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MARTYNAS
MAZVYDAS
NATIONAL
LIBRARY OF
LITHUANIA



THE PROJECT “LIBRARIES FOR INNOVATION”

LIBRARIES’ STAFF OPINION SURVEY

2009

(Instrument 1)

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1. Libraries' Staff Survey in the Project Context

When initiating the project "Libraries for Innovation", such main direct goals were set:

- ✓ To provide the Lithuanian population a possibility to use computers and the Internet free of charge in any public library in the country.
- ✓ To ensure the availability of information sources for all social groups.

The main goals of the research are related to technical provision for public libraries and ensuring the ability of all social groups of population to use it. The main goals have indirect derivative goals which are as important:

- ✓ Expanding the communication boundaries of Lithuanian population.
- ✓ Expanding the social and cultural capital of local communities.
- ✓ Reducing social disjuncture of the population in the rural areas, the elderly, groups of social risk and the disabled.
- ✓ Developing informational abilities of Lithuanian population.
- ✓ Developing the competences of librarians to provide professional help to visitors to of technology acquirement by organizing special training programs.
- ✓ Enhancing the perception of a public library as a cultural, information and technology center.

During the libraries' staff survey, the following data was collected:

- Data about public Internet access provision and usage in the public libraries.
- Data about the skills and competences of the libraries' staff to use the computer and the Internet.
- Data about the services provided in the libraries.
- Data on library imagery qualities evaluation.

The research data is related with such Project supervision indicators (supervision indicators, for which the information during the research was at least partly collected by the libraries' staff, is printed in green):

1. An improved access to users and their possibilities to use the computer and the Internet

1A. The number of librarians/ sub-divisions/ departments providing the public Internet access

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

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

1D. The usage rate of computerized work-stations intended for public Internet access

1E. The number of Public Internet access users

1F. The number of public Internet access work-stations for 1000 citizens

1G. The number of librarians providing the free of charge Internet access through a wireless connection

2. Improved skills and motivation of the library staff to use IT

2A. Improved knowledge and skills of the librarians to use IT

2B. Improved library advocacy and public relation skills

2C. Improved knowledge and skills of the librarians to use the Internet resources and electronic services

2D. Improved knowledge and skills of the librarians to serve users with special needs

2E. The number of librarians having user training and consulting experience

2F. The number of trained librarians

2G. The number of hours intended for the librarian IT training

3. Improved skills of public library visitors to use IT

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

3B. Varied public Internet access usage practice

3C. The number of citizens trained to use IT

3D. The number of hours intended for citizen IT training

- 4. Improved access for the specific groups and hard to reach social groups**
 - 4A. The percentage of users who do not have an alternative Internet access
 - 4B. The experience of hard to reach groups**
 - 4C. Activities, for which the users are using the public Internet access in the libraries the most often**
 - 4D. The existence of programs or other mechanisms to involve hard to reach groups**
- 5. Improved advocacy of libraries**
 - 5A. The reputation, public understanding and profile of the library**
 - 5B. Expanded mission and the areas of competence of the library
 - 5C. Increased number of library visitors (visits)
- 6. Increased local, regional and national library financial support**
 - 6A. Library funding
 - 6B. Public Internet access funding
- 7. Increased social benefit for individuals and communities through IT**
 - 7A. The benefit received by users and its perception
 - 7B. Librarians' perception of the public Internet access provided benefit to the community**
 - 7C. Stakeholders' perception of the public Internet access benefit
- 8. Increased supply and usage of relevant content**
 - 8A. The number of libraries having an Internet webpage
 - 8B. New contents and services in the library**
 - 8C. Increased scope of local content in the Internet
- 9. Innovations emerged in the library network**
 - 9A. Examples of innovations emerged in the libraries due to the Project
- 10. Enhanced help to the librarians**
 - 10A. Improved technical maintenance in the libraries**
 - 10B. Improved methodical help to the librarians**

2. Research Methodology

Methodological research implementation guidelines, technical report of the survey conduction and the descriptions of data analysis principles are presented further in the report.

2.1. The Survey Method

The survey was based on a self-filling method, thus, the questionnaire was fulfilled by the librarians individually.

2.2. Target Group

During the research, libraries' staff having the following characteristics was surveyed:

1. Members of staff who serve or will be serving the public Internet access visitors.
2. Members of staff who participated or will be participating in trainings related with public Internet access operations.

The Client provided the list of librarians having these characteristics to the Contractor.

2.3. Sample Size and Sampling

According to the Client requirements for the survey, it was intended to survey 600 librarians. The same number of libraries' staff was surveyed in 2008.

The respondents for the survey were recruited from the Client list (1849 records in total) by using a random number generator. While conducting the survey of the libraries's staff, such sampling principles were followed:

1. The sampling was conducted following regional distribution representative for the general population.
2. Surveying one member of staff from one library.

2.4. The Research Instrument

While conducting the survey, the standardized questionnaire provided by the Client was used (Instrument 1).

2.5. Technical Report of the Survey Conduction

The survey was conducted by 47 interviewers.

