,6	63,5	53,8	36,5	13,5	5,8	11,5	5,8	5,8	1,9	3,8	1,9
		N	36	43	39	31	31	33	28	19	7	3	6	3	3	1	2	1
	Alytaus	%	37,5	37,5	25,0	28,1	28,1	18,8	28,1	6,3	12,5	12,5	0,0	0,0	0,0	0,0	0,0	3,1
		N	12	12	8	9	9	6	9	2	4	4	0	0	0	0	0	1
	Telsiu	%	46,2	65,4	53,8	46,2	65,4	50,0	46,2	19,2	15,4	7,7	3,8	0,0	0,0	3,8	0,0	0,0
		N	12	17	14	12	17	13	12	5	4	2	1	0	0	1	0	0
	Marijampoles	%	65,0	75,0	70,0	50,0	60,0	60,0	55,0	35,0	45,0	0,0	5,0	10,0	10,0	5,0	5,0	0,0
		N	13	15	14	10	12	12	11	7	9	0	1	2	2	1	1	0
	Taurages	%	85,7	85,7	71,4	50,0	78,6	57,1	42,9	42,9	0,0	0,0	7,1	7,1	7,1	7,1	0,0	0,0
N		12	12	10	7	11	8	6	6	0	0	1	1	1	1	0	0	
Total:	%	55,3	55,0	50,5	47,4	47,4	42,3	35,8	24,3	15,6	9,6	5,5	5,0	4,6	4,3	3,6	2,6	
	N	230	229	210	197	197	176	149	101	65	40	23	21	19	18	15	11	

2.7. Organising Attraction/Encouragement Actions to Use the Public Internet Access

The most popular encouragement of the visitors to use the public Internet access in the libraries in 2007 was: IT consultation services (not once – 19%, 1-2 times – 17%, 3 and more times – 58%), actions of visitors attraction/encouragement to use the public Internet access (not once – 34%, 1-2 times – 35%, 3 and more times – 28%) and IT training services (not once – 43%, 1-2 times – 23%, 3 and more times – 26%). (20 [Table](#))

The actions of the public Internet access popularisation in 2007 were mostly directed to these inhabitant groups: pensioners – 39%, rural inhabitants – 35%, the unemployed – 34%, children from the families of social risk – 33%, the disabled – 24%, children whose parents have departed to work in other countries – 20%. (21 [Table](#))

In advertising the public Internet access and encouraging people to use this access the librarians most often used advertisements – 71% and leaflets – 61%, the most seldom special seminars were organised for popularisation of PIA – 5%. (22 [Table](#))

2.7. 1. Organising Attraction/Encouragement Actions to Use the Public Internet Access

Rural residents and disable people are the two main groups, to whom organised attraction/encouragement actions are addressed to. Rural libraries very actively try to attract the residents of countryside area (57,8%), also city central libraries this group and people with disabilities try encourage to visit libraries more frequent (respectively 28,6% and 33,0%).

Table 20. How often has the branch of the library you work in organized visitors attraction/encouragement to use the public Internet access actions and rendered IT training and consultation services during 2007?

		Organized visitors attraction/encouragement to use the public Internet access actions				Rendered IT training				Provided consultation services about IT				
		None	1-2 times	3 and more times	DK/NA	None	1-2 times	3 and more times	DK/NA	None	1-2 times	3 and more times	DK/NA	
You work:	In central library in the city	%	34,8	31,3	30,4	3,6	45,5	22,3	25,9	6,3	16,1	14,3	62,5	7,1
		N	39	35	34	4	51	25	29	7	18	16	70	8
	In region's library	%	36,4	40,9	13,6	9,1	40,9	13,6	31,8	13,6	31,8	13,6	45,5	9,1
		N	8	9	3	2	9	3	7	3	7	3	10	2
	In branch / structural subdivision of central library in the city	%	36,7	33,0	25,7	4,6	44,0	19,3	27,5	9,2	19,3	16,5	59,6	4,6
		N	40	36	28	5	48	21	30	10	21	18	65	5
	In branch / structural subdivision of central library in the village	%	30,6	37,6	29,5	2,3	39,9	27,7	25,4	6,9	19,1	19,1	56,6	5,2
		N	53	65	51	4	69	48	44	12	33	33	98	9
Region	Kauno	%	36,5	32,4	28,4	2,7	44,6	29,7	18,9	6,8	17,6	10,8	64,9	6,8
		N	27	24	21	2	33	22	14	5	13	8	48	5
	Vilnius	%	21,3	55,3	21,3	2,1	48,9	19,1	19,1	12,8	14,9	27,7	53,2	4,3
		N	10	26	10	1	23	9	9	6	7	13	25	2
	Panevezio	%	30,5	30,5	32,2	6,8	35,6	25,4	35,6	3,4	28,8	23,7	45,8	1,7
		N	18	18	19	4	21	15	21	2	17	14	27	1
	Siauliu	%	28,9	28,9	35,6	6,7	44,4	24,4	20,0	11,1	15,6	13,3	62,2	8,9
		N	13	13	16	3	20	11	9	5	7	6	28	4
	Klaipedos	%	36,2	14,9	44,7	4,3	42,6	4,3	48,9	4,3	8,5	2,1	89,4	0,0
		N	17	7	21	2	20	2	23	2	4	1	42	0
	Utenos	%	25,0	46,2	25,0	3,8	28,8	36,5	23,1	11,5	19,2	34,6	34,6	11,5
		N	13	24	13	2	15	19	12	6	10	18	18	6
	Alytaus	%	56,3	25,0	15,6	3,1	59,4	9,4	18,8	12,5	31,3	15,6	43,8	9,4
		N	18	8	5	1	19	3	6	4	10	5	14	3
	Telsiu	%	65,4	26,9	7,7	0,0	73,1	11,5	11,5	3,8	26,9	0,0	73,1	0,0
		N	17	7	2	0	19	3	3	1	7	0	19	0
	Marijampoles	%	15,0	50,0	35,0	0,0	5,0	40,0	50,0	5,0	15,0	10,0	65,0	10,0
		N	3	10	7	0	1	8	10	1	3	2	13	2
	Taurages	%	28,6	57,1	14,3	0,0	42,9	35,7	21,4	0,0	7,1	21,4	64,3	7,1
		N	4	8	2	0	6	5	3	0	1	3	9	1
Total:	%	33,7	34,9	27,9	3,6	42,5	23,3	26,4	7,7	19,0	16,8	58,4	5,8	
	N	140	145	116	15	177	97	110	32	79	70	243	24	

Table 21. Has your library organised visitors attraction/encouragement actions for the mentioned inhabitant groups during 2007?

		Has your library organised visitors attraction/encouragement actions for the mentioned inhabitant groups during 2007?							
		DK/NA	For pensioners	For village people	For unemployed people	For children from families of social risk	For disabled	For children, whose parents have left to work abroad	
Gender	Female	%	41,8	38,9	35,0	34,1	33,3	24,1	19,5
		N	172	160	144	140	137	99	80
	Male	%	40,0	60,0	40,0	60,0	40,0	40,0	20,0
		N	2	3	2	3	2	2	1
Age group	Up to 40 years	%	38,9	40,0	36,8	37,9	31,6	24,2	20,0
		N	37	38	35	36	30	23	19
	41-45 years	%	40,2	40,2	39,1	36,8	28,7	21,8	17,2
		N	35	35	34	32	25	19	15
	46-50 years	%	45,1	37,7	29,5	34,4	34,4	23,8	18,0
		N	55	46	36	42	42	29	22
	50-55 years	%	46,3	38,9	29,6	20,4	33,3	20,4	20,4
		N	25	21	16	11	18	11	11
More than 55 years	%	37,9	39,7	43,1	37,9	41,4	32,8	24,1	
	N	22	23	25	22	24	19	14	
You work:	In central library in the city	%	42,0	42,9	28,6	35,7	35,7	33,0	22,3
		N	47	48	32	40	40	37	25
	In region's library	%	40,9	50,0	4,5	22,7	22,7	9,1	9,1
		N	9	11	1	5	5	2	2
	In branch / structural subdivision of central library in the city	%	49,5	36,7	11,9	26,6	33,0	17,4	17,4
		N	54	40	13	29	36	19	19
In branch / structural subdivision of central library in the village	%	37,0	37,0	57,8	39,9	33,5	24,9	20,2	
	N	64	64	100	69	58	43	35	
Region	Kauno	%	37,8	45,9	39,2	45,9	43,2	33,8	27,0
		N	28	34	29	34	32	25	20
	Vilniaus	%	29,8	55,3	34,0	42,6	42,6	27,7	27,7
		N	14	26	16	20	20	13	13
	Panevezio	%	42,4	33,9	23,7	28,8	37,3	15,3	25,4
		N	25	20	14	17	22	9	15
	Siauliu	%	51,1	33,3	26,7	26,7	33,3	22,2	17,8
		N	23	15	12	12	15	10	8
	Klaipedos	%	44,7	34,0	34,0	34,0	10,6	23,4	8,5
		N	21	16	16	16	5	11	4
	Utenos	%	28,8	42,3	51,9	34,6	46,2	30,8	17,3
		N	15	22	27	18	24	16	9
	Alytaus	%	62,5	15,6	28,1	25,0	15,6	18,8	9,4
		N	20	5	9	8	5	6	3
	Telsiu	%	73,1	19,2	19,2	7,7	11,5	11,5	3,8
		N	19	5	5	2	3	3	1
	Marijampoles	%	15,0	70,0	65,0	55,0	60,0	40,0	30,0
		N	3	14	13	11	12	8	6
Taurages	%	42,9	42,9	35,7	35,7	7,1	0,0	14,3	
	N	6	6	5	5	1	0	2	
Total:		%	41,8	39,2	35,1	34,4	33,4	24,3	19,5
		N	174	163	146	143	139	101	81

Table 22. Which from the mentioned means have you used in your work to advertise the public Internet access and encourage people to use this access?

			Which from the mentioned means have you used in your work to advertise the public Internet access and encourage people to use this access?								
			Advertisements	Booklets	Open days	Posters	Trainings	Contests	Other	Special seminars	DK/NA
You work:	In central library in the city	%	61,6	75,9	34,8	27,7	28,6	14,3	6,3	9,8	1,8
		N	69	85	39	31	32	16	7	11	2
	In region's library	%	63,6	63,6	22,7	9,1	31,8	0,0	4,5	0,0	4,5
		N	14	14	5	2	7	0	1	0	1
	In branch / structural subdivision of central library in the city	%	73,4	58,7	33,9	19,3	20,2	3,7	10,1	1,8	3,7
		N	80	64	37	21	22	4	11	2	4
In branch / structural subdivision of central library in the village	%	75,7	51,4	30,1	34,7	28,9	8,7	7,5	4,6	1,2	
	N	131	89	52	60	50	15	13	8	2	
Region	Kauno	%	70,3	50,0	33,8	18,9	23,0	5,4	6,8	6,8	2,7
		N	52	37	25	14	17	4	5	5	2
	Vilniaus	%	80,9	66,0	17,0	25,5	10,6	2,1	2,1	2,1	4,3
		N	38	31	8	12	5	1	1	1	2
	Panevezio	%	61,0	64,4	42,4	28,8	40,7	15,3	10,2	5,1	5,1
		N	36	38	25	17	24	9	6	3	3
	Siauliu	%	71,1	75,6	48,9	31,1	22,2	15,6	11,1	6,7	0,0
		N	32	34	22	14	10	7	5	3	0
	Klaipedos	%	68,1	74,5	27,7	40,4	27,7	6,4	2,1	4,3	0,0
		N	32	35	13	19	13	3	1	2	0
	Utenos	%	84,6	51,9	30,8	30,8	32,7	17,3	0,0	7,7	1,9
		N	44	27	16	16	17	9	0	4	1
	Alytaus	%	46,9	59,4	9,4	31,3	28,1	3,1	25,0	3,1	0,0
		N	15	19	3	10	9	1	8	1	0
	Telsiu	%	80,8	50,0	19,2	19,2	19,2	3,8	3,8	0,0	3,8
		N	21	13	5	5	5	1	1	0	1
	Marijampoles	%	85,0	60,0	45,0	35,0	45,0	0,0	0,0	5,0	0,0
		N	17	12	9	7	9	0	0	1	0
	Taurages	%	50,0	42,9	50,0	0,0	14,3	0,0	35,7	7,1	0,0
		N	7	6	7	0	2	0	5	1	0
Total:	%	70,7	60,6	32,0	27,4	26,7	8,4	7,7	5,0	2,2	
	N	294	252	133	114	111	35	32	21	9	

2.8. IT Trainings Organised by the Libraries and their Benefit

IT training services in 2007 were rendered to: pensioners – 30%, the unemployed – 25%, rural inhabitants – 24%, children from the families of social risk – 20%, the disabled – 16%, children whose parents have departed to work in other countries – 11% of the libraries. (23 [Table](#))

In the opinion of the respondents IT trainings of the visitors proposed to the local community by the library give such benefits: information literacy skills – 60%, help schoolchildren to do their homework – 42%, provide IT use skills – 41%, propose IT training opportunities for those who in other cases do not have such opportunity – 36%, help the users to find and use e-government services and sources – 30%. (24 [Table](#))

2.8.1. IT Trainings Organised by the Libraries and their Benefit in urban and rural areas

Countryside area population is the target group, to which usually training is organized by rural (38,2%) and central city (24,1%) libraries. The last mentioned institution organized training appoints for disable people (24,1%).

Table 23. Has your library rendered IT training services for the mentioned inhabitant groups during 2007?

		Has your library rendered IT training services for the mentioned inhabitant groups during 2007?							
		DK/NA	For pensioners	For unemployed people	For village people	For children from families of social risk	For disabled	For children, whose parents have left to work abroad	
Gender	Female	%	54,0	29,4	24,8	23,8	19,5	15,6	10,7
		N	222	121	102	98	80	64	44
	Male	%	40,0	40,0	20,0	40,0	20,0	20,0	20,0
		N	2	2	1	2	1	1	1
Age group	Up to 40 years	%	49,5	32,6	23,2	24,2	24,2	14,7	10,5
		N	47	31	22	23	23	14	10
	41-45 years	%	48,3	35,6	26,4	35,6	24,1	18,4	12,6
		N	42	31	23	31	21	16	11
	46-50 years	%	62,3	22,1	24,6	19,7	14,8	16,4	9,8
		N	76	27	30	24	18	20	12
	50-55 years	%	55,6	29,6	22,2	16,7	16,7	9,3	13,0
		N	30	16	12	9	9	5	7
More than 55 years	%	50,0	31,0	27,6	22,4	17,2	17,2	8,6	
	N	29	18	16	13	10	10	5	
You work:	In central library in the city	%	53,6	32,1	25,9	24,1	25,9	24,1	13,4
		N	60	36	29	27	29	27	15
	In region's library	%	59,1	40,9	27,3	0,0	18,2	9,1	13,6
		N	13	9	6	0	4	2	3
	In branch / structural subdivision of central library in the city	%	56,9	32,1	23,9	6,4	17,4	14,7	14,7
		N	62	35	26	7	19	16	16
	In branch / structural subdivision of central library in the village	%	51,4	24,9	24,3	38,2	16,8	11,6	6,4
		N	89	43	42	66	29	20	11
	Kauno	%	51,4	31,1	33,8	27,0	17,6	18,9	10,8
		N	38	23	25	20	13	14	8
	Vilniaus	%	68,1	19,1	12,8	8,5	12,8	6,4	8,5
		N	32	9	6	4	6	3	4
	Panevezio	%	49,2	28,8	20,3	13,6	30,5	15,3	20,3
		N	29	17	12	8	18	9	12
	Siauliu	%	62,2	28,9	17,8	17,8	24,4	15,6	6,7
		N	28	13	8	8	11	7	3
	Klaipedos	%	44,7	36,2	34,0	27,7	8,5	21,3	6,4
		N	21	17	16	13	4	10	3
	Utenos	%	42,3	36,5	28,8	42,3	26,9	23,1	9,6
		N	22	19	15	22	14	12	5
Alytaus	%	75,0	15,6	12,5	18,8	9,4	6,3	6,3	
	N	24	5	4	6	3	2	2	
Telsiu	%	80,8	15,4	15,4	11,5	7,7	11,5	3,8	
	N	21	4	4	3	2	3	1	
Marijampoles	%	15,0	45,0	40,0	55,0	35,0	20,0	25,0	
	N	3	9	8	11	7	4	5	
Taurages	%	42,9	50,0	35,7	35,7	21,4	7,1	14,3	
	N	6	7	5	5	3	1	2	
Total:	%	53,8	29,6	24,8	24,0	19,5	15,6	10,8	
	N	224	123	103	100	81	65	45	

		Please indicate the most important benefits provided by IT trainings of the visitors proposed by the libraries to the local community?								
		Provides skills of information literacy	Helps pupils to do their homework	Provides skills of IT usage	Provides IT educational possibilities to those who otherwise wouldn't have such possibilities	Helps users to find and use government online services and sources	The library does not organize any IT trainings	Helps business owners to understand and use IT and / or information sources	Promotes improvement of local economy	DK/NA
Alytaus	N	34	22	28	16	15	7	7	5	0
	%	59,4	56,3	37,5	28,1	31,3	21,9	6,3	3,1	0,0
Telsiu	N	19	18	12	9	10	7	2	1	0
	%	30,8	15,4	30,8	30,8	11,5	50,0	7,7	3,8	0,0
Marijampoles	N	8	4	8	8	3	13	2	1	0
	%	80,0	60,0	50,0	55,0	35,0	0,0	15,0	5,0	0,0
Taurages	N	16	12	10	11	7	0	3	1	0
	%	71,4	50,0	35,7	42,9	42,9	14,3	7,1	0,0	0,0
Total:	N	10	7	5	6	6	2	1	0	0
	%	60,3	42,3	40,9	35,8	29,6	21,4	8,2	5,5	0,2
	N	251	176	170	149	123	89	34	23	1

2.9. Libraries Services Rendering to Different Inhabitant Groups

The main services proposed by the libraries to less socially active and social risk groups are books delivery, opportunity to read periodic press and delivery of other publications. (25 – 30 [Table](#))

The visitors with special needs are serviced by the librarians quite seldom: every day – 4%, several times a week – 6%, once a week – 6%. 20% of the respondents indicated that they serviced the visitors with special needs more seldom than once in a half a year and 30% stated that they did not have such visitors at all. (31 [Table](#))

Table 25. Does your library render services indicated in the card for the disabled?

