



NATIONAL MARTYNAS MAŽVYDAS  
LIBRARY OF LITHUANIA



RINKOS ANALIZĖS ir TYRIMŲ GRUPĖ



Bibliotekos pažangai

## THE PROJECT "LIBRARIES FOR INNOVATION"

### Library's Directors Opinion Survey (Instrument 2)

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## **Summary**

### **Analysis of current situation and perspectives**

#### **Planned expansion of internet access within next two years**

Quick expansion of internet access in city libraries and libraries in countryside areas is planned. From the data received it is possible to make a suggestion that the bigger city libraries are prepared for the 'expansive' PIA expansion and modernisation better (i.e. the bigger % of subsidiaries are planning smaller expansion), and the countryside subsidiaries are more directed to the 'in-depth' expansion (smaller number of them are planning bigger changes).

#### **Factors of creating public internet access workplaces in libraries**

Both countryside and city libraries highlighted the same factors of public internet access expansion: space (premises), finances (including installation) and further outcomes for maintenance. Small staff subsidiaries more accentuated human resource and premise factor (in countryside).

#### **Plans of changing computers in current workplaces**

In the area of computer upgrade the same tendencies are seen as in the area of creating new internet access places and they are following: the renovation intentions are wider in city and bigger subsidiaries (these variables are inter-correlated) and plans of computer upgrade are not so wide in countryside and smaller libraries. In accordance with upgrade 'depth' (average number of planned computers for upgrade) city and countryside plans are almost the same because it is planned to have 10 new computers.

#### **The most important factor of possibilities to renovate public internet access workplaces in libraries**

The main factor of possibilities to update public internet access working places in accordance with manager opinion is finances. The same problem was highlighted talking about both: city and countryside subsidiaries. In accordance with manager opinion the qualification of the staff is good enough.

#### **Changes of number of subsidiaries providing public internet access**

The dynamics of public internet access expansion is of 'two speeds'. The data shows that the city subsidiaries are relatively 'saturated' because the expansion there is more stable and reasonable: 70% of subsidiaries are not intended to expand the internet access, the expansion is planned only in bigger subsidiaries. This kind of expansion could be named as 'qualitative'. Plans of countryside subsidiaries are more 'quantitative' because PIA access places are intended to be created in twice bigger number of subsidiaries comparing with the same number of city subsidiaries and more intensive development is planned in the smallest subsidiaries (according to the number of staff).

#### **The changes of the budget assigned to the libraries and budgets assigned separately to internet and public access 2007**

In most cases general budget of libraries grew during the year 2007, the budget of around one third of all cases was stable and in 6% of cases the budget was decreasing. General budgets were increasing more than the budgets for computers and public internet access during 2007. Analysing general budget changes in 2007 interesting regularity is noticed. Decreased budget was noticed in relatively more city subsidiaries, when the average decrease parts (%) were more visible in countryside subsidiaries.

#### **Reasons of non providing public internet access service**

In accordance with information provided by managers, 17% of their subsidiaries provide public internet access. The main reason for non-supporting this service is: no possibility to purchase hardware (43%), lack of space and premises (42%), no telecommunication access (37%).

### **Benefit of public internet access to local community**

There were no essential differences between benefits from public internet access in city and countryside subsidiaries. The main advantages of internet access are functions connected with education, social help (work) and information. It is important to notice that the information connected with business, business advertising and help for the business is completely 'devalued'. And this is regular attitude, because talking about benefits from internet access subsidiary managers evaluate this function as primary library mission.

### **The most popular library services**

Comparing the most popular services of city and countryside libraries, city libraries lead in providing e-services and it is noticeable decrease of popularity of traditional library services in cities and countryside. Differences in internet service popularity can be explained by demographic situation (more young people) and geography of education organizations, especially universities and colleges. This is proved by differences of popularity to use databases.

### **Library's underlying activity fields intended to be strengthen**

In the cities library's underlying activity fields intended to be strengthen are: expansion of possibilities to use internet information databases, computer literacy trainings and free internet access. The function of education is highlighted by the biggest subsidiaries (more than 50 employees).

The main priority for countryside libraries is the general expansion of free internet access, computer literacy trainings and traditional service - book dispense. PIA development was highlighted by smaller subsidiaries.

As in earlier stages of analysis there is difference between priorities of actions in city and countryside libraries. City subsidiaries, might be because of being more 'saturated' by number of public internet access places, accent 'in-depth' expansion, i.e. the development of service. Countryside libraries are more oriented to the extensive expansion, i.e. increase Internet approach.

### **Activity fields that are likely to be the most popular in the near future**

Prognosis of popular services of city and countryside libraries was different. The city libraries are waiting for traditional library services like book dispense and periodical press reading return, and for countryside subsidiaries there is prognosis that internet will displace book dispense. It is interesting that the real situation of city subsidiaries is the same as future situation projected for countryside subsidiaries and vice versa the real situation of the libraries in countryside fulfil the future prognosis to city subsidiaries.

### **Changes of libraries' material base**

Evaluating changes of material base during the last years managers highlighted abundance of IT techniques, the quality of organised events and IT techniques.<sup>1</sup> The least progress is visible in periodical press reading, database and other publication (CD, DVD) supply.

The evaluation of material base is absolutely positive and indiscrete, and that is why it is difficult to distinguish leading areas. Nevertheless it is seen that the most valuable are 'material' things: IT hardware and its quality. Software, its quality and databases are evaluated in lower points.

### **The offer of e-services for visitors**

The most popular e-services that are offered in more than 90% of subsidiaries are: possibility to search for job in the internet, different means of e-communication, e-services of the government, internet resources for economic activities and possibility to use cultural, social and leisure information. The most frequently offered e-services are: RSS news readers, 'Flickr' and other photo sharing systems, 'Del.icio.u' and other reference sharing systems and the creation of internet content.

'Serious' internet services are of the first priority for the libraries and less attention is pointed to new, entertainment (YouTube) and self-expression (Blog) services.

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<sup>1</sup> Evaluation means from 1 – reduced to 3 – mended.

### **Motivation to use e-services**

The range of offered and motivated to use services is similar, and the first place goes to the services of traditional and communication services: internet resources for economic business, searching for job and e-communication. Less attention is pointed to the use of systems of references, photo sharing ('Del.icio.us', 'Flickr'), to the RSS news readers and creation of internet content.

Summarizing all manager comments about library services and motivation to use e-services it was highlighted the tendency, that the institutions are better prepared to provide traditional or 'passive' services where the involvement of users is minimal or limited by the search for information, use of e-mail (writing requests to government institutions). All services based on new generation Web.2 are offered not so usual. This probably indicates the problem of staff knowledge, because it is avoided to offer unusual and less familiar services.

### **Advantages of IT trainings to local community**

When evaluating IT role in cities and countryside, managers indicated clearly measurable and relatively quickly reachable advantages to the community. Long term and hardly visible advantages (development of local economy) were almost not mentioned. The most unusual advantage is indicated as 'commercial' purpose, i.e.help for business owners.

### **Evaluation of knowledge and skills of library employees**

The best skills of city and countryside library workers were general internet resource knowledge and computer literacy. In managers opinion, library workers were less familiar with providing services to users with special needs and new internet technologies.

General evaluation of competence in the area of IT is higher in city libraries. Managers also indicated that the IT knowledge of employees is limited by the most common possibilities of internet use like searching for information, e-communication, however usage of interactive technologies based on Web2 is not well known.

### **Means of advertisement of public internet access**

Libraries are more using 'non apparent' means of advertising public internet access: advertisements, leaflets. 'Contact' means like seminars, trainings and open door days are used for advertising internet access not so often.

### **Evaluation of technical maintenance of public internet access**

The evaluation of technical maintenance of public internet access is advantageous for both city and countryside subsidiaries of libraries. Technical support of PIA places is better in city subsidiaries than in countryside.

### **Evaluation of methodical help to the employees**

Evaluation of methodical help to employees is also advantageous. When speaking about city subsidiaries of libraries, managers evaluated the quality of help better than the countryside subsidiaries.

### **Image of the libraries**

In managers' opinion, libraries are modern, popular, innovative and providing different services, they also are social centers, places for spending pleasure free time, with good atmosphere and opened for every visitor. Managers of libraries are proud of good staff, meaning their high qualification, good assistance, cheerfulness and politeness. Nevertheless, experts agree that the institutions they manage are not fashionable and more visited by seniors.

# **1. The objective and method of the research**

## ***1.1 Objectives of the research***

To investigate the primary situation before the start of the project 'For the library development' and to evaluate primary indicators of supervision in order to measure project effects in future stages of project evaluation and to improve competences of library workers involved into the research of effect evaluation.

## ***1.2 Target group***

Managers of public libraries

## ***1.3 Questioning method***

Self-fill questionnaire over the internet.

## ***1.4 Sample***

Continuous. There were all 65 managers of public libraries questioned.

## ***1.5 Field works***

Sample size – 65. The questioning was performed: 07/05/2008 – 20/05/2008.

## ***1.6 Quality control***

UAB 'RAIT' researches are performed in accordance with ESOMAR regulations.

Work control is performed in all three stages:

- Data gathering
- Data input
- Data encryption

## ***1.7 Methodology notes***

The Report covers distribution of general answers and distribution in demographic groups. The data splits are done according to number of employees in the city, countryside subsidiaries and regions. Due to the lack of coverage there are no statistically important differences between the investigated groups. The results can be interpreted only as general tendencies.

## 1.8 Demographics of respondents

**1 table. Demographics of respondents**

		%	N
Gender of respondent	Female	86,2	56
	Male	13,8	9
	Total:	100,0	65
Age	Up to 50 years	49,2	32
	More than 50 years	50,8	33
	Total:	100,0	65
		Mean - 50,6	
Number of employees. Central libraries and/or their branches in the city	Up to 30	43,1	28
	31-50	21,5	14
	More than 50	35,4	23
	Total:	100,0	65
		Mean - 46,1	
Number of employees. The country branches of the library	Up to 20	29,4	15
	21-30	33,3	17
	More than 30	37,3	19
	Total:	100,0	51
		Mean - 26,0	
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	35,4	23
	6-10	44,6	29
	More than 10	20,0	13
	Total:	100,0	65
		Mean - 9,9	
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	22,0	11
	6-10	30,0	15
	More than 10	48,0	24
	Total:	100,0	50
		Mean- 11,5	
Region	Alytaus	7,7	5
	Kauno	13,8	9
	Klaipėdos	12,3	8
	Marijampolės	7,7	5
	Panevezio	10,8	7
	Siauliu	12,3	8
	Tauragės	6,2	4
	Telsiu	6,2	4
	Utenos	9,2	6
	Vilniaus	13,8	9
Total:	100,0	65	

## 2. The analysis of current situation and perspective

### ***2.1 Planned expansion of internet access within next two year***

Planned expansion of internet access in central libraries and their subsidiaries is: in 69% of organizations public Internet access (PIA) places are intended to be made within next two years, 25% also discuss this issue but are not sure about the number of places. Only one subsidiary plans to reduce the number of PIA places (in Utena region).

Quicker expansion is planned in subsidiaries with bigger number of employees especially having 31 – 50 employees and more staff for PIA place support. (2 table)

Libraries in countryside area are less prepared than city libraries for the expansion of internet access: in 54% of subsidiaries PIA places are intended to be made within next two years, 19% have plans of the expansion but are not sure about the number of places. Only one subsidiary as for city library is planning to reduce the number of PIA places. (3 table)

The results of evaluation of the volume of expansion show that subsidiaries of countryside libraries double overtake the expansion of city libraries. Planned average expansion change is 10 workplaces in cities and 20 workplaces in countryside (median). (4 table)

*From the data received it is possible to make a suggestion that the bigger city libraries are prepared for the 'expansive' PIA expansion and modernisation better (i.e. the bigger % of subsidiaries are planning smaller expansion), and the countryside subsidiaries are more directed to the 'in-depth' expansion (smaller number of them are planning bigger changes).*

**2 table.** Has it been planned to create extra (new) computer working places, in connection to the public access for Internet users at the CENTRAL LIBRARY AND/OR ON ITS BRANCHES IN THE CITY which is under your guidance, during the next two years?

			Has it been planned to create extra (new) computer working places, in connection to the public access for Internet users at the CENTRAL LIBRARY AND/OR ON ITS BRANCHES IN THE CITY which is under your guidance, during the next two years?					
			Don't know	The library is considering possibilities to reduce the number of working places with public Internet access during the next two years, but does not know the exact number at the moment	The library is planning TO REDUCE the number of working places with public Internet access during the next two years	The library is not planning to create extra working places with public Internet access and it will stay the same during the next two years	The library is considering possibilities to create extra working places with public Internet access during the next two years, but does not know the exact number at the moment	The library is planning TO CREATE extra working places with public Internet access during the next two years
At the central library and/or on its branches in the city	Up to 30	%	3,6	3,6	0,0	7,1	28,6	57,1
		N	1	1	0	2	8	16
	31-50	%	0,0	0,0	0,0	0,0	14,3	85,7
		N	0	0	0	0	2	12
	More than 50	%	0,0	0,0	0,0	0,0	26,1	73,9
		N	0	0	0	0	6	17
The number of employees who maintain the public internet access. The central library and/or its branches in the city	Up to 5	%	4,3	4,3	0,0	4,3	26,1	60,9
		N	1	1	0	1	6	14
	6-10	%	0,0	0,0	0,0	3,4	24,1	72,4
		N	0	0	0	1	7	21
	More than 10	%	0,0	0,0	0,0	0,0	23,1	76,9
		N	0	0	0	0	3	10
Region	Alytaus	%	0,0	0,0	0,0	0,0	80,0	20,0
		N	0	0	0	0	4	1
	Kauno	%	0,0	0,0	0,0	0,0	0,0	100,0
		N	0	0	0	0	0	9
	Klaipėdos	%	0,0	0,0	0,0	0,0	12,5	87,5
		N	0	0	0	0	1	7
	Marijampoles	%	20,0	0,0	0,0	0,0	0,0	80,0
		N	1	0	0	0	0	4
	Panevezio	%	0,0	0,0	0,0	0,0	42,9	57,1
		N	0	0	0	0	3	4
	Šiaulių	%	0,0	0,0	0,0	0,0	50,0	50,0
		N	0	0	0	0	4	4
	Taurages	%	0,0	0,0	0,0	0,0	0,0	100,0
		N	0	0	0	0	0	4
	Telsiu	%	0,0	0,0	0,0	25,0	50,0	25,0
		N	0	0	0	1	2	1
	Utenos	%	0,0	16,7	0,0	0,0	0,0	83,3
		N	0	1	0	0	0	5
	Vilniaus	%	0,0	0,0	0,0	11,1	22,2	66,7
		N	0	0	0	1	2	6
Total	%	1,5	1,5	0,0	3,1	24,6	69,2	
	N	1	1	0	2	16	45	

**3 table.** Has it been planned to create extra (new) computer working places, in connection to the public access for Internet users on the COUNTRY BRANCHES of the library which is under your guidance, during the next two years?

			Has it been planned to create extra (new) computer working places, in connection to the public access for Internet users on the COUNTRY BRANCHES of the library which is under your guidance, during the next two years?						
			The library is planning TO CREATE extra working places with public Internet access during the next two years	The library is considering possibilities to create extra working places with public Internet access during the next two years, but does not know the exact number at the moment	The library is not planning to create extra working places with public Internet access and it will stay the same during the next two years	The library is planning TO REDUCE the number of working places with public Internet access during the next two years	The library is considering possibilities to reduce the number of working places with public Internet access during the next two years, but does not know the exact number at the moment	Library doesn't have country branches	Don't know
Number of employees. The country branches of the library	Up to 20	%	73,3	20,0	6,7	0,0	0,0	0,0	0,0
		N	11	3	1	0	0	0	0
	21-30	%	58,8	29,4	5,9	0,0	5,9	0,0	0,0
		N	10	5	1	0	1	0	0
	More than 30	%	73,7	21,1	5,3	0,0	0,0	0,0	0,0
		N	14	4	1	0	0	0	0
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	%	72,7	18,2	9,1	0,0	0,0	0,0	0,0
		N	8	2	1	0	0	0	0
	6-10	%	53,3	40,0	6,7	0,0	0,0	0,0	0,0
		N	8	6	1	0	0	0	0
	More than 10	%	75,0	16,7	4,2	0,0	4,2	0,0	0,0
		N	18	4	1	0	1	0	0
Region	Vilniaus	%	33,3	22,2	22,2	0,0	0,0	22,2	0,0
		N	3	2	2	0	0	2	0
	Kauno	%	77,8	0,0	0,0	0,0	0,0	22,2	0,0
		N	7	0	0	0	0	2	0
	Šiaulių	%	50,0	25,0	0,0	0,0	0,0	25,0	0,0
		N	4	2	0	0	0	2	0
	Klaipėdos	%	50,0	0,0	0,0	0,0	0,0	50,0	0,0
		N	4	0	0	0	0	4	0
	Panevezio	%	42,9	28,6	0,0	0,0	0,0	28,6	0,0
		N	3	2	0	0	0	2	0
	Utenos	%	50,0	0,0	16,7	0,0	16,7	16,7	0,0
		N	3	0	1	0	1	1	0
	Marijampolės	%	80,0	20,0	0,0	0,0	0,0	0,0	0,0
		N	4	1	0	0	0	0	0
	Alytaus	%	40,0	40,0	0,0	0,0	0,0	20,0	0,0
		N	2	2	0	0	0	1	0
	Telsių	%	75,0	25,0	0,0	0,0	0,0	0,0	0,0
		N	3	1	0	0	0	0	0
	Tauragės	%	50,0	50,0	0,0	0,0	0,0	0,0	0,0
		N	2	2	0	0	0	0	0
<b>Total:</b>		%	<b>53,8</b>	<b>18,5</b>	<b>4,6</b>	<b>0,0</b>	<b>1,5</b>	<b>21,5</b>	<b>0,0</b>
		N	<b>35</b>	<b>12</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>14</b>	<b>0</b>

**4 table.** Creation of new extra computer working places. Planning alteration

		Number of extra places: central libraries and their branches	Number of extra places: country branches
Number of employees. Central libraries and/or their branches in the city	Up to 30	Mean	9,0
		Median	9
		Min.	2
		Max.	25
		Std. deviation	5,5
		N	16
	31-50	Mean	13,3
		Median	11
		Min.	1
		Max.	40
		Std. deviation	10,8
		N	12
	More than 50	Mean	28,9
		Median	30
		Min.	4
Max.		82	
Std. deviation		22,5	
N		17	
Number of employees. The country branches of the library	Up to 20	Mean	11,4
		Median	10
		Min.	3
		Max.	28
		Std. deviation	8,4
		N	11
	21-30	Mean	28,9
		Median	33
		Min.	6
		Max.	50
		Std. deviation	15,8
		N	10
	More than 30	Mean	44,6
		Median	37
		Min.	7
Max.		108	
Std. deviation		33,9	
N		14	
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	Mean	9,9
		Median	8
		Min.	1
		Max.	30
		Std. deviation	8,3
		N	14
	6-10	Mean	17,9
		Median	12
		Min.	3
		Max.	82

			Number of extra places: central libraries and their branches	Number of extra places: country branches
	More than 10	Std. deviation	19,1	
		N	21	
		Mean	28,1	
		Median	26	
		Min.	4	
		Max.	60	
		Std. deviation	19,0	
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	Mean		30,0
		Median		17
		Min.		3
		Max.		108
		Std. deviation		36,8
		N		8
	6-10	Mean		32,8
		Median		33
		Min.		8
		Max.		72
		Std. deviation		23,7
		N		8
	More than 10	Mean		28,7
		Median		20
		Min.		4
		Max.		106
		Std. deviation		25,5
		N		18
Region	Alytaus	Mean	12,0	12,0
		Median	12	12
		Min.	12	4
		Max.	12	20
		Std. deviation	.	11,3
		N	1	2
	Kauno	Mean	21,7	40,6
		Median	10	32
		Min.	2	4
		Max.	82	106
		Std. deviation	25,0	36,5
		N	9	7
	Klaipėdos	Mean	18,0	33,5
		Median	14	38
		Min.	3	4
		Max.	44	54
		Std. deviation	17,0	21,1
		N	7	4
	Marijampolės	Mean	21,0	17,5
		Median	18	16
		Min.	7	7

		Number of extra places: central libraries and their branches	Number of extra places: country branches	
		<b>Max.</b>	42	32
		<b>Std. deviation</b>	16,1	11,1
		<b>N</b>	4	4
	<b>Panevezio</b>	<b>Mean</b>	17,3	17,0
		<b>Median</b>	12	10
		<b>Min.</b>	5	7
		<b>Max.</b>	40	34
		<b>Std. deviation</b>	15,6	14,8
		<b>N</b>	4	3
	<b>Siauliu</b>	<b>Mean</b>	14,5	27,5
		<b>Median</b>	8	22
		<b>Min.</b>	3	6
		<b>Max.</b>	39	60
		<b>Std. deviation</b>	16,6	24,9
		<b>N</b>	4	4
	<b>Taurages</b>	<b>Mean</b>	11,8	10,5
		<b>Median</b>	8	11
		<b>Min.</b>	5	3
		<b>Max.</b>	26	18
		<b>Std. deviation</b>	9,6	10,6
		<b>N</b>	4	2
	<b>Telsiu</b>	<b>Mean</b>	16,0	26,0
		<b>Median</b>	16	22
		<b>Min.</b>	16	8
		<b>Max.</b>	16	48
		<b>Std. deviation</b>	.	20,3
		<b>N</b>	1	3
<b>Utenos</b>	<b>Mean</b>	14,6	23,3	
	<b>Median</b>	8	13	
	<b>Min.</b>	1	7	
	<b>Max.</b>	47	50	
	<b>Std. deviation</b>	18,6	23,3	
	<b>N</b>	5	3	
<b>Vilniaus</b>	<b>Mean</b>	19,0	65,3	
	<b>Median</b>	11	60	
	<b>Min.</b>	4	28	
	<b>Max.</b>	60	108	
	<b>Std. deviation</b>	21,0	40,3	
	<b>N</b>	6	3	
<b>Total</b>	<b>Mean</b>	<b>17,6</b>	<b>29,7</b>	
	<b>Median</b>	<b>10</b>	<b>20</b>	
	<b>Min.</b>	<b>1</b>	<b>3</b>	
	<b>Max.</b>	<b>82</b>	<b>108</b>	
	<b>Std. deviation</b>	<b>17,5</b>	<b>27,0</b>	
	<b>N</b>	<b>45</b>	<b>35</b>	

## 2.2 Factors of creating public internet access working places in libraries

The main factors of the expansion of PIA places in city libraries are: 75% space, 69% finances and outcomes for the maintenance. Connection speed (12%) and human resources (15%) are less important factors, that limit the PIA expansion. The alternative internet supply service - wireless connection area expansion - are at the lowest position of importance.

The problem of human resources is more important for libraries with smaller number of staff and PIA support staff. Comparing the regions, the factor of space is more relevant for regions like Telsiai, Taurage, Panevezys and Siauliai. (5 table)

The main factors of PIA place increase in countryside libraries are almost the same as for city libraries: space – 65%, finances – 57% and charges for exploitation – 42%. Problems connected with space and human resources are more important for libraries with small staff. (6 table)

Both countryside and city libraries highlighted the same factors of public internet access expansion: space (premises), finances (including installation) and further outcomes for maintenance. Small staff subsidiaries more accented human resource and premise factor (in countryside).

**5 table.** The most important factors, which determine capacities or plans of THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY in creating extra (new) working places with public access.