The survey was started on 7th September, 2009. It was planned to finish on 18th September, 2009. It was finished on 21st September, 2009 (an additional weekend was needed to collect the last questionnaires).

2.6. Data Analysis

While analyzing the respondents' answers to the questions, general distribution of the answers is presented in the report. Answer distribution according various respondent characteristics is provided in a separate Appendix (Exel).

In presented graphical illustrations, the statistically significant differences are highlighted only for the results of the research of 2009. Green circles denote positive changes (increase of significance) during the 2008 in comparison to 2007; red (or yellow) circles denote negative changes (decrease of significance).

Statitically significant differences were calculated using the statistical data processing program SPSS. The variables were cross tabulated. Then, by using the χ^2 criterion, it was being inspected, whether statistical significant relation between the variables (the significance coefficient p is not greater than 0.05) existed. If a statistically significant relation existed, then it was being inspected in which cells (by using function "Adjusted Residuals").

2.7. Statistical Data Bias

When evaluating the results, it is necessary to pay attention to statistical bias. It occurs due to the fact that respondent sampling is done. This bias is calculated mathematically.

The table below presents the biases when there is a different number of respondents and the distribution of answers.

The biggest statistical bias while considering the answers of all respondents (600 people) is equal to $\pm 3,3\%$ (when the confidence level equals to 95%).

In the table below, the biases are calculated for the general population of 1849 elements.

Sample Size	Distribution of Answers									
	50	45/55	40/60	35/65	30/70	25/75	20/80	15/85	10/90	5/95
10	30.9	30.8	30.3	29.5	28.3	26.8	24.7	22.1	18.6	13.5
30	17.8	17.7	17.4	16.9	16.3	15.4	14.2	12.7	10.7	7.7
50	13.7	13.6	13.4	13	12.5	11.8	10.9	9.8	8.2	6
75	11.1	11	10.9	10.6	10.2	9.6	8.9	7.9	6.7	4.8
100	9.5	9.5	9.3	9.1	8.7	8.3	7.6	6.8	5.7	4.2
150	7.7	7.6	7.5	7.3	7	6.6	6.1	5.5	4.6	3.3
200	6.6	6.5	6.4	6.2	6	5.7	5.2	4.7	3.9	2.9
300	5.2	5.2	5.1	4.9	4.8	4.5	4.1	3.7	3.1	2.3
400	4.3	4.3	4.3	4.1	4	3.8	3.5	3.1	2.6	1.9
500	3.7	3.7	3.7	3.6	3.4	3.2	3	2.7	2.3	1.6
600	3.3	3.3	3.2	3.1	3	2.9	2.6	2.4	2	1.4

Example: Suppose that 600 respondents were asked, if they use a computer in the library. Suppose that 36% of them told that they do use a computer at work. It means that with the probability of 95% we can allege that $36\% \pm 3,1\%$ of the libraries' staff use computer at work.

3. Summary of the Research Results

Public Internet Access in Libraries

Libraries providing public Internet access and the fulfillment of the need for this service

78% of the libraries, which participated in the survey, provide public Internet access. In comparison to the results of the survey of 2008, the number of libraries having public Internet access increased by 10 percentage points (further in the report referred to p.p.). *Urban libraries (92%) have public Internet access more often than the rural libraries (74%)*¹

The number of public Internet access workstations in the libraries is not sufficient during the working days. 84% of surveyed libraries' staff stated that the queues by the public Internet access are present in their libraries. In addition, though the number of Internet workstations in libraries was being constantly increased, there were 6p.p. more librarians reporting queues by the Internet access.

34% of surveyed librarians mentioned queues by the public Internet access during the weekends. In comparison to the research of previous year, their part diminished by 17p.p.

Smaller scarcity of public Internet access workstations is felt in the urban libraries both during the weekends and working days.

Technical maintenance of public Internet access

Most often technical maintenance for the computers of public Internet access is provided by the IT specialist of the central library (86%). 11% of libraries use services of hired persons or companies and 9% of libraries maintain the computers by themselves.

The nature of technical maintenance in 2008 (in comparison to the situation in 2007) did not change neither in the entire country, nor evaluating the situation in urban libraries separately.

94% of the libraries' staff working with public Internet access is satisfied with technical IT maintenance. No changes related to the evaluation of technical maintenance quality during 2008 were noticed.

The libraries' staff is more satisfied (62%) with the Internet speed in the libraries than unsatisfied (32%). In comparison to the results of the 2008 research, the number of the satisfied with the Internet speed grew by 2p.p. *Satisfaction/ dissatisfaction with Internet speed in urban and rural libraries does not differ.*

Methodical help while providing the services of public Internet access

While providing the public Internet access, libraries' staff most often consult the central library staff (86%) or use the methodical material (66%). In 2008 methodical material for training and consulting was used more often (11 p.p.) and the work managers and guidelines were used less often (-9 p.p.).

Methodical help was sufficient to 88% of surveyed librarians. In comparison to 2007, the situation did not change.