			Does your library render services indicated in the card for the disabled?											
			Dispense of books	Possibility to read periodical press	Dispense of other publications	Possibility to use internet for free	Possibility to use information data bases on the internet	Possibility to play computer games	Possibility to listen audios records	Possibility to watch video records	Possibility to learn in computer literacy courses	DK/NA	None of these	Other
Gender	Female	%	92,5	90,5	61,6	60,7	53,7	41,3	40,9	36,3	23,1	3,3	2,3	2,2
		N	556	544	370	365	323	248	246	218	139	20	14	13
	Male	%	87,5	87,5	50,0	50,0	50,0	37,5	50,0	37,5	25,0	12,5	0,0	0,0
		N	7	7	4	4	4	3	4	3	2	1	0	0
Age group	Up to 40 years	%	90,5	89,7	67,5	64,3	61,1	44,4	51,6	40,5	24,6	4,8	2,4	1,6
		N	114	113	85	81	77	56	65	51	31	6	3	2
	41-45 years	%	89,7	87,1	57,8	63,8	54,3	41,4	40,5	37,1	29,3	5,2	3,4	2,6
		N	104	101	67	74	63	48	47	43	34	6	4	3
	46-50 years	%	92,9	91,1	62,1	65,7	57,4	40,2	42,6	36,1	24,9	3,6	1,8	1,2
		N	157	154	105	111	97	68	72	61	42	6	3	2
	50-55 years	%	95,2	91,6	63,9	61,4	53,0	43,4	34,9	34,9	16,9	2,4	1,2	4,8
		N	79	76	53	51	44	36	29	29	14	2	1	4
More than 55 years	%	94,8	93,0	55,7	45,2	40,0	37,4	32,2	32,2	17,4	0,9	2,6	1,7	
	N	109	107	64	52	46	43	37	37	20	1	3	2	
You work:	In central library in the city	%	88,7	90,4	77,4	87,0	80,0	48,7	50,4	47,8	30,4	5,2	3,5	0,9
		N	102	104	89	100	92	56	58	55	35	6	4	1
	In region's library	%	95,5	90,9	81,8	95,5	95,5	63,6	90,9	72,7	36,4	4,5	0,0	0,0
		N	21	20	18	21	21	14	20	16	8	1	0	0
	In branch / structural subdivision of central library in the city	%	91,4	89,2	52,5	70,5	64,0	39,6	32,4	32,4	20,1	2,9	2,9	2,2
		N	127	124	73	98	89	55	45	45	28	4	4	3
In branch / structural subdivision of central library in the village	%	94,0	91,0	58,3	45,0	37,5	37,8	38,1	31,5	21,0	3,0	1,8	2,7	
	N	313	303	194	150	125	126	127	105	70	10	6	9	
Region	Kauno	%	94,4	88,0	62,0	62,0	51,9	37,0	31,5	28,7	20,4	4,6	0,0	0,9
		N	102	95	67	67	56	40	34	31	22	5	0	1
	Vilniaus	%	90,1	87,7	55,6	49,4	48,1	35,8	42,0	38,3	8,6	3,7	4,9	6,2
		N	73	71	45	40	39	29	34	31	7	3	4	5
	Panevezio	%	97,4	94,8	74,0	72,7	71,4	59,7	51,9	50,6	33,8	2,6	0,0	1,3
		N	75	73	57	56	55	46	40	39	26	2	0	1
	Siauliu	%	88,7	81,7	43,7	53,5	42,3	33,8	36,6	38,0	12,7	5,6	5,6	4,2
		N	63	58	31	38	30	24	26	27	9	4	4	3
	Klaipedos	%	100,0	100,0	73,4	71,9	70,3	54,7	39,1	42,2	35,9	0,0	0,0	0,0
		N	64	64	47	46	45	35	25	27	23	0	0	0

			Does your library render services indicated in the card for the disabled?											
			Dispense of books	Possibility to read periodical press	Dispense of other publications	Possibility to use internet for free	Possibility to use information data bases on the internet	Possibility to play computer games	Possibility to listen audios records	Possibility to watch video records	Possibility to learn in computer literacy courses	DK/NA	None of these	Other
Utenos	%		91,2	89,5	77,2	77,2	71,9	52,6	61,4	52,6	49,1	3,5	0,0	5,3
	N		52	51	44	44	41	30	35	30	28	2	0	3
Alytaus	%		87,8	93,9	55,1	57,1	36,7	34,7	28,6	20,4	14,3	4,1	2,0	0,0
	N		43	46	27	28	18	17	14	10	7	2	1	0
Telsiu	%		85,7	88,1	61,9	52,4	42,9	35,7	38,1	26,2	14,3	4,8	7,1	0,0
	N		36	37	26	22	18	15	16	11	6	2	3	0
Marijampoles	%		94,4	94,4	47,2	44,4	41,7	36,1	55,6	33,3	27,8	2,8	0,0	0,0
	N		34	34	17	16	15	13	20	12	10	1	0	0
Taurages	%		87,5	91,7	54,2	50,0	41,7	8,3	25,0	12,5	12,5	0,0	8,3	0,0
	N		21	22	13	12	10	2	6	3	3	0	2	0
Total:	%		92,4	90,5	61,4	60,6	53,7	41,2	41,1	36,3	23,2	3,4	2,3	2,1
	N		563	551	374	369	327	251	250	221	141	21	14	13

Table 26. Does your library render services indicated in the card for pensioners?

			Does your library render services indicated in the card for pensioners?											
			Dispense of books	Possibility to read periodical press	Dispense of other publications	Possibility to use internet for free	Possibility to use information data bases on the internet	Possibility to listen audios records	Possibility to play computer games	Possibility to watch video records	Possibility to learn in computer literacy courses	Other	DK/NA	None of these
Gender	Female	%	95,8	95,0	63,7	62,1	55,9	41,6	39,6	36,4	25,1	2,2	1,5	1,2
		N	576	571	383	373	336	250	238	219	151	13	9	7
	Male	%	87,5	87,5	50,0	50,0	50,0	50,0	37,5	37,5	25,0	0,0	12,5	0,0
		N	7	7	4	4	4	4	3	3	2	0	1	0
Age group	Up to 40 years	%	96,0	94,4	70,6	68,3	64,3	53,2	43,7	42,1	28,6	1,6	2,4	0,0
		N	121	119	89	86	81	67	55	53	36	2	3	0
	41-45 years	%	94,8	94,0	62,9	67,2	58,6	41,4	43,1	37,9	30,2	2,6	0,9	2,6
		N	110	109	73	78	68	48	50	44	35	3	1	3
	46-50 years	%	94,7	95,3	62,1	65,7	59,2	43,8	37,3	34,3	25,4	1,2	1,8	1,8
		N	160	161	105	111	100	74	63	58	43	2	3	3
	50-55 years	%	98,8	95,2	67,5	60,2	55,4	33,7	42,2	37,3	18,1	4,8	0,0	0,0
		N	82	79	56	50	46	28	35	31	15	4	0	0
More than 55 years	%	95,7	95,7	55,7	45,2	39,1	32,2	33,0	31,3	20,9	1,7	2,6	0,9	
	N	110	110	64	52	45	37	38	36	24	2	3	1	
You work:	In central library in the city	%	87,8	89,6	78,3	86,1	79,1	48,7	45,2	44,3	33,0	0,9	6,1	3,5
		N	101	103	90	99	91	56	52	51	38	1	7	4
	In region's library	%	95,5	90,9	81,8	95,5	95,5	90,9	63,6	72,7	36,4	0,0	4,5	0,0
		N	21	20	18	21	21	20	14	16	8	0	1	0
	In branch / structural subdivision of central library in the city	%	94,2	94,2	54,7	71,2	66,2	33,1	36,7	31,7	20,9	2,2	1,4	1,4
		N	131	131	76	99	92	46	51	44	29	3	2	2
In branch / structural subdivision of central library in the village	%	99,1	97,3	61,0	47,4	40,8	39,6	37,2	33,3	23,4	2,7	0,0	0,3	
	N	330	324	203	158	136	132	124	111	78	9	0	1	
Region	Kauno	%	97,2	96,3	66,7	63,9	55,6	32,4	36,1	30,6	24,1	0,9	0,9	0,0
		N	105	104	72	69	60	35	39	33	26	1	1	0
	Vilniaus	%	97,5	98,8	58,0	55,6	56,8	43,2	37,0	39,5	9,9	6,2	1,2	0,0
		N	79	80	47	45	46	35	30	32	8	5	1	0
	Panevezio	%	94,8	90,9	74,0	68,8	70,1	50,6	58,4	46,8	32,5	1,3	3,9	1,3
		N	73	70	57	53	54	39	45	36	25	1	3	1
	Siauliu	%	95,8	94,4	43,7	57,7	45,1	35,2	31,0	35,2	16,9	4,2	2,8	1,4
		N	68	67	31	41	32	25	22	25	12	3	2	1
	Klaipedos	%	98,4	98,4	76,6	68,8	67,2	39,1	50,0	39,1	39,1	0,0	0,0	1,6
		N												

		Does your library render services indicated in the card for pensioners?											
		Dispense of books	Possibility to read periodical press	Dispense of other publications	Possibility to use internet for free	Possibility to use information data bases on the internet	Possibility to listen audios records	Possibility to play computer games	Possibility to watch video records	Possibility to learn in computer literacy courses	Other	DK/NA	None of these
Utenos	N	63	63	49	44	43	25	32	25	25	0	0	1
	%	93,0	86,0	75,4	70,2	70,2	64,9	40,4	54,4	50,9	5,3	3,5	0,0
Alytaus	N	53	49	43	40	40	37	23	31	29	3	2	0
	%	95,9	98,0	55,1	65,3	38,8	30,6	36,7	20,4	16,3	0,0	0,0	2,0
Telsiu	N	47	48	27	32	19	15	18	10	8	0	0	1
	%	88,1	90,5	64,3	50,0	42,9	35,7	33,3	23,8	11,9	0,0	2,4	7,1
Marijampoles	N	37	38	27	21	18	15	14	10	5	0	1	3
	%	97,2	97,2	52,8	50,0	44,4	55,6	38,9	38,9	33,3	0,0	0,0	0,0
Taurages	N	35	35	19	18	16	20	14	14	12	0	0	0
	%	95,8	100,0	62,5	58,3	50,0	33,3	16,7	25,0	12,5	0,0	0,0	0,0
Total:	%	95,7	94,9	63,5	61,9	55,8	41,7	39,6	36,5	25,1	2,1	1,6	1,1
	N	583	578	387	377	340	254	241	222	153	13	10	7

Table 27. Does your library render the services indicated in the card for village people?

			Does your library render the services indicated in the card for village people												
			Possibility to read periodical press	Dispense of books	Dispense of other publications	Possibility to use internet for free	Possibility to use information data bases on the internet	Possibility to listen audios records	Possibility to play computer games	Possibility to watch video records	Possibility to learn in computer literacy courses	DK/NA	None of these	Other	
Gender	Female	%	87,5	86,7	62,4	56,6	51,7	41,1	40,6	34,9	24,1	10,8	4,3	2,3	
		N	526	521	375	340	311	247	244	210	145	65	26	14	
	Male	%	75,0	87,5	50,0	50,0	50,0	37,5	37,5	37,5	37,5	25,0	12,5	0,0	0,0
		N	6	7	4	4	4	3	3	3	3	2	1	0	0
Age group	Up to 40 years	%	89,7	88,1	68,3	62,7	63,5	53,2	43,7	42,1	27,8	7,9	2,4	1,6	
		N	113	111	86	79	80	67	55	53	35	10	3	2	
	41-45 years	%	89,7	89,7	62,9	64,7	57,8	43,1	47,4	37,9	31,0	8,6	5,2	3,4	
		N	104	104	73	75	67	50	55	44	36	10	6	4	
	46-50 years	%	86,4	82,8	59,2	58,6	52,7	43,8	39,1	34,3	24,3	13,0	4,7	0,6	
		N	146	140	100	99	89	74	66	58	41	22	8	1	
	50-55 years	%	79,5	83,1	60,2	51,8	42,2	28,9	38,6	30,1	14,5	15,7	7,2	4,8	
		N	66	69	50	43	35	24	32	25	12	13	6	4	
More than 55 years	%	89,6	90,4	60,9	41,7	38,3	30,4	33,9	28,7	20,0	9,6	2,6	2,6		
	N	103	104	70	48	44	35	39	33	23	11	3	3		
You work:	In central library in the city	%	83,5	80,0	72,2	80,0	75,7	45,2	47,0	43,5	30,4	14,8	5,2	0,9	
		N	96	92	83	92	87	52	54	50	35	17	6	1	
	In region's library	%	90,9	90,9	72,7	90,9	90,9	86,4	63,6	68,2	31,8	9,1	0,0	0,0	
		N	20	20	16	20	20	19	14	15	7	2	0	0	
	In branch / structural subdivision of central library in the city	%	64,0	64,0	42,4	48,2	46,8	27,3	30,9	24,5	12,2	31,7	13,7	0,7	
		N	89	89	59	67	65	38	43	34	17	44	19	1	
In branch / structural subdivision of central library in the village	%	98,2	98,2	66,4	49,5	42,9	42,3	40,8	34,2	26,4	0,9	0,3	3,6		
	N	327	327	221	165	143	141	136	114	88	3	1	12		
Region	Kauno	%	78,7	78,7	63,0	50,9	48,1	32,4	38,9	25,9	24,1	17,6	2,8	3,7	
		N	85	85	68	55	52	35	42	28	26	19	3	4	
	Vilniaus	%	81,5	81,5	50,6	44,4	44,4	38,3	29,6	34,6	6,2	14,8	6,2	3,7	
		N	66	66	41	36	36	31	24	28	5	12	5	3	
	Panevezio	%	92,2	93,5	75,3	68,8	70,1	51,9	57,1	49,4	33,8	6,5	2,6	1,3	
		N	71	72	58	53	54	40	44	38	26	5	2	1	
	Siauliu	%	83,1	81,7	40,8	45,1	39,4	33,8	32,4	32,4	15,5	16,9	11,3	4,2	
		N	59	58	29	32	28	24	23	23	11	12	8	3	
	Klaipedos	%	93,8	93,8	71,9	65,6	62,5	37,5	50,0	37,5	35,9	6,3	6,3	0,0	

		Does your library render the services indicated in the card for village people											
		Possibility to read periodical press	Dispense of books	Dispense of other publications	Possibility to use internet for free	Possibility to use information data bases on the internet	Possibility to listen audios records	Possibility to play computer games	Possibility to watch video records	Possibility to learn in computer literacy courses	DK/NA	None of these	Other
Utenos	N	60	60	46	42	40	24	32	24	23	4	4	0
	%	87,7	87,7	68,4	73,7	64,9	61,4	42,1	50,9	49,1	8,8	0,0	5,3
Alytaus	N	50	50	39	42	37	35	24	29	28	5	0	3
	%	98,0	93,9	55,1	63,3	42,9	34,7	40,8	26,5	16,3	2,0	2,0	0,0
Telsiu	N	48	46	27	31	21	17	20	13	8	1	1	0
	%	88,1	85,7	61,9	54,8	42,9	35,7	40,5	23,8	14,3	9,5	7,1	0,0
Marijampoles	N	37	36	26	23	18	15	17	10	6	4	3	0
	%	94,4	94,4	77,8	50,0	44,4	55,6	47,2	38,9	30,6	5,6	0,0	0,0
Taurages	N	34	34	28	18	16	20	17	14	11	2	0	0
	%	91,7	87,5	70,8	50,0	54,2	37,5	16,7	25,0	12,5	8,3	0,0	0,0
Total:	N	22	21	17	12	13	9	4	6	3	2	0	0
	%	87,4	86,7	62,2	56,5	51,7	41,1	40,6	35,0	24,1	10,8	4,3	2,3
	N	532	528	379	344	315	250	247	213	147	66	26	14

Table 28. Does your library render the services indicated in the card for the unemployed?