		The most important factors, which determine capacities or plans of THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY in creating extra (new) working places with public access.									
			Limitations of space (premises, their condition)	Financial resources	Expenditure of time and money for supporting, renovating and general supervision (repair)	The number of computer-aided working places is corresponding/ not corresponding to the number of users	Human resources (sufficiency/deficiency)	Insufficient speed of the Internet of extra working places	The library does not create extra computer-aided working places, but offers (intends to offer) wireless access for visitors with portable computers, trying to satisfy the need for public access	DK/NA	Other
Number of employees. Central libraries and/or their branches in the city	Up to 30	%	78,6	57,1	39,3	21,4	21,4	17,9	7,1	3,6	3,6
		N	22	16	11	6	6	5	2	1	1
	31-50	%	64,3	85,7	64,3	21,4	14,3	7,1	0,0	0,0	0,0
		N	9	12	9	3	2	1	0	0	0
	More than 50	%	78,3	73,9	56,5	13,0	8,7	8,7	8,7	4,3	0,0
		N	18	17	13	3	2	2	2	1	0
Number of employees who maintain public Internet access. Central libraries and/or	Up to 5	%	82,6	56,5	56,5	21,7	17,4	4,3	8,7	4,3	0,0
		N	19	13	13	5	4	1	2	1	0
	6-10	%	75,9	72,4	48,3	17,2	17,2	13,8	6,9	0,0	0,0
		N	22	21	14	5	5	4	2	0	0
	More than 10	%	61,5	84,6	46,2	15,4	7,7	23,1	0,0	7,7	7,7
		N	8	11	6	2	1	3	0	1	1

			The most important factors, which determine capacities or plans of THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY in creating extra (new) working places with public access.								
			Limitations of space (premises, their condition)	Financial resources	Expenditure of time and money for supporting, renovating and general supervision (repair)	The number of computer-aided working places is corresponding/not corresponding to the number of users	Human resources (sufficiency/deficiency)	Insufficient speed of the Internet of extra working places	The library does not create extra computer-aided working places, but offers (intends to offer) wireless access for visitors with portable computers, trying to satisfy the need for public access	DK/NA	Other
their branches in the city											
Region	Alytaus	%	60,0	60,0	40,0	20,0	20,0	20,0	0,0	0,0	20,0
		N	3	3	2	1	1	1	0	0	1
	Kauno	%	66,7	55,6	66,7	44,4	0,0	11,1	11,1	0,0	0,0
		N	6	5	6	4	0	1	1	0	0
	Klaipėdos	%	62,5	62,5	75,0	12,5	0,0	12,5	0,0	0,0	0,0
		N	5	5	6	1	0	1	0	0	0
	Marijampoles	%	60,0	80,0	20,0	0,0	40,0	0,0	0,0	20,0	0,0
		N	3	4	1	0	2	0	0	1	0
	Panevezio	%	85,7	57,1	28,6	14,3	28,6	0,0	28,6	0,0	0,0
		N	6	4	2	1	2	0	2	0	0
	Šiaulių	%	87,5	62,5	37,5	25,0	0,0	12,5	12,5	12,5	0,0
		N	7	5	3	2	0	1	1	1	0
	Taurages	%	100,0	100,0	50,0	0,0	25,0	25,0	0,0	0,0	0,0
		N	4	4	2	0	1	1	0	0	0
	Telsiu	%	100,0	75,0	75,0	0,0	25,0	0,0	0,0	0,0	0,0
		N	4	3	3	0	1	0	0	0	0
	Utenos	%	66,7	83,3	50,0	33,3	16,7	33,3	0,0	0,0	0,0
		N	4	5	3	2	1	2	0	0	0
	Vilniaus	%	77,8	77,8	55,6	11,1	22,2	11,1	0,0	0,0	0,0
		N	7	7	5	1	2	1	0	0	0
<b>Total</b>		%	75,4	69,2	50,8	18,5	15,4	12,3	6,2	3,1	1,5
		N	49	45	33	12	10	8	4	2	1

**6 table.** The most important factors, which determine capacities or plans of THE COUNTRY BRANCHES OF THE LIBRARY in creating extra (new) working places with public access.

			The most important factors, which determine capacities or plans of THE COUNTRY BRANCHES OF THE LIBRARY in creating extra (new) working places with public access.							
			Limitations of space (premises, their condition)	Financial resources	Expenditure of time and money for supporting, renovating and general supervision (repair)	Human resources (sufficiency/deficiency)	Insufficient speed of the Internet of extra working places	The library does not create extra computer-aided working places, but offers (intends to offer) wireless access for visitors with portable computers, trying to satisfy the need for public access	The number of computer-aided working places is corresponding/not corresponding to the number of users	Library doesn't have country branches
Number of employees. The country branches of the library	Up to 20	%	93,3	53,3	40,0	40,0	6,7	0,0	6,7	0,0
		N	14	8	6	6	1	0	1	0
	21-30	%	88,2	76,5	58,8	17,6	11,8	0,0	5,9	0,0
		N	15	13	10	3	2	0	1	0
	More than 30	%	68,4	84,2	57,9	10,5	10,5	0,0	26,3	0,0
		N	13	16	11	2	2	0	5	0
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	%	81,8	45,5	54,5	36,4	9,1	0,0	0,0	0,0
		N	9	5	6	4	1	0	0	0
	6-10	%	93,3	80,0	60,0	20,0	13,3	0,0	13,3	0,0
		N	14	12	9	3	2	0	2	0
	More than 10	%	75,0	79,2	50,0	12,5	8,3	0,0	20,8	0,0
		N	18	19	12	3	2	0	5	0
Region	Alytaus	%	40,0	60,0	20,0	0,0	0,0	0,0	20,0	20,0
		N	2	3	1	0	0	0	1	1
	Kauno	%	66,7	44,4	33,3	11,1	11,1	0,0	22,2	22,2
		N	6	4	3	1	1	0	2	2
	Klaipėdos	%	50,0	25,0	25,0	25,0	0,0	0,0	0,0	50,0
		N	4	2	2	2	0	0	0	4
	Marijampoles	%	80,0	100,0	40,0	40,0	0,0	0,0	0,0	0,0
		N	4	5	2	2	0	0	0	0
	Panevezio	%	42,9	57,1	57,1	0,0	14,3	0,0	28,6	28,6
		N	3	4	4	0	1	0	2	2
	Šiaulių	%	62,5	62,5	37,5	0,0	0,0	0,0	12,5	25,0
		N	5	5	3	0	0	0	1	2
	Taurages	%	75,0	75,0	75,0	25,0	25,0	0,0	0,0	0,0
		N	3	3	3	1	1	0	0	0
	Telsiu	%	100,0	75,0	50,0	50,0	0,0	0,0	0,0	0,0
		N	4	3	2	2	0	0	0	0
	Utenos	%	66,7	66,7	66,7	0,0	16,7	0,0	16,7	16,7
		N	4	4	4	0	1	0	1	1
	Vilniaus	%	77,8	44,4	33,3	33,3	11,1	0,0	0,0	22,2
		N	7	4	3	3	1	0	0	2

		The most important factors, which determine capacities or plans of THE COUNTRY BRANCHES OF THE LIBRARY in creating extra (new) working places with public access.							
		Limitations of space (premises, their condition)	Financial resources	Expenditure of time and money for supporting, renovating and general supervision (repair)	Human resources (sufficiency/deficiency)	Insufficient speed of the Internet of extra working places	The library does not create extra computer-aided working places, but offers (intends to offer) wireless access for visitors with portable computers, trying to satisfy the need for public access	The number of computer-aided working places is corresponding/ not corresponding to the number of users	Library doesn't have country branches
<b>Total</b>	<b>%</b>	64,6	56,9	41,5	16,9	7,7	0,0	10,8	21,5
	<b>N</b>	42	37	27	11	5	0	7	14

### ***2.3 Plans of changing computers in current workplaces***

The biggest part of city libraries plans to change computers in public internet access places: 48% subsidiaries plan to change them all and 48% of subsidiaries - several. The biggest changes are planned in Vilnius, Utena and Klaipeda regions. (7 table)

Update of PIA places in countryside libraries is planned to be not so wide: 28% subsidiaries plan to change all computers and 35% of the rest part plan to change only part of computers. More updates of current working computers are planned in libraries with bigger number of staff. More updates are coming soon to the regions of Vilnius, Kaunas and Utena. (8 table)

The average plan of computer updates is the same in city and countryside libraries: it is planned to update 10 computers in each (median). Kaunas region was highlighted as the widest computer upgrade area, where it is planned to change about 20 computers in countryside subsidiaries. (9 table)

*In the area of computer upgrade the same tendencies are seen as in the area of creating new internet access places and they are following: the renovation intentions are wider in city and bigger subsidiaries (these variables are inter-correlated) and plans of computer upgrade are not so wide in countryside and smaller libraries. In accordance with upgrade 'depth' (average number of planned computers for upgrade) city and countryside plans are almost the same because it is planned to have 10 new computers.*

**7 table.** Has it been planned to change computers at present (existing) working places of public access at the CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY during the next two years?

			Has it been planned to change computers at present (existing) working places of public access at the CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY during the next two years?				
			The library is planning to change computers at working places during the next two years.	The library is planning to change computers at several working places during the next two years, but does not have the exact number at the moment	The library is not planning to change computers at working places during the next two years	DK/NA	Total:
Number of employees. Central libraries and/or their branches in the city	Up to 30	%	46,4	46,4	7,1	0,0	100,0
		N	13	13	2	0	28
	31-50	%	57,1	42,9	0,0	0,0	100,0
		N	8	6	0	0	14
	More than 50	%	43,5	52,2	4,3	0,0	100,0
		N	10	12	1	0	23
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	%	43,5	52,2	4,3	0,0	100,0
		N	10	12	1	0	23
	6-10	%	44,8	48,3	6,9	0,0	100,0
		N	13	14	2	0	29
	More than 10	%	61,5	38,5	0,0	0,0	100,0
		N	8	5	0	0	13
Region	Vilniaus	%	77,8	22,2	0,0	0,0	100,0
		N	7	2	0	0	9
	Kauno	%	44,4	44,4	11,1	0,0	100,0
		N	4	4	1	0	9
	Siauliu	%	25,0	75,0	0,0	0,0	100,0
		N	2	6	0	0	8
	Klaipėdos	%	62,5	37,5	0,0	0,0	100,0
		N	5	3	0	0	8
	Panevezio	%	28,6	71,4	0,0	0,0	100,0
		N	2	5	0	0	7
	Utenos	%	66,7	33,3	0,0	0,0	100,0
		N	4	2	0	0	6
	Marijampolės	%	40,0	40,0	20,0	0,0	100,0
		N	2	2	1	0	5
	Alytaus	%	40,0	40,0	20,0	0,0	100,0
		N	2	2	1	0	5
	Telsiu	%	25,0	75,0	0,0	0,0	100,0
		N	1	3	0	0	4
	Tauragės	%	50,0	50,0	0,0	0,0	100,0
		N	2	2	0	0	4
	Total:	%	47,7	47,7	4,6	0,0	100,0
		N	31	31	3	0	65

**8 table.** Has it been planned to change computers at present (existing) working places of public access at THE COUNTRY BRANCHES OF THE LIBRARY during the next two years?

			Has it been planned to change computers at present (existing) working places of public access at THE COUNTRY BRANCHES OF THE LIBRARY during the next two years?					
			The library is planning to change computers at working places during the next two years.	The library is planning to change computers at several working places during the next two years, but does not have the exact number at the moment	The library is not planning to change computers at working places during the next two years	Library doesn't have country branches	DK/NA	Total:
Number of employees. The country branches of the library	Up to 20	%	26,7	46,7	26,7	0,0	0,0	100,0
		N	4	7	4	0	0	15
	21-30	%	17,6	52,9	29,4	0,0	0,0	100,0
		N	3	9	5	0	0	17
	More than 30	%	57,9	36,8	5,3	0,0	0,0	100,0
		N	11	7	1	0	0	19
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	%	45,5	27,3	27,3	0,0	0,0	100,0
		N	5	3	3	0	0	11
	6-10	%	20,0	40,0	40,0	0,0	0,0	100,0
		N	3	6	6	0	0	15
	More than 10	%	41,7	54,2	4,2	0,0	0,0	100,0
		N	10	13	1	0	0	24
Region	Vilniaus	%	44,4	22,2	11,1	22,2	0,0	100,0
		N	4	2	1	2	0	9
	Kauno	%	55,6	22,2	0,0	22,2	0,0	100,0
		N	5	2	0	2	0	9
	Siauliu	%	0,0	50,0	25,0	25,0	0,0	100,0
		N	0	4	2	2	0	8
	Klaipėdos	%	12,5	25,0	12,5	50,0	0,0	100,0
		N	1	2	1	4	0	8
	Panevezio	%	28,6	42,9	0,0	28,6	0,0	100,0
		N	2	3	0	2	0	7
	Utenos	%	50,0	33,3	0,0	16,7	0,0	100,0
		N	3	2	0	1	0	6
	Marijampolės	%	20,0	40,0	40,0	0,0	0,0	100,0
		N	1	2	2	0	0	5
	Alytaus	%	0,0	60,0	20,0	20,0	0,0	100,0
		N	0	3	1	1	0	5
	Telsiu	%	25,0	50,0	25,0	0,0	0,0	100,0
		N	1	2	1	0	0	4
	Taurages	%	25,0	25,0	50,0	0,0	0,0	100,0
		N	1	1	2	0	0	4
	Total:	%	27,7	35,4	15,4	21,5	0,0	100,0
		N	18	23	10	14	0	65

**9 table.** How many computers it has been planned to change?

		THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY	COUNTRY BRANCHES
Number of employees. Central libraries and/or their branches in the city	Up to 30	Mean	7,9
		Median	6
		Min.	2
		Max.	20
		Std. deviation	5,3
		N	28
	31-50	Mean	10,8
		Median	11
		Min.	5
		Max.	18
		Std. deviation	4,1
		N	14
	More than 50	Mean	19,2
		Median	10
		Min.	4
		Max.	47
		Std. deviation	16,1
		N	23
Number of employees. The country branches of the library	Up to 20	Mean	10,0
		Median	9
		Min.	2
		Max.	20
		Std. deviation	7,5
		N	15
	21-30	Mean	23,3
		Median	10
		Min.	10
		Max.	50
		Std. deviation	23,1
		N	17
	More than 30	Mean	20,8
		Median	10
		Min.	4
		Max.	60
		Std. deviation	19,7
		N	19
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	Mean	8,3
		Median	8
		Min.	3
		Max.	18
		Std. deviation	5,0
		N	23
	6-10	Mean	10,2
		Median	10
		Min.	3
		Max.	26
		Std. deviation	5,7
		N	29
	More than 10	Mean	20,8
		Median	15
		Min.	2
		Max.	47
		Std. deviation	17,4
		N	

		THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY	COUNTRY BRANCHES	
Number of employees who maintain public Internet access. The country branches of the library	N	13		
	Up to 5	Mean		9,2
		Median		8
		Min.		2
		Max.		20
		Std. deviation		6,7
		N		11
	6-10	Mean		29,0
		Median		21
		Min.		6
		Max.		60
		Std. deviation		27,9
		N		15
	More than 10	Mean		20,6
		Median		10
		Min.		4
		Max.		50
		Std. deviation		18,2
N			24	
Region	Vilniaus	Mean	13,7	23,5
		Median	10	14
		Min.	3	6
		Max.	40	60
		Std. deviation	12,6	25,1
		N	9	9
	Kauno	Mean	8,5	23,2
		Median	9	21
		Min.	7	2
		Max.	10	50
		Std. deviation	1,7	21,2
		N	9	9
	Siauliu	Mean	3,5	.
		Median	4	.
		Min.	2	.
		Max.	5	.
		Std. deviation	2,1	.
		N	8	8
	Klaipedos	Mean	15,2	15,0
		Median	14	15
		Min.	3	15
		Max.	34	15
		Std. deviation	12,6	.
		N	8	8
	Panevezio	Mean	17,5	8,0
		Median	18	8
		Min.	9	6
Max.		26	10	
Std. deviation		12,0	2,8	
N		7	7	
Utenos	Mean	19,0	23,3	
	Median	12	10	

		THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY	COUNTRY BRANCHES	
	<b>Min.</b>	6	10	
	<b>Max.</b>	47	50	
	<b>Std. deviation</b>	18,9	23,1	
	<b>N</b>	6	6	
	<b>Marijampoles</b>	<b>Mean</b>	7,0	10,0
		<b>Median</b>	7	10
		<b>Min.</b>	4	10
		<b>Max.</b>	10	10
		<b>Std. deviation</b>	4,2	.
		<b>N</b>	5	5
		<b>Alytaus</b>	<b>Mean</b>	8,5
	<b>Median</b>		9	.
	<b>Min.</b>		3	.
	<b>Max.</b>		14	.
	<b>Std. deviation</b>		7,8	.
	<b>N</b>		5	5
	<b>Telsiu</b>	<b>Mean</b>	10,0	10,0
		<b>Median</b>	10	10
		<b>Min.</b>	10	10
		<b>Max.</b>	10	10
		<b>Std. deviation</b>	.	.
		<b>N</b>	4	4
	<b>Taurages</b>	<b>Mean</b>	8,0	8,0
		<b>Median</b>	8	8
		<b>Min.</b>	6	8
		<b>Max.</b>	10	8
<b>Std. deviation</b>		2,8	.	
<b>N</b>		4	4	
<b>Total:</b>	<b>Mean</b>	12,3	18,8	
	<b>Median</b>	10	10	
	<b>Min.</b>	2	2	
	<b>Max.</b>	47	60	
	<b>Std. deviation</b>	10,8	18,0	
	<b>N</b>	65	65	

#### ***2.4 The most important factor of possibilities to renovate public internet access workplaces in libraries***

The main factor of possibilities to update public internet access working places in cities and countryside is finances (for 60% of cities and for 48% of countryside). Finances as the most important factor was highlighted in regions of Marijampole and Telsiai. The second place goes to technical support and maintenance, exploitation charges, the third place goes human resources. (10-11 tables)

*In accordance with manager opinion the qualification of the staff is good enough and the main conditions for PIA place update are finance resources.*

**10 table.** Please state the major factor, which determines capacities of THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY to renovate (change) working places of public access

			Please state the major factor, which determines capacities of THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY to renovate (change) working places of public access								
			Financial resources	Retention, renovation and general attention (repair) time	Human resources (sufficiency/deficiency)	Computer technology	Limitations of space (premises, their condition)	Projects, participation in it	Project 'Library advance'	DK/NA	Total:
Number of employees. Central libraries and/or their branches in the city	Up to 30	%	39,3	35,7	10,7	3,6	3,6	3,6	0,0	3,6	100,0
		N	11	10	3	1	1	1	0	1	28
	31-50	%	64,3	21,4	0,0	0,0	0,0	7,1	7,1	0,0	100,0
		N	9	3	0	0	0	1	1	0	14
	More than 50	%	82,6	17,4	0,0	0,0	0,0	0,0	0,0	0,0	100,0
		N	19	4	0	0	0	0	0	0	23
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	%	47,8	39,1	4,3	0,0	4,3	4,3	0,0	0,0	100,0
		N	11	9	1	0	1	1	0	0	23
	6-10	%	62,1	24,1	6,9	3,4	0,0	0,0	3,4	0,0	100,0
		N	18	7	2	1	0	0	1	0	29
	More than 10	%	76,9	7,7	0,0	0,0	0,0	7,7	0,0	7,7	100,0
		N	10	1	0	0	0	1	0	1	13
Region	Vilniaus	%	77,8	11,1	0,0	0,0	0,0	11,1	0,0	0,0	100,0
		N	7	1	0	0	0	1	0	0	9
	Kauno	%	55,6	11,1	0,0	11,1	0,0	11,1	11,1	0,0	100,0
		N	5	1	0	1	0	1	1	0	9
	Siauliu	%	62,5	37,5	0,0	0,0	0,0	0,0	0,0	0,0	100,0
		N	5	3	0	0	0	0	0	0	8
	Klaipėdos	%	62,5	37,5	0,0	0,0	0,0	0,0	0,0	0,0	100,0
		N	5	3	0	0	0	0	0	0	8
	Panevezio	%	71,4	28,6	0,0	0,0	0,0	0,0	0,0	0,0	100,0
		N	5	2	0	0	0	0	0	0	7
	Utenos	%	50,0	50,0	0,0	0,0	0,0	0,0	0,0	0,0	100,0
		N	3	3	0	0	0	0	0	0	6
	Marijampolės	%	80,0	20,0	0,0	0,0	0,0	0,0	0,0	0,0	100,0
		N	4	1	0	0	0	0	0	0	5
	Alytaus	%	20,0	0,0	40,0	0,0	20,0	0,0	0,0	20,0	100,0
		N	1	0	2	0	1	0	0	1	5
	Telsiu	%	75,0	0,0	25,0	0,0	0,0	0,0	0,0	0,0	100,0
		N	3	0	1	0	0	0	0	0	4
	Tauragės	%	25,0	75,0	0,0	0,0	0,0	0,0	0,0	0,0	100,0
		N	1	3	0	0	0	0	0	0	4
Total:	%	60,0	26,2	4,6	1,5	1,5	3,1	1,5	1,5	100,0	
	N	39	17	3	1	1	2	1	1	65	

**11 table.** Please state the major factor, which determines capacities of COUNTRY BRANCHES OF THE LIBRARY to renovate (change) working places of public access

			Please state the major factor, which determines capacities of COUNTRY BRANCHES OF THE LIBRARY to renovate (change) working places of public access									
			Financial resources	Retention, renovation and general attention (repair) time	Human resources (sufficiency/deficiency)	Computer technology	Projets, participation in it	Project 'Library advance'	Country branches didn't have it	Library doesn't have country branches	DK/NA	Total:
Number of employees. The country branches of the library	Up to 20	%	33,3	33,3	6,7	6,7	13,3	0,0	6,7	0,0	0,0	100,0
		N	5	5	1	1	2	0	1	0	0	15
	21-30	%	76,5	17,6	5,9	0,0	0,0	0,0	0,0	0,0	0,0	100,0
		N	13	3	1	0	0	0	0	0	0	17
	More than 30	%	68,4	21,1	5,3	0,0	0,0	5,3	0,0	0,0	0,0	100,0
		N	13	4	1	0	0	1	0	0	0	19
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	%	36,4	27,3	9,1	0,0	18,2	0,0	9,1	0,0	0,0	100,0
		N	4	3	1	0	2	0	1	0	0	11
	6-10	%	73,3	20,0	6,7	0,0	0,0	0,0	0,0	0,0	0,0	100,0
		N	11	3	1	0	0	0	0	0	0	15
	More than 10	%	62,5	25,0	4,2	4,2	0,0	4,2	0,0	0,0	0,0	100,0
		N	15	6	1	1	0	1	0	0	0	24
Region	Vilniaus	%	44,4	11,1	11,1	0,0	11,1	0,0	0,0	22,2	0,0	100,0
		N	4	1	1	0	1	0	0	2	0	9
	Kauno	%	44,4	0,0	0,0	11,1	11,1	11,1	0,0	22,2	0,0	100,0
		N	4	0	0	1	1	1	0	2	0	9
	Siauliu	%	50,0	25,0	0,0	0,0	0,0	0,0	0,0	25,0	0,0	100,0
		N	4	2	0	0	0	0	0	2	0	8
	Klaipedos	%	25,0	25,0	0,0	0,0	0,0	0,0	0,0	50,0	0,0	100,0
		N	2	2	0	0	0	0	0	4	0	8
	Panevezio	%	42,9	28,6	0,0	0,0	0,0	0,0	0,0	28,6	0,0	100,0
		N	3	2	0	0	0	0	0	2	0	7
	Utenos	%	66,7	16,7	0,0	0,0	0,0	0,0	0,0	16,7	0,0	100,0
		N	4	1	0	0	0	0	0	1	0	6
	Marijampoles	%	80,0	0,0	0,0	0,0	0,0	0,0	20,0	0,0	0,0	100,0
		N	4	0	0	0	0	0	1	0	0	5
	Alytaus	%	40,0	20,0	20,0	0,0	0,0	0,0	0,0	20,0	0,0	100,0
		N	2	1	1	0	0	0	0	1	0	5
	Telsiu	%	75,0	0,0	25,0	0,0	0,0	0,0	0,0	0,0	0,0	100,0
		N	3	0	1	0	0	0	0	0	0	4
	Taurages	%	25,0	75,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	100,0
		N	1	3	0	0	0	0	0	0	0	4
Total:	%	47,7	18,5	4,6	1,5	3,1	1,5	1,5	21,5	0,0	100,0	
	N	31	12	3	1	2	1	1	14	0	65	

## **2.5 Changes of number of subsidiaries providing public internet access**

In 21% of cases the number of city subsidiaries providing public internet access has changed and in 70% of subsidiaries the number has not changed. The biggest changes are noticed in subsidiaries with more staff. The rise of number of subsidiaries providing PIA services is noticed in Telsiai and Vilnius regions. (12 table) The average subsidiary number rise is 4. (13 table)

As for countryside subsidiaries 43% of respondents indicated that the number of subsidiaries providing PIA access rose (31% remained the same). The most noticeable rise is in subsidiaries with small staff and in the regions of Telsiai and Utena. (14 table) The average subsidiary number rise is 7. (15 table)

The reason of reduction of subsidiaries' number: privatisation (1 case in the city) and elimination of subsidiary due to the small number of visitors (1 closure case due to the demographic situation in the village).

*The dynamics of public internet access expansion is of 'two speeds'. The data shows that the city subsidiaries are relatively 'saturated' because the expansion there is more stable and reasonable: 70% of subsidiaries are not intended to expand the internet access, the expansion is planned only in bigger subsidiaries. This kind of expansion could be named as 'qualitative'. Plans of countryside subsidiaries are more 'quantitative' because PIA access places are intended to be created in twice bigger number of subsidiaries comparing with the same number of city subsidiaries and more intensive development is planned in the smallest subsidiaries (accordin to the number of staff).*

**12 table.** Has the number of your CENTRAL LIBRARY AND/OR ITS CITY BRANCHES, offering public Internet access, increased, decreased or has not changed during the recent years?