The Benefit of Public Internet Access to Local Community

The most often mentioned benefits of public Internet access to local community are the enhancement of communication with friends and relatives (77%), enriching the leisure time (69%), help in fulfilling duties related with studies (63%) and the relevant tasks (42%).

In the opinion of the libraries' staff, most often the visitors use public Internet for communication (89%), search for leisure and cultural information (47%), economical activity (41%) and search for work (40%).

Meanwhile, the librarians most often encourage visitors to use public Internet access for economical activity (50%), work search (45%), communication (41%), studying (39%), information about culture and leisure time (33%) and health (32%).

The staff of library branches in urban areas is more subject to encouraging visitors to use the communication possibilities.

¹ *The information about the differences in results about urban and rural libraries is provided in the cases when the distribution of answers was noticed. If the information about the distribution of results in urban/ rural areas is not provided, thus, there are no differences in answers.*

After comparing this with the results of 2008, it was noticed that the encouragement to use most of the information resources diminished.

In urban areas, the decrease in encouragement is not as drastic as it is nationwide. During 2008, urban librarians encouraged less to use the educational information (-11p.p.), Internet novelties (-34p.p.) and the creation of Internet content (-7p.p.)

The Abilities and Skills of Libraries' Staff while Providing the Public Internet Access

Computer usage and other basic IT skills

Most of the libraries' staff (88%) who are currently working or are going to work with public Internet access know how to use the computer. In comparison to 2007, the computers at work were used by 10p.p. more librarians in 2008.

Meanwhile, in the urban libraries an absolute majority (97%) of libraries' staff know how to use the computer and this change was not as striking (4p.p.).

Most of the libraries' staff (77%) tend to evaluate their basic computer usage skills as sufficient. During the exploratory year the situation did not change substantially.

Among the urban libraries' staff the share of librarians who claim their skills to be sufficient is far more bigger than it is in nationwide. During the exploratory year, the evaluation of their skills increased by 11p.p.

Among the basic computer usage skills, the strongest are the general computer usage skills (using mouse and printing) (91% of the libraries' staff evaluated these skills as sufficient) and the skills of sending an e-mail with an attached document (79%). Moreover, the share of those who evaluated these skills as sufficient increased during the exploratory year (4p.p. and 6p.p., respectively). The skills of technical problems elimination (63%) and the skills of using computer programs (63%) were evaluated as worse and their evaluation did not improve during the exploratory period.

The staff of urban libraries evaluated all skills more positively. To add, the skills of sending an e-mail with an attached document (8p.p.) and the skills of eliminating main technical problems (12p.p.) improved among these librarians.

The skills of using the Internet and Internet resources

75% of libraries' staff states that they have sufficient skills to use the Internet. During the exploratory year, the evaluation of these skills remained the same.

The urban libraries' staff has better Internet usage skills.

After elaborating the Internet skills, it emerged that the best skills are the following: Internet usage for general purposes (88% of librarians evaluated them as sufficient) and using Internet search engines (87%), whereas using the file exchange programs (28%) and creating an Internet webpage (16%) were evaluated as the worst.

During 2008, in comparison to 2007, the skills of libraries' staff to use the Internet for general purposes (7p.p.), telephone conversations (7p.p.) and information search (4p.p.) improved. However, the skills of using online databases worsened (11p.p.).

Urban libraries' staff is more skillful while using the Internet resources. However, no change of evaluation of the skills, in comparison to the previous years, was recorded.

Most often the libraries' staff used search tools for information search (91%) or sent e-mails with attached documents (82%) individually. Less often performed activities include using the file exchange programs (21%), installing software (21%) and creating an Internet webpage (11%). During 2008 (in comparison to 2007), the number of the following libraries' staff increased – the librarians who individually used search tools (12p.p.), sent e-mails with attached information (7p.p.), participated in discussion forums (6p.p.) and used Internet for telephone conversations (6p.p.).

Urban libraries' staff is more subject to use most of the Internet resources individually. Moreover, during the exploratory period, most of the resources were started being used individually even more often.

Most of the libraries' staff knew about the opportunities to find various information in the Internet and to use the services provided (97% and more). 72% and more librarians were aware not only of analyzed Internet resources and consulting opportunities, but also were able to use them. 30-50% of libraries' staff have sufficient skills for consulting. Internet content creation can be viewed as exceptional. 10% of the surveyed did not know anything about it and 61% of libraries' staff were aware of it, but were unable to use it.

While using all Internet resources, urban libraries' staff more often has better knowledge and usage skills.

In 2008, the number of libraries' staff unable to use the following activities decreased: cultural/leisure information (5p.p.), work search (4p.p.), electronic means of communication (4p.p.) and Internet resources for economical activity (7p.p.). More libraries' staff learnt to use health information (7p.p.).

There are more urban libraries' staff who are able to use electronic means of communication (5p.p.), health information (11p.p.) and Internet resources for economical activity (16p.p.).

Awareness of Internet novelties and their usage skills

The most well known Internet novelties were Wikipedia (known by 81% of libraries' staff), video sharing systems (66%) and blogs (62%). Respectively, 65%, 42% and 36% of surveyed librarians knew how to use these novelties. Respectively, 34%, 15% and 10% of libraries' staff could teach others how to use these novelties.