			Does your library render the services indicated in the card for the unemployed?											
			Possibility to read periodical press	Dispense of books	Dispense of other publications	Possibility to use internet for free	Possibility to use information data bases on the internet	Possibility to listen audios records	Possibility to play computer games	Possibility to watch video records	Possibility to learn in computer literacy courses	DK/NA	Other	None of these
Gender	Female	%	94,3	93,8	63,1	61,9	56,2	41,8	40,9	36,9	25,1	2,7	1,8	1,2
		N	567	564	379	372	338	251	246	222	151	16	11	7
	Male	%	87,5	75,0	50,0	50,0	50,0	37,5	37,5	37,5	25,0	12,5	0,0	0,0
		N	7	6	4	4	4	3	3	3	2	1	0	0
Age group	Up to 40 years	%	96,0	95,2	71,4	66,7	65,1	52,4	43,7	43,7	27,8	3,2	1,6	0,0
		N	121	120	90	84	82	66	55	55	35	4	2	0
	41-45 years	%	93,1	94,0	62,1	68,1	59,5	41,4	43,1	39,7	31,0	1,7	1,7	1,7
		N	108	109	72	79	69	48	50	46	36	2	2	2
	46-50 years	%	94,1	91,7	60,9	66,3	59,2	45,0	39,1	36,7	25,4	3,6	0,6	1,8
		N	159	155	103	112	100	76	66	62	43	6	1	3
	50-55 years	%	95,2	92,8	66,3	61,4	54,2	33,7	44,6	36,1	18,1	1,2	4,8	1,2
		N	79	77	55	51	45	28	37	30	15	1	4	1
More than 55 years	%	93,0	94,8	54,8	43,5	40,0	31,3	35,7	27,8	20,9	3,5	1,7	0,9	
	N	107	109	63	50	46	36	41	32	24	4	2	1	
You work:	In central library in the city	%	89,6	84,3	77,4	84,3	79,1	47,0	48,7	43,5	29,6	6,1	0,9	4,3
		N	103	97	89	97	91	54	56	50	34	7	1	5
	In region's library	%	95,5	95,5	77,3	95,5	95,5	90,9	63,6	72,7	36,4	4,5	0,0	0,0
		N	21	21	17	21	21	20	14	16	8	1	0	0
	In branch / structural subdivision of central library in the city	%	92,8	89,2	54,7	70,5	64,7	33,1	36,7	32,4	18,7	5,8	0,7	0,7
		N	129	124	76	98	90	46	51	45	26	8	1	1
In branch / structural subdivision of central library in the village	%	96,4	98,5	60,4	48,0	42,0	40,2	38,4	34,2	25,5	0,3	2,7	0,3	
	N	321	328	201	160	140	134	128	114	85	1	9	1	
Region	Kauno	%	96,3	98,1	68,5	65,7	57,4	31,5	37,0	29,6	25,0	0,9	0,9	0,0
		N	104	106	74	71	62	34	40	32	27	1	1	0
	Vilniaus	%	92,6	88,9	56,8	50,6	50,6	42,0	35,8	38,3	8,6	4,9	3,7	1,2
		N	75	72	46	41	41	34	29	31	7	4	3	1
	Panevezio	%	94,8	94,8	72,7	72,7	72,7	50,6	57,1	50,6	35,1	3,9	1,3	0,0
		N	73	73	56	56	56	39	44	39	27	3	1	0
	Siauliu	%	91,5	90,1	43,7	54,9	46,5	35,2	32,4	36,6	21,1	4,2	4,2	2,8
		N	65	64	31	39	33	25	23	26	15	3	3	2

		Does your library render the services indicated in the card for the unemployed?											
		Possibility to read periodical press	Dispense of books	Dispense of other publications	Possibility to use internet for free	Possibility to use information data bases on the internet	Possibility to listen audios records	Possibility to play computer games	Possibility to watch video records	Possibility to learn in computer literacy courses	DK/NA	Other	None of these
Klaipėdos	%	98,4	98,4	75,0	70,3	67,2	39,1	53,1	40,6	32,8	1,6	0,0	0,0
	N	63	63	48	45	43	25	34	26	21	1	0	0
Utenos	%	89,5	91,2	70,2	68,4	70,2	63,2	43,9	52,6	49,1	5,3	5,3	0,0
	N	51	52	40	39	40	36	25	30	28	3	3	0
Alytaus	%	95,9	93,9	53,1	63,3	42,9	34,7	44,9	22,4	16,3	0,0	0,0	2,0
	N	47	46	26	31	21	17	22	11	8	0	0	1
Telsiu	%	90,5	88,1	64,3	54,8	45,2	38,1	35,7	26,2	14,3	2,4	0,0	7,1
	N	38	37	27	23	19	16	15	11	6	1	0	3
Marijampolės	%	94,4	97,2	55,6	47,2	44,4	52,8	38,9	36,1	30,6	2,8	0,0	0,0
	N	34	35	20	17	16	19	14	13	11	1	0	0
Tauragės	%	100,0	91,7	62,5	58,3	45,8	37,5	12,5	25,0	12,5	0,0	0,0	0,0
	N	24	22	15	14	11	9	3	6	3	0	0	0
Total:	%	94,3	93,6	62,9	61,7	56,2	41,7	40,9	36,9	25,1	2,8	1,8	1,1
	N	574	570	383	376	342	254	249	225	153	17	11	7

Table 29. Does your library render the services indicated in the card for children from the families of social risk?

			Does your library render the services indicated in the card for children from the families of social risk?												
			Dispense of books	Possibility to read periodical press	Dispense of other publications	Possibility to use internet for free	Possibility to play computer games	Possibility to use information data bases on the internet	Possibility to listen audios records	Possibility to watch video records	Possibility to learn in computer literacy courses	DK/NA	Other	None of these	
Gender	Female	%	90,2	85,9	62,4	59,6	53,7	52,6	44,1	37,8	22,1	4,8	3,3	3,2	
		N	542	516	375	358	323	316	265	227	133	29	20	19	
	Male	%	100,0	100,0	62,5	62,5	62,5	62,5	62,5	62,5	50,0	25,0	0,0	0,0	0,0
		N	8	8	5	5	5	5	5	5	4	2	0	0	0
Age group	Up to 40 years	%	89,7	84,9	70,6	64,3	57,1	61,9	54,0	41,3	23,8	6,3	0,8	2,4	
		N	113	107	89	81	72	78	68	52	30	8	1	3	
	41-45 years	%	92,2	86,2	63,8	68,1	62,1	55,2	47,4	42,2	31,0	4,3	5,2	2,6	
		N	107	100	74	79	72	64	55	49	36	5	6	3	
	46-50 years	%	89,3	87,0	61,5	62,7	50,3	53,8	44,4	37,9	24,3	4,7	3,0	4,7	
		N	151	147	104	106	85	91	75	64	41	8	5	8	
	50-55 years	%	88,0	84,3	61,4	55,4	51,8	49,4	34,9	37,3	12,0	2,4	6,0	4,8	
		N	73	70	51	46	43	41	29	31	10	2	5	4	
More than 55 years	%	92,2	87,0	53,9	44,3	48,7	40,9	37,4	30,4	15,7	5,2	2,6	0,9		
	N	106	100	62	51	56	47	43	35	18	6	3	1		
You work:	In central library in the city	%	80,9	82,6	69,6	77,4	58,3	71,3	55,7	52,2	29,6	10,4	0,9	5,2	
		N	93	95	80	89	67	82	64	60	34	12	1	6	
	In region's library	%	100,0	100,0	81,8	100,0	72,7	100,0	95,5	77,3	40,9	0,0	0,0	0,0	
		N	22	22	18	22	16	22	21	17	9	0	0	0	
	In branch / structural subdivision of central library in the city	%	82,7	77,0	54,7	64,7	54,0	54,7	29,5	28,1	17,3	5,8	1,4	8,6	
		N	115	107	76	90	75	76	41	39	24	8	2	12	
In branch / structural subdivision of central library in the village	%	96,1	90,1	61,9	48,6	51,1	42,3	43,2	34,5	20,4	2,7	5,1	0,3		
	N	320	300	206	162	170	141	144	115	68	9	17	1		
Region	Kauno	%	90,7	87,0	65,7	63,9	50,0	56,5	34,3	28,7	18,5	7,4	3,7	0,9	
		N	98	94	71	69	54	61	37	31	20	8	4	1	
	Vilniaus	%	86,4	84,0	56,8	50,6	39,5	46,9	40,7	38,3	9,9	7,4	3,7	2,5	
		N	70	68	46	41	32	38	33	31	8	6	3	2	
	Panevezio	%	97,4	97,4	81,8	75,3	72,7	72,7	57,1	51,9	37,7	0,0	1,3	1,3	
		N	75	75	63	58	56	56	44	40	29	0	1	1	
	Siauliu	%	95,8	81,7	45,1	60,6	54,9	46,5	45,1	42,3	14,1	2,8	12,7	0,0	
		N	68	58	32	43	39	33	32	30	10	2	9	0	
	Klaipėdos	%	76,6	71,9	60,9	43,8	51,6	43,8	32,8	34,4	25,0	3,1	0,0	20,3	
		N													

		Does your library render the services indicated in the card for children from the families of social risk?											
		Dispense of books	Possibility to read periodical press	Dispense of other publications	Possibility to use internet for free	Possibility to play computer games	Possibility to use information data bases on the internet	Possibility to listen audios records	Possibility to watch video records	Possibility to learn in computer literacy courses	DK/NA	Other	None of these
Utenos	N	49	46	39	28	33	28	21	22	16	2	0	13
	%	93,0	87,7	71,9	78,9	70,2	71,9	63,2	52,6	50,9	1,8	5,3	0,0
Alytaus	N	53	50	41	45	40	41	36	30	29	1	3	0
	%	89,8	87,8	65,3	53,1	55,1	44,9	40,8	30,6	8,2	6,1	0,0	2,0
Telsiu	N	44	43	32	26	27	22	20	15	4	3	0	1
	%	85,7	88,1	59,5	52,4	47,6	42,9	42,9	33,3	14,3	9,5	0,0	2,4
Marijampoles	N	36	37	25	22	20	18	18	14	6	4	0	1
	%	97,2	91,7	50,0	52,8	58,3	47,2	55,6	36,1	27,8	2,8	0,0	0,0
Taurages	N	35	33	18	19	21	17	20	13	10	1	0	0
	%	91,7	83,3	54,2	50,0	25,0	29,2	37,5	20,8	12,5	8,3	0,0	0,0
Total:	N	22	20	13	12	6	7	9	5	3	2	0	0
	%	90,3	86,0	62,4	59,6	53,9	52,7	44,3	37,9	22,2	4,8	3,3	3,1
	N	550	524	380	363	328	321	270	231	135	29	20	19

Table 30. Does your library render the services for children whose parents have left to work abroad?

		Does your library render the services for children whose parents have left to work abroad?												
		Dispense of books	Possibility to read periodical press	Dispense of other publications	Possibility to use internet for free	Possibility to play computer games	Possibility to use information data bases on the internet	Possibility to listen audios records	Possibility to watch video records	Possibility to learn in computer literacy courses	DK/NA	None of these	Other	
Gender	Female	%	79,9	78,2	56,7	54,9	49,6	47,4	39,9	35,3	20,1	16,3	4,8	2,2
		N	480	470	341	330	298	285	240	212	121	98	29	13
	Male	%	75,0	87,5	62,5	62,5	62,5	62,5	62,5	50,0	25,0	12,5	0,0	0,0
		N	6	7	5	5	5	5	5	4	2	1	0	0
Age group	Up to 40 years	%	77,8	77,8	63,5	60,3	53,2	55,6	47,6	38,9	21,4	18,3	4,8	0,8
		N	98	98	80	76	67	70	60	49	27	23	6	1
	41-45 years	%	78,4	76,7	56,9	60,3	55,2	50,9	43,1	41,4	31,0	17,2	5,2	3,4
		N	91	89	66	70	64	59	50	48	36	20	6	4
	46-50 years	%	78,1	79,3	56,2	57,4	47,3	49,1	40,8	34,3	20,1	17,8	5,3	2,4
		N	132	134	95	97	80	83	69	58	34	30	9	4
	50-55 years	%	78,3	77,1	55,4	53,0	48,2	45,8	32,5	34,9	12,0	15,7	7,2	3,6
		N	65	64	46	44	40	38	27	29	10	13	6	3
	More than 55 years	%	87,0	80,0	51,3	41,7	45,2	34,8	33,9	27,8	13,9	11,3	1,7	0,9
		N	100	92	59	48	52	40	39	32	16	13	2	1
You work:	In central library in the city	%	78,3	79,1	65,2	73,0	56,5	67,0	52,2	49,6	26,1	19,1	5,2	0,9
		N	90	91	75	84	65	77	60	57	30	22	6	1
	In region's library	%	100,0	100,0	81,8	100,0	77,3	95,5	95,5	77,3	40,9	0,0	0,0	0,0
		N	22	22	18	22	17	21	21	17	9	0	0	0
	In branch / structural subdivision of central library in the city	%	77,0	77,0	54,7	64,0	51,8	52,5	28,8	29,5	15,8	15,8	10,1	1,4
		N	107	107	76	89	72	73	40	41	22	22	14	2
	In branch / structural subdivision of central library in the village	%	80,2	77,2	53,2	42,0	44,7	35,7	37,2	30,3	18,6	16,5	2,7	3,0
		N	267	257	177	140	149	119	124	101	62	55	9	10
Region	Kauno	%	82,4	81,5	62,0	57,4	48,1	50,9	32,4	27,8	18,5	12,0	0,9	1,9
		N	89	88	67	62	52	55	35	30	20	13	1	2
	Vilniaus	%	60,5	61,7	46,9	42,0	34,6	39,5	33,3	33,3	7,4	33,3	7,4	2,5
		N	49	50	38	34	28	32	27	27	6	27	6	2
	Panevezio	%	97,4	98,7	81,8	76,6	72,7	70,1	57,1	51,9	36,4	1,3	1,3	1,3
		N												

		Does your library render the services for children whose parents have left to work abroad?											
		Dispense of books	Possibility to read periodical press	Dispense of other publications	Possibility to use internet for free	Possibility to play computer games	Possibility to use information data bases on the internet	Possibility to listen audios records	Possibility to watch video records	Possibility to learn in computer literacy courses	DK/NA	None of these	Other
Siauliu	N	75	76	63	59	56	54	44	40	28	1	1	1
	%	83,1	70,4	36,6	56,3	49,3	42,3	39,4	39,4	11,3	12,7	5,6	7,0
Klaipedos	N	59	50	26	40	35	30	28	28	8	9	4	5
	%	75,0	73,4	60,9	43,8	48,4	42,2	32,8	34,4	25,0	25,0	21,9	0,0
Utenos	N	48	47	39	28	31	27	21	22	16	16	14	0
	%	66,7	63,2	52,6	59,6	52,6	54,4	47,4	42,1	36,8	29,8	1,8	5,3
Alytaus	N	38	36	30	34	30	31	27	24	21	17	1	3
	%	83,7	85,7	61,2	55,1	57,1	42,9	38,8	28,6	8,2	12,2	2,0	0,0
Telsiu	N	41	42	30	27	28	21	19	14	4	6	1	0
	%	83,3	85,7	57,1	52,4	50,0	45,2	42,9	33,3	14,3	14,3	2,4	0,0
Marijampoles	N	35	36	24	22	21	19	18	14	6	6	1	0
	%	86,1	88,9	47,2	47,2	50,0	41,7	50,0	33,3	30,6	8,3	0,0	0,0
Taurages	N	31	32	17	17	18	15	18	12	11	3	0	0
	%	87,5	83,3	50,0	50,0	16,7	25,0	33,3	20,8	12,5	4,2	0,0	0,0
Total:	%	79,8	78,3	56,8	55,0	49,8	47,6	40,2	35,5	20,2	16,3	4,8	2,1
	N	486	477	346	335	303	290	245	216	123	99	29	13

Table 31. How often do you have to service the visitors with special needs (for example people having eyesight disorders)?