			Has the number of your CENTRAL LIBRARY AND/OR ITS CITY BRANCHES, offering public Internet access, increased, decreased or has not changed during the recent years?				
			Number of branches has not changed	Number of branches increased	Number of branches decreased	DK/NA	Total:
Number of employees. Central libraries and/or their branches in the city	Up to 30	%	71,4	17,9	3,6	7,1	100,0
		N	20	5	1	2	28
	31-50	%	78,6	21,4	0,0	0,0	100,0
		N	11	3	0	0	14
	More than 50	%	65,2	26,1	0,0	8,7	100,0
		N	15	6	0	2	23
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	%	73,9	13,0	4,3	8,7	100,0
		N	17	3	1	2	23
	6-10	%	72,4	24,1	0,0	3,4	100,0
		N	21	7	0	1	29
	More than 10	%	61,5	30,8	0,0	7,7	100,0
		N	8	4	0	1	13
Region	Vilniaus	%	44,4	44,4	0,0	11,1	100,0
		N	4	4	0	1	9
	Kauno	%	88,9	0,0	0,0	11,1	100,0
		N	8	0	0	1	9
	Siauliu	%	62,5	12,5	12,5	12,5	100,0
		N	5	1	1	1	8
	Klaipedos	%	75,0	25,0	0,0	0,0	100,0
		N	6	2	0	0	8
	Panevezio	%	57,1	42,9	0,0	0,0	100,0
		N	4	3	0	0	7
	Utenos	%	100,0	0,0	0,0	0,0	100,0
		N	6	0	0	0	6
	Marijampoles	%	60,0	20,0	0,0	20,0	100,0
		N	3	1	0	1	5
	Alytaus	%	100,0	0,0	0,0	0,0	100,0
		N	5	0	0	0	5
	Telsiu	%	25,0	75,0	0,0	0,0	100,0
		N	1	3	0	0	4
	Taurages	%	100,0	0,0	0,0	0,0	100,0
		N	4	0	0	0	4
	Total:	%	70,8	21,5	1,5	6,2	100,0
		N	46	14	1	4	65

**13 table.** Alteration in city of branches those give working places of public access

		How much branches increased ? Central library and/or its city branches		How much branches decreased? Central library and/or its city branches	
		Mean	Median	Mean	Median
Number of employees. Central libraries and/or their branches in the city	Up to 30	Mean	3,2	Mean	1,0
		Median	4	Median	1
		Std. Nuokrypis	2	Std. Nuokrypis	.
		Min.	1	Min.	1
		Max.	6	Max.	1
		N	28	N	28
31-50	Mean	1,0	Mean	.	

		How much branches increased ? Central library and/or its city branches	How much branches decreased? Central library and/or its city branches		
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city		Median	1	.	
		Std. Nuokrypis	0	.	
		Min.	1	.	
		Max.	1	.	
		N	14	14	
	More than 50	Mean	8,8	.	
		Median	5	.	
		Std. Nuokrypis	8	.	
		Min.	2	.	
		Max.	24	.	
		N	23	23	
		Up to 5	Mean	2,0	1,0
			Median	1	1
			Std. Nuokrypis	2	.
			Min.	1	1
Max.	4		1		
6-10	N	23	23		
	Mean	5,9	.		
	Median	4	.		
	Std. Nuokrypis	8	.		
	Min.	1	.		
More than 10	Max.	24	.		
	N	29	29		
	Mean	6,3	.		
	Median	5	.		
	Std. Nuokrypis	5	.		
Region	Alytaus	Min.	2	.	
		Max.	13	.	
		N	13	13	
		Mean	.	.	
		Median	.	.	
	Kauno	Std. Nuokrypis	.	.	
		Min.	.	.	
		Max.	.	.	
		N	9	9	
		Mean	.	.	
	Klaipėdos	Median	.	.	
		Std. Nuokrypis	.	.	
		Min.	.	.	
		Max.	.	.	
		N	9	9	
Marijampolės	Mean	18,5	.		
	Median	19	.		
	Std. Nuokrypis	8	.		
	Min.	13	.		
	Max.	24	.		
Marijampolės	N	8	8		
	Mean	6,0	.		
	Median	6	.		
	Std. Nuokrypis	.	.		
Marijampolės	Min.	6	.		
	Max.	.	.		
	N	6	.		
	Mean	.	.		

		How much branches increased ? Central library and/or its city branches	How much branches decreased? Central library and/or its city branches
	<b>Max.</b>	6	.
	<b>N</b>	5	5
<b>Panevezio</b>	<b>Mean</b>	3,0	.
	<b>Median</b>	4	.
	<b>Std. Nuokrypis</b>	2	.
	<b>Min.</b>	1	.
	<b>Max.</b>	4	.
	<b>N</b>	7	7
<b>Siauliu</b>	<b>Mean</b>	6,0	1,0
	<b>Median</b>	6	1
	<b>Std. Nuokrypis</b>	.	.
	<b>Min.</b>	6	1
	<b>Max.</b>	6	1
	<b>N</b>	8	8
<b>Taurages</b>	<b>Mean</b>	.	.
	<b>Median</b>	.	.
	<b>Std. Nuokrypis</b>	.	.
	<b>Min.</b>	.	.
	<b>Max.</b>	.	.
	<b>N</b>	4	4
<b>Telsiu</b>	<b>Mean</b>	2,0	.
	<b>Median</b>	1	.
	<b>Std. Nuokrypis</b>	2	.
	<b>Min.</b>	1	.
	<b>Max.</b>	4	.
	<b>N</b>	4	4
<b>Utenos</b>	<b>Mean</b>	.	.
	<b>Median</b>	.	.
	<b>Std. Nuokrypis</b>	.	.
	<b>Min.</b>	.	.
	<b>Max.</b>	.	.
	<b>N</b>	6	6
<b>Vilniaus</b>	<b>Mean</b>	2,0	.
	<b>Median</b>	2	.
	<b>Std. Nuokrypis</b>	1	.
	<b>Min.</b>	1	.
	<b>Max.</b>	4	.
	<b>N</b>	9	9
<b>Bendras:</b>	<b>Mean</b>	5,1	1,0
	<b>Median</b>	4	1
	<b>Std. Nuokrypis</b>	6	.
	<b>Min.</b>	1	1
	<b>Max.</b>	24	1
	<b>N</b>	65	65

**14 table.** Has the number of THE COUNTRY BRANCHES OF YOUR LIBRARY, offering public Internet access, increased, decreased or has not changed during the recent years?

			Has the number of THE COUNTRY BRANCHES OF YOUR LIBRARY, offering public Internet access, increased, decreased or has not changed during the recent years?					
			Number of branches has not changed	Number of branches increased	Number of branches decreased	Library doesn't have country branches	DK/NA	Total:
Number of employees. The country branches of the library	Up to 20	%	33,3	66,7	0,0	0,0	0,0	100,0
		N	5	10	0	0	0	15
	21-30	%	47,1	41,2	11,8	0,0	0,0	100,0
		N	8	7	2	0	0	17
	More than 30	%	36,8	57,9	5,3	0,0	0,0	100,0
		N	7	11	1	0	0	19
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	%	54,5	45,5	0,0	0,0	0,0	100,0
		N	6	5	0	0	0	11
	6-10	%	40,0	46,7	13,3	0,0	0,0	100,0
		N	6	7	2	0	0	15
	More than 10	%	29,2	66,7	4,2	0,0	0,0	100,0
		N	7	16	1	0	0	24
Region	Vilniaus	%	44,4	33,3	0,0	22,2	0,0	100,0
		N	4	3	0	2	0	9
	Kauno	%	22,2	44,4	11,1	22,2	0,0	100,0
		N	2	4	1	2	0	9
	Siauliu	%	25,0	37,5	12,5	25,0	0,0	100,0
		N	2	3	1	2	0	8
	Klaipėdos	%	12,5	37,5	0,0	50,0	0,0	100,0
		N	1	3	0	4	0	8
	Panevezio	%	14,3	57,1	0,0	28,6	0,0	100,0
		N	1	4	0	2	0	7
	Utenos	%	0,0	66,7	16,7	16,7	0,0	100,0
		N	0	4	1	1	0	6
	Marijampolės	%	60,0	40,0	0,0	0,0	0,0	100,0
		N	3	2	0	0	0	5
	Alytaus	%	60,0	20,0	0,0	20,0	0,0	100,0
		N	3	1	0	1	0	5
	Telsiu	%	25,0	75,0	0,0	0,0	0,0	100,0
		N	1	3	0	0	0	4
	Tauragės	%	75,0	25,0	0,0	0,0	0,0	100,0
		N	3	1	0	0	0	4
	Total:	%	30,8	43,1	4,6	21,5	0,0	100,0
		N	20	28	3	14	0	65

**15 table.** Alteration in village of branches those give working places of public access

		How much branches increased ? Country branches	How much branches decreased? Country branches	
Number of employees. The country branches of the library	Up to 20	Mean	5,1	.
		Median	4	.
		Std. Nuokrypis	5	.
		Min.	1	.
		Max.	16	.
	N	15	15	
	21-30	Mean	6,9	1,5
		Median	8	2
		Std. Nuokrypis	4	1
		Min.	1	1
		Max.	13	2
	N	17	17	
	More than 30	Mean	9,7	1,0
		Median	8	1
		Std. Nuokrypis	6	.
Min.		4	1	
Max.		20	1	
N	19	19		
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	Mean	5,2	.
		Median	3	.
		Std. Nuokrypis	6	.
		Min.	1	.
		Max.	16	.
	N	11	11	
	6-10	Mean	6,7	1,0
		Median	4	1
		Std. Nuokrypis	6	0
		Min.	3	1
		Max.	20	1
	N	15	15	
	More than 10	Mean	8,3	2,0
		Median	9	2
		Std. Nuokrypis	5	.
Min.		1	2	
Max.		20	2	
N	24	24		
Region	Alytaus	Mean	1,0	.
		Median	1	.
		Std. Nuokrypis	.	.
		Min.	1	.
		Max.	1	.
	N	5	5	
	Kauno	Mean	7,5	1,0
		Median	8	1
		Std. Nuokrypis	5	.
		Min.	1	1
		Max.	13	1
	N	9	9	
	Klaipėdos	Mean	10,0	.
		Median	10	.

	<b>Std. Nuokrypis</b>	3	.
	<b>Min.</b>	7	.
	<b>Max.</b>	13	.
	<b>N</b>	8	8
<b>Marijampoles</b>	<b>Mean</b>	5,5	.
	<b>Median</b>	6	.
	<b>Std. Nuokrypis</b>	1	.
	<b>Min.</b>	5	.
	<b>Max.</b>	6	.
	<b>N</b>	5	5
<b>Panevezio</b>	<b>Mean</b>	9,5	.
	<b>Median</b>	8	.
	<b>Std. Nuokrypis</b>	8	.
	<b>Min.</b>	3	.
	<b>Max.</b>	20	.
	<b>N</b>	7	7
<b>Siauliu</b>	<b>Mean</b>	3,3	1,0
	<b>Median</b>	4	1
	<b>Std. Nuokrypis</b>	1	.
	<b>Min.</b>	2	1
	<b>Max.</b>	4	1
	<b>N</b>	8	8
<b>Taurages</b>	<b>Mean</b>	5,0	.
	<b>Median</b>	5	.
	<b>Std. Nuokrypis</b>	.	.
	<b>Min.</b>	5	.
	<b>Max.</b>	5	.
	<b>N</b>	4	4
<b>Telsiu</b>	<b>Mean</b>	8,0	.
	<b>Median</b>	7	.
	<b>Std. Nuokrypis</b>	8	.
	<b>Min.</b>	1	.
	<b>Max.</b>	16	.
	<b>N</b>	4	4
<b>Utenos</b>	<b>Mean</b>	7,3	2,0
	<b>Median</b>	9	2
	<b>Std. Nuokrypis</b>	4	.
	<b>Min.</b>	1	2
	<b>Max.</b>	10	2
	<b>N</b>	6	6
<b>Vilniaus</b>	<b>Mean</b>	9,3	.
	<b>Median</b>	5	.
	<b>Std. Nuokrypis</b>	9	.
	<b>Min.</b>	3	.
	<b>Max.</b>	20	.
	<b>N</b>	9	9
<b>Bendras:</b>	<b>Mean</b>	7,4	1,3
	<b>Median</b>	7	1
	<b>Std. Nuokrypis</b>	5	1
	<b>Min.</b>	1	1
	<b>Max.</b>	20	2
	<b>N</b>	65	65

## 2.6 The changes of the budget assigned to the libraries and budgets assigned separately to internet and public access 2007

More than the half of respondents (57%) indicated that general budget of libraries grew during the year 2007, the one third of all (34%) said that the budget was stable and 6% of respondents said that the budget was decreasing. The decrease of budget is more visible in cities' bigger subsidiaries. The biggest relative growth of finances was in regions of Marijampole, Alytus, Telsiai and Taurage. (16 table)

The average growth of the budget is 10(%), and decrease is 8(%). The biggest growth of the budget registered in the region of Marijampole (18%). Comparing budgets according to the size (staff number) of the subsidiary the decrease of the budget is more visible in subsidiaries with small number of employees. (17-18 tables)

More than the half budgets assigned to internet access in the year 2007 remained the same (54%). Budgets for PIA grew in 34% cases. Public internet access financing decreased by 3% (2 cases). Relatively more financing resources in 2007 were directed to the libraries of Taurage region. (19 table) The average increase of finances is 15(%), decrease - 19%. The biggest positive changes were registered in subsidiaries of middle size with 21 - 30 employees – up to 50%. (20 table)

*General budgets were increasing more than the budgets for computers and public internet access during 2007. Analysing general budget changes in 2007 interesting regularity is noticed. Decreased budget was noticed in relatively more city subsidiaries, when the average decrease parts (%) were more visible in countryside subsidiaries.*

**16 table.** General budget committed for library

			General budget				
			Share of budget in a year 2007 has not changed	Share of budget in a year 2007 increased	Share of budget in a year 2007 decreased	DK/NA	Total:
Number of employees. Central libraries and/or their branches in the city	Up to 30	%	25,0	64,3	3,6	7,1	100,0
		N	7	18	1	2	28
	31-50	%	42,9	57,1	0,0	0,0	100,0
		N	6	8	0	0	14
	More than 50	%	39,1	47,8	13,0	0,0	100,0
		N	9	11	3	0	23
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	%	30,4	56,5	4,3	8,7	100,0
		N	7	13	1	2	23
	6-10	%	34,5	62,1	3,4	0,0	100,0
		N	10	18	1	0	29
	More than 10	%	38,5	46,2	15,4	0,0	100,0
		N	5	6	2	0	13
Number of employees. The country branches of the library	Up to 20	%	26,7	60,0	6,7	6,7	100,0
		N	4	9	1	1	15
	21-30	%	23,5	70,6	5,9	0,0	100,0
		N	4	12	1	0	17
	More than 30	%	31,6	63,2	0,0	5,3	100,0
		N	6	12	0	1	19
Number of employees	Up to 5	%	27,3	45,5	9,1	18,2	100,0
		N	3	5	1	2	11

			General budget					
			Share of budget in a year 2007 has not changed	Share of budget in a year 2007 increased	Share of budget in a year 2007 decreased	DK/NA	Total:	
who maintain public Internet access. The country branches of the library	6-10	%	33,3	60,0	6,7	0,0	100,0	
		N	5	9	1	0	15	
	More than 10	%	25,0	75,0	0,0	0,0	100,0	
		N	6	18	0	0	24	
	Region	Alytaus	%	20,0	80,0	0,0	0,0	100,0
			N	1	4	0	0	5
Kauno		%	44,4	44,4	0,0	11,1	100,0	
		N	4	4	0	1	9	
Klaipėdos		%	37,5	50,0	12,5	0,0	100,0	
		N	3	4	1	0	8	
Marijampolės		%	0,0	100,0	0,0	0,0	100,0	
		N	0	5	0	0	5	
Panevezio		%	57,1	42,9	0,0	0,0	100,0	
		N	4	3	0	0	7	
Siauliai		%	12,5	62,5	12,5	12,5	100,0	
		N	1	5	1	1	8	
Tauragės		%	0,0	75,0	25,0	0,0	100,0	
		N	0	3	1	0	4	
Telsiū		%	25,0	75,0	0,0	0,0	100,0	
		N	1	3	0	0	4	
Utenos		%	50,0	50,0	0,0	0,0	100,0	
		N	3	3	0	0	6	
Vilniaus		%	55,6	33,3	11,1	0,0	100,0	
		N	5	3	1	0	9	
Total:		%	33,8	56,9	6,2	3,1	100,0	
		N	22	37	4	2	65	

**17 table.** General budget share per 2007 year increased. Alteration %

			Alteration (%)
Number of employees. Central libraries and/or their branches in the city	Up to 30	Mean	13,1
		Median	10,15
		Std. Nuokrypis	8,37
		Min.	1,00
		Max.	30,00
		N	18
	31-50	Mean	10,5
		Median	9,40
		Std. Nuokrypis	8,20
		Min.	0,60
		Max.	25,00
		N	8
	More than 50	Mean	13,2
		Median	10,00
		Std. Nuokrypis	11,65
		Min.	1,00
		Max.	34,90
		N	11
Number of employees who	Up to 5	Mean	12,1

		Alteration (%)	
maintain public Internet access. Central libraries and/or their branches in the city		Median	10,00
		Std. Nuokrypis	8,56
		Min.	1,00
		Max.	30,00
		N	13
	6-10	Mean	13,2
		Median	10,50
		Std. Nuokrypis	9,60
		Min.	0,60
		Max.	34,90
	More than 10	Mean	11,6
		Median	6,30
		Std. Nuokrypis	10,96
		Min.	2,52
		Max.	30,00
Number of employees. The country branches of the library	Up to 20	Mean	10,9
		Median	10,00
		Std. Nuokrypis	8,03
		Min.	1,00
		Max.	30,00
	21-30	Mean	12,9
		Median	9,55
		Std. Nuokrypis	9,48
		Min.	1,00
		Max.	33,00
	More than 30	Mean	15,0
		Median	16,97
		Std. Nuokrypis	10,89
		Min.	0,60
		Max.	34,90
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	Mean	6,1
		Median	5,50
		Std. Nuokrypis	3,90
		Min.	1,00
		Max.	10,00
	6-10	Mean	19,6
		Median	20,60
		Std. Nuokrypis	12,88
		Min.	1,00
		Max.	34,90
	More than 10	Mean	11,8
		Median	10,15
		Std. Nuokrypis	7,10
		Min.	0,60
		Max.	25,00
		N	18

Region		Alteration (%)	
Alytaus	Mean	12,0	
	Median	11,20	
	Std. Nuokrypis	6,30	
	Min.	5,50	
	Max.	20,00	
	N	4	
	Kauno	Mean	17,9
		Median	13,27
		Std. Nuokrypis	11,72
		Min.	10,00
Max.		34,90	
N		4	
Klaipedos	Mean	6,8	
	Median	6,60	
	Std. Nuokrypis	4,17	
	Min.	2,40	
	Max.	11,60	
	N	4	
Marijampoles	Mean	17,2	
	Median	18,00	
	Std. Nuokrypis	11,62	
	Min.	1,00	
	Max.	33,00	
	N	5	
Panevezio	Mean	9,4	
	Median	10,00	
	Std. Nuokrypis	8,56	
	Min.	0,60	
	Max.	17,70	
	N	3	
Siauliu	Mean	12,2	
	Median	7,00	
	Std. Nuokrypis	11,13	
	Min.	2,52	
	Max.	30,00	
	N	5	
Taurages	Mean	7,3	
	Median	10,00	
	Std. Nuokrypis	5,51	
	Min.	1,00	
	Max.	11,00	
	N	3	
Telsiu	Mean	14,0	
	Median	10,00	
	Std. Nuokrypis	9,64	
	Min.	7,00	
	Max.	25,00	
	N	3	
Utenos	Mean	11,7	
	Median	7,00	
	Std. Nuokrypis	9,87	

		Alteration (%)	
	<b>Vilniaus</b>	Min.	5,00
		Max.	23,00
		N	3
		Mean	14,7
		Median	10,00
		Std. Nuokrypis	13,57
	<b>Total:</b>	Min.	4,10
		Max.	30,00
		N	3
		Mean	12,6
		Median	10,00
		Std. Nuokrypis	9,22
		Min.	0,60
		Max.	34,90
	N	37	

**18 table.** General budget share per 2007 year decreased. Alteration %

		Alteration (%)	
<b>Number of employees. Central libraries and/or their branches in the city</b>	<b>Up to 30</b>	Mean	20,0
		Median	20,00
		Std. Nuokrypis	.
		Min.	20,00
		Max.	20,00
		N	1
	<b>31-50</b>	Mean	.
		Median	.
		Std. Nuokrypis	.
		Min.	.
		Max.	.
		N	0
	<b>More than 50</b>	Mean	7,0
		Median	6,00
		Std. Nuokrypis	2,65
		Min.	5,00
		Max.	10,00
		N	3
<b>Number of employees who maintain public Internet access. Central libraries and/or their branches in the city</b>	<b>Up to 5</b>	Mean	20,0
		Median	20,00
		Std. Nuokrypis	.
		Min.	20,00
		Max.	20,00
		N	1
	<b>6-10</b>	Mean	10,0
		Median	10,00
		Std. Nuokrypis	.
		Min.	10,00
		Max.	10,00
		N	1
	<b>More than 10</b>	Mean	5,5
		Median	5,50
		Std. Nuokrypis	0,71
		Min.	5,00
		Max.	6,00

		Alteration (%)
		N
		2
Number of employees. The country branches of the library	Up to 20	Mean
		20,0
		Median
		20,00
		Std. Nuokrypis
	.	
	Min.	
	20,00	
	Max.	
	20,00	
	21-30	N
		1
		Mean
		10,0
		Median
10,00		
Std. Nuokrypis		
.		
Min.		
10,00		
Max.		
10,00		
More than 30	N	
	1	
	Mean	
	.	
	Median	
.		
Std. Nuokrypis		
.		
Min.		
.		
Max.		
.		
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	N
		0
		Mean
		20,0
		Median
	20,00	
	Std. Nuokrypis	
	.	
	Min.	
	20,00	
	Max.	
	20,00	
	6-10	N
		1
		Mean
10,0		
Median		
10,00		
Std. Nuokrypis		
.		
Min.		
10,00		
Max.		
10,00		
More than 10	N	
	1	
	Mean	
	.	
	Median	
.		
Std. Nuokrypis		
.		
Min.		
.		
Max.		
.		
Region	Alytaus	N
		0
		Mean
		.
		Median
	.	
	Std. Nuokrypis	
	.	
	Min.	
	.	
	Max.	
	.	
	Kauno	N
		0
		Mean
.		
Median		
.		
Std. Nuokrypis		
.		
Min.		
.		
Max.		
.		
Klaipėdos	N	
	0	
	Mean	
	6,0	
Median		
6,00		
Std. Nuokrypis		
.		
Min.		
6,00		

		Alteration (%)	
		Max.	6,00
		N	1
	Marijampoles	Mean	.
		Median	.
		Std. Nuokrypis	.
		Min.	.
		Max.	.
	Panevezio	N	0
		Mean	.
		Median	.
		Std. Nuokrypis	.
		Min.	.
	Siauliu	Max.	.
		N	0
		Mean	10,0
		Median	10,00
		Std. Nuokrypis	.
	Taurages	Min.	10,00
		Max.	10,00
		N	1
Mean		20,0	
Median		20,00	
Telsiu	Std. Nuokrypis	.	
	Min.	20,00	
	Max.	20,00	
	N	1	
	Mean	.	
Utenos	Median	.	
	Std. Nuokrypis	.	
	Min.	.	
	Max.	.	
	N	0	
Vilniaus	Mean	5,0	
	Median	5,00	
	Std. Nuokrypis	.	
	Min.	5,00	
	Max.	5,00	
Total:	N	1	
	Mean	10,3	
	Median	8,00	
	Std. Nuokrypis	6,85	
	Min.	5,00	
	Max.	20,00	
	N	4	

**19 table. Budget assigned to public Internet access**

			Budget assigned to public Internet access				
			Share of budget in a year 2007 has not changed	Share of budget in a year 2007 increased	Share of budget in a year 2007 decreased	DK/NA	Total:
Number of employees. Central libraries and/or their branches in the city	Up to 30	%	53,6	35,7	3,6	7,1	100,0
		N	15	10	1	2	28
	31-50	%	57,1	35,7	0,0	7,1	100,0
		N	8	5	0	1	14
	More than 50	%	52,2	34,8	4,3	8,7	100,0
		N	12	8	1	2	23
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	%	52,2	39,1	0,0	8,7	100,0
		N	12	9	0	2	23
	6-10	%	58,6	27,6	3,4	10,3	100,0
		N	17	8	1	3	29
	More than 10	%	46,2	46,2	7,7	0,0	100,0
		N	6	6	1	0	13
Number of employees. The country branches of the library	Up to 20	%	53,3	40,0	0,0	6,7	100,0
		N	8	6	0	1	15
	21-30	%	47,1	35,3	5,9	11,8	100,0
		N	8	6	1	2	17
	More than 30	%	47,4	47,4	0,0	5,3	100,0
		N	9	9	0	1	19
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	%	45,5	36,4	0,0	18,2	100,0
		N	5	4	0	2	11
	6-10	%	60,0	33,3	0,0	6,7	100,0
		N	9	5	0	1	15
	More than 10	%	41,7	50,0	4,2	4,2	100,0
		N	10	12	1	1	24
Region	Alytaus	%	60,0	20,0	20,0	0,0	100,0
		N	3	1	1	0	5
	Kauno	%	55,6	33,3	0,0	11,1	100,0
		N	5	3	0	1	9
	Klaipėdos	%	50,0	50,0	0,0	0,0	100,0
		N	4	4	0	0	8
	Marijampolės	%	60,0	20,0	0,0	20,0	100,0
		N	3	1	0	1	5
	Panevezio	%	57,1	28,6	0,0	14,3	100,0
		N	4	2	0	1	7
	Siauliai	%	62,5	25,0	0,0	12,5	100,0
		N	5	2	0	1	8
	Tauragės	%	25,0	75,0	0,0	0,0	100,0
		N	1	3	0	0	4
	Telsiai	%	75,0	0,0	0,0	25,0	100,0
		N	3	0	0	1	4
	Utenos	%	50,0	50,0	0,0	0,0	100,0
		N	3	3	0	0	6
	Vilniaus	%	44,4	44,4	11,1	0,0	100,0
		N	4	4	1	0	9