Other novelties (Library 2.0, Flickr, Web 2.0, RSS, Del.icio.us) were known by only every other librarian on average; every third member of libraries' staff knew how to use them and only a very small part of librarians could teach others to use these novelties.

Urban libraries' staff know most of the Internet novelties better, however, not sufficiently enough to be consulting others.

During 2008, positive changes emerged. More and more members of the libraries' staff got acquainted with novelties (librarians not only were aware of them, but also knew how to use them) and there were less librarians who were completely unaware of novelties.

76% of libraries' staff noted that their Internet usage skills were insufficient and during 2008 the level of Internet usage skills remained the same.

In urban libraries, the skills of Internet novelty usage were evaluated more positively. Moreover, during 2008, the number of those who evaluated these skills as fully insufficient decreased by 8p.p.

Initiatives while Attracting New Visitors/ Public Internet Access Users

Initiatives on a library level

62% of libraries' staff alleged that during 2008 the promotions of visitor outreach and encouragement to use public Internet access were organized. During 2008, IT trainings were organized in almost every other (46%) library.

While comparing the frequency of organized promotions and trainings in 2008 and 2007, we recorded that the practice of IT training organization did not change. Though the promotions in 2008 were less frequent, they were conducted by the same amount of libraries' staff.

The most popular means by which the public Internet access usage is encouraged are personal oral encouragement (82%) and advertisements (62%). The public Internet access usage is rather often encouraged by posters (32%), open days (29%) and leaflets (28%).

In urban libraries, encouraging visitors personally is less frequent.

In 2008, in comparison to 2007, the usage of the following initiatives diminished dramatically: using leaflets (33p.p.), organizing special trainings (6p.p.) and using advertisements encouraging to use public Internet access (9p.p.).

In rural libraries, the leaflets (36p.p.) and trainings (7p.p.) for attracting visitors to use public Internet access were used less often as well.

Personal initiatives while teaching and consulting others to use the computer and the Internet

55% of libraries' staff contributed to teaching public Internet access users to use the Internet and the computer. Most often they contributed to the training organization (36%). In comparison to the data of previous year, significant changes were not recorded, only the number of libraries' staff who contributed to preparing the training material diminished by 6p.p.

In urban libraries, the number of staff contributing to prepare the training material (7p.p.) diminished and the training program organizers were consulted less as well (7p.p.)

73% of libraries' staff believe that they have sufficient skills to help visitors.

The urban libraries' staff more often think that they have sufficient skills.

In comparison to the research data of previous years, the number of libraries' staff who evaluated their help to people skills as sufficient increased (8p.p.) and there are less libraries' staff who evaluated their skills as fully sufficient (7p.p.). Thus, in general, the share of people who evaluated their skills as sufficient did not change. *In city libraries, the share of staff who evaluated their skills as sufficient increased more (14p.p.), consequently, the share of those having sufficient skills generally increased.*

93% of libraries' staff consult the public Internet users every day and most often do it 1-3 times per day (58%).

Public relation skills and related personal initiatives

81% of libraries' staff believed that the skills of publicizing the services of the library to the society were more or less sufficient. The communication skills with the media and government representatives were named as sufficient by 67% of the surveyed.

During 2008, in comparison to 2007, the skills of the librarians to publicize the services of the library remained the same. The skills of communication with the government and the media were evaluated worse (the number of the surveyed who evaluated these skills as sufficient decreased by 9p.p.).

88% of librarians stated that they performed the publicizing activities individually at least once. The most often performed activities were: articles to the regional press (61%), communication with the media (57%) and speaking publicly (55%).

Rural libraries' staff wrote articles to the national press and prepared the material for an Internet webpage more often.

During 2008, there were more articles written to the local press (7p.p.), however, there were less articles in the national press (6p.p.).

Public Internet Access Usage by the Representatives of Specific Groups

The frequency of library visits by specific groups

Citizens of rural areas (76% of libraries' staff state that citizens of rural areas visit libraries every day or several times per week), children from families of social risk (72%), the unemployed (63%) and the retired (63%) visit libraries the most often.

The disabled (23% of libraries' staff state that the disabled visit libraries every day or several times per week) and children whose parents left to work abroad (24%) visit libraries less often. However, it was the most difficult for the libraries' staff to identify the latter group.

In urban libraries, the unemployed and the retired are serviced more often.

Services used by the representatives of specific groups

The most often used library services are the dispense of books, reading periodical press and using public Internet access. The most active users of these services are the most frequent library visitor groups – the retired (94%, 94% and 48% respectively), citizens of rural areas (88%, 85% and 64%, respectively) and the unemployed (92%, 92% and 66%, respectively).

According to the librarians' research data, the citizens of rural areas and the unemployed use the Internet databases (34% and 30%, respectively) more often than the other groups. Meanwhile, in the libraries' staff

opinion, children (both from families of social risk and whose parents left to work abroad) play computer games more often.