			How often do you have to service the visitors with special needs (for example people having eyesight disorders)?							
			Everyday	Several times a week	Once a week	Several times a month	Once a month	Several times a year	More seldom	Never
Gender	Female	%	3,7	5,5	5,7	12,1	14,5	9,2	19,8	29,6
		N	22	33	34	73	87	55	119	178
	Male	%	0,0	25,0	0,0	25,0	0,0	12,5	12,5	25,0
		N	0	2	0	2	0	1	1	2
Age group	Up to 40 years	%	2,4	7,9	4,0	10,3	11,9	13,5	15,9	34,1
		N	3	10	5	13	15	17	20	43
	41-45 years	%	1,7	3,4	7,8	16,4	19,0	11,2	13,8	26,7
		N	2	4	9	19	22	13	16	31
	46-50 years	%	7,7	3,6	7,1	7,7	13,0	8,9	26,0	26,0
		N	13	6	12	13	22	15	44	44
	50-55 years	%	2,4	8,4	3,6	16,9	12,0	3,6	28,9	24,1
		N	2	7	3	14	10	3	24	20
	More than 55 years	%	1,7	7,0	4,3	13,9	15,7	7,0	13,9	36,5
		N	2	8	5	16	18	8	16	42
You work:	In central library in the city	%	5,2	9,6	3,5	14,8	8,7	7,8	23,5	27,0
		N	6	11	4	17	10	9	27	31
	In region's library	%	0,0	9,1	0,0	18,2	0,0	13,6	36,4	22,7
		N	0	2	0	4	0	3	8	5
	In branch / structural subdivision of central library in the city	%	5,8	7,2	10,1	12,2	11,5	10,1	27,3	15,8
		N	8	10	14	17	16	14	38	22
In branch / structural subdivision of central library in the village	%	2,4	3,6	4,8	11,1	18,3	9,0	14,1	36,6	
	N	8	12	16	37	61	30	47	122	
Region	Alytaus	%	4,1	4,1	6,1	0,0	30,6	2,0	36,7	16,3
		N	2	2	3	0	15	1	18	8
	Kauno	%	4,6	1,9	6,5	13,0	8,3	6,5	16,7	42,6
		N	5	2	7	14	9	7	18	46
	Klaipėdos	%	6,3	4,7	6,3	10,9	15,6	7,8	28,1	20,3
		N	4	3	4	7	10	5	18	13
	Marijampolės	%	8,3	2,8	11,1	22,2	19,4	8,3	13,9	13,9
		N	3	1	4	8	7	3	5	5
	Panevezio	%	1,3	13,0	5,2	19,5	11,7	9,1	19,5	20,8
		N	1	10	4	15	9	7	15	16
	Siauliai	%	2,8	12,7	8,5	9,9	15,5	8,5	22,5	19,7
		N	2	9	6	7	11	6	16	14
	Tauragės	%	4,2	4,2	4,2	8,3	12,5	4,2	0,0	62,5
		N	1	1	1	2	3	1	0	15
	Telsiai	%	2,4	4,8	7,1	16,7	26,2	21,4	4,8	16,7
		N	1	2	3	7	11	9	2	7
	Utenos	%	3,5	1,8	1,8	15,8	7,0	7,0	19,3	43,9
		N	2	1	1	9	4	4	11	25
	Vilniaus	%	1,2	4,9	1,2	7,4	9,9	16,0	21,0	38,3
		N	1	4	1	6	8	13	17	31
	Total:	%	3,6	5,7	5,6	12,3	14,3	9,2	19,7	29,6
		N	22	35	34	75	87	56	120	180

2.10. Knowledge and Skills of the Librarians on how to Use the Opportunities Provided by the Internet Resources and the Internet Innovations

The librarians are quite familiar with the Internet resources and opportunities: e-communication means (know about them and know how to use but not enough in order to consult others – 45%, know about them and know how to use enough in order to consult and teach others – 41%), e – government services (know about them and know how to use but not enough in order to consult others – 39%, know about them and know how to use enough in order to consult and teach others – 38%), the Internet resources for economic activity (know about them and know how to use but not enough in order to consult others – 39%, know about them and know how to use enough in order to consult and teach others – 27%), search for work on the Internet (know about them and know how to use but not enough in order to consult others – 29%, know about them and know how to use enough in order to consult and teach others – 55%), education system and services (know about them and know how to use but not enough in order to consult others – 32%, know about them and know how to use enough in order to consult and teach others – 43%), cultural, communal and leisure information on the Internet (know about them and know how to use but not enough in order to consult others – 34%, know about them and know how to use enough in order to consult and teach others – 48%), health information (know about them and know how to use but not enough in order to consult others – 35%, know about them and know how to use enough in order to consult and teach others – 38%), creation of the Internet content (know about them and know how to use but not enough in order to consult others – 27%, know about them and know how to use enough in order to consult and teach others – 8%). (32 – 39 [Table](#))

The knowledge of the librarians on the Internet innovations is significantly lower: Web 2.0 (know about them and know how to use but not enough in order to consult others – 12%, know about them and know how to use enough in order to consult and teach others – 4%), Wikipedia (know about them and know how to use but not enough in order to consult others – 25%, know about them and know how to use enough in order to consult and teach others – 24%), Blogs (know about them and know how to use but not enough in order to consult others – 15%, know about them and know how to use enough in order to consult and teach others – 7%), RSS readers (know about them and know how to use but not enough in order to consult others – 10%, know about them and know how to use enough in order to consult and teach others – 3%), „Flickr“ or other photo sharing system (know about them and know how to use but not enough in order to consult others – 10%, know about them and know how to use enough in order to consult and teach others – 5%), „Youtube“ (know about them and know how to use but not enough in order to consult others – 11%, know about them and know how to use enough in order to consult and teach others – 8%), „Del.icious“ (know about them and know how to use but not enough in order to consult others – 5%, know about them and know how to use enough in order to consult and teach others – 3%), Library 2.0 (know about them and know how to use but not enough in order to consult others – 12%, know about them and know how to use enough in order to consult and teach others – 7%). (40 – 47 [Table](#))

2.10.1. Methodical consulting Assistance provided by urban and rural Librarians

Half (49,6%) of the central city library staff using electronic communication tools skills are good enough to consult, only a third of rural area library staff (35,1%) have such skills. A fifth (18,9%) village librarians only heard about electronic communication tools and do not have ability to use those. With e-government services are more familiar city (48,7%) and county library staff (68,2%), meanwhile one third of the library structural units in city and countryside area staff say they can teach others e-government services (respectively 37,4% and 32,4%).

36,6% rural area librarians heard about opportunities for economical activities provided by internet resources, but they are not able to use those. Talking about city colleagues, they are much better informed- in central city and county libraries there are only one fifth of respondents (respectively 20,9% 18,2%).

How to search work on the internet heard only 19,2% of rural area librarians and the same time do not know how to use it, meanwhile in urban area such respondents there are twice less- only around one tenth.

City librarians are also better familiar with educational information and service opportunities provided by the internet. One third of rural area librarians heard about these opportunities, but they do not know how to deal it with, meanwhile talking about urban area librarians there are from 4,5% (in counties) until 11,5% (in city structural branches) respondents who do not know how to use those. To provide consulting how to use these opportunities could more than a half of city librarians and only one third of countryside area librarians.

Around one tenth of city and fifth of countryside area librarians heard about internet resources providing cultural and community services, but they were not familiar how to use those.

From 10% to 20% of city librarians only heard about health services on the internet. There is only one third of such librarians in the countryside area.

Almost half (41,4%) rural area librarians and only one tenth (13,9%) central city librarians are not introduced with Wikipedia. More than third of them (34,8%) and also county library staff (40,9%) not only able to use Wikipedia, but also to educate others about that. To do the same are able only one fifth of their colleagues in countryside area (17,1%).

More than a half of rural area librarians (56,5%) never faced with headings (blogs) and only 4,8% respondents could consult visitors how to use those. The best informed are central city libraries staff- there are more than one tenth (13%) people who know what it is and are able to use and the same time to teach others.

RSS readers are not very well known in both- city and countryside area. Around half of central city libraries staff (50,8%) and more than 60% counties (68,2%), city structural branches (66,9%) and countryside area (65,8%) staff are not familiar about RSS at all.

Systems to share photographs are also seldom known for half of all respondents (44,3% central city library staff and 60,7% their colleagues in rural area do not know anything about that).

One third (34,8%) central city library staff heard about such systems, but they are not able to use those. In counties there are around one tenth of such respondents (13,6%). To consult library visitors regarding

photographs share systems are able only few librarians in the city and village- 7% of central city library staff and 4,5% rural area librarians.

Video recording share systems are not well known for librarians. 60,4% rural area librarians heard nothing about that (in city central libraries such respondents 41,7%).

Links share systems are either not known either only heard, but not tried. About such systems heard nothing more than a half (54,8%) city librarians and more than two thirds rural area (70,3%) and city (71,9%) library structural branch staff.

One tenth of central city library staff (13,0%) and 2,7% of their colleagues in rural area could use Library 2.0 and would be able to consult others about it.

Table 32. How well you are familiar with these Internet resources, provided possibilities? Online communication means

			Online communication means (email, internet telephony, forums)				
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer
Gender	Female	%	0,3	13,6	45,3	40,4	0,3
		N	2	82	272	243	2
	Male	%	0,0	37,5	0,0	62,5	0,0
		N	0	3	0	5	0
Age group	Up to 40 years	%	0,0	4,8	38,9	56,3	0,0
		N	0	6	49	71	0
	41-45 years	%	0,0	10,3	41,4	47,4	0,9
		N	0	12	48	55	1
	46-50 years	%	0,0	11,2	53,3	34,9	0,6
		N	0	19	90	59	1
	50-55 years	%	0,0	15,7	50,6	33,7	0,0
		N	0	13	42	28	0
	More than 55 years	%	1,7	30,4	37,4	30,4	0,0
		N	2	35	43	35	0
You work:	In central library in the city	%	0,9	5,2	44,3	49,6	0,0
		N	1	6	51	57	0
	In region's library	%	0,0	9,1	36,4	54,5	0,0
		N	0	2	8	12	0
	In branch / structural subdivision of central library in the city	%	0,0	10,1	45,3	44,6	0,0
		N	0	14	63	62	0
In branch / structural subdivision of central library in the village	%	0,3	18,9	45,0	35,1	0,6	
	N	1	63	150	117	2	
Region	Kauno	%	0,9	14,8	41,7	42,6	0,0
		N	1	16	45	46	0
	Vilniaus	%	0,0	27,2	42,0	30,9	0,0
		N	0	22	34	25	0
	Panevezio	%	0,0	10,4	35,1	54,5	0,0
		N	0	8	27	42	0
	Siauliu	%	1,4	16,9	39,4	42,3	0,0
		N	1	12	28	30	0
	Klaipedos	%	0,0	4,7	51,6	43,8	0,0
		N	0	3	33	28	0
	Utenos	%	0,0	1,8	38,6	56,1	3,5
		N	0	1	22	32	2
	Alytaus	%	0,0	20,4	69,4	10,2	0,0
		N	0	10	34	5	0
	Telsiu	%	0,0	14,3	40,5	45,2	0,0
		N	0	6	17	19	0
	Marijampoles	%	0,0	13,9	52,8	33,3	0,0
		N	0	5	19	12	0
	Taurages	%	0,0	8,3	54,2	37,5	0,0
		N	0	2	13	9	0
	Total:	%	0,3	14,0	44,7	40,7	0,3
		N	2	85	272	248	2

Table 33. How well you are familiar with these Internet resources, provided possibilities? E-government services

			E-government services (services provided by municipalities and central government, search of legal acts)				
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer
Gender	Female	%	3,0	19,3	39,4	37,8	0,5
		N	18	116	237	227	3
	Male	%	0,0	37,5	12,5	50,0	0,0
		N	0	3	1	4	0
Age group	Up to 40 years	%	0,0	16,7	32,5	50,8	0,0
		N	0	21	41	64	0
	41-45 years	%	1,7	19,8	32,8	44,0	1,7
		N	2	23	38	51	2
	46-50 years	%	3,0	14,2	47,9	34,3	0,6
		N	5	24	81	58	1
	50-55 years	%	4,8	14,5	48,2	32,5	0,0
		N	4	12	40	27	0
More than 55 years	%	6,1	33,9	33,0	27,0	0,0	
	N	7	39	38	31	0	
You work:	In central library in the city	%	1,7	16,5	33,0	48,7	0,0
		N	2	19	38	56	0
	In region's library	%	4,5	9,1	18,2	68,2	0,0
		N	1	2	4	15	0
	In branch / structural subdivision of central library in the city	%	3,6	14,4	43,9	37,4	0,7
		N	5	20	61	52	1
	In branch / structural subdivision of central library in the village	%	3,0	23,4	40,5	32,4	0,6
		N	10	78	135	108	2
Region	Kauno	%	3,7	17,6	41,7	36,1	0,9
		N	4	19	45	39	1
	Vilniaus	%	4,9	33,3	29,6	32,1	0,0
		N	4	27	24	26	0
	Panevezio	%	3,9	15,6	29,9	50,6	0,0
		N	3	12	23	39	0
	Siauliu	%	1,4	28,2	39,4	31,0	0,0
		N	1	20	28	22	0
	Klaipedos	%	3,1	12,5	37,5	46,9	0,0
		N	2	8	24	30	0
	Utenos	%	0,0	7,0	35,1	56,1	1,8
		N	0	4	20	32	1
	Alytaus	%	2,0	22,4	53,1	22,4	0,0
		N	1	11	26	11	0
	Telsiu	%	4,8	26,2	38,1	31,0	0,0
		N	2	11	16	13	0
	Marijampoles	%	2,8	13,9	47,2	36,1	0,0
		N	1	5	17	13	0
	Taurages	%	0,0	8,3	62,5	25,0	4,2
		N	0	2	15	6	1
Total:		%	3,0	19,5	39,1	37,9	0,5
		N	18	119	238	231	3

Table 34. How well you are familiar with these Internet resources, provided possibilities? Internet resources for economic activity

			Internet resources for economical activity (online declaration, e-banking, online marketing)				
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer
Gender	Female	%	1,5	31,4	39,4	27,1	0,5
		N	9	189	237	163	3
	Male	%	0,0	37,5	12,5	37,5	12,5
		N	0	3	1	3	1
Age group	Up to 40 years	%	0,0	19,0	44,4	35,7	0,8
		N	0	24	56	45	1
	41-45 years	%	0,0	26,7	41,4	30,2	1,7
		N	0	31	48	35	2
	46-50 years	%	0,0	30,2	43,2	26,0	0,6
		N	0	51	73	44	1
	50-55 years	%	2,4	31,3	42,2	24,1	0,0
		N	2	26	35	20	0
More than 55 years	%	6,1	52,2	22,6	19,1	0,0	
	N	7	60	26	22	0	
You work:	In central library in the city	%	1,7	20,9	44,3	33,0	0,0
		N	2	24	51	38	0
	In region's library	%	4,5	18,2	27,3	45,5	4,5
		N	1	4	6	10	1
	In branch / structural subdivision of central library in the city	%	0,7	30,2	42,4	25,9	0,7
		N	1	42	59	36	1
	In branch / structural subdivision of central library in the village	%	1,5	36,6	36,6	24,6	0,6
		N	5	122	122	82	2
Region	Kauno	%	2,8	24,1	46,3	25,9	0,9
		N	3	26	50	28	1
	Vilniaus	%	1,2	44,4	35,8	18,5	0,0
		N	1	36	29	15	0
	Panevezio	%	2,6	23,4	39,0	35,1	0,0
		N	2	18	30	27	0
	Siauliu	%	1,4	36,6	38,0	22,5	1,4
		N	1	26	27	16	1
	Klaipėdos	%	1,6	23,4	35,9	39,1	0,0
		N	1	15	23	25	0
	Utenos	%	0,0	15,8	42,1	40,4	1,8
		N	0	9	24	23	1
	Alytaus	%	0,0	36,7	51,0	12,2	0,0
		N	0	18	25	6	0
	Telsiu	%	0,0	47,6	21,4	31,0	0,0
		N	0	20	9	13	0
	Marijampolės	%	2,8	41,7	27,8	27,8	0,0
		N	1	15	10	10	0
	Tauragės	%	0,0	37,5	45,8	12,5	4,2
		N	0	9	11	3	1
Total:		%	1,5	31,5	39,1	27,3	0,7
		N	9	192	238	166	4

Table 35. How well you are familiar with these Internet resources, provided possibilities? Search for work on the Internet