	<b>Total:</b>	<b>%</b>	53,8	35,4	3,1	7,7	100,0
		<b>N</b>	35	23	2	5	65

**20 table. Budget assigned to public Internet access share per 2007 year increased. Alteration %**

		<b>Alteration (%)</b>	
<b>Number of employees. Central libraries and/or their branches in the city</b>	<b>Up to 30</b>	<b>Mean</b>	34,2
		<b>Median</b>	23,85
		<b>Std. Nuokrypis</b>	31,11
		<b>Min.</b>	1,00
		<b>Max.</b>	94,00
		<b>N</b>	10
	<b>31-50</b>	<b>Mean</b>	21,9
		<b>Median</b>	5,00
		<b>Std. Nuokrypis</b>	38,26
		<b>Min.</b>	2,00
		<b>Max.</b>	90,19
	<b>More than 50</b>	<b>Mean</b>	23,1
		<b>Median</b>	19,90
		<b>Std. Nuokrypis</b>	22,61
		<b>Min.</b>	1,00
<b>Max.</b>		70,00	
<b>N</b>		8	
<b>Number of employees who maintain public Internet access. Central libraries and/or their branches in the city</b>	<b>Up to 5</b>	<b>Mean</b>	27,6
		<b>Median</b>	8,00
		<b>Std. Nuokrypis</b>	33,94
		<b>Min.</b>	1,00
		<b>Max.</b>	94,00
	<b>6-10</b>	<b>Mean</b>	30,4
		<b>Median</b>	19,85
		<b>Std. Nuokrypis</b>	30,82
		<b>Min.</b>	1,00
		<b>Max.</b>	90,19
	<b>More than 10</b>	<b>Mean</b>	24,1
		<b>Median</b>	17,50
		<b>Std. Nuokrypis</b>	24,11
		<b>Min.</b>	2,00
		<b>Max.</b>	70,00
<b>Number of employees. The country branches of the library</b>	<b>Up to 20</b>	<b>Mean</b>	17,8
		<b>Median</b>	9,00
		<b>Std. Nuokrypis</b>	22,83
		<b>Min.</b>	1,00
		<b>Max.</b>	62,50
	<b>21-30</b>	<b>Mean</b>	49,1
		<b>Median</b>	50,00
		<b>Std. Nuokrypis</b>	34,96
		<b>Min.</b>	1,00
		<b>Max.</b>	94,00
	<b>N</b>	6	
	<b>More than 30</b>	<b>Mean</b>	24,8

		Alteration (%)	
	<b>Median</b>	15,00	
	<b>Std. Nuokrypis</b>	26,90	
	<b>Min.</b>	2,00	
	<b>Max.</b>	90,19	
	<b>N</b>	9	
<b>Number of employees who maintain public Internet access. The country branches of the library</b>	<b>Up to 5</b>	<b>Mean</b>	10,4
		<b>Median</b>	6,50
		<b>Std. Nuokrypis</b>	11,87
		<b>Min.</b>	1,00
		<b>Max.</b>	27,70
	<b>N</b>	4	
	<b>6-10</b>	<b>Mean</b>	18,6
		<b>Median</b>	20,00
		<b>Std. Nuokrypis</b>	12,40
		<b>Min.</b>	1,00
		<b>Max.</b>	30,00
	<b>N</b>	5	
	<b>More than 10</b>	<b>Mean</b>	40,8
		<b>Median</b>	29,90
		<b>Std. Nuokrypis</b>	34,68
<b>Min.</b>		2,00	
<b>Max.</b>		94,00	
<b>N</b>	12		
<b>Region</b>	<b>Alytaus</b>	<b>Mean</b>	15,0
		<b>Median</b>	15,00
		<b>Std. Nuokrypis</b>	.
		<b>Min.</b>	15,00
		<b>Max.</b>	15,00
	<b>N</b>	1	
	<b>Kauno</b>	<b>Mean</b>	57,4
		<b>Median</b>	72,00
		<b>Std. Nuokrypis</b>	42,04
		<b>Min.</b>	10,00
		<b>Max.</b>	90,19
	<b>N</b>	3	
	<b>Klaipedos</b>	<b>Mean</b>	24,1
		<b>Median</b>	15,95
		<b>Std. Nuokrypis</b>	28,15
		<b>Min.</b>	2,00
		<b>Max.</b>	62,50
	<b>N</b>	4	
	<b>Marijampoles</b>	<b>Mean</b>	1,0
		<b>Median</b>	1,00
		<b>Std. Nuokrypis</b>	.
		<b>Min.</b>	1,00
		<b>Max.</b>	1,00
	<b>N</b>	1	
	<b>Panevezio</b>	<b>Mean</b>	22,0
<b>Median</b>		22,00	
<b>Std. Nuokrypis</b>		14,14	
<b>Min.</b>		12,00	
<b>Max.</b>		32,00	

		Alteration (%)	
	<b>Siauliu</b>	<b>N</b>	2
		<b>Mean</b>	15,0
		<b>Median</b>	15,00
		<b>Std. Nuokrypis</b>	7,07
		<b>Min.</b>	10,00
		<b>Max.</b>	20,00
	<b>Taurages</b>	<b>N</b>	2
		<b>Mean</b>	13,7
		<b>Median</b>	10,00
		<b>Std. Nuokrypis</b>	14,84
		<b>Min.</b>	1,00
		<b>Max.</b>	30,00
	<b>Telsiu</b>	<b>N</b>	3
		<b>Mean</b>	.
		<b>Median</b>	.
		<b>Std. Nuokrypis</b>	.
		<b>Min.</b>	.
		<b>Max.</b>	.
	<b>Utenos</b>	<b>N</b>	0
		<b>Mean</b>	55,3
		<b>Median</b>	70,00
		<b>Std. Nuokrypis</b>	47,72
		<b>Min.</b>	2,00
<b>Max.</b>		94,00	
<b>Vilniaus</b>	<b>N</b>	3	
	<b>Mean</b>	17,7	
	<b>Median</b>	17,85	
	<b>Std. Nuokrypis</b>	13,00	
	<b>Min.</b>	5,00	
	<b>Max.</b>	30,00	
<b>Total:</b>	<b>N</b>	4	
	<b>Mean</b>	27,7	
	<b>Median</b>	15,00	
	<b>Std. Nuokrypis</b>	29,32	
	<b>Min.</b>	1,00	
	<b>Max.</b>	94,00	
	<b>N</b>	23	

**21 table.** Budget assigned to public Internet access share per 2007 year decreased. Alteration %

		Alteration (%)	
	<b>Total:</b>	<b>Mean</b>	19,3
		<b>Median</b>	19,25
		<b>Std. Nuokrypis</b>	20,15
		<b>Min.</b>	5,00
		<b>Max.</b>	33,50
		<b>N</b>	2

## 2.7 Reasons of non providing public internet access service

In accordance with information provided by managers, 17% of their subsidiaries provide public internet access. The main reason for non-supporting this service is: no possibility to purchase hardware (43%), lack of space and premises (42%), no telecommunication access (37%). (22 table)

**22 table.** Please state the most important factors, which determine that the library or the branch does not offer public access to the Internet?

			Please state the most important factors, which determine that the library or the branch does not offer public access to the Internet?										
			Library is not able to purchase equipment needed (e.g. computers) for providing public access to the Internet	Library does not have enough place (space) for working places and/or equipment necessary for providing public access to the Internet	Library does not have suitable access to the infrastructure of communications (e.g. telephone lines, rent lines, cables and etc.) needed for public access to the Internet	Library does not have means to pay for the Internet connection	All the subdivisions of the library offer public access to the Internet	Other	DK/NA	Library does not have staff, capable of executing technical supervision of public access to the Internet	Library is not in control of its access to the Internet (e.g. local / district, national suppliers / local, district authorities provide the Internet)	Employees/ directors of the library believe it is not necessary to install an Internet link	Community shows no interest in the Internet at the library
Number of employees. Central libraries and/or their branches in the city	Up to 30	%	28,6	35,7	32,1	21,4	17,9	17,9	10,7	7,1	3,6	0,0	0,0
		N	8	10	9	6	5	5	3	2	1	0	0
	31-50	%	57,1	57,1	42,9	50,0	7,1	7,1	0,0	7,1	0,0	0,0	0,0
		N	8	8	6	7	1	1	0	1	0	0	0
	More than 50	%	52,2	39,1	39,1	21,7	21,7	13,0	4,3	0,0	0,0	0,0	0,0
		N	12	9	9	5	5	3	1	0	0	0	0
Number of employees. The country branches of the library	Up to 20	%	40,0	46,7	40,0	26,7	20,0	0,0	6,7	6,7	0,0	0,0	0,0
		N	6	7	6	4	3	0	1	1	0	0	0
	21-30	%	52,9	52,9	52,9	41,2	5,9	17,6	0,0	0,0	5,9	0,0	0,0
		N	9	9	9	7	1	3	0	0	1	0	0
	More than 30	%	57,9	47,4	42,1	26,3	0,0	21,1	5,3	10,5	0,0	0,0	0,0
		N	11	9	8	5	0	4	1	2	0	0	0
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	%	47,8	47,8	30,4	26,1	21,7	8,7	4,3	8,7	0,0	0,0	0,0
		N	11	11	7	6	5	2	1	2	0	0	0
	6-10	%	48,3	44,8	44,8	34,5	10,3	17,2	3,4	3,4	3,4	0,0	0,0
		N	14	13	13	10	3	5	1	1	1	0	0
	More than 10	%	23,1	23,1	30,8	15,4	23,1	15,4	15,4	0,0	0,0	0,0	0,0
		N	3	3	4	2	3	2	2	0	0	0	0
Number of employees who maintain public Internet access. The	Up to 5	%	63,6	36,4	36,4	36,4	18,2	0,0	9,1	18,2	0,0	0,0	0,0
		N	7	4	4	4	2	0	1	2	0	0	0
	6-10	%	53,3	66,7	60,0	26,7	6,7	13,3	6,7	0,0	0,0	0,0	0,0
		N	8	10	9	4	1	2	1	0	0	0	0
	More than 10	%	41,7	41,7	37,5	33,3	4,2	20,8	0,0	4,2	4,2	0,0	0,0
		N											

		Please state the most important factors, which determine that the library or the branch does not offer public access to the Internet?											
		Library is not able to purchase equipment needed (e.g. computers) for providing public access to the Internet	Library does not have enough place (space) for working places and/or equipment necessary for providing public access to the Internet	Library does not have suitable access to the infrastructure of communications (e.g. telephone lines, rent lines, cables and etc.) needed for public access to the Internet	Library does not have means to pay for the Internet connection	All the subdivisions of the library offer public access to the Internet	Other	DK/NA	Library does not have staff, capable of executing technical supervision of public access to the Internet	Library is not in control of its access to the Internet (e.g. local / district, national suppliers / local, district authorities provide the Internet)	Employees/directors of the library believe it is not necessary to install an Internet link	Community shows no interest in the Internet at the library	
<b>country branches of the library</b>	<b>N</b>	10	10	9	8	1	5	0	1	1	0	0	
<b>Region</b>	<b>Alytaus</b>	%	20,0	20,0	40,0	20,0	20,0	0,0	0,0	0,0	20,0	0,0	0,0
		<b>N</b>	1	1	2	1	1	0	0	0	1	0	0
	<b>Kauno</b>	%	44,4	22,2	44,4	44,4	22,2	22,2	0,0	0,0	0,0	0,0	0,0
		<b>N</b>	4	2	4	4	2	2	0	0	0	0	0
	<b>Klaipėdos</b>	%	25,0	37,5	37,5	12,5	12,5	25,0	12,5	0,0	0,0	0,0	0,0
		<b>N</b>	2	3	3	1	1	2	1	0	0	0	0
	<b>Marijampolės</b>	%	80,0	80,0	40,0	20,0	0,0	20,0	0,0	0,0	0,0	0,0	0,0
		<b>N</b>	4	4	2	1	0	1	0	0	0	0	0
	<b>Panevėžio</b>	%	57,1	57,1	14,3	0,0	14,3	0,0	14,3	0,0	0,0	0,0	0,0
		<b>N</b>	4	4	1	0	1	0	1	0	0	0	0
	<b>Siauliai</b>	%	50,0	50,0	50,0	25,0	25,0	25,0	0,0	0,0	0,0	0,0	0,0
		<b>N</b>	4	4	4	2	2	2	0	0	0	0	0
	<b>Tauragės</b>	%	50,0	75,0	50,0	50,0	0,0	25,0	0,0	25,0	0,0	0,0	0,0
		<b>N</b>	2	3	2	2	0	1	0	1	0	0	0
	<b>Telsiai</b>	%	50,0	50,0	25,0	75,0	0,0	0,0	25,0	0,0	0,0	0,0	0,0
		<b>N</b>	2	2	1	3	0	0	1	0	0	0	0
	<b>Utenos</b>	%	0,0	16,7	16,7	33,3	33,3	16,7	0,0	16,7	0,0	0,0	0,0
		<b>N</b>	0	1	1	2	2	1	0	1	0	0	0
	<b>Vilniaus</b>	%	55,6	33,3	44,4	22,2	22,2	0,0	11,1	11,1	0,0	0,0	0,0
		<b>N</b>	5	3	4	2	2	0	1	1	0	0	0
<b>Total:</b>	%	43,1	41,5	36,9	27,7	16,9	13,8	6,2	4,6	1,5	0,0	0,0	
	<b>N</b>	28	27	24	18	11	9	4	3	1	0	0	

## 2.8 Benefit of public internet access to local community

The most important libraries' benefits of PIA in cities are development of internet and computer usage skills (75%), access to the education resources and databases (63%), and information for people looking for job (34%). (23 table) When talking about countryside subsidiaries, managers emphasized two main benefits to community: development of internet and computer usage skills (57%) and access to education resources and databases (32%). The third place goes for access to the local, regional or national government e-services and assistance using these resources (32%). (24 table)

Local business advertising and information about real estate were admitted as least important benefits in city and in countryside. It is interesting that when talking about benefits of countryside subsidiaries, access to the national e-documents was even not mentioned (3%), but in the city subsidiaries this issues was important for 13% of respondents.

*There were no essential differences between benefits from public internet access in city and countryside subsidiaries. The main advantages of internet access are functions connected with education, social help (work) and information. It is important to notice that the information connected with business, business advertising and help for the business is completely 'develued'. And this is regular attitude, because talking about benefits from internet access subsidiary managers evaluate this function as primary library mission.*

**23 table.** Please point out your opinion: how much is public access to the Internet at THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES useful for local community?

			Please point out your opinion: how much is public access to the Internet at THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES useful for local community?													
			Creates opportunities to acquire skills of using computers and the Internet	Provides access to databases and education sources	Provides information for job-seekers	Provides access and support while using electronic services of local, regional or national authorities	Provides other useful information and access to sources needed	Provides access to documents of national government	Provides information about community	Provides access to public documents of local administration	Provides information needed for development of local economy	Provides information about opportunities of state and local business, including advertising of local businesses	Provides information for school-leavers entering colleges or high schools	Provides information about real estate	Other	Advertises local business
Number of employees. Central libraries and/or their branches in the city	Up to 30	%	75	57,1	39,3	25	35,7	21,4	10,7	7,1	3,6	7,1	3,6	0	0	0
		N	21	16	11	7	10	6	3	2	1	2	1	0	0	0
	31-50	%	85,7	64,3	28,6	50	28,6	0	7,1	7,1	0	0	14,3	0	7,1	0
		N	12	9	4	7	4	0	1	1	0	0	2	0	1	0
	More than 50	%	69,6	69,6	30,4	30,4	30,4	13	8,7	13	17,4	8,7	0	4,3	0	0
		N	16	16	7	7	7	3	2	3	4	2	0	1	0	0
Number of employees who maintain public	Up to 5	%	73,9	60,9	30,4	26,1	34,8	21,7	8,7	8,7	8,7	4,3	8,7	0	4,3	0
		N	17	14	7	6	8	5	2	2	2	1	2	0	1	0
	6-10	%	75,9	62,1	24,1	44,8	34,5	10,3	6,9	13,8	6,9	6,9	0	0	0	0

		Please point out your opinion: how much is public access to the Internet at THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES useful for local community?													
		Creates opportunities to acquire skills of using computers and the Internet	Provides access to databases and education sources	Provides information for job-seekers	Provides access and support while using electronic services of local, regional or national authorities	Provides other useful information and access to sources needed	Provides access to documents of national government	Provides information about community	Provides access to public documents of local administration	Provides information needed for development of local economy	Provides information about opportunities of state and local business, including advertising of local businesses	Provides information for school-leavers entering colleges or high schools	Provides information about real estate	Other	Advertises local business
Internet access. Central libraries and/or their branches in the city	N	22	18	7	13	10	3	2	4	2	2	0	0	0	0
	%	76,9	69,2	61,5	15,4	23,1	7,7	15,4	0	7,7	7,7	7,7	7,7	0	0
More than 10	N	10	9	8	2	3	1	2	0	1	1	1	1	0	0
	%	77,8	55,6	55,6	33,3	33,3	0	11,1	0	0	0	22,2	11,1	11,1	0
Vilniaus	N	7	5	5	3	3	0	1	0	0	0	2	1	1	0
	%	77,8	66,7	33,3	11,1	44,4	11,1	0	11,1	11,1	0	0	0	0	0
Kauno	N	7	6	3	1	4	1	0	1	1	0	0	0	0	0
	%	62,5	62,5	50	12,5	37,5	37,5	25	0	0	12,5	0	0	0	0
Siauliu	N	5	5	4	1	3	3	2	0	0	1	0	0	0	0
	%	87,5	75	25	0	37,5	0	25	0	25	12,5	0	0	0	0
Klaipedos	N	7	6	2	0	3	0	2	0	2	1	0	0	0	0
	%	71,4	57,1	28,6	42,9	14,3	14,3	14,3	28,6	14,3	0	14,3	0	0	0
Panevezio	N	5	4	2	3	1	1	1	2	1	0	1	0	0	0
	%	66,7	50	16,7	66,7	33,3	16,7	0	16,7	16,7	0	0	0	0	0
Utenos	N	4	3	1	4	2	1	0	1	1	0	0	0	0	0
	%	100	40	40	40	40	20	0	0	0	20	0	0	0	0
Marijampoles	N	5	2	2	2	2	1	0	0	0	1	0	0	0	0
	%	60	60	20	40	20	20	0	40	0	0	0	0	0	0
Alytaus	N	3	3	1	2	1	1	0	2	0	0	0	0	0	0
	%	100	75	25	75	0	25	0	0	0	0	0	0	0	0
Telsiu	N	4	3	1	3	0	1	0	0	0	0	0	0	0	0
	%	50	100	25	50	50	0	0	0	0	25	0	0	0	0
Taurages	N	2	4	1	2	2	0	0	0	0	1	0	0	0	0
	%	75,4	63,1	33,8	32,3	32,3	13,8	9,2	9,2	7,7	6,2	4,6	1,5	1,5	0
Total:	N	49	41	22	21	21	9	6	6	5	4	3	1	1	0

**24 table.** Please point out your opinion: how much is public access to the Internet at THE COUNTRY BRANCHES OF THE LIBRARY useful for local community?

			Please point out your opinion: how much is public access to the Internet at THE COUNTRY BRANCHES OF THE LIBRARY useful for local community?														
			Creates opportunities to acquire skills of using computers and the Internet	Provides access to databases and education sources	Provides access and support while using electronic services of local, regional or national authorities	Provides information for job-seekers	Provides other useful information and access to sources needed	Library doesn't have country branches	Provides information about community	Provides access to public documents of local administration	Provides information for school-leavers entering colleges or high schools	Provides information needed for development of local economy	Provides information about opportunities of state and local business, including advertising of local businesses	Provides access to documents of national government	Other	Advertises local business	Provides information about real estate
Number of employees. The country branches of the library	Up to 20	%	60	26,7	40	53,3	20	0	20	0	20	6,7	6,7	0	13,3	6,7	0
		N	9	4	6	8	3	0	3	0	3	1	1	0	2	1	0
	21-30	%	70,6	35,3	64,7	29,4	58,8	0	11,8	23,5	0	5,9	0	0	0	0	0
		N	12	6	11	5	10	0	2	4	0	1	0	0	0	0	0
	More than 30	%	84,2	57,9	21,1	31,6	31,6	0	36,8	5,3	5,3	5,3	5,3	10,5	0	0	0
		N	16	11	4	6	6	0	7	1	1	1	1	2	0	0	0
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	%	54,5	36,4	27,3	54,5	36,4	0	27,3	0	27,3	0	0	0	9,1	9,1	0
		N	6	4	3	6	4	0	3	0	3	0	0	0	1	1	0
	6-10	%	73,3	53,3	46,7	40	33,3	0	20	6,7	0	13,3	6,7	6,7	0	0	0
		N	11	8	7	6	5	0	3	1	0	2	1	1	0	0	0
	More than 10	%	83,3	37,5	45,8	29,2	41,7	0	25	16,7	4,2	4,2	4,2	4,2	0	0	0
		N	20	9	11	7	10	0	6	4	1	1	1	1	0	0	0
Region	Vilniaus	%	55,6	22,2	33,3	33,3	11,1	22,2	22,2	11,1	33,3	0	0	0	0	11,1	0
		N	5	2	3	3	1	2	2	1	3	0	0	0	0	1	0
	Kauno	%	66,7	33,3	11,1	33,3	22,2	22,2	22,2	11,1	11,1	11,1	0	0	0	0	0
		N	6	3	1	3	2	2	2	1	1	1	0	0	0	0	0
	Siauliu	%	50	12,5	12,5	50	50	25	12,5	0	0	12,5	12,5	12,5	0	0	0
		N	4	1	1	4	4	2	1	0	0	1	1	1	0	0	0
	Klaipėdos	%	37,5	37,5	12,5	12,5	0	50	25	0	0	12,5	12,5	0	0	0	0
		N	3	3	1	1	0	4	2	0	0	1	1	0	0	0	0
	Panevezio	%	57,1	28,6	42,9	28,6	14,3	28,6	28,6	14,3	0	0	0	0	0	0	0
		N	4	2	3	2	1	2	2	1	0	0	0	0	0	0	0
	Utenos	%	66,7	33,3	50	0	66,7	16,7	16,7	16,7	0	0	0	0	0	0	0
		N	4	2	3	0	4	1	1	1	0	0	0	0	0	0	0

		Please point out your opinion: how much is public access to the Internet at THE COUNTRY BRANCHES OF THE LIBRARY useful for local community														
		Creates opportunities to acquire skills of using computers and the Internet	Provides access to databases and education sources	Provides access and support while using electronic services of local, regional or national authorities	Provides information for job-seekers	Provides other useful information and access to sources needed	Library doesn't have country branches	Provides information about community	Provides access to public documents of local administration	Provides information for school-leavers entering colleges or high schools	Provides information needed for development of local economy	Provides information about opportunities of state and local business, including advertising of local businesses	Provides access to documents of national government	Other	Advertises local business	Provides information about real estate
Marijampoles	%	60	40	20	20	40	0	0	0	0	0	0	0	40	0	0
	N	3	2	1	1	2	0	0	0	0	0	0	0	2	0	0
Alytaus	%	60	40	60	0	20	20	20	20	0	0	0	20	0	0	0
	N	3	2	3	0	1	1	1	1	0	0	0	1	0	0	0
Telsiu	%	75	0	75	100	25	0	25	0	0	0	0	0	0	0	0
	N	3	0	3	4	1	0	1	0	0	0	0	0	0	0	0
Taurages	%	50	100	50	25	75	0	0	0	0	0	0	0	0	0	0
	N	2	4	2	1	3	0	0	0	0	0	0	0	0	0	0
Total:	%	56,9	32,3	32,3	29,2	29,2	21,5	18,5	7,7	6,2	4,6	3,1	3,1	3,1	1,5	0
	N	37	21	21	19	19	14	12	5	4	3	2	2	2	1	0

## 2.9 The most popular library services

In city libraries free internet access (90%) is highlighted as the most popular service equal to the main function of the library - to dispense books (89%). The third place is given to the overview of periodical press (72%). The use of Internet database is mentioned by 30% of respondents (excluding Klaipeda region where this service is more popular than periodic press overview). (25 table)

The first place of services is given to book dispense (69%), periodic press reading (63%) and then to internet access (60%) in countryside libraries. The use of internet databases was mentioned by 6% of respondents. (26 table)

*Comparing the most popular services of city and countryside libraries, city libraries lead in providing e-services and it is noticeable decrease of popularity of traditional library services in cities and countryside. Differences in internet service popularity can be explained by demographic situation (more young people) and geography of education organizations, especially universities and colleges. This is proved by differences of popularity to use databases.*

**25 table.** Which of those services enumerated below and offered at your library, in your opinion, are most popular among visitors of THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES at the moment?