The initiatives of libraries' staff while attracting and training the representatives of specific groups

Most often, the IT consulting services were provided for all analyzed social groups. The citizens of rural areas were the group for which various promotions and trainings were organized more often than for the other social groups. 47% of libraries' staff stated that they organized public Internet access attraction/encouragement promotions for the citizens of rural areas. 36% of librarians organized IT usage trainings and 53% of the librarians provided IT consulting services for the citizens of rural areas.

The least promotions and trainings were intended for the disabled and children whose parents left to work abroad. Respectively, 12% and 10% of librarians noted that they organized promotions encouraging these groups to use public Internet access. Respectively, 6% and 5% of the libraries' staff provided IT training services. Respectively, 14% and 13% of the libraries' staff provided the IT consulting services for these two groups.

During 2008, there were more initiatives for the citizens of rural areas. The initiatives included both promotions encouraging using public Internet access (12p.p.) and IT trainings (12p.p.). The number of initiatives for other groups during the exploratory period diminished.

The abilities of the libraries' staff to serve users with special needs

79% of library staff evaluated their skills to serve users with special needs as insufficient.

In urban libraries, the staff evaluates their skills to serve users with special needs more positively.

In comparison with evaluations of 2007, the share of libraries' staff claiming that they have insufficient skills to serve users with special needs increased by 20p.p.

In urban libraries, the decrease of lack of these skills is twice as smaller (10p.p.).

Services Provided by Libraries and the Library Image

The evaluation of change in service provision in the libraries

During 2008, the provision of most of the services, from librarians' point of view, remained the same or improved.

Most often the libraries' staff alleged that during 2008 the possibility to get a piece of advice or some help from the staff (50%) improved and there is a more positive atmosphere in the library (51%). Updating the assortment of books (25%) and the variety of periodical press (28%) were named as worsened more often in comparison to other services provided. The shares of libraries' staff who stated an improvement of these services are not small either (39% and 25%, respectively). All the other services were mostly evaluated as unchanged.

The staff of urban libraries stated more often that the variety of other publications worsened, the variety of databases remained the same and some services improved (the quantity and quality of IT technologies, the quantity and quality of software).

While comparing this data with the data of 2008, the libraries' staff was more subject to evaluating the provision of all services as neither changed, nor improved. Evaluation of services related to the variety of different publications is an exception. The provision of these services was more often named as worsened.

The staff of urban libraries was not subject to evaluating the public Internet access provision related services (quantity and quality of IT technology and software) as worse.

The image of library in the eyes of the libraries' staff

Most often the library is identified with positive imagery qualities. The library is perceived as a popular place to spend time (95% of the surveyed believe that the statement fits the library), a place where it is nice to spend time (94%), it has good atmosphere (98%), its staff are good helpers to the visitor (99%) and are cheerful and polite (99%).

In comparison to the 2008 research data, the library is more often related to a popular (the attribution improved by 3p.p.), fashionable (11p.p.), modern (8p.p.) place which is provided with newest equipment

(8p.p.) and more intended for youth (9p.p.), where it is nice to spend time (2p.p.) and communicate with friends and other people (6p.p.).

Similar tendencies emerge while evaluating the library image in the urban areas as well. The evaluation of the library as a popular (4p.p.) place, provided with the newest equipment (18p.p.) where one can communicate with friends and other people (7p.p.).

4. Characteristics of Libraries' Staff, who Participated in the Survey

The vast majority of surveyed libraries' staff were women. Average age of libraries' staff was 48 years old.

Three fourths of surveyed librarians work in branches of central libraries in the rural areas and one fourth (24%) of the librarians work in urban libraries.

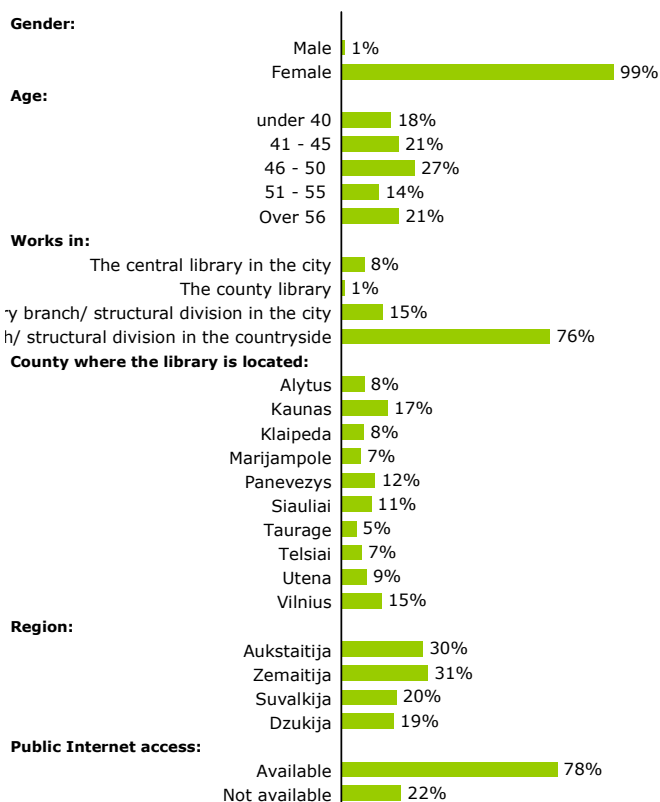
78% of libraries' staff work in libraries, which provide public Internet access.