			Search for work on the Internet					
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer	
Gender	Female	%	0,7	14,1	29,8	54,6	0,8	
		N	4	85	179	328	5	
	Male	%	0,0	37,5	0,0	62,5	0,0	
		N	0	3	0	5	0	
Age group	Up to 40 years	%	0,0	5,6	24,6	69,0	0,8	
		N	0	7	31	87	1	
	41-45 years	%	0,0	11,2	24,1	63,8	0,9	
		N	0	13	28	74	1	
	46-50 years	%	0,6	11,8	36,1	50,3	1,2	
		N	1	20	61	85	2	
	50-55 years	%	1,2	13,3	32,5	51,8	1,2	
		N	1	11	27	43	1	
	More than 55 years	%	1,7	32,2	27,8	38,3	0,0	
		N	2	37	32	44	0	
You work:	In central library in the city	%	1,7	7,8	27,0	62,6	0,9	
		N	2	9	31	72	1	
	In region's library	%	4,5	9,1	18,2	68,2	0,0	
		N	1	2	4	15	0	
	In branch / structural subdivision of central library in the city	%	0,7	9,4	30,9	59,0	0,0	
		N	1	13	43	82	0	
	In branch / structural subdivision of central library in the village	%	0,0	19,2	30,3	49,2	1,2	
		N	0	64	101	164	4	
	Region	Kauno	%	1,9	17,6	18,5	62,0	0,0
			N	2	19	20	67	0
Vilniaus		%	1,2	23,5	33,3	42,0	0,0	
		N	1	19	27	34	0	
Panevezio		%	1,3	10,4	20,8	66,2	1,3	
		N	1	8	16	51	1	
Siauliu		%	0,0	18,3	29,6	52,1	0,0	
		N	0	13	21	37	0	
Klaipedos		%	0,0	9,4	29,7	57,8	3,1	
		N	0	6	19	37	2	
Utenos		%	0,0	5,3	22,8	70,2	1,8	
		N	0	3	13	40	1	
Alytaus		%	0,0	14,3	51,0	34,7	0,0	
		N	0	7	25	17	0	
Telsiu		%	0,0	9,5	50,0	40,5	0,0	
		N	0	4	21	17	0	
Marijampoles		%	0,0	13,9	25,0	61,1	0,0	
		N	0	5	9	22	0	
Taurages		%	0,0	16,7	33,3	45,8	4,2	
		N	0	4	8	11	1	
Total:	%	0,7	14,4	29,4	54,7	0,8		
	N	4	88	179	333	5		

Table 36. How well you are familiar with these Internet resources, provided possibilities? Educational information and services

			Educational information and services (AIKOS – data base of Professional orientation, online library catalogs, subscribed data bases)					
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer	
Gender	Female	%	2,7	21,1	32,4	43,1	0,7	
		N	16	127	195	259	4	
	Male	%	0,0	37,5	0,0	62,5	0,0	
		N	0	3	0	5	0	
Age group	Up to 40 years	%	0,8	9,5	35,7	54,0	0,0	
		N	1	12	45	68	0	
	41-45 years	%	1,7	19,0	31,9	45,7	1,7	
		N	2	22	37	53	2	
	46-50 years	%	3,6	20,7	32,5	42,6	0,6	
		N	6	35	55	72	1	
	50-55 years	%	1,2	20,5	38,6	39,8	0,0	
		N	1	17	32	33	0	
	More than 55 years	%	5,2	38,3	22,6	33,0	0,9	
		N	6	44	26	38	1	
You work:	In central library in the city	%	0,9	8,7	31,3	59,1	0,0	
		N	1	10	36	68	0	
	In region's library	%	4,5	4,5	31,8	59,1	0,0	
		N	1	1	7	13	0	
	In branch / structural subdivision of central library in the city	%	2,2	11,5	33,1	51,8	1,4	
		N	3	16	46	72	2	
	In branch / structural subdivision of central library in the village	%	3,3	30,9	31,8	33,3	0,6	
		N	11	103	106	111	2	
	Region	Kauno	%	2,8	17,6	27,8	51,9	0,0
			N	3	19	30	56	0
Vilniaus		%	3,7	29,6	35,8	29,6	1,2	
		N	3	24	29	24	1	
Panevezio		%	1,3	14,3	29,9	54,5	0,0	
		N	1	11	23	42	0	
Siauliu		%	7,0	29,6	26,8	35,2	1,4	
		N	5	21	19	25	1	
Klaipedos		%	1,6	18,8	29,7	50,0	0,0	
		N	1	12	19	32	0	
Utenos		%	0,0	5,3	35,1	56,1	3,5	
		N	0	3	20	32	2	
Alytaus		%	0,0	30,6	42,9	26,5	0,0	
		N	0	15	21	13	0	
Telsiu		%	2,4	19,0	38,1	40,5	0,0	
		N	1	8	16	17	0	
Marijampoles		%	2,8	30,6	30,6	36,1	0,0	
		N	1	11	11	13	0	
Taurages		%	4,2	25,0	29,2	41,7	0,0	
		N	1	6	7	10	0	
Total:		%	2,6	21,3	32,0	43,3	0,7	
		N	16	130	195	264	4	

Table 37. How well you are familiar with these Internet resources, provided possibilities? Information about culture, community and leisure on the internet

			Information about culture, community and leisure on the internet (electronical heritage, information about communities, interest groups, information about leisure)					
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer	
Gender	Female	%	2,5	14,8	34,6	47,4	0,7	
		N	15	89	208	285	4	
	Male	%	0,0	25,0	12,5	62,5	0,0	
		N	0	2	1	5	0	
Age group	Up to 40 years	%	0,8	5,6	36,5	57,1	0,0	
		N	1	7	46	72	0	
	41-45 years	%	1,7	14,7	29,3	52,6	1,7	
		N	2	17	34	61	2	
	46-50 years	%	1,8	14,2	34,3	49,1	0,6	
		N	3	24	58	83	1	
	50-55 years	%	4,8	12,0	41,0	41,0	1,2	
		N	4	10	34	34	1	
	More than 55 years	%	4,3	28,7	32,2	34,8	0,0	
		N	5	33	37	40	0	
	You work:	In central library in the city	%	1,7	5,2	32,2	60,9	0,0
			N	2	6	37	70	0
In region's library		%	4,5	9,1	22,7	63,6	0,0	
		N	1	2	5	14	0	
In branch / structural subdivision of central library in the city		%	0,7	8,6	34,5	56,1	0,0	
		N	1	12	48	78	0	
In branch / structural subdivision of central library in the village		%	3,3	21,3	35,7	38,4	1,2	
		N	11	71	119	128	4	
Region		Kauno	%	1,9	14,8	31,5	50,9	0,9
			N	2	16	34	55	1
	Vilniaus	%	3,7	24,7	38,3	32,1	1,2	
		N	3	20	31	26	1	
	Panevezio	%	2,6	9,1	26,0	62,3	0,0	
		N	2	7	20	48	0	
	Siauliu	%	0,0	16,9	33,8	49,3	0,0	
		N	0	12	24	35	0	
	Klaipedos	%	1,6	9,4	35,9	53,1	0,0	
		N	1	6	23	34	0	
	Utenos	%	1,8	3,5	33,3	57,9	3,5	
		N	1	2	19	33	2	
	Alytaus	%	6,1	32,7	38,8	22,4	0,0	
		N	3	16	19	11	0	
	Telsiu	%	4,8	14,3	31,0	50,0	0,0	
		N	2	6	13	21	0	
	Marijampoles	%	2,8	11,1	38,9	47,2	0,0	
		N	1	4	14	17	0	
	Taurages	%	0,0	8,3	50,0	41,7	0,0	
		N	0	2	12	10	0	
	Total:		%	2,5	14,9	34,3	47,6	0,7
			N	15	91	209	290	4

Table 38. How well you are familiar with these Internet resources, provided possibilities? Information about health

			Information about health (online registration to specialists, information about health, illnesses, medicines, health services)					
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer	
Gender	Female	%	2,8	23,5	34,9	37,9	0,8	
		N	17	141	210	228	5	
	Male	%	0,0	37,5	0,0	62,5	0,0	
		N	0	3	0	5	0	
Age group	Up to 40 years	%	0,8	15,1	34,1	49,2	0,8	
		N	1	19	43	62	1	
	41-45 years	%	0,9	23,3	27,6	46,6	1,7	
		N	1	27	32	54	2	
	46-50 years	%	3,0	21,3	39,1	36,1	0,6	
		N	5	36	66	61	1	
	50-55 years	%	2,4	21,7	47,0	27,7	1,2	
		N	2	18	39	23	1	
	More than 55 years	%	7,0	38,3	26,1	28,7	0,0	
		N	8	44	30	33	0	
You work:	In central library in the city	%	2,6	13,9	37,4	45,2	0,9	
		N	3	16	43	52	1	
	In region's library	%	0,0	18,2	22,7	59,1	0,0	
		N	0	4	5	13	0	
	In branch / structural subdivision of central library in the city	%	2,2	17,3	43,9	36,0	0,7	
		N	3	24	61	50	1	
	In branch / structural subdivision of central library in the village	%	3,3	30,0	30,3	35,4	0,9	
		N	11	100	101	118	3	
	Region	Kauno	%	3,7	19,4	32,4	43,5	0,9
			N	4	21	35	47	1
Vilniaus		%	2,5	33,3	39,5	22,2	2,5	
		N	2	27	32	18	2	
Panevezio		%	2,6	14,3	27,3	55,8	0,0	
		N	2	11	21	43	0	
Siauliu		%	2,8	31,0	38,0	28,2	0,0	
		N	2	22	27	20	0	
Klaipėdos		%	1,6	18,8	37,5	40,6	1,6	
		N	1	12	24	26	1	
Utenos		%	3,5	10,5	28,1	56,1	1,8	
		N	2	6	16	32	1	
Alytaus		%	4,1	32,7	46,9	16,3	0,0	
		N	2	16	23	8	0	
Telsiu		%	0,0	31,0	23,8	45,2	0,0	
		N	0	13	10	19	0	
Marijampolės		%	2,8	25,0	30,6	41,7	0,0	
		N	1	9	11	15	0	
Tauragės		%	4,2	29,2	45,8	20,8	0,0	
		N	1	7	11	5	0	
Total:	%	2,8	23,6	34,5	38,3	0,8		
	N	17	144	210	233	5		

Table 39. How well you are familiar with these Internet resources, provided possibilities? Production of internet content

			Production of internet content (knowledge of content management systems, tools for creation of personal websites)					
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer	
Gender	Female	%	10,0	55,4	26,6	7,3	0,7	
		N	60	333	160	44	4	
	Male	%	12,5	37,5	25,0	25,0	0,0	
		N	1	3	2	2	0	
Age group	Up to 40 years	%	12,7	45,2	28,6	13,5	0,0	
		N	16	57	36	17	0	
	41-45 years	%	8,6	56,0	25,9	8,6	0,9	
		N	10	65	30	10	1	
	46-50 years	%	7,1	59,2	29,0	3,6	1,2	
		N	12	100	49	6	2	
	50-55 years	%	9,6	53,0	28,9	7,2	1,2	
		N	8	44	24	6	1	
	More than 55 years	%	13,0	60,9	20,0	6,1	0,0	
		N	15	70	23	7	0	
You work:	In central library in the city	%	10,4	55,7	26,1	7,0	0,9	
		N	12	64	30	8	1	
	In region's library	%	18,2	50,0	9,1	22,7	0,0	
		N	4	11	2	5	0	
	In branch / structural subdivision of central library in the city	%	9,4	56,1	26,6	7,9	0,0	
		N	13	78	37	11	0	
	In branch / structural subdivision of central library in the village	%	9,6	55,0	27,9	6,6	0,9	
		N	32	183	93	22	3	
	Region	Kauno	%	12,0	54,6	24,1	9,3	0,0
			N	13	59	26	10	0
Vilniaus		%	9,9	63,0	21,0	4,9	1,2	
		N	8	51	17	4	1	
Panevezio		%	6,5	37,7	33,8	22,1	0,0	
		N	5	29	26	17	0	
Siauliu		%	11,3	56,3	26,8	4,2	1,4	
		N	8	40	19	3	1	
Klaipėdos		%	1,6	54,7	39,1	4,7	0,0	
		N	1	35	25	3	0	
Utenos		%	19,3	57,9	14,0	5,3	3,5	
		N	11	33	8	3	2	
Alytaus		%	16,3	42,9	38,8	2,0	0,0	
		N	8	21	19	1	0	
Telsiu		%	2,4	64,3	28,6	4,8	0,0	
		N	1	27	12	2	0	
Marijampolės		%	2,8	63,9	25,0	8,3	0,0	
		N	1	23	9	3	0	
Tauragės		%	20,8	75,0	4,2	0,0	0,0	
		N	5	18	1	0	0	
Total:		%	10,0	55,2	26,6	7,6	0,7	
		N	61	336	162	46	4	

Table 40. How well are you familiar with these Internet novelties? Web 2.0

			Web 2.0				
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer
Gender	Female	%	55,9	26,1	11,6	3,8	2,5
		N	336	157	70	23	15
	Male	%	37,5	25,0	25,0	12,5	0,0
		N	3	2	2	1	0
Age group	Up to 40 years	%	45,2	23,0	18,3	12,7	0,8
		N	57	29	23	16	1
	41-45 years	%	52,6	29,3	12,1	0,9	5,2
		N	61	34	14	1	6
	46-50 years	%	54,4	29,6	11,8	3,0	1,2
		N	92	50	20	5	2
	50-55 years	%	67,5	16,9	10,8	0,0	4,8
		N	56	14	9	0	4
	More than 55 years	%	63,5	27,8	5,2	1,7	1,7
		N	73	32	6	2	2
You work:	In central library in the city	%	47,0	30,4	14,8	5,2	2,6
		N	54	35	17	6	3
	In region's library	%	36,4	36,4	9,1	13,6	4,5
		N	8	8	2	3	1
	In branch / structural subdivision of central library in the city	%	60,4	25,9	7,2	3,6	2,9
		N	84	36	10	5	4
	In branch / structural subdivision of central library in the village	%	58,0	24,0	12,9	3,0	2,1
		N	193	80	43	10	7
Region	Kauno	%	53,7	24,1	13,9	3,7	4,6
		N	58	26	15	4	5
	Vilniaus	%	60,5	22,2	7,4	3,7	6,2
		N	49	18	6	3	5
	Panevezio	%	48,1	33,8	7,8	10,4	0,0
		N	37	26	6	8	0
	Siauliu	%	69,0	22,5	8,5	0,0	0,0
		N	49	16	6	0	0
	Klaipedos	%	51,6	31,3	12,5	4,7	0,0
		N	33	20	8	3	0
	Utenos	%	35,1	28,1	24,6	8,8	3,5
		N	20	16	14	5	2
	Alytaus	%	73,5	20,4	4,1	0,0	2,0
		N	36	10	2	0	1
	Telsiu	%	59,5	21,4	14,3	0,0	4,8
		N	25	9	6	0	2
	Marijampoles	%	55,6	27,8	13,9	2,8	0,0
		N	20	10	5	1	0
	Taurages	%	50,0	33,3	16,7	0,0	0,0
		N	12	8	4	0	0
Total:		%	55,7	26,1	11,8	3,9	2,5
		N	339	159	72	24	15

Table 41. How well are you familiar with these Internet novelties? Wikipedia

			Wikipedia				
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer
Gender	Female	%	32,9	17,5	25,1	23,1	1,3
		N	198	105	151	139	8
	Male	%	37,5	12,5	0,0	50,0	0,0
		N	3	1	0	4	0
Age group	Up to 40 years	%	21,4	11,1	31,0	35,7	0,8
		N	27	14	39	45	1
	41-45 years	%	27,6	17,2	21,6	29,3	4,3
		N	32	20	25	34	5
	46-50 years	%	30,2	18,3	26,6	24,3	0,6
		N	51	31	45	41	1
	50-55 years	%	32,5	20,5	28,9	16,9	1,2
		N	27	17	24	14	1
	More than 55 years	%	55,7	20,9	15,7	7,8	0,0
		N	64	24	18	9	0
You work:	In central library in the city	%	13,9	14,8	35,7	34,8	0,9
		N	16	17	41	40	1
	In region's library	%	31,8	18,2	9,1	40,9	0,0
		N	7	4	2	9	0
	In branch / structural subdivision of central library in the city	%	28,8	17,3	25,9	26,6	1,4
		N	40	24	36	37	2
	In branch / structural subdivision of central library in the village	%	41,4	18,3	21,6	17,1	1,5
		N	138	61	72	57	5
Region	Kauno	%	31,5	14,8	24,1	25,0	4,6
		N	34	16	26	27	5
	Vilniaus	%	39,5	17,3	18,5	23,5	1,2
		N	32	14	15	19	1
	Panevezio	%	27,3	20,8	18,2	33,8	0,0
		N	21	16	14	26	0
	Siauliu	%	38,0	15,5	25,4	21,1	0,0
		N	27	11	18	15	0
	Klaipedos	%	26,6	15,6	35,9	21,9	0,0
		N	17	10	23	14	0
	Utenos	%	10,5	22,8	40,4	24,6	1,8
		N	6	13	23	14	1
	Alytaus	%	49,0	24,5	16,3	10,2	0,0
		N	24	12	8	5	0
	Telsiu	%	42,9	21,4	16,7	16,7	2,4
		N	18	9	7	7	1
	Marijampoles	%	36,1	5,6	25,0	33,3	0,0
		N	13	2	9	12	0
	Taurages	%	37,5	12,5	33,3	16,7	0,0
		N	9	3	8	4	0
	Total:	%	33,0	17,4	24,8	23,5	1,3
		N	201	106	151	143	8