			Which of those services enumerated below and offered at your library, in your opinion, are most popular among visitors of THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES at the moment?									
			Possibility to use the Internet free of charge	Delivery of books	Possibility to read periodical press	Possibility to use information databases on the Internet	Possibility to study on the courses of computer literacy	Possibility to play computer games	Delivery of other publications (language learning programmes, CD, DVD, art publications, notes et al.)	Other	Possibility to view video material	Possibility to listen to audio records
Number of employees. Central libraries and/or their branches in the city	Up to 30	%	92,9	85,7	78,6	21,4	7,1	3,6	0,0	0,0	0,0	0,0
		N	26	24	22	6	2	1	0	0	0	0
	31-50	%	92,9	92,9	50,0	50,0	7,1	0,0	0,0	7,1	0,0	0,0
		N	13	13	7	7	1	0	0	1	0	0
	More than 50	%	87,0	91,3	78,3	26,1	4,3	4,3	4,3	0,0	0,0	0,0
		N	20	21	18	6	1	1	1	0	0	0
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	%	95,7	87,0	60,9	34,8	4,3	4,3	0,0	0,0	0,0	0,0
		N	22	20	14	8	1	1	0	0	0	0
	6-10	%	82,8	93,1	72,4	31,0	6,9	3,4	3,4	3,4	0,0	0,0
		N	24	27	21	9	2	1	1	1	0	0
	More than 10	%	100,0	84,6	92,3	15,4	7,7	0,0	0,0	0,0	0,0	0,0
		N	13	11	12	2	1	0	0	0	0	0
Region	Alytaus	%	80,0	100,0	80,0	0,0	20,0	0,0	20,0	0,0	0,0	0,0
		N	4	5	4	0	1	0	1	0	0	0
	Kauno	%	100,0	100,0	88,9	11,1	0,0	0,0	0,0	0,0	0,0	0,0

		Which of those services enumerated below and offered at your library, in your opinion, are most popular among visitors of THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES at the moment?									
		Possibility to use the Internet free of charge	Delivery of books	Possibility to read periodical press	Possibility to use information databases on the Internet	Possibility to study on the courses of computer literacy	Possibility to play computer games	Delivery of other publications (language learning programmes, CD, DVD, art publications, notes et al.)	Other	Possibility to view video material	Possibility to listen to audio records
<b>Klaipėdos</b>	N	9	9	8	1	0	0	0	0	0	0
	%	100,0	62,5	37,5	75,0	12,5	0,0	0,0	0,0	0,0	0,0
<b>Marijampolės</b>	N	8	5	3	6	1	0	0	0	0	0
	%	100,0	60,0	40,0	40,0	20,0	0,0	0,0	0,0	0,0	0,0
<b>Panevezio</b>	N	5	3	2	2	1	0	0	0	0	0
	%	57,1	85,7	71,4	42,9	0,0	14,3	0,0	14,3	0,0	0,0
<b>Siauliai</b>	N	4	6	5	3	0	1	0	1	0	0
	%	87,5	87,5	100,0	12,5	12,5	0,0	0,0	0,0	0,0	0,0
<b>Tauragės</b>	N	7	7	8	1	1	0	0	0	0	0
	%	75,0	100,0	100,0	25,0	0,0	0,0	0,0	0,0	0,0	0,0
<b>Telsiai</b>	N	3	4	4	1	0	0	0	0	0	0
	%	100,0	100,0	50,0	25,0	0,0	25,0	0,0	0,0	0,0	0,0
<b>Utenos</b>	N	4	4	2	1	0	1	0	0	0	0
	%	100,0	100,0	83,3	16,7	0,0	0,0	0,0	0,0	0,0	0,0
<b>Vilniaus</b>	N	6	6	5	1	0	0	0	0	0	0
	%	100,0	100,0	66,7	33,3	0,0	0,0	0,0	0,0	0,0	0,0
<b>Total:</b>	N	9	9	6	3	0	0	0	0	0	0
	%	90,8	89,2	72,3	29,2	6,2	3,1	1,5	1,5	0,0	0,0
	N	59	58	47	19	4	2	1	1	0	0

**26 table.** Which of the three services enumerated below and offered at your library, in your opinion, are most popular among visitors of COUNTRY BRANCHES OF THE LIBRARY at the moment?

			Which of the three services enumerated below and offered at your library, in your opinion, are most popular among visitors of COUNTRY BRANCHES OF THE LIBRARY at the moment?											
			Delivery of books	Possibility to read periodical press	Possibility to use the Internet free of charge	Library doesn't have country branches	Possibility to study on the courses of computer literacy	Possibility to use information databases on the Internet	Possibility to play computer games	Delivery of other publications (language learning programmes, CD, DVD, art publications, notes et al.)	Other	DK/NA	Possibility to view video material	Possibility to listen to audio records
<b>Number of employees. The country branches of the library</b>	<b>Up to 20</b>	%	80,0	86,7	53,3	0,0	20,0	6,7	13,3	0,0	6,7	6,7	0,0	0,0
		N	12	13	8	0	3	1	2	0	1	1	0	0
	<b>21-30</b>	%	88,2	82,4	94,1	0,0	23,5	11,8	0,0	0,0	0,0	0,0	0,0	0,0
		N	15	14	16	0	4	2	0	0	0	0	0	0
	<b>More than 30</b>	%	94,7	73,7	78,9	0,0	15,8	5,3	5,3	10,5	0,0	0,0	0,0	0,0
		N	18	14	15	0	3	1	1	2	0	0	0	0
<b>Number of employees who maintain public Internet access. The country branches of the library</b>	<b>Up to 5</b>	%	81,8	72,7	45,5	0,0	18,2	0,0	18,2	9,1	9,1	9,1	0,0	0,0
		N	9	8	5	0	2	0	2	1	1	1	0	0
	<b>6-10</b>	%	80,0	86,7	80,0	0,0	20,0	13,3	6,7	0,0	0,0	0,0	0,0	0,0
		N	12	13	12	0	3	2	1	0	0	0	0	0
	<b>More than 10</b>	%	95,8	79,2	91,7	0,0	20,8	8,3	0,0	4,2	0,0	0,0	0,0	0,0
		N	23	19	22	0	5	2	0	1	0	0	0	0
<b>Region</b>	<b>Vilniaus</b>	%	66,7	66,7	44,4	22,2	33,3	0,0	0,0	11,1	0,0	0,0	0,0	0,0
		N	6	6	4	2	3	0	0	1	0	0	0	0
	<b>Utenos</b>	%	83,3	83,3	83,3	16,7	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0
		N	5	5	5	1	0	0	0	0	0	0	0	0
	<b>Telsiu</b>	%	100,0	75,0	75,0	0,0	0,0	0,0	25,0	0,0	25,0	0,0	0,0	0,0
		N	4	3	3	0	0	0	1	0	1	0	0	0
	<b>Taurages</b>	%	100,0	100,0	75,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0
		N	4	4	3	0	0	0	0	0	0	0	0	0
	<b>Siauliu</b>	%	62,5	75,0	62,5	25,0	12,5	0,0	0,0	0,0	0,0	0,0	0,0	0,0
		N	5	6	5	2	1	0	0	0	0	0	0	0
	<b>Panevezio</b>	%	57,1	57,1	42,9	28,6	14,3	14,3	14,3	0,0	0,0	0,0	0,0	0,0
		N	4	4	3	2	1	1	1	0	0	0	0	0
	<b>Marijampoles</b>	%	60,0	60,0	60,0	0,0	20,0	20,0	0,0	0,0	0,0	20,0	0,0	0,0
		N	3	3	3	0	1	1	0	0	0	1	0	0
	<b>Klaipedos</b>	%	37,5	12,5	50,0	50,0	25,0	25,0	0,0	0,0	0,0	0,0	0,0	0,0
		N	3	1	4	4	2	2	0	0	0	0	0	0
	<b>Kauno</b>	%	77,8	66,7	77,8	22,2	11,1	0,0	0,0	0,0	0,0	0,0	0,0	0,0
		N	7	6	7	2	1	0	0	0	0	0	0	0
	<b>Alytaus</b>	%	80,0	60,0	40,0	20,0	20,0	0,0	20,0	20,0	0,0	0,0	0,0	0,0
		N	4	3	2	1	1	0	1	1	0	0	0	0
	<b>Total:</b>	%	69,2	63,1	60,0	21,5	15,4	6,2	4,6	3,1	1,5	1,5	0,0	0,0
		N	45	41	39	14	10	4	3	2	1	1	0	0

### **2.10 Library's underlying activity fields intended to be strengthen**

In the cities library's underlying activity fields intended to be strengthen are: expansion of possibilities to use internet information databases (68%), computer literacy trainings (63%) and free internet access (56%). The function of education is highlighted by the biggest subsidiaries (more than 50 employees). (27 table)

Interviewed managers state, that the main priority for countryside libraries is the general expansion of free internet access (52%), computer literacy trainings (49%) and traditional service - book dispense (35%). (28 table)

PIA development was highlighted by smaller subsidiaries.

*As in earlier stages of analysis there is difference between priorities of actions in city and countryside libraries. City subsidiaries, might be because of being more 'saturated' by number of public internet access places, accent 'in-depth' expansion, i.e. the development of service. Countryside libraries are more oriented to the extensive expansion, i.e. increase Internet approach.*

**27 table.** Please point out three priority spheres of services offered at your CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY, you are planning to strengthen in the nearest future.

			Please point out three priority spheres of services offered at your CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY, you are planning to strengthen in the nearest future.									
			Possibility to use information databases on the Internet	Possibility to study on the courses of computer literacy	Possibility to use the Internet free of charge	Delivery of books	Delivery of other publications (language learning programmes, CD, DVD, art publications, notes et al.)	Possibility to read periodical press	Possibility to view video material	Possibility to listen to audio records	Other	Possibility to play computer games
Number of employees. Central libraries and/or their branches in the city	Up to 30	%	60,7	50,0	57,1	42,9	32,1	28,6	10,7	3,6	0,0	0,0
		N	17	14	16	12	9	8	3	1	0	0
	31-50	%	64,3	71,4	42,9	35,7	35,7	7,1	21,4	7,1	0,0	0,0
		N	9	10	6	5	5	1	3	1	0	0
	More than 50	%	78,3	73,9	60,9	34,8	30,4	8,7	0,0	0,0	4,3	0,0
		N	18	17	14	8	7	2	0	0	1	0
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	%	69,6	47,8	60,9	39,1	39,1	17,4	8,7	8,7	0,0	0,0
		N	16	11	14	9	9	4	2	2	0	0
	6-10	%	65,5	72,4	51,7	34,5	24,1	17,2	10,3	0,0	3,4	0,0
		N	19	21	15	10	7	5	3	0	1	0
	More than 10	%	69,2	69,2	53,8	46,2	38,5	15,4	7,7	0,0	0,0	0,0
		N	9	9	7	6	5	2	1	0	0	0
Region	Vilniaus	%	66,7	44,4	77,8	33,3	33,3	22,2	22,2	0,0	0,0	0,0
		N	6	4	7	3	3	2	2	0	0	0
	Utenos	%	66,7	50,0	0,0	50,0	50,0	16,7	16,7	33,3	0,0	0,0
		N	4	3	0	3	3	1	1	2	0	0
	Telsiu	%	50,0	75,0	50,0	50,0	25,0	25,0	0,0	0,0	0,0	0,0
		N	2	3	2	2	1	1	0	0	0	0
	Taurages	%	75,0	50,0	75,0	50,0	0,0	25,0	0,0	0,0	0,0	0,0
		N	3	2	3	2	0	1	0	0	0	0
	Siauliu	%	75,0	75,0	50,0	25,0	50,0	12,5	12,5	0,0	0,0	0,0
		N	6	6	4	2	4	1	1	0	0	0
	Panevezio	%	85,7	85,7	57,1	0,0	42,9	0,0	0,0	0,0	0,0	0,0
		N	6	6	4	0	3	0	0	0	0	0
	Marijampoles	%	100,0	60,0	40,0	40,0	40,0	0,0	0,0	0,0	20,0	0,0
		N	5	3	2	2	2	0	0	0	1	0
	Klaipedos	%	62,5	62,5	50,0	62,5	12,5	12,5	12,5	0,0	0,0	0,0
		N	5	5	4	5	1	1	1	0	0	0
	Kauno	%	44,4	66,7	77,8	55,6	22,2	33,3	0,0	0,0	0,0	0,0
		N	4	6	7	5	2	3	0	0	0	0
	Alytaus	%	60,0	60,0	60,0	20,0	40,0	20,0	20,0	0,0	0,0	0,0
		N	3	3	3	1	2	1	1	0	0	0
	Total:	%	67,7	63,1	55,4	38,5	32,3	16,9	9,2	3,1	1,5	0,0
		N	44	41	36	25	21	11	6	2	1	0

**28 table.** Please point out three priority spheres of services offered at COUNTRY BRANCHES OF THE LIBRARY, you are planning to strengthen in the nearest future.

			Please point out three priority spheres of services offered at COUNTRY BRANCHES OF THE LIBRARY, you are planning to strengthen in the nearest future.									
			Possibility to use the Internet free of charge	Possibility to study on the courses of computer literacy	Delivery of books	Possibility to use information databases on the Internet	Delivery of other publications (language learning programmes, CD, DVD, art publications, notes et al.)	Library doesn't have country branches	Possibility to read periodical press	Possibility to play computer games	Possibility to listen to audio records	Possibility to listen to audio records
<b>Number of employees. The country branches of the library</b>	<b>Up to 20</b>	%	80,0	60,0	40,0	20,0	40,0	0,0	33,3	6,7	0,0	0,0
		N	12	9	6	3	6	0	5	1	0	0
	<b>21-30</b>	%	58,8	70,6	47,1	52,9	23,5	0,0	11,8	11,8	11,8	5,9
		N	10	12	8	9	4	0	2	2	2	1
	<b>More than 30</b>	%	63,2	57,9	47,4	57,9	26,3	0,0	21,1	5,3	0,0	0,0
		N	12	11	9	11	5	0	4	1	0	0
<b>Number of employees who maintain public Internet access. The country branches of the library</b>	<b>Up to 5</b>	%	81,8	54,5	45,5	9,1	27,3	0,0	36,4	9,1	0,0	0,0
		N	9	6	5	1	3	0	4	1	0	0
	<b>6-10</b>	%	66,7	60,0	53,3	60,0	13,3	0,0	33,3	0,0	0,0	6,7
		N	10	9	8	9	2	0	5	0	0	1
	<b>More than 10</b>	%	58,3	66,7	41,7	54,2	37,5	0,0	8,3	12,5	8,3	0,0
		N	14	16	10	13	9	0	2	3	2	0
<b>Region</b>	<b>Vilniaus</b>	%	44,4	33,3	33,3	11,1	22,2	22,2	33,3	11,1	11,1	0,0
		N	4	3	3	1	2	2	3	1	1	0
	<b>Utenos</b>	%	16,7	66,7	50,0	66,7	16,7	16,7	0,0	16,7	0,0	0,0
		N	1	4	3	4	1	1	0	1	0	0
	<b>Telsiu</b>	%	75,0	75,0	50,0	50,0	25,0	0,0	25,0	0,0	0,0	0,0
		N	3	3	2	2	1	0	1	0	0	0
	<b>Taurages</b>	%	100,0	50,0	50,0	50,0	0,0	0,0	25,0	0,0	0,0	0,0
		N	4	2	2	2	0	0	1	0	0	0
	<b>Siauliu</b>	%	62,5	50,0	37,5	25,0	12,5	25,0	25,0	12,5	0,0	0,0
		N	5	4	3	2	1	2	2	1	0	0
	<b>Panevezio</b>	%	28,6	57,1	28,6	57,1	28,6	28,6	14,3	0,0	0,0	0,0
		N	2	4	2	4	2	2	1	0	0	0
	<b>Marijampoles</b>	%	80,0	60,0	20,0	40,0	40,0	0,0	0,0	0,0	0,0	20,0
		N	4	3	1	2	2	0	0	0	0	1
	<b>Klaipedos</b>	%	37,5	12,5	37,5	37,5	12,5	50,0	0,0	0,0	0,0	0,0
		N	3	1	3	3	1	4	0	0	0	0
	<b>Kauno</b>	%	55,6	55,6	44,4	22,2	22,2	22,2	22,2	11,1	0,0	0,0
		N	5	5	4	2	2	2	2	1	0	0
	<b>Alytaus</b>	%	60,0	60,0	0,0	20,0	60,0	20,0	20,0	0,0	20,0	0,0
		N	3	3	0	1	3	1	1	0	1	0
	<b>Total:</b>	%	52,3	49,2	35,4	35,4	23,1	21,5	16,9	6,2	3,1	1,5
		N	34	32	23	23	15	14	11	4	2	1

### **2.11 Activity fields that are likely to be the most popular in the near future**

When speaking about city libraries and their subsidiaries, managers stated that book dispense (85%) would be the most popular service in the future. Next popular service would be internet access (77%) and possibility to read periodical press (59%). It is interesting that when speaking about biggest libraries and subsidiaries, respondents are more sceptical about the 'return' of book popularity, because they admit that book dispense and internet access services will be of equal importance. (29 table)

When evaluating countryside subsidiaries, managers think that in the future the most popular library service would be free internet access (71%), book dispense (65%) and periodical press reading (49%). (30 table)

*Prognosis of popular services of city and countryside libraries was different. The city libraries are waiting for traditional library services like book dispense and periodical press reading return, and for countryside subsidiaries there is prognosis that internet will displace book dispense. It is interesting that the real situation of city subsidiaries is the same as future situation projected for countryside subsidiaries and vice versa the real situation of the libraries in countryside fulfil the future prognosis to city subsidiaries (see question about the most popular services).*

**29 table.** Which of the services enumerated below and offered at your library, in your opinion, will be most popular among visitors of THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES in the nearest future?

			Which of the services enumerated below and offered at your library, in your opinion, will be most popular among visitors of THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES in the nearest future?								
			Delivery of books	Possibility to use the Internet free of charge	Possibility to read periodical press	Possibility to use information databases on the Internet	Possibility to study on the courses of computer literacy	Delivery of other publications (language learning programmes, CD, DVD, art publications, notes et al.)	Possibility to view video material	Possibility to play computer games	Possibility to listen to audio records
Number of employees. Central libraries and/or their branches in the city	Up to 30	%	92,9	78,6	60,7	28,6	14,3	14,3	3,6	3,6	0,0
		N	26	22	17	8	4	4	1	1	0
	31-50	%	92,9	85,7	71,4	28,6	0,0	7,1	7,1	0,0	0,0
		N	13	12	10	4	0	1	1	0	0
	More than 50	%	69,6	69,6	47,8	43,5	43,5	4,3	0,0	0,0	0,0
		N	16	16	11	10	10	1	0	0	0
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	%	91,3	69,6	47,8	39,1	21,7	13,0	4,3	0,0	0,0
		N	21	16	11	9	5	3	1	0	0
	6-10	%	75,9	86,2	69,0	24,1	20,7	3,4	3,4	3,4	0,0
		N	22	25	20	7	6	1	1	1	0
	More than 10	%	92,3	69,2	53,8	46,2	23,1	15,4	0,0	0,0	0,0
		N	12	9	7	6	3	2	0	0	0
Region	Vilniaus	%	88,9	77,8	55,6	33,3	0,0	22,2	22,2	0,0	0,0
		N	8	7	5	3	0	2	2	0	0
	Utenos	%	83,3	50,0	83,3	33,3	16,7	16,7	0,0	0,0	0,0
		N	5	3	5	2	1	1	0	0	0
	Telsiu	%	100,0	100,0	100,0	0,0	0,0	0,0	0,0	0,0	0,0
		N	4	4	4	0	0	0	0	0	0
	Taurages	%	100,0	100,0	75,0	25,0	0,0	0,0	0,0	0,0	0,0
		N	4	4	3	1	0	0	0	0	0
	Siauliu	%	100,0	75,0	62,5	25,0	25,0	12,5	0,0	0,0	0,0
		N	8	6	5	2	2	1	0	0	0
	Panevezio	%	57,1	42,9	71,4	42,9	28,6	0,0	0,0	0,0	0,0
		N	4	3	5	3	2	0	0	0	0
	Marijampoles	%	80,0	80,0	0,0	60,0	60,0	20,0	0,0	0,0	0,0
		N	4	4	0	3	3	1	0	0	0
	Klaipedos	%	87,5	87,5	50,0	50,0	12,5	0,0	0,0	0,0	0,0
		N	7	7	4	4	1	0	0	0	0
	Kauno	%	77,8	88,9	55,6	33,3	44,4	0,0	0,0	0,0	0,0
		N	7	8	5	3	4	0	0	0	0
	Alytaus	%	80,0	80,0	40,0	20,0	20,0	20,0	0,0	20,0	0,0
		N	4	4	2	1	1	1	0	1	0
	Total:	%	84,6	76,9	58,5	33,8	21,5	9,2	3,1	1,5	0,0
		N	55	50	38	22	14	6	2	1	0

**30 table.** Which of the services enumerated below and offered at your library, in your opinion, will be most popular among visitors of COUNTRY BRANCHES OF THE LIBRARY in the nearest future?

			Which of the services enumerated below and offered at your library, in your opinion, will be most popular among visitors of COUNTRY BRANCHES OF THE LIBRARY in the nearest future?									
			Possibility to use the Internet free of charge	Delivery of books	Possibility to read periodical press	Library doesn't have country branches	Possibility to use information databases on the Internet	Possibility to study on the courses of computer literacy	Delivery of other publications (language learning programmes, CD, DVD, art publications, notes et al.)	Possibility to play computer games	Possibility to listen to audio records	Possibility to view video material
Number of employees. The country branches of the library	Up to 20	%	93,3	86,7	66,7	0,0	6,7	26,7	13,3	6,7	0,0	0,0
		N	14	13	10	0	1	4	2	1	0	0
	21-30	%	82,4	76,5	58,8	0,0	23,5	17,6	5,9	5,9	5,9	0,0
		N	14	13	10	0	4	3	1	1	1	0
	More than 30	%	94,7	84,2	63,2	0,0	26,3	10,5	5,3	0,0	0,0	0,0
		N	18	16	12	0	5	2	1	0	0	0
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	%	90,9	90,9	54,5	0,0	18,2	27,3	9,1	9,1	0,0	0,0
		N	10	10	6	0	2	3	1	1	0	0
	6-10	%	86,7	73,3	66,7	0,0	26,7	13,3	6,7	0,0	0,0	0,0
		N	13	11	10	0	4	2	1	0	0	0
	More than 10	%	91,7	83,3	66,7	0,0	16,7	12,5	8,3	4,2	4,2	0,0
		N	22	20	16	0	4	3	2	1	1	0
Region	Vilniaus	%	55,6	77,8	33,3	22,2	11,1	11,1	11,1	11,1	11,1	0,0
		N	5	7	3	2	1	1	1	1	1	0
	Utenos	%	66,7	50,0	50,0	16,7	16,7	16,7	16,7	0,0	0,0	0,0
		N	4	3	3	1	1	1	1	0	0	0
	Telsiu	%	100,0	100,0	100,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0
		N	4	4	4	0	0	0	0	0	0	0
	Taurages	%	100,0	100,0	75,0	0,0	0,0	25,0	0,0	0,0	0,0	0,0
		N	4	4	3	0	0	1	0	0	0	0
	Siauliu	%	75,0	62,5	75,0	25,0	0,0	0,0	12,5	0,0	0,0	0,0
		N	6	5	6	2	0	0	1	0	0	0
	Panevezio	%	57,1	57,1	42,9	28,6	14,3	0,0	0,0	0,0	0,0	0,0
		N	4	4	3	2	1	0	0	0	0	0
	Marijampoles	%	100,0	40,0	20,0	0,0	60,0	80,0	0,0	0,0	0,0	0,0
		N	5	2	1	0	3	4	0	0	0	0
	Klaipedos	%	50,0	50,0	25,0	50,0	25,0	0,0	0,0	0,0	0,0	0,0
		N	4	4	2	4	2	0	0	0	0	0
	Kauno	%	77,8	66,7	44,4	22,2	22,2	22,2	0,0	0,0	0,0	0,0
		N	7	6	4	2	2	2	0	0	0	0
	Alytaus	%	60,0	60,0	60,0	20,0	0,0	0,0	20,0	20,0	0,0	0,0
		N	3	3	3	1	0	0	1	1	0	0
Total:	%	70,8	64,6	49,2	21,5	15,4	13,8	6,2	3,1	1,5	0,0	
	N	46	42	32	14	10	9	4	2	1	0	

## **2.12 Changes of libraries' material base**

Evaluating changes of material base during the last years managers highlighted abundance of IT techniques, the quality of organised events and IT techniques.<sup>2</sup> The least progress is visible in periodical press reading, database and other publication (CD, DVD) supply. (31 table)

*The evaluation of material base is absolutely positive and indiscrete, and that is why it is difficult to distinguish leading areas. Nevertheless it is seen that the most valuable are 'material' things: IT hardware and its quality. Software, its quality and databases are evaluated in lower points.*

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<sup>2</sup> Evaluation means from 1 – reduced to 3 – mended.