The data in the report were analyzed according ethnical regions:

- **Aukstaitija** (the municipalities of Birzu, Kupiskio, Panevezio, Pasvalio, Rokiskio, Pakruojis, Radviliskio, Anyksciu, Ignalinos, Moletu, Utenos, Zarasu, Svencioniu and Ukmerges regions and Panevezys city).
- **Zemaitija** (the municipalities of Raseiniu, Klaipedos, Kretingos, Skuodo, Silutes, Akmenes, Joniskio, Kelmes, Siauliu, Jurbarko, Paginegiu, Silales, Taurages, Mazeikiu, Plunges, Rietavo, Telsiu regions and Klaipedos, Siauliu Taurages and Telsiu cities).
- **Suvalkija** (the municipalities of Birstono, Jonavos, Kauno, Kedainiu, Prienu, Kalvarijos, Kazlu Rudos, Marijampoles, Sakiu, Vilkaviskio regions and Kauno and Marijampoles cities).
- **Dzukija** (the municipalities of Alytaus, Druskininku, Lazdiju, Varenos, Kaisiadoriu, Elektrenu, Salcininku, Traku, Vilniaus regions and Alytaus and Vilniaus cities).

Senior libraries' staff (66%) and libraries' staff (21%) were the most numerous survey participants. Also, there were 32 library employees holding higher (18 library managers, 14 – Library branch managers) positions.

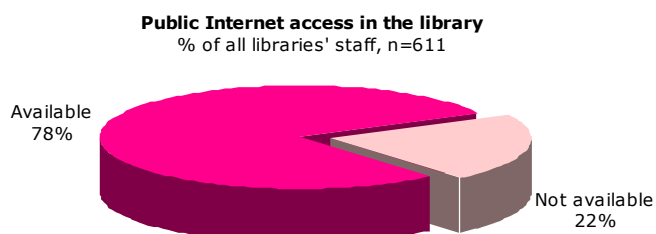
A detailed extract of occupations of libraries' staff who participated in the survey is provided in the table on the right:



	N	%
Senior librarian	400	65,5
Librarian	125	20,5
Library manager	18	2,9
Branch manager	14	2,3
Manager	14	2,3
Department manager	11	1,8
Senior bibliographer	8	1,3
Senior specialist	4	0,7
Manager of reader services department	2	0,3
Vice-director	2	0,3
Manager of services department	2	0,3
Specialist	2	0,3
IT specialist	2	0,3
Engineer for libraries automation	2	0,3
Manager of children's literature department	1	0,2
Manager of information department	1	0,2
Methodologist	1	0,2
Department vice-manager	1	0,2
Senior librarian of regional studies	1	0,2
Total:	611	100

5. Public Internet Access in Libraries

5.1. Libraries, which Provide Public Internet Access, and the Fulfillment of the Need for this Service



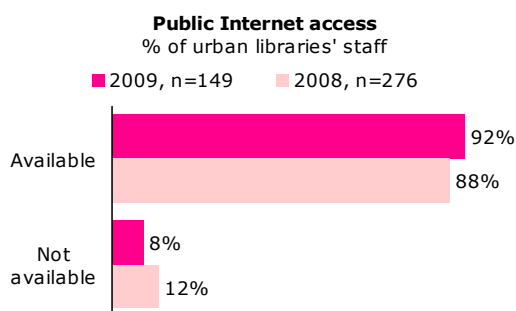
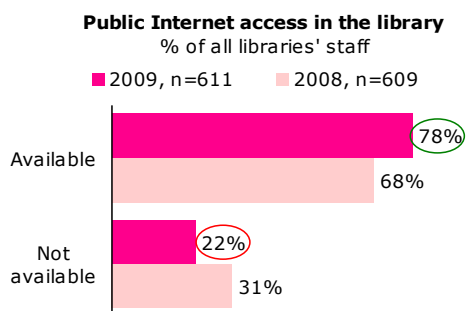
78% of libraries, which employees participated in the survey, provide public Internet access.

Public Internet access is provided in all surveyed central and county libraries. Access is also provided in 87% of surveyed central library branches in the urban areas and 74% of surveyed central library branches in the rural areas.

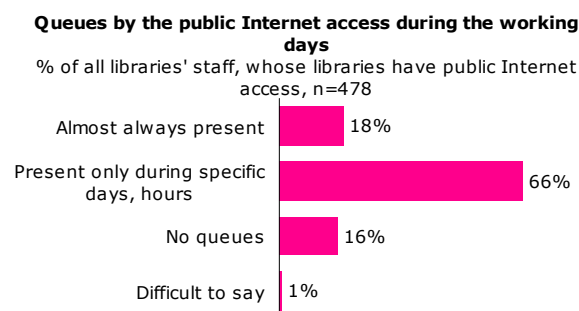
We would like to draw your attention to the fact that the data about providing public Internet access in the libraries was not actual or showing the real distribution of public Internet access in the country. Rather, it is data about the situation in the libraries, whose employees participated in the survey. For example, actual statistics of the progress of the Project show that the number of libraries providing public Internet access grew by 18% during 2008, while the data of the research record a 10% increase in a number of libraries providing public Internet access.