Table 42. How well are you familiar with these Internet novelties? Blogs

			Blogs				
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer
Gender	Female	%	49,3	26,3	15,0	6,7	2,8
		N	296	158	90	40	17
	Male	%	50,0	12,5	0,0	37,5	0,0
		N	4	1	0	3	0
Age group	Up to 40 years	%	37,3	26,2	18,3	14,3	4,0
		N	47	33	23	18	5
	41-45 years	%	49,1	24,1	17,2	6,0	3,4
		N	57	28	20	7	4
	46-50 years	%	47,3	26,0	17,8	5,9	3,0
		N	80	44	30	10	5
	50-55 years	%	54,2	25,3	13,3	4,8	2,4
		N	45	21	11	4	2
More than 55 years	%	61,7	28,7	5,2	3,5	0,9	
	N	71	33	6	4	1	
You work:	In central library in the city	%	32,2	38,3	14,8	13,0	1,7
		N	37	44	17	15	2
	In region's library	%	45,5	36,4	18,2	0,0	0,0
		N	10	8	4	0	0
	In branch / structural subdivision of central library in the city	%	46,8	24,5	12,9	8,6	7,2
		N	65	34	18	12	10
In branch / structural subdivision of central library in the village	%	56,5	21,9	15,3	4,8	1,5	
	N	188	73	51	16	5	
Region	Kauno	%	44,4	27,8	14,8	5,6	7,4
		N	48	30	16	6	8
	Vilniaus	%	48,1	24,7	14,8	8,6	3,7
		N	39	20	12	7	3
	Panevezio	%	44,2	35,1	11,7	9,1	0,0
		N	34	27	9	7	0
	Siauliu	%	62,0	22,5	11,3	4,2	0,0
		N	44	16	8	3	0
	Klaipedos	%	40,6	25,0	21,9	9,4	3,1
		N	26	16	14	6	2
	Utenos	%	24,6	35,1	26,3	12,3	1,8
		N	14	20	15	7	1
	Alytaus	%	69,4	22,4	6,1	0,0	2,0
		N	34	11	3	0	1
	Telsiu	%	69,0	16,7	11,9	2,4	0,0
		N	29	7	5	1	0
	Marijampoles	%	61,1	13,9	11,1	13,9	0,0
		N	22	5	4	5	0
	Taurages	%	41,7	29,2	16,7	4,2	8,3
		N	10	7	4	1	2
Total:		%	49,3	26,1	14,8	7,1	2,8
		N	300	159	90	43	17

Table 43. How well are you familiar with these Internet novelties? RSS news readers

			RSS news readers				
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer
Gender	Female	%	63,6	20,1	10,5	2,7	3,2
		N	382	121	63	16	19
	Male	%	37,5	12,5	12,5	37,5	0,0
		N	3	1	1	3	0
Age group	Up to 40 years	%	50,8	20,6	19,0	7,1	2,4
		N	64	26	24	9	3
	41-45 years	%	60,3	20,7	8,6	3,4	6,9
		N	70	24	10	4	8
	46-50 years	%	65,1	21,3	8,9	3,0	1,8
		N	110	36	15	5	3
	50-55 years	%	68,7	14,5	13,3	0,0	3,6
		N	57	12	11	0	3
More than 55 years	%	73,0	20,9	3,5	0,9	1,7	
	N	84	24	4	1	2	
You work:	In central library in the city	%	50,4	28,7	13,9	3,5	3,5
		N	58	33	16	4	4
	In region's library	%	68,2	18,2	9,1	0,0	4,5
		N	15	4	2	0	1
	In branch / structural subdivision of central library in the city	%	66,9	16,5	7,9	3,6	5,0
		N	93	23	11	5	7
	In branch / structural subdivision of central library in the village	%	65,8	18,6	10,5	3,0	2,1
		N	219	62	35	10	7
Region	Kauno	%	61,1	22,2	5,6	4,6	6,5
		N	66	24	6	5	7
	Vilniaus	%	63,0	14,8	13,6	4,9	3,7
		N	51	12	11	4	3
	Panevezio	%	59,7	33,8	2,6	3,9	0,0
		N	46	26	2	3	0
	Siauliu	%	73,2	12,7	12,7	1,4	0,0
		N	52	9	9	1	0
	Klaipėdos	%	51,6	20,3	20,3	3,1	4,7
		N	33	13	13	2	3
	Utenos	%	47,4	22,8	22,8	3,5	3,5
		N	27	13	13	2	2
	Alytaus	%	81,6	14,3	2,0	2,0	0,0
		N	40	7	1	1	0
	Telsiu	%	71,4	16,7	9,5	0,0	2,4
		N	30	7	4	0	1
	Marijampolės	%	66,7	19,4	8,3	2,8	2,8
		N	24	7	3	1	1
	Taurages	%	66,7	16,7	8,3	0,0	8,3
		N	16	4	2	0	2
Total:	%	63,2	20,0	10,5	3,1	3,1	
	N	385	122	64	19	19	

Table 44 How well are you familiar with these Internet novelties? Flickr or other photo sharing system

			Flickr or other photo sharing system					
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer	
Gender	Female	%	58,1	24,0	10,3	5,0	2,7	
		N	349	144	62	30	16	
	Male	%	37,5	12,5	12,5	37,5	0,0	
		N	3	1	1	3	0	
Age group	Up to 40 years	%	46,0	20,6	17,5	14,3	1,6	
		N	58	26	22	18	2	
	41-45 years	%	52,6	26,7	10,3	4,3	6,0	
		N	61	31	12	5	7	
	46-50 years	%	59,8	22,5	11,8	4,1	1,8	
		N	101	38	20	7	3	
	50-55 years	%	62,7	25,3	7,2	2,4	2,4	
		N	52	21	6	2	2	
	More than 55 years	%	69,6	25,2	2,6	0,9	1,7	
		N	80	29	3	1	2	
	You work:	In central library in the city	%	44,3	34,8	12,2	7,0	1,7
			N	51	40	14	8	2
In region's library		%	63,6	13,6	13,6	4,5	4,5	
		N	14	3	3	1	1	
In branch / structural subdivision of central library in the city		%	61,2	17,3	10,8	6,5	4,3	
		N	85	24	15	9	6	
In branch / structural subdivision of central library in the village		%	60,7	23,4	9,3	4,5	2,1	
		N	202	78	31	15	7	
Region		Kauno	%	53,7	26,9	9,3	4,6	5,6
			N	58	29	10	5	6
		Vilniaus	%	58,0	21,0	12,3	4,9	3,7
			N	47	17	10	4	3
	Panevezio	%	46,8	28,6	15,6	9,1	0,0	
		N	36	22	12	7	0	
	Siauliu	%	71,8	19,7	5,6	2,8	0,0	
		N	51	14	4	2	0	
	Klaipedos	%	45,3	23,4	25,0	4,7	1,6	
		N	29	15	16	3	1	
	Utenos	%	50,9	21,1	8,8	10,5	8,8	
		N	29	12	5	6	5	
	Alytaus	%	79,6	16,3	2,0	2,0	0,0	
		N	39	8	1	1	0	
	Telsiu	%	69,0	21,4	9,5	0,0	0,0	
		N	29	9	4	0	0	
	Marijampoles	%	52,8	36,1	0,0	11,1	0,0	
		N	19	13	0	4	0	
	Taurages	%	62,5	25,0	4,2	4,2	4,2	
		N	15	6	1	1	1	
	Total:	%	57,8	23,8	10,3	5,4	2,6	
		N	352	145	63	33	16	

Table 45. How well are you familiar with these Internet novelties? YouTube or other video sharing system

			YouTube or other video sharing system				
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer
Gender	Female	%	54,9	24,3	11,5	7,3	2,0
		N	330	146	69	44	12
	Male	%	37,5	12,5	0,0	50,0	0,0
		N	3	1	0	4	0
Age group	Up to 40 years	%	34,1	24,6	20,6	19,0	1,6
		N	43	31	26	24	2
	41-45 years	%	48,3	25,9	11,2	10,3	4,3
		N	56	30	13	12	5
	46-50 years	%	58,0	24,9	10,1	5,9	1,2
		N	98	42	17	10	2
	50-55 years	%	65,1	20,5	10,8	1,2	2,4
		N	54	17	9	1	2
	More than 55 years	%	71,3	23,5	3,5	0,9	0,9
		N	82	27	4	1	1
You work:	In central library in the city	%	41,7	33,0	13,9	10,4	0,9
		N	48	38	16	12	1
	In region's library	%	50,0	27,3	9,1	13,6	0,0
		N	11	6	2	3	0
	In branch / structural subdivision of central library in the city	%	52,5	23,0	10,8	10,8	2,9
		N	73	32	15	15	4
	In branch / structural subdivision of central library in the village	%	60,4	21,3	10,8	5,4	2,1
		N	201	71	36	18	7
Region	Kauno	%	45,4	26,9	16,7	7,4	3,7
		N	49	29	18	8	4
	Vilniaus	%	54,3	24,7	12,3	7,4	1,2
		N	44	20	10	6	1
	Panevezio	%	40,3	28,6	15,6	15,6	0,0
		N	31	22	12	12	0
	Siauliu	%	69,0	18,3	7,0	5,6	0,0
		N	49	13	5	4	0
	Klaipėdos	%	42,2	29,7	18,8	6,3	3,1
		N	27	19	12	4	2
	Utenos	%	54,4	15,8	12,3	10,5	7,0
		N	31	9	7	6	4
	Alytaus	%	75,5	20,4	0,0	4,1	0,0
		N	37	10	0	2	0
	Telsiu	%	64,3	26,2	4,8	4,8	0,0
		N	27	11	2	2	0
	Marijampolės	%	63,9	25,0	2,8	8,3	0,0
		N	23	9	1	3	0
	Tauragės	%	62,5	20,8	8,3	4,2	4,2
		N	15	5	2	1	1
Total:	%	54,7	24,1	11,3	7,9	2,0	
	N	333	147	69	48	12	

Table 46. How well are you familiar with these Internet novelties? Del.icio.us or other link sharing system

			Del.icio.us or other link sharing system					
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer	
Gender	Female	%	67,7	22,1	5,5	2,2	2,5	
		N	407	133	33	13	15	
	Male	%	37,5	25,0	0,0	37,5	0,0	
		N	3	2	0	3	0	
Age group	Up to 40 years	%	52,4	27,8	10,3	7,1	2,4	
		N	66	35	13	9	3	
	41-45 years	%	64,7	24,1	5,2	0,0	6,0	
		N	75	28	6	0	7	
	46-50 years	%	68,6	20,7	6,5	3,6	0,6	
		N	116	35	11	6	1	
	50-55 years	%	75,9	18,1	2,4	1,2	2,4	
		N	63	15	2	1	2	
	More than 55 years	%	78,3	19,1	0,9	0,0	1,7	
		N	90	22	1	0	2	
	You work:	In central library in the city	%	54,8	32,2	6,1	5,2	1,7
			N	63	37	7	6	2
		In region's library	%	59,1	18,2	9,1	9,1	4,5
			N	13	4	2	2	1
In branch / structural subdivision of central library in the city		%	71,9	16,5	4,3	3,6	3,6	
		N	100	23	6	5	5	
In branch / structural subdivision of central library in the village		%	70,3	21,3	5,4	0,9	2,1	
		N	234	71	18	3	7	
Region		Kauno	%	60,2	28,7	5,6	0,0	5,6
			N	65	31	6	0	6
		Vilniaus	%	69,1	22,2	2,5	3,7	2,5
			N	56	18	2	3	2
		Panevezio	%	59,7	31,2	3,9	3,9	1,3
			N	46	24	3	3	1
	Siauliu	%	80,3	12,7	4,2	2,8	0,0	
		N	57	9	3	2	0	
	Klaipedos	%	54,7	25,0	12,5	4,7	3,1	
		N	35	16	8	3	2	
	Utenos	%	63,2	17,5	8,8	5,3	5,3	
		N	36	10	5	3	3	
	Alytaus	%	79,6	16,3	2,0	2,0	0,0	
		N	39	8	1	1	0	
	Telsiu	%	78,6	19,0	2,4	0,0	0,0	
		N	33	8	1	0	0	
	Marijampoles	%	69,4	22,2	5,6	2,8	0,0	
		N	25	8	2	1	0	
	Taurages	%	75,0	12,5	8,3	0,0	4,2	
		N	18	3	2	0	1	
Total:		%	67,3	22,2	5,4	2,6	2,5	
		N	410	135	33	16	15	

Table 47. How well are you familiar with these Internet novelties? Library 2.0

			Library 2.0					
			Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	No answer	
Gender	Female	%	50,9	25,3	12,1	6,5	5,2	
		N	306	152	73	39	31	
	Male	%	25,0	25,0	0,0	50,0	0,0	
		N	2	2	0	4	0	
Age group	Up to 40 years	%	32,5	30,2	17,5	13,5	6,3	
		N	41	38	22	17	8	
	41-45 years	%	46,6	22,4	12,1	9,5	9,5	
		N	54	26	14	11	11	
	46-50 years	%	58,0	21,3	11,2	5,9	3,6	
		N	98	36	19	10	6	
	50-55 years	%	51,8	26,5	13,3	3,6	4,8	
		N	43	22	11	3	4	
	More than 55 years	%	62,6	27,8	6,1	1,7	1,7	
		N	72	32	7	2	2	
	You work:	In central library in the city	%	37,4	28,7	16,5	13,0	4,3
			N	43	33	19	15	5
In region's library		%	40,9	18,2	18,2	22,7	0,0	
		N	9	4	4	5	0	
In branch / structural subdivision of central library in the city		%	50,4	25,9	10,1	10,1	3,6	
		N	70	36	14	14	5	
In branch / structural subdivision of central library in the village		%	55,9	24,3	10,8	2,7	6,3	
		N	186	81	36	9	21	
Region	Kauno	%	42,6	29,6	12,0	8,3	7,4	
		N	46	32	13	9	8	
	Vilniaus	%	61,7	21,0	11,1	2,5	3,7	
		N	50	17	9	2	3	
	Panevezio	%	39,0	23,4	15,6	13,0	9,1	
		N	30	18	12	10	7	
	Siauliu	%	60,6	23,9	5,6	9,9	0,0	
		N	43	17	4	7	0	
	Klaipedos	%	39,1	21,9	21,9	7,8	9,4	
		N	25	14	14	5	6	
	Utenos	%	38,6	35,1	12,3	7,0	7,0	
		N	22	20	7	4	4	
	Alytaus	%	75,5	14,3	8,2	2,0	0,0	
		N	37	7	4	1	0	
	Telsiu	%	54,8	28,6	7,1	7,1	2,4	
		N	23	12	3	3	1	
	Marijampoles	%	47,2	36,1	11,1	2,8	2,8	
		N	17	13	4	1	1	
	Taurages	%	62,5	16,7	12,5	4,2	4,2	
		N	15	4	3	1	1	
	Total:		%	50,6	25,3	12,0	7,1	5,1
			N	308	154	73	43	31

2.11. Libraries` Staff participation in Public Activity

The librarians are active enough in public activity. 60% of the respondents have communicated with the mass media, 58% - have spoken publicly, 54% - have written an article on the library activity for the local press, 48% - have communicated with the politicians. (48 [Table](#))

Even bigger part of the librarians has actively contributed to training programmes or projects meant for the visitors of the libraries: have contributed to organising of such trainings – 89%, have conducted trainings (or part of trainings) – 48%, have prepared the material (or part of material) for trainings – 29%, have consulted the organisers of training programmes – 24%, have prepared a training programme – 16%. (49 [Table](#))

2.11.1. Urban and rural area Libraries` Staff participation in Public Activity

Rural area library staff is more active in public activity compared to colleagues in city libraries: more than half of respondents have communicated with the mass media (67,3%), have written an article on the library activity for the local press (63,4%) and have communicated with the politicians (59,5%). Central city library staff more actively performed in national press (29,3%) and delivered information on Web sites .

Table 48. Which from the below mentioned actions have you accomplished on your own at least once?