**31 table.** Ar, jūsų nuomone, per pastaruosius vienerius metus pablogėjo, nepakito ar pagerėjo žemiau išvardytos bibliotekose teikiamos paslaugos ir materialinė bazė?

			Quantity of IT technologies	Quality of performances organized (exhibitions, meetings, courses)	Quality of IT technologies	Possibility to get some advice or help from librarians while using computer or the Internet	Renewal of book assortment	Quality of performances organized (exhibitions, meetings, courses)	General atmosphere	Quantity of programme equipment	Quality of programme equipment	Variety of other kinds of publications (CD, DVD)	Variety of databases	Variety of periodical press
Number of employees. Central libraries and/or their branches in the city	Up to 30	Mean	3	2,8	2,9	2,8	2,7	2,6	2,8	2,7	2,6	2,6	2,6	2,5
	31-50	Mean	2,9	2,7	2,9	2,9	2,6	2,6	2,8	2,6	2,6	2,3	2,5	2
	More than 50	Mean	2,9	2,9	2,7	2,8	2,6	2,8	2,7	2,5	2,4	2,3	2,5	2,2
Number of employees. The country branches of the library	Up to 20	Mean	3	2,7	2,9	2,9	2,8	2,7	2,8	2,7	2,7	2,7	2,5	2,4
	21-30	Mean	2,9	2,8	2,7	2,9	2,6	2,8	2,8	2,5	2,5	2,3	2,6	2,3
	More than 30	Mean	3	2,8	2,8	2,8	2,6	2,7	2,7	2,6	2,6	2,5	2,5	2,3
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	Mean	3	2,7	2,7	2,9	2,8	2,7	2,8	2,7	2,7	2,5	2,5	2,2
	6-10	Mean	3	2,9	2,8	2,8	2,6	2,8	2,7	2,5	2,4	2,4	2,5	2,3
	More than 10	Mean	2,8	2,7	2,9	2,8	2,7	2,6	2,8	2,8	2,7	2,5	2,7	2,4
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	Mean	3	2,7	2,9	2,7	2,6	2,5	2,7	2,8	2,9	2,6	2,3	2,3
	6-10	Mean	3	2,8	2,6	2,9	2,7	2,7	2,8	2,6	2,5	2,6	2,5	2,4
	More than 10	Mean	3	2,8	2,9	2,8	2,7	2,8	2,8	2,5	2,6	2,4	2,7	2,3
Region	Vilniaus	Mean	2,8	2,4	2,9	2,6	2,4	2,3	2,7	2,4	2,7	2,6	2,3	2,2
	Kauno	Mean	3	2,6	2,8	2,9	2,8	2,7	2,8	2,7	2,4	2,7	2,8	2,4
	Siauliu	Mean	3	3	2,9	3	2,8	3	2,8	2,9	2,5	2,6	2,6	2,3
	Klaipėdos	Mean	2,9	2,8	2,8	3	2,8	2,5	2,9	2,6	2,4	2,3	2,4	2,3
	Panevezio	Mean	3	2,9	2,6	2,7	2,6	2,9	2,4	2,4	2,4	1,9	2,3	2
	Utenos	Mean	2,8	3	3	2,7	2,7	2,8	2,7	2,7	2,8	2,7	2,8	2,3
	Marijampolės	Mean	3	3	2,4	3	2,4	2,6	2,8	2,6	2,6	2,6	2,4	2,4
	Alytaus	Mean	3	2,8	2,8	2,4	2,8	2,8	2,6	2,6	2,8	2,2	2,6	2,4
	Telsiu	Mean	3	3	3	3	2,8	2,8	3	2,5	2,8	2,7	2,5	2,3
	Tauragės	Mean	3	3	2,8	3	2,8	3	3	2,5	2,5	2,5	2,8	2,3
<b>Total:</b>	<b>Mean</b>	<b>2,9</b>	<b>2,8</b>	<b>2,8</b>	<b>2,8</b>	<b>2,7</b>	<b>2,7</b>	<b>2,7</b>	<b>2,7</b>	<b>2,6</b>	<b>2,6</b>	<b>2,5</b>	<b>2,5</b>	<b>2,3</b>

## 2.13 The offer of e-services for visitors

The most popular e-services that are offered in more than 90% of subsidiaries are: possibility to search for job in the internet, different means of e-communication, e-services of the government, internet resources for economic activities and possibility to use cultural, social and leisure information. The most frequently offered e-services are: RSS news readers, 'Flickr' and other photo sharing systems, 'Del.icio.u' and other reference sharing systems and the creation of internet content. (32 table)

'Serious' internet services are of the first priority for the libraries and less attention is pointed to new, entertainment (YouTube) and self-expression (Blog) services.

**32 table.** Are visitors offered these services at your library?

			Are visitors offered these services at your library?														
			Searching for job on the Internet	Electronic means of communication	Services of electronic government	Sources of the Internet for economic activities	Cultural, community and freetime information on the Internet	Information of education and services	Wikipedia	Information about health	Blogs	YouTube or another system of sharing video records	RSS news-readers	Flickr or another system of sharing photos	Del.icio.us or another system of sharing references	Creation of the Internet content	None of these
Number of employees. Central libraries and/or their branches in the city	Up to 30	%	100,0	100,0	89,3	92,9	89,3	78,6	71,4	57,1	35,7	17,9	7,1	14,3	10,7	10,7	0,0
		N	28	28	25	26	25	22	20	16	10	5	2	4	3	3	0
	31-50	%	100,0	85,7	92,9	100,0	92,9	85,7	85,7	42,9	21,4	35,7	21,4	14,3	7,1	0,0	0,0
		N	14	12	13	14	13	12	12	6	3	5	3	2	1	0	0
	More than 50	%	95,7	100,0	100,0	91,3	73,9	69,6	56,5	47,8	52,2	17,4	17,4	13,0	13,0	4,3	0,0
		N	22	23	23	21	17	16	13	11	12	4	4	3	3	1	0
Number of employees. The country branches of the library	Up to 20	%	100,0	93,3	86,7	100,0	93,3	66,7	66,7	46,7	26,7	13,3	13,3	20,0	13,3	6,7	0,0
		N	15	14	13	15	14	10	10	7	4	2	2	3	2	1	0
	21-30	%	100,0	94,1	88,2	94,1	88,2	88,2	64,7	41,2	47,1	47,1	11,8	17,6	11,8	5,9	0,0
		N	17	16	15	16	15	15	11	7	8	8	2	3	2	1	0
	More than 30	%	94,7	100,0	100,0	89,5	73,7	68,4	57,9	52,6	15,8	10,5	5,3	5,3	0,0	5,3	0,0
		N	18	19	19	17	14	13	11	10	3	2	1	1	0	1	0
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	%	100,0	100,0	87,0	91,3	91,3	73,9	78,3	65,2	30,4	30,4	13,0	21,7	17,4	8,7	0,0
		N	23	23	20	21	21	17	18	15	7	7	3	5	4	2	0
	6-10	%	96,6	96,6	96,6	93,1	79,3	79,3	58,6	41,4	34,5	20,7	13,8	3,4	3,4	3,4	0,0
		N	28	28	28	27	23	23	17	12	10	6	4	1	1	1	0
	More than 10	%	100,0	92,3	100,0	100,0	84,6	76,9	76,9	46,2	61,5	7,7	15,4	23,1	15,4	7,7	0,0
		N	13	12	13	13	11	10	10	6	8	1	2	3	2	1	0
Number of	Up to 5	%	100,0	90,9	90,9	90,9	81,8	63,6	72,7	54,5	18,2	18,2	18,2	27,3	18,2	9,1	0,0

		Are visitors offered these services at your library?														
		Searching for job on the Internet	Electronic means of communication	Services of electronic government	Sources of the Internet for economic activities	Cultural, community and freetime information on the Internet	Information of education and services	Wikipedia	Information about health	Blogs	You Tube or another system of sharing video records	RSS news-readers	Flickr or another system of sharing photos	Del.icio.us or another system of sharing references	Creation of the Internet content	None of these
employees who maintain public Internet access. The country branches of the library	N	11	10	10	10	9	7	8	6	2	2	2	3	2	1	0
	%	100,0	100,0	86,7	93,3	80,0	80,0	60,0	40,0	26,7	26,7	0,0	6,7	0,0	6,7	0,0
	N	15	15	13	14	12	12	9	6	4	4	0	1	0	1	0
	%	95,8	95,8	95,8	95,8	87,5	79,2	58,3	45,8	33,3	25,0	12,5	12,5	8,3	4,2	0,0
Region	N	23	23	23	23	21	19	14	11	8	6	3	3	2	1	0
	%	100,0	88,9	100,0	88,9	88,9	66,7	77,8	55,6	22,2	11,1	11,1	22,2	11,1	11,1	0,0
	N	9	8	9	8	8	6	7	5	2	1	1	2	1	1	0
	%	100,0	100,0	100,0	100,0	88,9	88,9	55,6	88,9	44,4	33,3	22,2	22,2	11,1	0,0	0,0
	N	9	9	9	9	8	8	5	8	4	3	2	2	1	0	0
	%	100,0	100,0	100,0	100,0	87,5	75,0	75,0	62,5	50,0	25,0	25,0	12,5	12,5	0,0	0,0
	N	8	8	8	8	7	6	6	5	4	2	2	1	1	0	0
	%	100,0	100,0	87,5	87,5	75,0	62,5	87,5	12,5	50,0	12,5	0,0	0,0	0,0	0,0	0,0
	N	8	8	7	7	6	5	7	1	4	1	0	0	0	0	0
	%	100,0	100,0	85,7	85,7	85,7	71,4	57,1	42,9	42,9	0,0	28,6	0,0	0,0	14,3	0,0
	N	7	7	6	6	6	5	4	3	3	0	2	0	0	1	0
	%	100,0	83,3	100,0	100,0	83,3	100,0	100,0	50,0	33,3	33,3	16,7	33,3	33,3	16,7	0,0
	N	6	5	6	6	5	6	6	3	2	2	1	2	2	1	0
	%	100,0	100,0	100,0	100,0	60,0	60,0	40,0	40,0	20,0	20,0	0,0	0,0	0,0	20,0	0,0
	N	5	5	5	5	3	3	2	2	1	1	0	0	0	1	0
	%	80,0	100,0	60,0	80,0	80,0	60,0	20,0	20,0	20,0	20,0	20,0	0,0	20,0	0,0	0,0
	N	4	5	3	4	4	3	1	1	1	1	1	0	1	0	0
	%	100,0	100,0	100,0	100,0	100,0	100,0	75,0	50,0	50,0	25,0	0,0	50,0	25,0	0,0	0,0
	N	4	4	4	4	4	4	3	2	2	1	0	2	1	0	0
	%	100,0	100,0	100,0	100,0	100,0	100,0	100,0	75,0	50,0	50,0	0,0	0,0	0,0	0,0	0,0
N	4	4	4	4	4	4	4	3	2	2	0	0	0	0	0	
%	98,5	96,9	93,8	93,8	84,6	76,9	69,2	50,8	38,5	21,5	13,8	13,8	10,8	6,2	0,0	
N	64	63	61	61	55	50	45	33	25	14	9	9	7	4	0	

## 2.14 Motivation to use e-services

The range of offered and motivated to use services is similar, and the first place goes to the services of traditional and communication services: internet resources for economic business, searching for job and e-communication. Less attention is pointed to the use of systems of references, photo sharing ('Del.icio.us', 'Flickr'), to the RSS news readers and creation of internet content. (33 table)

*Summarizing all manager comments about library services and motivation to use e-services it was highlighted the tendency, that the institutions are better prepared to provide traditional or 'passive' services where the involvement of users is minimal or limited by the search for information, use of e-mail (writing requests to government institutions). All services based on new generation Web.2 are offered not so usual. This probably indicates the problem of staff knowledge, because it is avoided to offer unusual and less familiar services.*

**33 table.** Are visitors encouraged and instructed to use these services at your library?

			Are visitors encouraged and instructed to use these services at your library?														
			Sources of the Internet for economic activities	Searching for job on the Internet	Electronic means of communication	Sources of the Internet for economic activities	Information of education and services	Cultural, community and freetime information on the Internet	Wikipedia	Information about health	Blogs	YouTube or another system of sharing video records	RSS news-readers	Del.icio.us or another system of sharing references	Creation of the Internet content	Flickr or another system of sharing photos	None of these
Number of employees. Central libraries and/or their branches in the city	Up to 30	%	89,3	89,3	78,6	75,0	71,4	57,1	35,7	28,6	17,9	7,1	0,0	7,1	10,7	3,6	7,1
		N	25	25	22	21	20	16	10	8	5	2	0	2	3	1	2
	31-50	%	100,0	100,0	85,7	85,7	78,6	78,6	35,7	35,7	7,1	21,4	14,3	7,1	0,0	7,1	0,0
		N	14	14	12	12	11	11	5	5	1	3	2	1	0	1	0
	More than 50	%	78,3	78,3	95,7	73,9	56,5	52,2	34,8	26,1	4,3	0,0	8,7	4,3	0,0	4,3	4,3
		N	18	18	22	17	13	12	8	6	1	0	2	1	0	1	1
Number of employees. The country branches of the library	Up to 20	%	100,0	93,3	80,0	80,0	60,0	80,0	26,7	26,7	6,7	6,7	6,7	13,3	6,7	6,7	0,0
		N	15	14	12	12	9	12	4	4	1	1	1	2	1	1	0
	21-30	%	88,2	88,2	76,5	70,6	70,6	64,7	35,3	23,5	17,6	11,8	0,0	5,9	5,9	5,9	5,9
		N	15	15	13	12	12	11	6	4	3	2	0	1	1	1	1
	More than 30	%	84,2	94,7	100,0	78,9	63,2	47,4	26,3	31,6	10,5	5,3	5,3	0,0	5,3	0,0	0,0
		N	16	18	19	15	12	9	5	6	2	1	1	0	1	0	0
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	%	82,6	82,6	78,3	69,6	65,2	56,5	43,5	43,5	17,4	17,4	4,3	13,0	8,7	8,7	8,7
		N	19	19	18	16	15	13	10	10	4	4	1	3	2	2	2
	6-10	%	89,7	89,7	93,1	79,3	69,0	65,5	27,6	20,7	6,9	3,4	6,9	0,0	0,0	0,0	0,0
		N	26	26	27	23	20	19	8	6	2	1	2	0	0	0	0
	More than 10	%	92,3	92,3	84,6	84,6	69,2	53,8	38,5	23,1	7,7	0,0	7,7	7,7	7,7	7,7	7,7
		N	12	12	11	11	9	7	5	3	1	0	1	1	1	1	1
Number of employees who maintain public Internet access. The country branches of the	Up to 5	%	90,9	90,9	81,8	72,7	63,6	63,6	27,3	36,4	9,1	9,1	9,1	18,2	9,1	9,1	0,0
		N	10	10	9	8	7	7	3	4	1	1	1	2	1	1	0
	6-10	%	86,7	93,3	93,3	73,3	60,0	60,0	46,7	26,7	13,3	6,7	0,0	0,0	6,7	0,0	0,0
		N	13	14	14	11	9	9	7	4	2	1	0	0	1	0	0
	More than 10	%	91,7	91,7	83,3	79,2	70,8	62,5	16,7	20,8	12,5	8,3	4,2	4,2	4,2	4,2	4,2
		N	22	22	20	19	17	15	4	5	3	2	1	1	1	1	1

		Are visitors encouraged and instructed to use these services at your library?															
		Sources of the Internet for economic activities	Searching for job on the Internet	Electronic means of communication	Sources of the Internet for economic activities	Information of education and services	Cultural, community and freetime information on the Internet	Wikipedia	Information about health	Blogs	YouTube or another system of sharing video records	RSS news-readers	Del.icio.us or another system of sharing references	Creation of the Internet content	Flickr or another system of sharing photos	None of these	
<b>library</b>																	
<b>Region</b>	<b>Vilniaus</b>	%	88,9	100,0	77,8	77,8	66,7	55,6	44,4	22,2	11,1	11,1	11,1	11,1	11,1	0,0	
		N	8	9	7	7	6	5	4	2	1	1	1	1	1	1	0
	<b>Kauno</b>	%	88,9	88,9	77,8	77,8	77,8	55,6	22,2	22,2	0,0	11,1	0,0	0,0	0,0	0,0	0,0
		N	8	8	7	7	7	5	2	2	0	1	0	0	0	0	0
	<b>Siauliu</b>	%	87,5	87,5	100,0	75,0	62,5	62,5	50,0	50,0	12,5	0,0	12,5	12,5	0,0	12,5	0,0
		N	7	7	8	6	5	5	4	4	1	0	1	1	0	1	0
	<b>Klaipedos</b>	%	87,5	75,0	87,5	75,0	62,5	37,5	25,0	12,5	12,5	12,5	0,0	0,0	0,0	0,0	12,5
		N	7	6	7	6	5	3	2	1	1	1	0	0	0	0	1
	<b>Panevezio</b>	%	85,7	100,0	85,7	85,7	57,1	71,4	57,1	42,9	14,3	0,0	28,6	0,0	0,0	0,0	0,0
		N	6	7	6	6	4	5	4	3	1	0	2	0	0	0	0
	<b>Utenos</b>	%	66,7	66,7	50,0	66,7	50,0	33,3	33,3	16,7	16,7	16,7	0,0	16,7	16,7	16,7	33,3
		N	4	4	3	4	3	2	2	1	1	1	0	1	1	1	2
	<b>Marijampoles</b>	%	100,0	100,0	100,0	80,0	60,0	40,0	40,0	40,0	0,0	0,0	0,0	0,0	20,0	0,0	0,0
		N	5	5	5	4	3	2	2	2	0	0	0	0	1	0	0
	<b>Alytaus</b>	%	80,0	60,0	100,0	40,0	60,0	80,0	20,0	20,0	20,0	20,0	0,0	0,0	0,0	0,0	0,0
		N	4	3	5	2	3	4	1	1	1	1	0	0	0	0	0
	<b>Telsiu</b>	%	100,0	100,0	100,0	100,0	100,0	100,0	25,0	25,0	25,0	0,0	0,0	25,0	0,0	0,0	0,0
		N	4	4	4	4	4	4	1	1	1	0	0	1	0	0	0
	<b>Taurages</b>	%	100,0	100,0	100,0	100,0	100,0	100,0	25,0	50,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0
		N	4	4	4	4	4	4	1	2	0	0	0	0	0	0	0
<b>Total:</b>	%	87,7	87,7	86,2	76,9	67,7	60,0	35,4	29,2	10,8	7,7	6,2	6,2	4,6	4,6	4,6	
	N	57	57	56	50	44	39	23	19	7	5	4	4	3	3	3	

## 2.15 Advantages of IT trainings to local community

The managers of libraries indicated that the main advantages of IT trainings in the cities are IT literacy (82%), skills of using IT (61%) and skills of using government e-services (51%). The least advantage of IT trainings is help for businesses using IT technologies and encouraging of development of local economy. (34 table)

When speaking about countryside subsidiaries, managers highlighted several advantages for the community: use of IT, skills of computer literacy (48%) and skills of use of government e-services (39%). (35 table)

*When evaluating IT role in cities and countryside, managers indicated clearly measurable and relatively quickly reachable advantages to the community. Long term and hardly visible advantages (development of local economy) were almost not mentioned. The most unusual advantage is indicated as 'commercial' purpose, i.e. help for business owners.*

**34 table.** Please point out the most important benefits, given to local community by information technologies courses, offered by THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES to its visitors?

			Please point out the most important benefits, given to local community by information technologies courses, offered by THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES to its visitors?							
			Provide skills of information literacy	Provide skills of using information technologies	Help users to find and use services and sources of electronic government	Offer opportunity of information technologies courses for those who would not have a chance to study them elsewhere	Help to do homework for pupils	Do not organize courses on information technologies	Encourage development of local economy	Help for businessmen to understand and use information technologies and/or information sources
<b>Number of employees. Central libraries and/or their branches in the city</b>	<b>Up to 30</b>	%	82,1	57,1	57,1	32,1	21,4	10,7	0,0	7,1
		N	23	16	16	9	6	3	0	2
	<b>31-50</b>	%	92,9	50,0	64,3	42,9	21,4	0,0	7,1	0,0
		N	13	7	9	6	3	0	1	0
	<b>More than 50</b>	%	73,9	69,6	34,8	56,5	4,3	8,7	8,7	4,3
		N	17	16	8	13	1	2	2	1
<b>Number of employees who maintain public Internet access. Central libraries and/or their branches in the city</b>	<b>Up to 5</b>	%	87,0	65,2	52,2	34,8	13,0	13,0	0,0	0,0
		N	20	15	12	8	3	3	0	0
	<b>6-10</b>	%	82,8	51,7	51,7	41,4	17,2	3,4	6,9	6,9
		N	24	15	15	12	5	1	2	2
	<b>More than 10</b>	%	69,2	69,2	46,2	61,5	15,4	7,7	7,7	7,7
		N	9	9	6	8	2	1	1	1
<b>Region</b>	<b>Vilniaus</b>	%	88,9	44,4	55,6	55,6	33,3	0,0	0,0	0,0
		N	8	4	5	5	3	0	0	0
	<b>Kauno</b>	%	66,7	55,6	44,4	55,6	22,2	11,1	11,1	11,1
		N	6	5	4	5	2	1	1	1
	<b>Siauliu</b>	%	100,0	100,0	50,0	50,0	0,0	0,0	0,0	0,0
		N	8	8	4	4	0	0	0	0
	<b>Klaipedos</b>	%	75,0	75,0	25,0	50,0	12,5	12,5	12,5	12,5
		N	6	6	2	4	1	1	1	1

		Please point out the most important benefits, given to local community by information technologies courses, offered by THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES to its visitors?							
		Provide skills of information literacy	Provide skills of using information technologies	Help users to find and use services and sources of electronic government	Offer opportunity of information technologies courses for those who would not have a chance to study them elsewhere	Help to do homework for pupils	Do not organize courses on information technologies	Encourage development of local economy	Help for businessmen to understand and use information technologies and/or information sources
<b>Panevezio</b>	%	85,7	71,4	42,9	28,6	14,3	0,0	0,0	0,0
	N	6	5	3	2	1	0	0	0
<b>Utenos</b>	%	66,7	33,3	83,3	16,7	0,0	16,7	0,0	0,0
	N	4	2	5	1	0	1	0	0
<b>Marijampoles</b>	%	100,0	60,0	60,0	60,0	0,0	0,0	20,0	0,0
	N	5	3	3	3	0	0	1	0
<b>Alytaus</b>	%	60,0	20,0	60,0	40,0	20,0	20,0	0,0	0,0
	N	3	1	3	2	1	1	0	0
<b>Telsiu</b>	%	75,0	50,0	75,0	0,0	25,0	25,0	0,0	0,0
	N	3	2	3	0	1	1	0	0
<b>Taurages</b>	%	100,0	75,0	25,0	50,0	25,0	0,0	0,0	25,0
	N	4	3	1	2	1	0	0	1
<b>Total:</b>	%	81,5	60,0	50,8	43,1	15,4	7,7	4,6	4,6
	N	53	39	33	28	10	5	3	3

**35 table.** Please point out the most important benefits, given to local community by information technologies courses, offered by THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES to its visitors?