While comparing the number of libraries' staff working in libraries, which provide public Internet access, in 2008 and 2009, we noticed that in the research of 2009 10% more librarians working with public Internet access participated. It only confirms the development of creation of workstations of public Internet access.

Like one could expect, knowing the directions the Project was being implemented so far, the number of public Internet access in the libraries in the urban areas is far more bigger. It increased more during the research period and currently visitors can use the public Internet access in almost all libraries in the city.



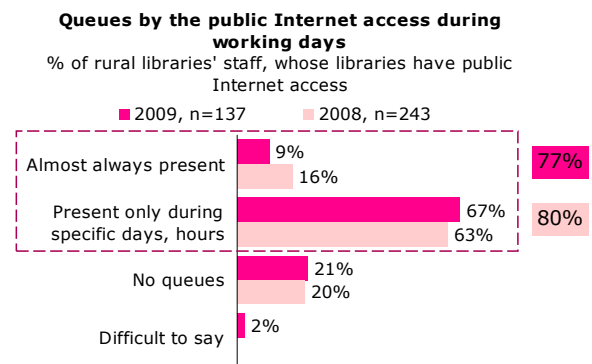
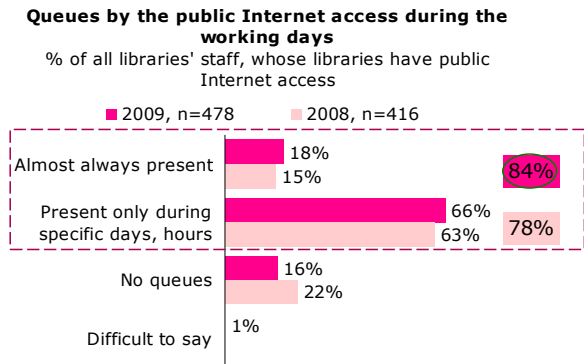
- The need for public Internet access workstations is more fulfilled in the urban areas -



Thinking of the possibilities of library visitors to use the public Internet access in the libraries during the working days, it can be stated that the number of public Internet access workstations is not yet sufficient. During the working days, in only 16% of the libraries there are no queues. In most of the libraries, the need for public Internet access is fulfilled only partly – there are queues by the public Internet access workstations, however, they are more present during the „rush“ hours (during specific days and hours). Almost in one fifth of the libraries (18%) the queues are present all the time.

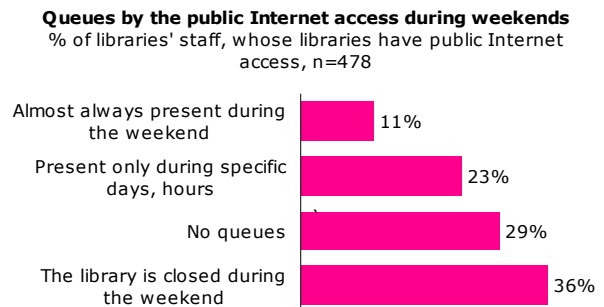
A more serious scarcity of public Internet access workstations is felt in the libraries in the rural areas – queues are always present during the working days in every fifth library in the rural areas (21%) and only in the every tenth library in the urban areas (9%); and, vice versa, queues are less present in the urban libraries (21%) than libraries in the rural areas (13%).

Though in 2008 the number of public Internet access workstations in the libraries was constantly being increased, it does not yet fulfill the needs of the visitors. The libraries' staff think that the queues by the public Internet access during the working days not only did not decrease, but, counting in general, slightly increased. This, in turn, lets us make an assumption that there is an ever-growing user need to use the Internet in the public libraries. Having in mind the general goals of the Project, it can be evaluated positively – the visitors perceive the benefit of the public Internet access and the library visits are not decreasing.



- The need for public Internet access workstations during weekends in the urban areas is fulfilled relatively well; in the rural areas, a big part of libraries are simply closed -

During the weekends, the need for public Internet access is a little smaller – queues by the public Internet access are not present in 29% of the libraries and in 23% of the libraries are present only at specific weekend days or hours. During the weekends, constant queues by the public Internet access are present in 11% of the libraries.



While comparing the fulfillment of the need for public Internet access workstations in the libraries in urban and rural areas, the situation in the urban areas is a little better. On the one hand, during weekends the queues by the public Internet access are less common in urban areas. On the other hand, a big part (42%) of libraries in the rural areas are simply closed for the weekend. Almost in every second (45%) library in urban areas there are no queues during the weekends; and in the libraries in the rural areas there are either no queues (23%) or the queues are present only at a specific time (22%).