			Which from the below mentioned actions have you accomplished on your own at least once?								
			Communicated with press	Spoke publicly	Wrote an article about library's work to local media	Communicated with politicians	Prepared material (information) for website	Wrote an article about library's work to national press	None of these	DK/ NA	
Gender	Female	%	60,1	57,9	54,1	48,4	24,5	18,5	13,3	0,3	
		N	361	348	325	291	147	111	80	2	
	Male	%	37,5	37,5	25,0	37,5	50,0	12,5	12,5	0,0	
		N	3	3	2	3	4	1	1	0	
Age group	Up to 40 years	%	50,8	55,6	50,8	42,9	27,8	11,9	17,5	0,0	
		N	64	70	64	54	35	15	22	0	
	41-45 years	%	58,6	59,5	56,9	46,6	30,2	26,7	12,1	0,0	
		N	68	69	66	54	35	31	14	0	
	46-50 years	%	63,9	59,2	51,5	50,9	27,2	20,7	10,1	0,6	
		N	108	100	87	86	46	35	17	1	
	50-55 years	%	49,4	47,0	47,0	39,8	20,5	15,7	20,5	0,0	
		N	41	39	39	33	17	13	17	0	
	More than 55 years	%	72,2	63,5	61,7	58,3	15,7	15,7	9,6	0,9	
		N	83	73	71	67	18	18	11	1	
	You work:	In central library in the city	%	56,5	58,3	47,8	38,3	47,0	29,6	16,5	0,0
			N	65	67	55	44	54	34	19	0
In region's library		%	36,4	50,0	18,2	27,3	31,8	18,2	22,7	0,0	
		N	8	11	4	6	7	4	5	0	
In branch / structural subdivision of central library in the city		%	48,2	49,6	41,0	33,1	18,7	19,4	23,0	0,7	
		N	67	69	57	46	26	27	32	1	
In branch / structural subdivision of central library in the village		%	67,3	61,3	63,4	59,5	19,2	14,1	7,5	0,3	
		N	224	204	211	198	64	47	25	1	
Region		Kauno	%	54,6	50,0	47,2	41,7	14,8	12,0	16,7	0,9
			N	59	54	51	45	16	13	18	1
		Vilniaus	%	48,1	46,9	43,2	39,5	17,3	14,8	16,0	0,0
			N	39	38	35	32	14	12	13	0
	Panevezio	%	62,3	70,1	45,5	55,8	46,8	19,5	9,1	0,0	
		N	48	54	35	43	36	15	7	0	
	Siauliu	%	63,4	60,6	60,6	43,7	23,9	21,1	15,5	0,0	
		N	45	43	43	31	17	15	11	0	
	Klaipedos	%	68,8	65,6	46,9	51,6	26,6	18,8	15,6	0,0	
		N	44	42	30	33	17	12	10	0	
	Utenos	%	68,4	56,1	78,9	40,4	47,4	33,3	8,8	0,0	
		N	39	32	45	23	27	19	5	0	
	Alytaus	%	34,7	38,8	49,0	42,9	10,2	14,3	12,2	0,0	
		N	17	19	24	21	5	7	6	0	
	Telsiu	%	78,6	64,3	61,9	66,7	23,8	21,4	16,7	2,4	
		N	33	27	26	28	10	9	7	1	
	Marijampoles	%	63,9	69,4	63,9	66,7	8,3	19,4	8,3	0,0	
		N	23	25	23	24	3	7	3	0	
Taurages	%	70,8	70,8	62,5	58,3	25,0	12,5	4,2	0,0		
	N	17	17	15	14	6	3	1	0		
Total:		%	59,8	57,6	53,7	48,3	24,8	18,4	13,3	0,3	
		N	364	351	327	294	151	112	81	2	

Table 49. Have you ever participated in any training programmes (projects) meant for the visitors of the libraries in the ways I will mention?

			Have you ever participated in any training programmes (projects) meant for the visitors of the libraries in the ways I will mention?					
			I have contributed to organization of such trainings	I have conducted trainings (part of trainings)	I have prepared material (part of material) for such trainings	I have consulted organizers of training programs	I have prepared program of training	
Gender	Female	%	89,2	48,1	28,1	22,9	16,0	
		N	206	111	65	53	37	
	Male	%	100,0	66,7	66,7	66,7	0,0	
		N	3	2	2	2	0	
Age group	Up to 40 years	%	85,7	52,4	40,5	23,8	23,8	
		N	36	22	17	10	10	
	41-45 years	%	93,3	48,3	26,7	28,3	15,0	
		N	56	29	16	17	9	
	46-50 years	%	86,7	46,7	26,7	25,0	13,3	
		N	52	28	16	15	8	
	50-55 years	%	85,7	46,4	25,0	21,4	10,7	
		N	24	13	7	6	3	
	More than 55 years	%	93,2	47,7	25,0	15,9	15,9	
		N	41	21	11	7	7	
	You work:	In central library in the city	%	93,5	43,5	34,8	32,6	13,0
			N	43	20	16	15	6
In region's library		%	85,7	100,0	57,1	28,6	57,1	
		N	6	7	4	2	4	
In branch / structural subdivision of central library in the city		%	74,5	56,9	23,5	23,5	15,7	
		N	38	29	12	12	8	
In branch / structural subdivision of central library in the village		%	93,8	43,8	26,9	20,0	14,6	
		N	122	57	35	26	19	
Region		Kauno	%	94,1	47,1	26,5	11,8	8,8
			N	32	16	9	4	3
		Vilniaus	%	86,7	26,7	26,7	13,3	16,7
			N	26	8	8	4	5
	Panevezio	%	93,0	60,5	30,2	20,9	14,0	
		N	40	26	13	9	6	
	Siauliu	%	70,0	65,0	30,0	25,0	15,0	
		N	14	13	6	5	3	
	Klaipedos	%	96,9	34,4	21,9	37,5	15,6	
		N	31	11	7	12	5	
	Utenos	%	85,7	50,0	35,7	35,7	32,1	
		N	24	14	10	10	9	
	Alytaus	%	88,9	33,3	22,2	33,3	11,1	
		N	8	3	2	3	1	
	Telsiu	%	84,6	53,8	23,1	30,8	7,7	
		N	11	7	3	4	1	
	Marijampoles	%	94,1	70,6	35,3	17,6	17,6	
		N	16	12	6	3	3	
	Taurages	%	87,5	37,5	37,5	12,5	12,5	
		N	7	3	3	1	1	
Total:		%	89,3	48,3	28,6	23,5	15,8	
		N	209	113	67	55	37	

2.12. Assessment of Changes of Material Facilities and Services Rendered by the Libraries

The changes of material facilities which are best assessed by the librarians – diversity and quality of organised events (exhibitions, meetings, trainings), update of the assortment of books, overall atmosphere. The respondents of the branches of central cities libraries assess the changes more favourably. (50 Table).

2.12.1. Urban and rural area Librarians Opinion on Changes of Material Facilities and Services Rendered by the Libraries

City librarians compared to their colleagues in countryside area are more in favour of data basis diversity, IT and software technique plenty and quality, meanwhile rural area librarians are more satisfied about diversity of periodicals.

Table 50. Have the services rendered in the libraries that I will mention and material facilities in your opinion got worse, not changed or improved during the last one year? (1 – got worse, 3 – improved. Distribution of means in socio-demographic groups)

			Updating of book assortment	Variety of other publications (CD, DVD)	Variety of periodical press	Variety of data bases	Variety of organized events (Exhibitions, meetings, trainings)	Quality of organized events (Exhibitions, meetings, trainings)	Quantity of IT technique	Quality of IT technique	Quantity of software	Quality of software	Possibility to get employee's advice or help when using computer or internet	Common atmosphere
Gender	Female	Mean	2,5	2,4	2,4	2,4	2,6	2,7	2,5	2,4	2,4	2,4	2,6	2,6
	Male	Mean	2,9	2,6	2,6	2,8	2,9	3,0	2,9	2,7	2,7	2,7	3,0	3,0
Age group	Up to 40 years	Mean	2,6	2,3	2,3	2,3	2,6	2,6	2,5	2,4	2,4	2,4	2,6	2,6
	41-45 years	Mean	2,6	2,5	2,4	2,5	2,7	2,7	2,5	2,4	2,4	2,4	2,6	2,6
	46-50 years	Mean	2,5	2,4	2,3	2,4	2,6	2,7	2,5	2,4	2,5	2,4	2,6	2,6
	50-55 years	Mean	2,6	2,4	2,4	2,5	2,7	2,7	2,6	2,5	2,6	2,5	2,6	2,6
	More than 55 years	Mean	2,5	2,3	2,4	2,3	2,7	2,7	2,4	2,4	2,3	2,3	2,6	2,6
You work:	In central library in the city	Mean	2,6	2,4	2,5	2,6	2,8	2,7	2,8	2,7	2,6	2,7	2,7	2,6
	In region's library	Mean	2,8	2,5	2,2	2,8	2,7	2,8	2,9	2,8	2,7	2,7	2,8	2,6
	In branch / structural subdivision of central library in the city	Mean	2,5	2,3	2,2	2,3	2,6	2,6	2,4	2,3	2,4	2,4	2,6	2,6
	In branch / structural subdivision of central library in the village	Mean	2,5	2,3	2,4	2,3	2,6	2,6	2,4	2,3	2,4	2,3	2,6	2,6
Region	Kauno	Mean	2,5	2,3	2,2	2,4	2,6	2,6	2,5	2,4	2,4	2,4	2,6	2,6
	Vilniaus	Mean	2,7	2,5	2,6	2,4	2,7	2,7	2,3	2,2	2,4	2,3	2,5	2,6
	Panevezio	Mean	2,8	2,4	2,3	2,6	2,8	2,8	2,6	2,5	2,5	2,4	2,7	2,8
	Siauliu	Mean	2,5	2,4	2,2	2,3	2,7	2,7	2,5	2,4	2,4	2,4	2,5	2,6
	Klaipėdos	Mean	2,6	2,4	2,6	2,4	2,7	2,7	2,6	2,5	2,5	2,5	2,7	2,6
	Utenos	Mean	2,6	2,5	2,5	2,5	2,9	2,8	2,7	2,6	2,6	2,6	2,8	2,6
	Alytaus	Mean	2,3	2,2	2,2	2,3	2,4	2,3	2,5	2,4	2,4	2,4	2,5	2,4
	Telsiu	Mean	2,4	2,2	2,2	2,2	2,5	2,6	2,4	2,4	2,4	2,4	2,5	2,5
	Marijampoles	Mean	2,3	2,1	2,4	2,4	2,6	2,7	2,5	2,5	2,4	2,4	2,6	2,6
	Taurages	Mean	2,5	2,3	2,6	2,3	2,5	2,7	2,4	2,3	2,3	2,2	2,6	2,7
	Total:	Mean	2,6	2,4	2,4	2,4	2,6	2,7	2,5	2,4	2,4	2,4	2,4	2,6

2.13. Image of the libraries

In the opinion of the librarians the strongest part of the image of the libraries is their staff: high qualification personnel work in the libraries, the librarians are good helpers to the visitor, and the librarians are cheerful and polite.

Overall environment, openness, democracy and versatility are assessed very favourably: in the library there is good atmosphere, the library is meant for everyone who wants it; the library renders a lot of services.

The respondents think that the libraries are people attraction centres: it is a popular place to spend time, the centre of communal life, a place to communicate.

The conservatism of the libraries is emphasised: the library is fusty, old- fashioned, meant more for older people.

Infrastructure of the libraries, their technical equipment and rendered services are rated quite negatively: in the library the equipment is aged, in the libraries novelties are not implemented or they are implemented slowly. (51 [Table](#)).

Table 51. Which statement from the listed pairs of statements in your opinion is more suitable for the library, the institution as such, in general? (Distribution of averages in socio – demographic groups)

	Gender		Age group					You work:				Region											
	Female	Male	Up to 40 years	41-45 years	46-50 years	50-55 years	More than 55 years	In central library in the city	In region's library	In branch of central library in the city	In branch of central library in the village	Kauno	Vilniaus	Panevezio	Siauliu	Klaipedos	Utenos	Alytaus	Telsiu	Marijampoles		Taurages	Total:
Library is a popular place to spend time	1,5	1,5	1,5	1,6	1,5	1,4	1,4	1,5	1,5	1,5	1,4	1,4	1,5	1,5	1,5	1,7	1,3	1,5	1,9	1,2	1,5	1,5	Library is a unpopular place to spend time
Library is fashionable place to spend time	2,2	1,8	2,2	2,2	2,1	2,2	2,0	2,2	2,4	2,4	2,0	2,2	2,1	2,0	2,3	2,3	2,2	1,8	2,2	2,1	2,3	2,1	Library is unfashionable place to spend time
Library is modern	2,0	1,9	1,9	2,1	2,1	1,8	2,2	1,7	2,0	2,1	2,1	2,1	2,2	1,9	2,2	1,9	1,4	1,7	2,5	2,3	2,0	2,0	Library is old-fashioned
Library is a place where you can communicate with other people, friends	1,7	1,1	1,7	1,6	1,6	1,9	1,5	1,8	1,8	1,8	1,5	1,5	1,8	1,8	1,7	1,7	1,4	1,6	1,8	1,2	1,9	1,6	Library is a place where you can stay alone
Library is provided with newest equipment	2,3	1,8	2,2	2,1	2,3	2,1	2,6	2,0	2,1	2,3	2,4	2,4	2,5	2,1	2,6	2,1	1,8	1,9	2,6	2,2	2,9	2,3	Library's equipment is old
Library is a center of social life	1,7	1,1	1,7	1,7	1,7	1,8	1,6	1,9	2,0	1,8	1,6	1,7	1,8	1,7	1,8	1,6	1,6	1,7	1,9	1,5	1,9	1,7	Library is not center of social life
Library is more intended to youth	2,4	2,4	2,2	2,3	2,4	2,4	2,5	2,1	2,1	2,4	2,4	2,4	2,4	2,3	2,2	2,4	2,3	2,3	2,3	2,6	2,5	2,4	Library is more intended to older people
It is fun to spend time in library	1,6	1,3	1,6	1,7	1,6	1,5	1,5	1,6	1,6	1,7	1,5	1,6	1,7	1,6	1,5	1,5	1,4	1,5	1,8	1,3	2,1	1,6	It is boring to spend time in library
The atmosphere is good in library	1,3	1,1	1,2	1,4	1,3	1,3	1,3	1,3	1,4	1,3	1,3	1,3	1,4	1,2	1,3	1,3	1,1	1,5	1,6	1,1	1,5	1,3	The atmosphere is bad in library
Novelties are constantly introduced in library	2,0	2,1	2,0	2,1	2,0	1,8	2,1	1,7	1,6	2,1	2,1	2,1	2,2	1,9	2,1	2,0	1,6	1,8	2,5	1,9	2,3	2,0	There is no novelties in library or they are being introduced very slowly
Library is more intended to academics, students	3,5	3,6	3,4	3,5	3,6	3,6	3,7	3,4	3,3	3,6	3,6	3,5	3,5	3,5	3,9	3,8	3,2	3,3	3,5	3,4	3,7	3,6	Library is intended for everyone
Employees with high qualifications work in library	1,5	1,4	1,5	1,6	1,5	1,5	1,6	1,5	1,3	1,4	1,6	1,6	1,6	1,4	1,5	1,4	1,4	1,4	1,6	1,8	1,8	1,5	Employees with low qualifications work in library
Librarians are good helpers to visitors	1,2	1,1	1,2	1,2	1,1	1,2	1,1	1,2	1,4	1,1	1,2	1,1	1,3	1,2	1,1	1,1	1,1	1,1	1,3	1,0	1,3	1,2	Librarians are bad helpers to visitors
Librarians are cheerful and polite	1,2	1,3	1,2	1,3	1,2	1,2	1,1	1,2	1,4	1,2	1,2	1,2	1,3	1,2	1,1	1,1	1,1	1,1	1,4	1,0	1,4	1,2	Librarians are moody and impolite
Libraries provide a lot of various services	1,5	1,9	1,5	1,5	1,4	1,6	1,7	1,3	1,4	1,5	1,6	1,5	1,7	1,3	1,6	1,5	1,2	1,3	2,1	1,3	1,9	1,5	Libraries only give out the books or allow to read them or press in library

Annex A. The questionnaire of survey

THE QUESTIONNAIRE FOR LIBRARIES' STAFF, 2008
1 instrument

LETS TALK ABOUT INTERNET

1. Do you yourself use computer (-s) in library? (SINGLE ANSWER)

1. Yes 2. No
 99. DK/NA

2. Is there any internet access for visitors currently in the library? (SINGLE ANSWER)

1. Yes -> SKIP TO QUESTION 3 2. No -> SKIP TO QUESTION 19 99. DK/NA ->
SKIP TO QUESTION 19

3. Who renders technical maintenance for the public access computers in your library? (except guarantee service)? (MULTIPLE)

1. IT specialist from central library;
2. Hired person / company;
3. Librarians who look after the public internet access;
4. Nobody; -> SKIP TO QUESTION 5
5. Other (Specify) _____

99. DK/NA -> SKIP TO QUESTION 5

B7-4. Is the quality of rendered technical maintenance for the public access computers satisfactory or unsatisfactory? (SINGLE ANSWER)

1. Completely unsatisfactory 2. Unsatisfactory 3. Satisfactory 4. Completely satisfactory 99. DK/NA

5. What methodical, consultation assistance is available for you when rendering services of the public access in the library? (MULTIPLE)

1. Consultations of central library employees;
2. Work managers, guidelines;
3. Material for users' training and consulting;
4. Other (Specify) _____
0. None of methodical help is accessible -> SKIP TO QUESTION 7
99. DK/NA

B9-6. Is available methodical assistance for you sufficient or insufficient? (SINGLE ANSWER)

1. Fully insufficient 2. Insufficient 3. Sufficient 4. Fully sufficient 99. DK/NA

7. Do the queues of those waiting to use the public Internet access workplaces form on an ordinary working day? (SINGLE ANSWER)

1. Yes, there are always queues independently from day or daytime;
2. Yes, the queues are only at the particular time of day;
3. No, there are no queues.