			Please point out the most important benefits, given to local community by information technologies courses, offered by THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES to its visitors?									
			Provide skills of using information technologies	Provide skills of information literacy	Help users to find and use services and sources of electronic government	Offer opportunity of information technologies courses for those who would not have a chance to study them elsewhere	Library doesn't have country branches	Help to do homework for pupils	Do not organize courses on information technologies	Encourage development of local economy	Help for businessmen to understand and use information technologies and/or information sources	Other
Number of employees. The country branches of the library	Up to 20	%	46,7	53,3	33,3	20,0	0,0	26,7	20,0	0,0	6,7	0,0
		N	7	8	5	3	0	4	3	0	1	0
	21-30	%	76,5	64,7	52,9	52,9	0,0	17,6	5,9	5,9	0,0	0,0
		N	13	11	9	9	0	3	1	1	0	0
	More than 30	%	57,9	57,9	57,9	47,4	0,0	31,6	5,3	5,3	0,0	0,0
		N	11	11	11	9	0	6	1	1	0	0
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	%	27,3	63,6	27,3	27,3	0,0	45,5	18,2	0,0	0,0	0,0
		N	3	7	3	3	0	5	2	0	0	0
	6-10	%	80,0	53,3	33,3	53,3	0,0	33,3	6,7	0,0	6,7	0,0
		N	12	8	5	8	0	5	1	0	1	0
	More than 10	%	66,7	62,5	70,8	41,7	0,0	12,5	4,2	8,3	0,0	0,0
		N	16	15	17	10	0	3	1	2	0	0
Region	Vilnius	%	33,3	44,4	44,4	33,3	22,2	44,4	0,0	0,0	0,0	0,0
		N	3	4	4	3	2	4	0	0	0	0
	Utenos	%	50,0	50,0	66,7	0,0	16,7	0,0	16,7	0,0	0,0	0,0
		N	3	3	4	0	1	0	1	0	0	0
	Telsiu	%	50,0	75,0	50,0	50,0	0,0	50,0	0,0	0,0	0,0	0,0
		N	2	3	2	2	0	2	0	0	0	0
	Taurages	%	50,0	75,0	25,0	50,0	0,0	25,0	25,0	0,0	0,0	0,0
		N	2	3	1	2	0	1	1	0	0	0
	Siauliu	%	62,5	37,5	37,5	37,5	25,0	25,0	0,0	0,0	12,5	0,0
		N	5	3	3	3	2	2	0	0	1	0
	Panevezio	%	57,1	42,9	28,6	14,3	28,6	28,6	0,0	0,0	0,0	0,0
		N	4	3	2	1	2	2	0	0	0	0
	Marijampoles	%	60,0	60,0	20,0	40,0	0,0	0,0	40,0	0,0	0,0	0,0
		N	3	3	1	2	0	0	2	0	0	0
	Klaipedos	%	50,0	50,0	12,5	25,0	50,0	0,0	0,0	12,5	0,0	0,0
		N	4	4	1	2	4	0	0	1	0	0
	Kauno	%	44,4	33,3	33,3	44,4	22,2	22,2	11,1	11,1	0,0	0,0
		N	4	3	3	4	2	2	1	1	0	0
	Alytaus	%	20,0	20,0	80,0	40,0	20,0	0,0	0,0	0,0	0,0	0,0
		N	1	1	4	2	1	0	0	0	0	0

			Please point out the most important benefits, given to local community by information technologies courses, offered by THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES to its visitors?									
			Provide skills of using information technologies	Provide skills of information literacy	Help users to find and use services and sources of electronic government	Offer opportunity of information technologies courses for those who would not have a chance to study them elsewhere	Library doesn't have country branches	Help to do homework for pupils	Do not organize courses on information technologies	Encourage development of local economy	Help for businessmen to understand and use information technologies and/or information sources	Other
	<b>Total:</b>	<b>%</b>	47,7	46,2	38,5	32,3	21,5	20,0	7,7	3,1	1,5	0,0
		<b>N</b>	31	30	25	21	14	13	5	2	1	0

## 2.16 Evaluation of knowledge and skills of library employees

The best skills of city and countryside library workers were general internet resource knowledge and computer literacy. In managers opinion, library workers were less familiar with providing services to users with special needs and new internet technologies. (36-37 tables)

*General evaluation of competence in the area of IT is higher in city libraries. Managers also indicated that the IT knowledge of employees is limited by the most common possibilities of internet use like searching for information, e-communication, however usage of interactive technologies based on Web2 is not well known.*

**36 table.** Evaluate the following knowledge and skills of the majority of employees working at THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES (on the scale of 4, whereas 1 – totally insufficient, 4 – totally sufficient)

			Internet sources (search, electronic services et al.)	Computer literacy (IT skills)	Public relations (informing the society, communicating with mass-media)	Advertising services offered by the library	Internet novelties (Web2, blog's, RSS, wiki)	Knowledge and skills of serving users with special needs (e.g. people with eyesight disorders)
Number of employees. Central libraries and/or their branches in the city	Up to 30	Mean	3,3	3	3,1	2,8	2,1	1,8
	31-50	Mean	3	3,1	2,9	2,9	1,9	1,7
	More than 50	Mean	3	2,9	2,8	2,6	1,9	1,5
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	Mean	3,3	3,2	3	2,8	2,2	1,6
	6-10	Mean	2,9	2,9	3	2,6	1,9	1,7
	More than 10	Mean	3,3	2,8	2,8	2,9	1,9	1,8
Region	Vilniaus	Mean	3,1	2,9	2,7	3	2	1,7
	Kauno	Mean	2,8	2,7	2,8	2,6	1,7	1,6
	Siauliu	Mean	3,1	2,7	3	2,9	2,1	1,9
	Klaipedos	Mean	3,5	3,3	2,9	2,9	2,4	1,9
	Panevezio	Mean	3,1	3,1	2,9	2,6	1,9	1,1
	Utenos	Mean	3	2,8	3,2	2,8	1,7	2
	Marijampoles	Mean	3,2	3,2	3,4	3,2	2,2	1,3
	Alytaus	Mean	3,4	3,2	3	2,6	2,4	2
	Telsiu	Mean	2,8	2,5	2,8	2	1,5	1,7
	Taurages	Mean	3,3	3,5	3,3	2,5	2,3	1,8
	<b>Total:</b>	<b>Mean</b>	<b>3,1</b>	<b>3</b>	<b>2,9</b>	<b>2,7</b>	<b>2</b>	<b>1,7</b>

**37 table.** Evaluate the following knowledge and skills of the majority of employees working on COUNTRY BRANCHES OF THE LIBRARY. (on the scale of 4, whereas 1 – totally insufficient, 4 – totally sufficient)

			Internet sources (search, electronic services et al.)	Advertising services offered by the library	Computer literacy (IT skills)	Public relations (informing the society, communicating with mass-media)	Internet novelties (Web2, blog's, RSS, wiki)	Knowledge and skills of serving users with special needs (e.g. people with eyesight disorders)
<b>Number of employees. The country branches of the library</b>	<b>Up to 20</b>	<b>Mean</b>	2,5	2	2,4	2,1	1,5	1,5
	<b>21-30</b>	<b>Mean</b>	2,7	2,8	2,5	2,8	1,8	1,8
	<b>More than 30</b>	<b>Mean</b>	2,4	2,7	2,2	2,4	1,7	1,4
<b>Number of employees who maintain public Internet access. The country branches of the library</b>	<b>Up to 5</b>	<b>Mean</b>	2,4	1,9	2,4	2,2	1,5	1,4
	<b>6-10</b>	<b>Mean</b>	2,7	2,7	2,4	2,4	1,9	1,7
	<b>More than 10</b>	<b>Mean</b>	2,5	2,7	2,3	2,6	1,7	1,5
<b>Region</b>	<b>Vilniaus</b>	<b>Mean</b>	3	2,7	2,7	2,9	1,6	1,7
	<b>Kauno</b>	<b>Mean</b>	1,7	2,3	1,9	2,3	1,4	1,4
	<b>Siauliu</b>	<b>Mean</b>	2,5	2,7	2,3	2,8	2	1,7
	<b>Klaipedos</b>	<b>Mean</b>	2,8	3	2,8	3	2	1,8
	<b>Panevezio</b>	<b>Mean</b>	2,8	2,6	2,4	2,2	1,8	1
	<b>Utenos</b>	<b>Mean</b>	2,8	2,6	2,4	2,4	1,6	1,6
	<b>Marijampoles</b>	<b>Mean</b>	2,4	2,6	2,4	2,2	1,6	1,5
	<b>Alytaus</b>	<b>Mean</b>	2,5	2,3	2,3	2,3	2	1,8
	<b>Telsiu</b>	<b>Mean</b>	2,3	2,3	2,3	2,3	1,3	1,7
	<b>Taurages</b>	<b>Mean</b>	2,5	2	2,5	1,8	1,8	1,5
<b>Total:</b>	<b>Mean</b>	2,5	2,5	2,4	2,4	1,7	1,6	

## 2.17 Means of advertisement of public internet access

The main means to advertise public internet access are advertisements (86%) and leaflets (79%). In less cases public internet access was advertised via trainings (57%) and during open door days (54%). (38 table)

*Libraries are more using 'non apparent' means of advertising public internet access: advertisements, leaflets. 'Contact' means like seminars, trainings and open door days are used for advertising internet access not so often.*

**38 table.** Which of the means listed do you use at work to advertise public access to the Internet and to encourage people to use this access? (several answers are possible)

			Which of the means listed do you use at work to advertise public access to the Internet and to encourage people to use this access?							
			Advertisements	Handouts	Courses	Open-door days	Posters	Special seminars	Contests	Other
Number of employees. Central libraries and/or their branches in the city	Up to 30	%	85,7	75,0	57,1	57,1	17,9	14,3	10,7	7,1
		N	24	21	16	16	5	4	3	2
	31-50	%	78,6	78,6	64,3	57,1	28,6	35,7	7,1	7,1
		N	11	11	9	8	4	5	1	1
	More than 50	%	91,3	82,6	52,2	47,8	30,4	30,4	13,0	8,7
		N	21	19	12	11	7	7	3	2
Number of employees. The country branches of the library	Up to 20	%	93,3	73,3	53,3	60,0	13,3	33,3	0,0	6,7
		N	14	11	8	9	2	5	0	1
	21-30	%	70,6	88,2	64,7	41,2	35,3	5,9	17,6	11,8
		N	12	15	11	7	6	1	3	2
	More than 30	%	89,5	78,9	52,6	63,2	26,3	26,3	15,8	0,0
		N	17	15	10	12	5	5	3	0
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	%	87,0	73,9	52,2	47,8	13,0	26,1	4,3	13,0
		N	20	17	12	11	3	6	1	3
	6-10	%	86,2	82,8	55,2	51,7	31,0	17,2	17,2	6,9
		N	25	24	16	15	9	5	5	2
	More than 10	%	84,6	76,9	69,2	69,2	30,8	38,5	7,7	0,0
		N	11	10	9	9	4	5	1	0
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	%	90,9	54,5	54,5	54,5	9,1	27,3	0,0	9,1
		N	10	6	6	6	1	3	0	1
	6-10	%	93,3	86,7	46,7	53,3	20,0	20,0	20,0	6,7
		N	14	13	7	8	3	3	3	1
	More than 10	%	75,0	87,5	62,5	54,2	37,5	20,8	12,5	4,2
		N	18	21	15	13	9	5	3	1
Region	Alytaus	%	100,0	60,0	40,0	40,0	40,0	0,0	0,0	20,0
		N	5	3	2	2	2	0	0	1
	Kauno	%	88,9	88,9	55,6	55,6	33,3	33,3	11,1	11,1
		N	8	8	5	5	3	3	1	1
	Klaipėdos	%	75,0	75,0	87,5	75,0	37,5	25,0	12,5	0,0
		N	6	6	7	6	3	2	1	0
	Marijampolės	%	100,0	100,0	60,0	80,0	0,0	0,0	0,0	0,0
		N	5	5	3	4	0	0	0	0
	Panevezio	%	85,7	85,7	28,6	28,6	14,3	42,9	14,3	0,0
		N	6	6	2	2	1	3	1	0
	Siauliu	%	87,5	75,0	62,5	75,0	12,5	37,5	25,0	12,5
		N	6	6	2	2	1	3	1	0

		Which of the means listed do you use at work to advertise public access to the Internet and to encourage people to use this access?								
		Advertisements	Handouts	Courses	Open-door days	Posters	Special seminars	Contests	Other	
	<b>N</b>	7	6	5	6	1	3	2	1	
	<b>Taurages</b>	<b>%</b>	75,0	75,0	75,0	50,0	25,0	25,0	25,0	0,0
		<b>N</b>	3	3	3	2	1	1	1	0
	<b>Telsiu</b>	<b>%</b>	100,0	75,0	50,0	25,0	25,0	25,0	0,0	0,0
		<b>N</b>	4	3	2	1	1	1	0	0
	<b>Utenos</b>	<b>%</b>	66,7	66,7	33,3	66,7	33,3	16,7	16,7	16,7
		<b>N</b>	4	4	2	4	2	1	1	1
	<b>Vilniaus</b>	<b>%</b>	88,9	77,8	66,7	33,3	22,2	22,2	0,0	11,1
		<b>N</b>	8	7	6	3	2	2	0	1
	<b>Total:</b>	<b>%</b>	86,2	78,5	56,9	53,8	24,6	24,6	10,8	7,7
		<b>N</b>	56	51	37	35	16	16	7	5

## 2.18 Evaluation of technical maintenance of public internet access

The evaluation of technical maintenance of public internet access is advantageous for both city and countryside subsidiaries of libraries. Technical support of PIA places is better in city subsidiaries than in countryside. (39 – 40 tables)

**39 table.** In general, is quality of technical supervision to public access computers, provided at THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES, satisfactory or unsatisfactory?

			In general, is quality of technical supervision to public access computers, provided at THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES, satisfactory or unsatisfactory?
Number of employees. Central libraries and/or their branches in the city	Up to 30	Mean	3,1
	31-50	Mean	3,1
	More than 50	Mean	3,3
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	Mean	3,2
	6-10	Mean	3,1
	More than 10	Mean	3,3
Region	Alytaus	Mean	2,8
	Kauno	Mean	3,3
	Klaipėdos	Mean	3,5
	Marijampolės	Mean	3,2
	Panevezio	Mean	2,9
	Siauliai	Mean	3,1
	Tauragės	Mean	2,8
	Telsių	Mean	3,0
	Utenos	Mean	3,3
	Vilniaus	Mean	3,2
	<b>Bendras:</b>	<b>Mean</b>	<b>3,2</b>

**40 table.** In general, is quality of technical supervision to public access computers, provided on COUNTRY BRANCHES OF THE LIBRARY, satisfactory or unsatisfactory?

			In general, is quality of technical supervision to public access computers, provided on COUNTRY BRANCHES OF THE LIBRARY, satisfactory or unsatisfactory?
Number of employees. The country branches of the library	Up to 20	Mean	2,8
	21-30	Mean	2,9
	More than 30	Mean	2,7
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	Mean	2,7
	6-10	Mean	2,8
	More than 10	Mean	2,8
Region	Alytaus	Mean	2,8
	Kauno	Mean	2,4
	Klaipėdos	Mean	3,0
	Marijampolės	Mean	2,8
	Panevezio	Mean	2,6
	Siauliai	Mean	2,8
	Tauragės	Mean	3,0
	Telsių	Mean	3,0
	Utenos	Mean	3,0
	Vilniaus	Mean	2,9
	<b>Bendras:</b>	<b>Mean</b>	<b>2,8</b>

## 2.19 Evaluation of methodical help to the employees

Evaluation of methodical help to employees is also advantageous. When speaking about city subsidiaries of libraries, managers evaluated the quality of help better than the countryside subsidiaries. (41 – 42 tables).

**41 table.** In general, is methodical help, available for your employees at THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES, sufficient or insufficient?

			In general, is methodical help, available for your employees at THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES, sufficient or insufficient?
Number of employees. Central libraries and/or their branches in the city	Up to 30	Mean	2,8
	31-50	Mean	3,0
	More than 50	Mean	3,0
Number of employees who maintain public Internet access. Central libraries and/or their branches in the city	Up to 5	Mean	2,8
	6-10	Mean	2,9
	More than 10	Mean	3,1
Region	Alytaus	Mean	3,0
	Kauno	Mean	2,7
	Klaipėdos	Mean	3,3
	Marijampolės	Mean	3,0
	Panevezio	Mean	2,7
	Siauliu	Mean	3,0
	Tauragės	Mean	2,8
	Telsiu	Mean	2,8
	Utenos	Mean	3,0
	Vilniaus	Mean	2,8
<b>Bendras:</b>	<b>Mean</b>	<b>2,9</b>	

**42 table.** In general, is methodical help, available for your employees on COUNTRY BRANCHES OF THE LIBRARY, sufficient or insufficient?

			In general, is methodical help, available for your employees on COUNTRY BRANCHES OF THE LIBRARY, sufficient or insufficient?
Number of employees. The country branches of the library	Up to 20	Mean	2,7
	21-30	Mean	2,8
	More than 30	Mean	2,6
Number of employees who maintain public Internet access. The country branches of the library	Up to 5	Mean	2,6
	6-10	Mean	2,7
	More than 10	Mean	2,7
Region	Alytaus	Mean	2,5
	Kauno	Mean	2,3
	Klaipėdos	Mean	3,0
	Marijampolės	Mean	2,8
	Panevezio	Mean	2,6
	Siauliu	Mean	2,8
	Tauragės	Mean	2,7
	Telsiu	Mean	2,8
	Utenos	Mean	3,0
	Vilniaus	Mean	2,6
<b>Bendras:</b>	<b>Mean</b>	<b>2,7</b>	

## ***2.20 Image of the libraries***

In managers' opinion, libraries are modern, popular, innovative and providing different services, they also are social centers, places for spending pleasure free time, with good atmosphere and opened for every visitor. Managers of libraries are proud of good staff, meaning their high qualification, good assistance, cheerfulness and politeness. Nevertheless, experts agree that the institutions they manage are not fashionable and more visited by seniors. (43 – 44 tables)

**43 table.** Which of the statements, out of listed pairs of statements, in your opinion, suits library as such, on the whole? (evaluation from 1 to 4 points. 1 - statement most suitable for the library on the left, 0 4 – statement most suitable for the library on the right).<sup>3</sup>

	Gender		Age		Number of employees. Central libraries and/or their branches in the city			Number of employees. The country branches of the library			Number of employees who maintain public internet access. Central libraries and/or their branches in the city			Number of employees who maintain public internet access. The country branches of the library			Total	
	Female	Male	Up to 50 m.	More than 50 m.	Up to 30	31-50	More than 50	Up to 20	21-30	More than 30	Up to 5	6-10	More than 10	Up to 5	6-10	More than 10		
Library is a popular place to spend one's freetime	1,7	1,3	1,6	1,7	1,6	1,8	1,5	1,4	1,6	1,7	1,7	1,6	1,6	1,7	1,4	1,7	1,6	Library is not a popular place to spend one's freetime
Library is a fashionable place to spend freetime	2,3	1,9	2,3	2,2	2,3	2,2	2,3	2,1	2,1	2,4	2,3	2,2	2,2	2,3	2,1	2,2	2,3	Library is an unfashionable place to spend freetime
Library is up-to-date	1,8	1,8	1,8	1,7	1,7	1,7	1,8	1,9	1,6	1,7	2,0	1,7	1,5	1,8	1,8	1,7	1,8	Library is old-fashioned
Library is a place to communicate with other people, friends	2,0	2,0	2,0	1,9	1,9	2,1	2,0	1,8	1,9	2,0	2,1	2,0	1,8	1,9	2,1	1,8	2,0	Library is a place to stay alone
Library is provided with modern equipment	1,9	2,1	2,0	2,0	1,8	2,1	2,0	2,1	1,9	2,0	2,0	2,0	1,8	2,1	2,1	1,9	2,0	Equipment at libraries is old
Library is the centre of community life	1,9	1,7	1,8	1,9	1,8	2,1	1,7	2,0	1,8	1,8	2,0	1,9	1,4	2,0	1,6	2,0	1,8	Library is not the centre of community life
Library is for the youth	2,3	2,4	2,3	2,4	2,4	2,2	2,3	2,3	2,3	2,3	2,3	2,2	2,5	2,4	2,2	2,3	2,3	Library is for elderly people
It is fun to spend time at the library	1,9	1,8	1,9	1,9	1,8	2,0	2,0	1,8	1,8	1,9	1,9	2,1	1,5	1,7	1,7	2,0	1,9	It is boring to spend time at the library
The atmosphere is good at the library	1,4	1,2	1,3	1,4	1,2	1,5	1,4	1,3	1,4	1,3	1,3	1,3	1,3	1,3	1,3	1,4	1,3	The atmosphere is bad at the library
Novelties are constantly implanted at the library	1,8	1,2	1,8	1,5	1,7	1,6	1,7	1,9	1,6	1,5	1,7	1,7	1,6	1,8	1,5	1,6	1,7	Novelties are not implanted or it is being done very slowly
Library is for academic people and students	3,5	3,4	3,5	3,5	3,6	3,4	3,4	3,5	3,5	3,6	3,5	3,4	3,7	3,5	3,5	3,5	3,5	Library is for everyone
Librarians have high qualifications	1,8	1,8	1,7	1,8	1,8	2,1	1,6	1,8	1,9	1,8	1,8	1,9	1,4	1,6	1,9	1,9	1,8	Librarians have low qualifications
Librarians are good helpers for a visitor	1,4	1,2	1,3	1,5	1,4	1,5	1,3	1,3	1,4	1,4	1,4	1,4	1,2	1,2	1,3	1,5	1,4	Librarians are bad helpers for a visitor
Librarians are fun and polite	1,8	1,7	1,7	1,8	1,7	1,8	1,8	2,0	1,6	1,7	1,8	1,8	1,6	1,9	1,6	1,8	1,7	Bibliotekininkai yra niūrūs ir nemandagūs
Libraries provide a lot of	1,5	1,3	1,4	1,5	1,5	1,4	1,5	1,6	1,5	1,4	1,5	1,5	1,5	1,5	1,6	1,5	1,5	Bibliotekos tik išduoda knygas ar leidžia

<sup>3</sup> Light green colour indicates evaluations which are closer to the statement on the left, and pink – to the statement on the right.

**44 table. (sequel) Which of the statements, out of listed pairs of statements, in your opinion, suits library as such, on the whole?** (evaluation from 1 to 4 points. 1 - statement most suitable for the library on the left, 4 – statement most suitable for the library on the right).

	Region										Total	
	Alytaus	Kauno	Klaipėdos	Marijampolės	Panevėžio	Siauliu	Tauragės	Telsiu	Utenos	Vilniaus		
Library is a popular place to spend one's freetime	1,8	2,2	1,4	1,6	1,0	1,6	1,5	1,8	1,8	1,6	1,6	Library is not a popular place to spend one's freetime
Library is a fashionable place to spend freetime	2,4	2,8	1,8	2,2	1,9	2,5	2,3	2,3	2,5	2,1	2,3	Library is an unfashionable place to spend freetime
Library is up-to-date	1,8	1,9	1,5	2,2	1,7	1,6	1,5	2,0	1,8	1,7	1,8	Library is old-fashioned
Library is a place to communicate with other people, friends	1,8	2,1	1,8	2,0	2,4	2,0	2,0	1,5	2,0	2,0	2,0	Library is a place to stay alone
Library is provided with modern equipment	1,6	2,0	1,6	2,2	2,4	2,0	1,5	2,0	1,7	2,3	2,0	Equipment at libraries is old
Library is the centre of community life	1,4	2,3	1,6	2,0	1,7	1,5	1,8	2,0	2,2	1,8	1,8	Library is not the centre of community life
Library is for the youth	2,8	1,9	2,4	2,4	2,1	2,3	2,5	2,8	2,7	2,1	2,3	Library is for elderly people
It is fun to spend time at the library	1,6	2,1	1,9	2,0	2,0	2,1	1,5	2,3	1,8	1,6	1,9	It is boring to spend time at the library
The atmosphere is good at the library	1,0	1,7	1,4	1,2	1,3	1,5	1,3	1,5	1,2	1,2	1,3	The atmosphere is bad at the library
Novelties are constantly implanted at the library	1,4	2,0	1,4	2,2	1,9	1,6	1,3	2,0	1,3	1,8	1,7	Novelties are not implanted or it is being done very slowly
Library is for academic people and students	3,2	3,3	3,5	3,6	3,9	3,4	3,8	3,5	3,8	3,3	3,5	Library is for everyone
Librarians have high qualifications	1,6	2,0	1,8	1,8	1,7	1,5	1,8	2,0	1,8	1,7	1,8	Librarians have low qualifications
Librarians are good helpers for a visitor	1,0	1,8	1,6	1,2	1,3	1,3	1,3	1,8	1,2	1,2	1,4	Librarians are bad helpers for a visitor
Librarians are fun and polite	1,8	2,1	1,9	1,6	1,9	1,6	1,3	1,8	1,7	1,6	1,7	Bibliotekininkai yra niūrūs ir nemandagūs
Libraries provide a lot of various services	1,4	1,8	1,5	1,4	1,4	1,3	1,5	1,8	1,5	1,3	1,5	Bibliotekos tik išduoda knygas ar leidžia skaityti jas ar spaudą bibliotekoje

# APPENDIX A. QUESTIONNAIRE OF RESEACH

**QUESTIONNAIRE FOR DIRECTORS OF LIBRARIES YEAR 2008.**  
**2 instrument**

- 1.1. Has it been planned to create extra (new) computer working places, in connection to the public access for Internet users at the CENTRAL LIBRARY AND/OR ON ITS BRANCHES IN THE CITY which is under your guidance, during the next two years? (ONE VARIANT OF AN ANSWER IS ON EACH COLUMN. IF IT SUITS YOU, WRITE IN A SUPPOSED NUMBER)**
- 1.2. Has it been planned to create extra (new) computer working places, in connection to the public access for Internet users on the COUNTRY BRANCHES of the library which is under your guidance, during the next two years? (ONE VARIANT OF AN ANSWER IS ON EACH COLUMN. IF IT SUITS YOU, WRITE IN A SUPPOSED NUMBER)**

	Statements	<b>1.1 AT THE CENTRAL LIBRARY AND/OR ON ITS BRANCHES IN THE CITY</b>	<b>1.2 ON THE COUNTRY BRANCHES</b>
1.	The library is planning TO CREATE extra working places with public Internet access during the next two years	( WRITE IN THE NUMBER OF EXTRA PLACES)	( WRITE IN THE NUMBER OF EXTRA PLACES)
2.	The library is considering possibilities to create extra working places with public Internet access during the next two years, but does not know the exact number at the moment	2	2
3.	The library is not planning to create extra working places with public Internet access and it will stay the same during the next two years	( WRITE IN THE NUMBER)	( WRITE IN THE NUMBER)
4.	The library is planning TO REDUCE the number of working places with public Internet access during the next two years	( WRITE IN THE NUMBER OF PLACES REDUCED)	( WRITE IN THE NUMBER OF PLACES REDUCED)
5.	The library is considering possibilities to reduce the number of working places with public Internet access during the next two years, but does not know the exact number at the moment	5	5

**2.1. Please state three most important factors, which determine capacities or plans of THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY in creating extra (new) working places with public access. (SEVERAL VARIANTS OF AN ANSWER, BUT NOT MORE THAN 3, MARK ON THE COLUMN 2.1.)**

**2.2. Please state three most important factors, which determine capacities or plans of THE COUNTRY BRANCHES OF THE LIBRARY in creating extra (new) working places with public access. (SEVERAL VARIANTS OF AN ANSWER, BUT NOT MORE THAN 3, MARK ON THE COLUMN 2.2.)**

	Statements	2.1 THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY	2.2 COUNTRY BRANCHES
1.	Limitations of space (premises, their condition)	1	1
2.	Financial resources	2	2
3.	Expenditure of time and money for supporting, renovating and general supervision (repair)	3	3
4.	Human resources (sufficiency/deficiency)	4	4
5.	Insufficient speed of the Internet of extra working places	5	5
6.	The library does not create extra computer-aided working places, but offers (intends to offer) wireless access for visitors with portable computers, trying to satisfy the need for public access	6	6
7.	The number of computer-aided working places is corresponding/not corresponding to the number of users	7	7
8.	Other (POINT OUT):	_____	_____

**3.1. Has it been planned to change computers at present (existing) working places of public access at the CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY during the next two years? Portable computers should also be counted in, if they are to be changed. (ONE VARIANT OF AN ANSWER ON THE COLUMN 3.1.. IF THE 1ST VARIANT IS CHOSEN, WRITE IN A SUITABLE NUMBER)**

**3.2. Has it been planned to change computers at present (existing) working places of public access at THE COUNTRY BRANCHES OF THE LIBRARY during the next two years? Portable computers should also be counted in, if they are to be changed. (ONE VARIANT OF AN ANSWER ON THE COLUMN 3.2.. IF THE 1ST VARIANT IS CHOSEN, WRITE IN A SUITABLE NUMBER)**

	Statements	3.1 THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY	3.2 COUNTRY BRANCHES
1.	The library is planning to change computers at working places during the next two years. <b>How many?</b>	(WRITE IN THE NUMBER)	(WRITE IN THE NUMBER)
2.	The library is planning to change computers at several working places during the next two years, but does not have the exact number at the moment	2	2
3.	The library is not planning to change computers at working places during the next two years	3	3

**4.1. Please state the major factor, which determines capacities of THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY to renovate (change) working places of public access (ONE VARIANT OF AN ANSWER, MARK ON THE COLUMN 4.1.)**

**4.2. Please state the major factor, which determines capacities of COUNTRY BRANCHES OF THE LIBRARY to renovate (change) working places of public access (ONE VARIANT OF AN ANSWER, MARK ON THE COLUMN 4.2.)**

	Statements	4.1 CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY	4.2 COUNTRY BRANCHES
1.	Financial resources	1	1
2.	Expenditure of time and money for supporting, renovating and general supervision (repair)	2	2
3.	Human resources (sufficiency/deficiency)	3	3
4.	Other (POINT OUT):_	_____	_____

**5.1. Has the number of your CENTRAL LIBRARY AND/OR ITS CITY BRANCHES, offering public Internet access, increased, decreased or has not changed during the recent years? (ONE VARIANT OF AN ANSWER ON THE COLUMN 5.1.. IF SUITABLE, WRITE IN A SUITABLE NUMBER)**

**5.2. Has the number of THE COUNTRY BRANCHES OF YOUR LIBRARY, offering public Internet access, increased, decreased or has not changed during the recent years? (ONE VARIANT OF AN ANSWER ON THE COLUMN 5.2.. IF SUITABLE, WRITE IN A SUITABLE NUMBER)**

	Statements	5.1 AT THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY	5.2 AT THE COUNTRY BRANCHES
1.	Number of branches increased---→GO TO QUESTION 7	_____ (WRITE IN THE NUMBER OF THE BRANCHES INCREASING)	_____ (WRITE IN THE NUMBER OF THE BRANCHES INCREASING)
2.	Number of branches decreased --→GO TO QUESTION 6	_____ (WRITE IN THE NUMBER OF THE BRANCHES DECREASING)	_____ (WRITE IN THE NUMBER OF THE BRANCHES DECREASING)
2.	Number of branches has not changed ----→GO TO 7	0	0

**6. Please state the main reason, why did it happen? (ONE VARIANT OF AN ANSWER)**

1. The branch is closed because of renovation;
2. Public Internet access is not available because of technical damage (deterioration of equipment);
3. The branch is closed temporarily due to financial defiancy;
4. Public access to the Internet temporarily is not available due to financial defiancy;
5. The branch is closed for good (or for a long timeperiod) due to financial defiancy;
6. Public access to the Internet is not available for good (or for a long time period) due to financial defiancy;
7. Number of branches decreased due to other reasons (POINT OUT WHAT EXACTLY)

**7. Please tell us, if THE GENERAL BUDGET and SEPARATE BUDGET FOR PUBLIC ACCESS TO THE INTERNET assigned by the founder in a year 2007 (including equipment, reconstruction of space, furniture, connection services and etc.) increased, decreased or has not changed? (ONE VARIANT OF AN ANSWER ON EACH COLUMN. IF IT IS SUITABLE, WRITE IN A SUPPOSED NUMBER)**

d

Type of budget	A. Share of budget in a year 2007 increased	B. Share of budget in a year 2007 decreased	C. Share of budget in a year 2007 has not changed
1. General budget	_____ per cent	_____ per cent	0
2. Budget assigned to public Internet access	_____ per cent	_____ per cent	0

**8. Please state three most important factors, which determine that the library or the branch does not offer public access to the Internet. (SEVERAL VARIANTS OF AN ANSWER, BUT NOT MORE THAN 3)**

0. All the subdivisions of the library offer public access to the Internet.
1. Library does not have enough place (space) for working places and/or equipment necessary for providing public access to the Internet;
2. Library is not able to purchase equipment needed (e.g. computers) for providing public access to the Internet;
3. Library does not have suitable access to the infrastructure of communications (e.g. telephone lines, rent lines, cables and etc.) needed for public access to the Internet;
4. Library does not have means to pay for the Internet connection;
5. Library does not have staff, capable of executing technical supervision of public access to the Internet;
6. Library is not in control of its access to the Internet (e.g. local / district, national suppliers / local, district authorities provide the Internet);
7. Employees/directors of the library believe it is not necessary to install an Internet link;
8. Community shows no interest in the Internet at the library;
9. Other (POINT OUT): \_\_\_\_\_

**B1-9.1. Please point out your opinion: how much is public access to the Internet at THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES useful for local community? Point out three major advantages of public access to the Internet. (SEVERAL VARIANTS OF AN ANSWER ON THE COLUMN 9.1, BUT NOT MORE THAN 3)**

**B1-9.2. Please point out your opinion: how much is public access to the Internet at THE COUNTRY BRANCHES OF THE LIBRARY useful for local community? Point out three major advantages of public access to the Internet. (SEVERAL VARIANTS OF AN ANSWER ON THE COLUMN 9.2, BUT NOT MORE THAN 3)**

	Statements	9.1 THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES	9.2 COUNTRY BRANCHES
1.	Provides information needed for development of local economy	1	1
2.	Provides information about opportunities of state and local business, including advertising of local businesses	2	2
3.	Creates opportunities to acquire skills of using computers and the Internet	3	3
4.	Provides information about real estate	4	4
5.	Provides information about community	5	5
6.	Advertises local business	6	6
7.	Provides information for job-seekers	7	7
8.	Provides access to databases and education sources	8	8
9.	Provides information for school-leavers entering colleges or high schools	9	9
10.	Provides access to public documents of local administration	10	10
11.	Provides access to documents of national government	11	11
12.	Provides access and support while using electronic services of local, regional or national authorities (e.g. driving licenses, taxes payment, other)	12	12
13.	Provides other useful information and access to sources needed (e.g. telephone conversations, advertisements (buying-selling), e-mail and other)	13	13
14.	Other ( <i>POINT OUT</i> ):		

**10.1. Which of the three services enumerated below and offered at your library, in your opinion, are most popular among visitors of THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES at the moment? (MARK ANSWERS ON THE COLUMN 10.1., SEVERAL VARIANTS OF AN ANSWER ARE POSSIBLE, BUT NOT MORE THAN 3)**

**10.2. Which of the three services enumerated below and offered at your library, in your opinion, are most popular among visitors of COUNTRY BRANCHES OF THE LIBRARY at the moment? (MARK ANSWERS ON THE COLUMN 10.2., SEVERAL VARIANTS OF AN ANSWER ARE POSSIBLE, BUT NOT MORE THAN 3)**

Services	10.1 THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES	10.2 COUNTRY BRANCHES
1. Delivery of books	1	1
2. Delivery of other publications (language learning programmes, CD, DVD, art publications, notes et al.)	2	2
3. Possibility to read periodical press	3	3
4. Possibility to use the Internet free of charge	4	4
5. Possibility to study on the courses of computer literacy	5	5
6. Possibility to view video material	6	6
7. Possibility to listen to audio records	7	7
8. Possibility to use information databases on the Internet	8	8
9. Possibility to play computer games	9	9
10. Other ( <i>POINT OUT</i> ):	10	10

**11.1. Please point out three priority spheres of services offered at your **CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY**, you are planning to strengthen in the nearest future. (MARK THE ANSWERS ON THE COLUMN 11.1., SEVERAL VARIANTS ARE POSSIBLE, BUT NOT MORE THAN 3)**

**11.2. Please point out three priority spheres of services offered at **COUNTRY BRANCHES OF THE LIBRARY**, you are planning to strengthen in the nearest future. (MARK THE ANSWERS ON THE COLUMN 11.2., SEVERAL VARIANTS ARE POSSIBLE, BUT NOT MORE THAN 3)**

	<b>11.1 THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY</b>	<b>11.2 COUNTRY BRANCHES</b>
1. Delivery of books	1	1
2. Delivery of other publications (language learning programmes, CD, DVD, art publications, notes et al.)	2	2
3. Possibility to read periodical press	3	3
4. Possibility to use the Internet free of charge	4	4
5. Possibility to study on the courses of computer literacy	5	5
6. Possibility to view video material	6	6
7. Possibility to listen to audio records	7	7
8. Possibility to use information databases on the Internet	8	8
9. Possibility to play computer games	9	9
10. Other ( <i>POINT OUT</i> ): _____	10	10

**12.1. Which of the services enumerated below and offered at your library, in your opinion, will be most popular among visitors of **THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES** in the nearest future? (MARK THE ANSWERS ON THE COLUMN 12.1., SEVERAL VARIANTS ARE POSSIBLE, BUT NOT MORE THAN 3)**

**12.2. Which of the services enumerated below and offered at your library, in your opinion, will be most popular among visitors of **COUNTRY BRANCHES OF THE LIBRARY** in the nearest future? (MARK THE ANSWERS ON THE COLUMN 12.2., SEVERAL VARIANTS ARE POSSIBLE, BUT NOT MORE THAN 3)**

	<b>12.1 THE CENTRAL LIBRARY AND/OR ITS BRANCHES IN THE CITY</b>	<b>12.2 COUNTRY BRANCHES</b>
1. Delivery of books	1	1
2. Delivery of other publications (language learning programmes, CD, DVD, art publications, notes et al.)	2	2
3. Possibility to read periodical press	3	3
4. Possibility to use the Internet free of charge	4	4
5. Possibility to study on the courses of computer literacy	5	5
6. Possibility to view video material	6	6
7. Possibility to listen to audio records	7	7
8. Possibility to use information databases on the Internet	8	8
9. Possibility to play computer games	9	9
10. Other ( <i>POINT OUT</i> ): _____	10	10

**B2-13. Has library services enumerated below and material basis, in your opinion, become worse, better or has not changed during the last year? (MARK EACH SERVICE, EACH LINE WITH ONE ANSWER. *ROTATION* OF STATEMENTS: READ THE STATEMENTS FROM THE BEGINNING FOR ONE RESPONDENT, FROM THE END - FOR ANOTHER ONE.)**

	Services	<b>Became worse</b>	<b>Did not change</b>	<b>Became better</b>
1.	Renewal of book assortment	1	2	3
2.	Variety of other kinds of publications (CD, DVD)	1	2	3
3.	Variety of periodical press	1	2	3
4.	Variety of databases	1	2	3
5.	Variety of performances organized (exhibitions, meetings, courses)	1	2	3
6.	Quality of performances organized (exhibitions, meetings, courses)	1	2	3
7.	Quantity of IT technologies	1	2	3
8.	Quality of IT technologies	1	2	3
9.	Quantity of programme equipment	1	2	3
10.	Quality of programme equipment	1	2	3
11.	Possibility to get some advice or help from librarians while using computer or the Internet	1	2	3
12.	General atmosphere	1	2	3
13.	Other (point out) _____	1	2	3

**B6-14. Are visitors offered these services at your library?** (MARK ON THE COLUMN „B6-14. OFFERED“, SEVERAL ANSWERS ARE POSSIBLE)

**B6-15. Are visitors encouraged and instructed to use these services at your library?** (MARK ON THE COLUMN B6-15. „ENCOURAGED“, SEVERAL ANSWERS ARE POSSIBLE)

	<b>B6-14. Offered</b>	<b>B6-15. Encouraged</b>
1. Electronic means of communication (e-mail, Internet telephones, forums)	1	1
2. Services of electronic government (services offered by local and central authorities, search for legal acts).	2	2
3. Sources of the Internet for economic activities (electronic declaring, electronic banking, electronic trade)	3	3
4. Sources of the Internet for economic activities	4	4
5. Information of education and services (database AIKOS of professional orientation, electronic library catalogues, prescribed databases)	5	5
6. Cultural, community and freetime information on the Internet (electronic heritage, information of community, interest groups, information about freetime)	6	6
7. Information about health (electronic registration to specialists, information about health, diseases, medicine, healthcare services).	7	7
8. Creation of the Internet content (knowledge about content managing systems, means for creating personal websites)	8	8
9. Wikipedia	9	9
10. Blogs	10	10
11. RSS news-readers	11	11
12. Flickr or another system of sharing photos	12	12
13. YouTube or another system of sharing video records	13	13
14. Del.icio.us or another system of sharing references	14	14
0. None of these	0	0
99. N/N	99	99

**B3-16.1. Please point out three most important benefits, given to local community by information technologies courses, offered by THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES to its visitors?** (MARK THE ANSWERS ON THE COLUMN 16.1., SEVERAL ANSWERS ARE POSSIBLE, BUT NOT MORE THAN 3)

**B3-16.2. Please point out three most important benefits, given to local community by information technologies courses, offered by COUNTRY BRANCHES OF THE LIBRARY to its visitors?** (MARK THE ANSWERS ON THE COLUMN 16.2., SEVERAL ANSWERS ARE POSSIBLE, BUT NOT MORE THAN 3)

	<b>16.1. THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES</b>	<b>16.2. COUNTRY BRANCHES</b>
0. Do not organize courses on information technologies	1	1
1. Encourage development of local economy	1	1
2. Offer opportunity of information technologies courses for those who would not have a chance to study them elsewhere	2	2
3. Help to do homework for pupils	3	3
4. Help for businessmen to understand and use information technologies and/or information sources	4	4
5. Provide skills of using information technologies	5	5
6. Provide skills of information literacy (e.g. how to find and use Internet sources)	6	6
7. Help users to find and use services and sources of electronic government (e.g. driving license, tax payment, other)	7	7
8. Other (POINT OUT): _____	8	8

**B4-17. Evaluate the following knowledge and skills of the majority of employees working at THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES on the scale of 4, whereas 1 – totally insufficient, 4 – totally sufficient? (MARK EACH STATEMENT ON EACH LINE, ONE ANSWER EACH)**

		<b>Totally insufficient</b>	<b>Insufficient</b>	<b>Sufficient</b>	<b>Totally sufficient</b>	<i>N/N</i>
1	Computer literacy (IT skills)	1	2	3	4	99
2	Internet sources (search, electronic services et al.)	1	2	3	4	99
3.	Internet novelties (Web2, blog's, RSS, wiki)	1	2	3	4	99
4	Knowledge and skills of serving users with special needs (e.g. people with eyesight disorders)	1	2	3	4	99
5	Advertising services offered by the library	1	2	3	4	99
6	Public relations (informing the society, communicating with mass-media)	1	2	3	4	99

**B4-18. Evaluate the following knowledge and skills of the majority of employees working on COUNTRY BRANCHES OF THE LIBRARY on the scale of 4, whereas 1 – totally insufficient, 4 – totally sufficient? (MARK EACH STATEMENT ON EACH LINE, ONE ANSWER EACH)**

		<b>Totally insufficient</b>	<b>Insufficient</b>	<b>Sufficient</b>	<b>Totally sufficient</b>	<i>N/N</i>
1	Computer literacy (IT skills)	1	2	3	4	99
2	Internet sources (search, electronic services et al.)	1	2	3	4	99
3.	Internet novelties (Web2, blog's, RSS, wiki)	1	2	3	4	99
4	Knowlwdge and skills of serving users with special needs (e.g. people with eyesight disorders)	1	2	3	4	99
5	Advertising services offered by the library	1	2	3	4	99
6	Public relations (informing the society, communicating with mass-media)	1	2	3	4	99

**B5-19. Which of the means listed do you use at work to advertise public access to the Internet and to encourage people to use this access? (SEVERAL ANSWERS ARE POSSIBLE)**

1. Handouts
2. Posters
3. Advertisements
4. Open-door days
5. Special seminars
6. Contests
7. Courses
8. Other (WRITE IN) \_\_\_\_\_

**B7-20. In general, is quality of technical supervision to public access computers, provided at THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES, satisfactory or unsatisfactory? (ONE VARIANT OF AN ANSWER)**

1. Totally unsatisfactory
2. Unsatisfactory
3. Satisfactory
4. Totally satisfactory
99. N/N

**B7-21.1. In general, is quality of technical supervision to public access computers, provided on COUNTRY BRANCHES OF THE LIBRARY, satisfactory or unsatisfactory? (ONE VARIANT OF AN ANSWER)**

1. Totally unsatisfactory
2. Unsatisfactory
3. Satisfactory
4. Totally satisfactory
99. N/N

**B9-22. In general, is methodical help, available for your employees at THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES, sufficient or insufficient? (ONE VARIANT OF AN ANSWER)**

1. Totally insufficient
2. Insufficient
3. Sufficient
4. Totally sufficient
99. N/N

**B9-22.1. In general, is methodical help, available for your employees on COUNTRY BRANCHES OF THE LIBRARY, sufficient or insufficient? (ONE VARIANT OF AN ANSWER)**

1. Totally insufficient
2. Insufficient
3. Sufficient
4. Totally sufficient
99. N/N

**GB-23. Which of the statements, out of listed pairs of statements, in your opinion, suits library as such, on the whole? (AN ANSWER FOR EACH LINE. ROTATION OF STATEMENTS: READ STATEMENTS FROM THE BEGINNING FOR ONE RESPONDENT, FROM THE END – TO ANOTHER ONE.)**

	Statement most suitable for the library on the left	Statement a little bit more suitable for the library on the left	Statement a little bit more suitable for the library on the right	Statement most suitable for the library on the right	
Library is a popular place to spend one's freetime	1	2	3	4	Library is not a popular place to spend one's freetime
Library is a fashionable place to spend freetime	1	2	3	4	Library is an unfashionable place to spend freetime
Library is up-to-date	1	2	3	4	Library is old-fashioned
Library is a place to communicate with other people, friends	1	2	3	4	Library is a place to stay alone
Library is provided with modern equipment	1	2	3	4	Equipment at libraries is old
Library is the centre of community life	1	2	3	4	Library is not the centre of community life
Library is for the youth	1	2	3	4	Library is for elderly people
It is fun to spend time at the library	1	2	3	4	It is boring to spend time at the library
The atmosphere is good at the library	1	2	3	4	The atmosphere is bad at the library
Novelties are constantly implanted at the library	1	2	3	4	Novelties are not implanted or it is being done very slowly
Library is for academic people and students	1	2	3	4	Library is for everyone
Librarians have high qualifications	1	2	3	4	Librarians have low qualifications
Librarians are good helpers for a visitor	1	2	3	4	Librarians are bad helpers for a visitor
Librarians are fun and polite	1	2	3	4	Librarians are dull and rude
Libraries provide a lot of various services	1	2	3	4	Libraries only deliver books or allow to read them or periodicals there

**At the end a few questions about you**

**D1. Your sex?** 1. Female 2. Male

**D2. Your age (WRITE IN THE NUMBER):** \_\_\_\_\_ year-old

**D3. How many employees work at your CENTRAL LIBRARY AND/OR ITS CITY BRANCHES (POINT OUT THE NUMBER):** \_\_\_\_\_

**D4. How many employees work on THE COUNTRY BRANCHES OF THE LIBRARY (POINT OUT THE NUMBER):**  
\_\_\_\_\_

**D5. How many employees serve public access to the Internet directly? (POINT OUT THE NUMBER):**

**D5.1.** \_\_\_\_\_ AT THE CENTRAL LIBRARY AND/OR ITS CITY BRANCHES

**D5.2.** \_\_\_\_\_ ON THE COUNTRY BRANCHES OF THE LIBRARY

98. Library does not have public access to the Internet

**D6. In which municipality is the library located:**

1	Alytus city mun.	17	Neringa mun.	33	Akmenė r. mun.	49	Telšiai
2	Alytus r. mun.	18	Palanga city mun.	34	Joniškis r. mun.	50	Anykščiai r. mun.
3	Druskininkai mun.	19	Škuodas r. mun.	35	Kelmė r. mun.	51	Ignalina r. mun.
4	Lazdijai r. mun.	20	Šilutė r. mun.	36	Pakruojis r. mun.	52	Molėtai r. mun.
5	Varėna r. mun.	21	Kalvarija mun.	37	Radviliškis r. mun.	53	Utena r. mun.
6	Birštonas mun.	22	Kazlų Rūda mun.	38	Šiauliai city mun.	54	Utena
7	Jonava r. mun.	23	Marijampolė mun.	39	Šiauliai r. mun.	55	Visaginas mun.
8	Kaišiadorys r. mun.	24	Marijampolė	40	Jurbarkas r. mun.	56	Zarasai r. mun.
9	Kaunas city mun.	25	Šakiai r. mun.	41	Pagėgiai mun.	57	Elektrėnai mun.
10	Kaunas r. mun.	26	Vilkaviškis r. mun.	42	Šilalė r. mun.	58	Šalčininkai r. mun.
11	Kėdainiai r. mun.	27	Biržai r. mun.	43	Tauragė r. mun.	59	Širvintos r. mun.
12	Prienai r. mun.	28	Kupiškis r. mun.	44	Tauragė	60	Švenčionys r. mun.
13	Raseiniai r. mun.	29	Panevėžys city mun.	45	Mažeikiai r. mun.	61	Trakai r. mun.
14	Klaipėda city mun.	30	Panevėžys r. mun.	46	Plungė r. mun.	62	Ukmergė r. mun.
15	Klaipėda r. mun.	31	Pasvalys r. mun.	47	Rietavas mun.	63	Vilnius city mun.
16	Kretinga r. mun.	32	Rokiškis r. mun.	48	Telšiai r. mun.	64	Vilnius r. mun.

**D7. In which district is the central library located:**

1. Alytus 3. Klaipėda 5. Panevėžys 7. Tauragė 9. Utena  
2. Kaunas 4. Marijampolė 6. Šiauliai 8. Telšiai 10. Vilnius

**Thank you for your answers!**