8. Do the queues of those waiting to use the public Internet access workplaces form on any weekend day? (SINGLE ANSWER)

1. Yes, on weekends there are queues almost always independently from weekend's day or daytime;
2. Yes, the queues are only at the particular time of weekend's day;
3. No, there are no queues.

9. Is the speed of the Internet sufficient to meet the needs of the visitors at present flow of visitors using the Internet in your library? (SINGLE ANSWER)

1. Fully insufficient; 2. Rather insufficient; 3. Rather sufficient; 4. Fully sufficient.

SHOW CARD B1-10

B1-10. Please tell me, in your opinion, how is the public internet access that you provide useful to the local community? Specify three the most useful aspects. (MULTIPLE, BUT NOT MORE THAN 3)

1. Provides information that is needed for local economy improvement;
2. Provides information about national and local business possibilities including local business promotion;
3. Permits to gain skills of using computer and internet;
4. Provides information about realty;

5. Provides information about community;
6. Promotes local business;
7. Provides information for those who are looking for work;
8. Provides access to educational sources and data bases;
9. Provides information to high-school graduates who want to enter college or university;
10. Provides access to local public and governmental documents;
11. Provides access to national governmental documents;
12. Provides access and help to use local, regional and governmental electronic services (ex. For driving licenses, taxes, etc.);
13. Provides other useful information and access to necessary sources (ex. Phone conversations, advertisements (buy-sell), e-mail, etc.);
14. Other (*SPECIFY*): _____
99. DK/NA

11. How often do you have to consult the public Internet access users on various issues? (SINGLE ANSWER)

1. Never 2. Seldom 3. Sometimes 4. Often 5. Constantly

SHOW CARD **B6-12**

B6-12. Can visitors use these services in the library where you work? (CODE IN COLUMN „B6-12. CAN“, MULTIPLE. ROTATE STATEMENTS: FOR ONE RESPONDENT READ THE STATEMENT FROM THE BEGINNING, FOR OTHER – FROM END)

SHOW CARD **B6-12**

B6-13. Are the visitors encouraged, trained how to use these services in the library where you work? (CODE IN COLUMN B6-13. „Encouraged “, MULTIPLE. ROTATE STATEMENTS: FOR ONE RESPONDENT READ THE STATEMENT FROM THE BEGINNING, FOR OTHER – FROM END.)

	B6-12. Can	B6-13. Encouraged
1. Online means of communication (e-mail, internet telephony, forums)	1	1
2. Services of electronic government (services provided by municipalities and central government, search of law acts)	2	2
3. Internet resources for economical activity (online declaration, online banking, online marketing)	3	3
4. Search for work on the internet	4	4
5. Educational information and services (AIKOS – data base of Professional orientation, online library catalogs, subscribed data bases)	5	5
6. Information about culture, community and leisure on the internet (electronic heritage, information about communities, interest groups, information about leisure)	6	6
7. Information about health (online registration to specialists, information about health, illnesses, medicines, health services)	7	7
8. Production of internet content (knowledge of content management systems, tools for creation of personal websites)	8	8
9. Wikipedia	9	9
10. Blogs	10	10
11. RSS news readers	11	11
12. Flickr or other photo sharing system	12	12
13. YouTube or other video sharing system	13	13
14. Del.icio.us or other link sharing system	14	14
0. None of these	0	0
99. DK/NA	99	99

14. How often has the branch of the library you work in organized visitors attraction/encouragement to use the public Internet access actions (seminars, contests, open days, etc.) and rendered IT training (in the form of group or personal courses) and consultation services (short consultation near computer) during 2007? (CODE IN EVERY LINE)

	None	1-2 times	3 and more times	DK/NA
1. Organized visitors attraction/encouragement to use the public Internet access actions	1	2	3	99
2. Rendered IT training	1	2	3	99
3. Provided consultation services about IT	1	2	3	99

SHOW CARD **GROUPS**

15. Has your library organized visitors attraction/encouragement actions for the mentioned inhabitant groups during 2007? (CODE IN THE COLUMN 15, MULTIPLE IN EVERY COLUMN)

16. Has your library rendered IT training for the mentioned inhabitant groups during 2007? (CODE IN THE COLUMN 16, MULTIPLE IN EVERY COLUMN)

17. Has your library rendered IT consultation services for the mentioned inhabitant groups during 2007? (CODE IN THE COLUMN 17, MULTIPLE IN EVERY COLUMN)

	15. Organized visitors attraction/encouragement to use the public Internet access actions	16. Rendered IT training	17. Provided consultation services about IT
1. For disabled	1	1	1
2. For pensioners	2	2	2
3. For village people	3	3	3
4. For unemployed people	4	4	4
5. For children from families of social risk	5	5	5
6. For children, whose parents have left to work abroad	6	6	6
99. DK/NA	99	99	99

SHOW CARD B3-18

B3-18. Please indicate three the most important benefits provided by IT trainings of the visitors proposed by the libraries to the local community? (MULTIPLY, BUT NOT MORE THAN 3)

0. The library does not organize any IT trainings;
1. Promotes improvement of local economy;
2. Provides IT educational possibilities to those who otherwise wouldn't have such possibilities;
3. Helps pupils to do their homework;
4. Helps business owners to understand and use IT and / or information sources;
5. Provides skills of IT usage;
6. Provides skills of information literacy (ex. How to find and use internet sources);
7. Helps users to find and use government online services and sources (ex. Driving licenses, taxes, other);
8. Other (SPECIFY): _____

SHOW CARD MEANS

B5-18.1. Which from the mentioned means have you used in your work to advertise the public Internet access and encourage people to use this access? (MULTIPLE)

1. Booklets
2. Posters
3. Advertisements
4. Open days
5. Special seminars
6. Contests
7. Trainings
8. Other (SPECIFY) _____

ASK ALL

SHOW CARD **19 SERVICES**

19. Does your library render services that are shown in the card to the groups of residents that I will name you?
 (ASK ABOUT EVERY GROUP, CODE ANSWERS IN THE RESPECTIVE COLUMN, MULTIPLE ANSWERS IN ONE COLUMN. **ROTATE**
 STATEMENTS: FOR ONE RESPONDENT READ THE STATEMENT FROM THE BEGINNING, FOR OTHER – FROM END)

	19.1. For disabled	19.2. For pensioners	19.3. For village people	19.4. For unemployed people	19.5. For children from families of social risk	19.6. For children, whose parents have left to work abroad
1. Dispense of books	1	1	1	1	1	1
2. Dispense of other publications (programs for language learning, CD, DVD, art publications, notes, etc.)	2	2	2	2	2	2
3. Possibility to read periodical press	3	3	3	3	3	3
4. Possibility to use internet for free	4	4	4	4	4	4
5. Possibility to learn in computer literacy courses	5	5	5	5	5	5
6. Possibility to watch video records	6	6	6	6	6	6
7. Possibility to listen audios records	7	7	7	7	7	7
8. Possibility to use information data bases on the internet	8	8	8	8	8	8
9. Possibility to play computer games	9	9	9	9	9	9
10. Other (SPECIFY)	10	10	10	10	10	10
0. None of these	0	0	0	0	0	0

Few questions about your skills and knowledge

SHOW CARD **SCALE**

B4-20. How would you evaluate your skills in 4 point scale, where 1 means completely insufficient, 4 – completely sufficient? (CODE FOR EVERY STATEMENT, SINGLE ANSWER IN A ROW)

		Completely insufficient	Insufficient	Sufficient	Completely sufficient	<i>DK/NA</i>
1	Computer literacy (IT skills)	1	2	3	4	99
2	Internet resources (search, online services and others)	1	2	3	4	99
3.	Internet novations (Web2, blogs, RSS, wiki)	1	2	3	4	99
4	Users with special needs (ex. Vision disorders) service knowledge and skills	1	2	3	4	99
5	Promotion of library's provided services	1	2	3	4	99
6	Public relations (information spreading to society, communication with mass media)	1	2	3	4	99

SHOW CARD FREQUENCY

21. How often do you service visitors with special needs (ex. those who have vision disorders)? (SINGLE)

1	Everyday	5	Once a month
2	Several times a week	6	Several times a year
3	Once a week	7	More seldom
4	Several times a month	8	Never

SHOW CARD ACTIVITIES

22. Which from the below mentioned actions have you accomplished on your own at least once? (MULTIPLE)

1. Wrote an article about library's work to local press	5. Communicated with media
2. Wrote an article about library's work to national press	6. Communicated with politicians
3. Prepared material (information) for website	0. None of these
4. Spoke publicly	

SHOW CARD SCALE

G14-24. How would you evaluate your skills of information technologies' usage in the 4 point scale, where 1 means completely insufficient, 4 – completely sufficient? (CODE FOR EVERY STATEMENT, SINGLE ANSWER IN A ROW. ROTATE STATEMENTS: FOR ONE RESPONDENT READ THE STATEMENT FROM THE BEGINNING, FOR OTHER – FROM END.)

		Completely insufficient	Insufficient	Sufficient	Completely sufficient	DK/NA
1	Common computer usage skills (ex. usage of mouse, printing)	1	2	3	4	99
2	Usage of main computer programs (ex. Word, Excel, data bases, presentations)	1	2	3	4	99
3	Elimination of main technical problems (ex. Sleeping computer, Stuck printer)	1	2	3	4	99
4	The main usage of internet services (ex. E-mail, website search, exploring)	1	2	3	4	99
5	Sending of email with attached document	1	2	3	4	99
6	Exploring the internet or search systems (ex. Google™, Yahoo™, and other ways of information and sources search)	1	2	3	4	99
7	The usage of internet data bases	1	2	3	4	99
8	Provision of help to those who want to use the internet	1	2	3	4	99
9	Provision of help to those who want to use the public online catalogues	1	2	3	4	99
10	Creation of websites	1	2	3	4	99
11	The usage of internet for phone conversations	1	2	3	4	99
12	To participate in website chats, forums (leave messages, start new discussions)	1	2	3	4	99
13	To use file exchange programs (exchange of movies, music, etc.)	1	2	3	4	99

SHOW CARD G15-25

G15-25. Which of below named actions have you ever accomplished on your own? (CODE FOR EVERY SUITABLE STATEMENT)

1. I used search tools for information search
2. I sent emails with attached information (documents, pictures, etc.)
3. I left messages in chat websites, knowledge groups, internet forums of discussions
4. I used internet for phone conversations
5. I used file exchange programs (exchange of movies, music, etc.)
6. I was creating website
7. I found, downloaded and installed software
8. I cleaned the viruses from computer, deleted unused programs
9. None of these

SHOW CARD 26

26. How well you are familiar with these internet resources, provided possibilities? (READ NAMES OF RESOURCES, SINGLE ANSWER IN EVERY ROW. ROTATE STATEMENTS: FOR ONE RESPONDENT READ THE STATEMENT FROM THE BEGINNING, FOR OTHER – FROM END)

	Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	DK/NA
1. Online communication means (email, internet telephony, forums)	0	1	2	3	99
2. E-government services (services provided by municipalities and central government, search of legal acts).	0	1	2	3	99
3. Internet resources for economical activity (online declaration, e-banking, online marketing)	0	1	2	3	99
4. Search for work on the internet	0	1	2	3	99
5. Educational information and services (AIKOS – data base of Professional orientation, online library catalogs, subscribed data bases)	0	1	2	3	99
6. Information about culture, community	0	1	2	3	99

and leisure on the internet (electronical heritage, information about communities, interest groups, information about leisure)					
7. Information about health (online registration to specialists, information about health, illnesses, medicines, health services)	0	1	2	3	99
8. Production of internet content (knowledge of content management systems, tools for creation of personal websites)	0	1	2	3	99

SHOW CARDS 27 IR 26

27. How well are you familiar with these internet novelties? (READ NAMES OF NOVELTIES AND SHOW THEIR CARD, SINGLE ANSWER IN EVERY ROW. **ROTATE** STATEMENTS: FOR ONE RESPONDENT READ THE STATEMENT FROM THE BEGINNING, FOR OTHER – FROM END.)

	Don't know what it is	I know what it is, but I don't know how to use it	I know it and know how to use it, but not well enough for giving consultations or teaching others	I know it and know how to use it well enough for giving consultations and teaching others	DK/NA
1. Web 2.0	0	1	2	3	99
2. Wikipedia	0	1	2	3	99
3. Blogs	0	1	2	3	99
4. RSS news readers	0	1	2	3	99
5. Flickr or other photo sharing system	0	1	2	3	99
6. YouTube or other video sharing system	0	1	2	3	99
7. Del.icio.us or other link sharing system	0	1	2	3	99
8. Library 2.0	0	1	2	3	99

28. Have you ever participated in any training programs (project) intended for library visitors in the ways that I will mention? (CODE FOR EVERY STATEMENT, SINGLE ANSWER IN EVERY ROW)

	Yes	No
1. I have contributed to organization of such trainings	1	2
2. I have prepared material (part of material) for such trainings	1	2
3. I have prepared program of training	1	2
4. I have conducted trainings (part of trainings)	1	2
5. I have consulted organizers of training programs	1	2
6. Other (SPECIFY)	1	2

B2-29. In your opinion, have the services (that I will mention) and material base of library got worsen, stayed the same or improved? (CODE FOR EVERY SERVICE IN EVERY ROW. **ROTATE** STATEMENTS: FOR ONE RESPONDENT READ THE STATEMENT FROM THE BEGINNING, FOR OTHER – FROM END.)

	Services	Got worsen	The same	Got better	DK/NA
1	Updating of book assortment	1	2	3	99
2	Variety of other publications (CD, DVD)	1	2	3	99
3	Variety of periodical press	1	2	3	99
4	Variety of data bases	1	2	3	99
5	Variety of organized events (Exhibitions, meetings, trainings)	1	2	3	99
6	Quality of organized events (Exhibitions, meetings, trainings)	1	2	3	99
7	Quantity of IT technique	1	2	3	99
8	Quality of IT technique	1	2	3	99
9	Quantity of software	1	2	3	99
10	Quality of software	1	2	3	99
11	Possibility to get employee's advice or help when using computer or internet	1	2	3	99
12	Common atmosphere	1	2	3	99
13	Other (SPECIFY)	1	2	3	99

SHOW CARD GB-30

GB-30. Which of the mentioned pairs of statement fits to describe library overall? (SINGLE ANSWER IN EVERY ROW. **ROTATE** STATEMENTS: FOR ONE RESPONDENT READ THE STATEMENT FROM THE BEGINNING, FOR OTHER – FROM END.)

D5. In which municipality is your library / branch where you work:

- | | | | |
|-------------------|-------------------|-----------------|------------------|
| 1 Alytaus city | 17 Neringos | 33 Akmenes | 49 Telsiai |
| 2 Alytaus | 18 Palangos city | 34 Joniskio | 50 Anyksciu |
| 3 Druskininku | 19 Skuodo | 35 Kelmes | 51 Ignalinos |
| 4 Lazdiju | 20 Silutes | 36 Pakruojo | 52 Moletu |
| 5 Varenos | 21 Kalvarijos | 37 Radviliskio | 53 Utenos |
| 6 Birstono | 22 Kazlu Rūdos | 38 Siauliu city | 54 Utena |
| 7 Jonavos | 23 Marijampoles | 39 Siauliu | 55 Visagino |
| 8 Kaisiadoriu | 24 Marijampole | 40 Jurbarko | 56 Zarasu |
| 9 Kauno city | 25 Sakiu | 41 Pagegiu | 57 Elektrenu |
| 10 Kauno | 26 Vilkaviskio | 42 Silales | 58 Salcininku |
| 11 Kedainiu | 27 Birzu | 43 Taurages | 59 Sirvintu |
| 12 Prienu | 28 Kupiskio | 44 Taurage | 60 Svencioniu |
| 13 Raseiniu | 29 Panevezio city | 45 Mazeikiu | 61 Traku |
| 14 Klaipedos city | 30 Panevezio | 46 Plunges | 62 Ukmerges |
| 15 Klaipedos | 31 Pasvalio | 47 Rietavo | 63 Vilniaus city |
| 16 Kretingos | 32 Rokiskio | 48 Telsiu | 64 Vilniaus |

D6. In which region is library's branch where you work:

- | | |
|-----------------|--------------|
| 1. Alytaus | 6. Siauliu |
| 2. Kauno | 7. Taurages |
| 3. Klaipedos | 8. Telsiu |
| 4. Marijampoles | 9. Utenos |
| 5. Panevezio | 10. Vilniaus |

Thank you for your answers!