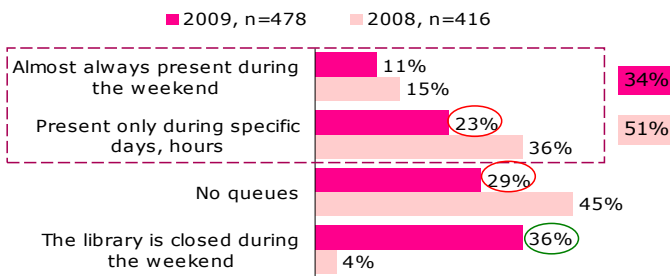
On the other hand, a big part (42%) of libraries in the rural areas are simply closed for the weekend. Almost in every second (45%) library in urban areas there are no queues during the weekends; and in the libraries in the rural areas there are either no queues (23%) or the queues are present only at a specific time (22%).

- The queues by the public Internet access decreased during weekends -

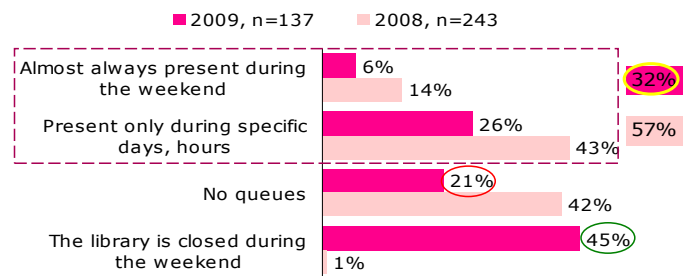
While considering the fulfillment of the need for the public Internet access in 2008 and 2007, the biggest change is that in 2008 meaningly more libraries were closed for the weekend (from 4% in 2007 to 36% in 2008). The close-down of libraries was probably influenced by the topicalities of the recession and libraries' intentions to save.

The queues by the public Internet access diminished during the weekends. There are much more libraries, in which the queues by the public Internet access nowadays are either not present in general or less common during the specific „rush” hours.

Queues by the public Internet access during weekends
% of libraries' staff, whose libraries have public Internet access



Queues by the public Internet access during weekends
% of urban libraries' staff, whose libraries have public Internet access



The tendency for diminishing queues by the public Internet access is more obvious in the libraries in the urban areas. 57% of the libraries' staff in 2008 stated that the queues in their libraries were present, while the data from the research of this current year show that the number of libraries, in which the queues are present during the weekends, decreased almost by half (down to 32%).

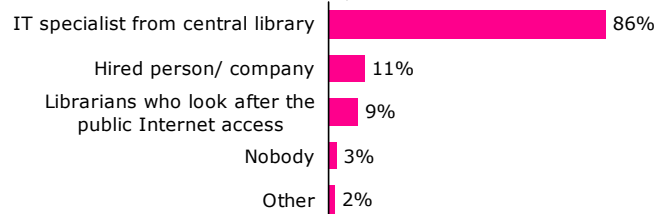
5.2. Technical Maintenance of Public Internet Access

- Most of the libraries use the services of IT specialists from central libraries. The libraries in Zemaitija use the services of hired companies

Common practices of technical maintenance of the public Internet access workstations is the maintenance provided by the central library IT specialists. Nevertheless, there is a small part of libraries, which use the services of hired companies (11%) and maintain the access themselves (9%).

An overall majority of central and county libraries use only the services of their own IT specialists. The external IT services are used or IT economy is maintained independently more by branches of the central library (both in urban and rural areas).

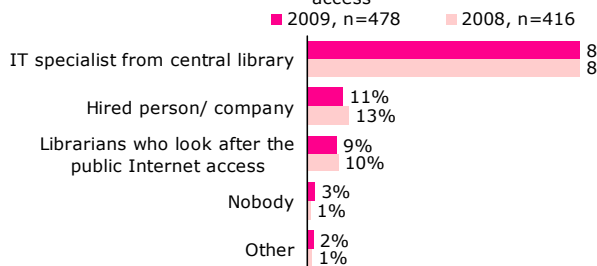
Technical maintenance for the computers with public Internet access is provided by:
% of libraries' staff, whose libraries have public Internet access, n=478



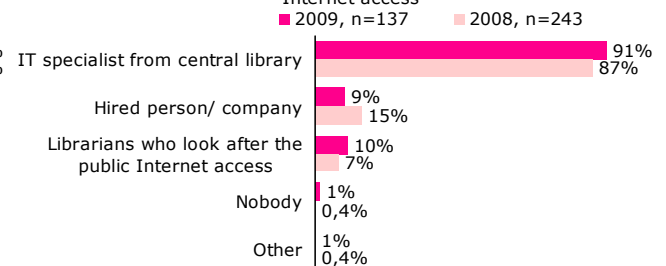
Another interesting tendency observed was that the IT maintenance concerns are credited to external hired companies or specialists by the libraries mostly operating in Zemaitija (21% of libraries in Zemaitija comparing to 6-7% of libraries in other regions).

The nature of technical maintenance in 2008 (in comparison to the situation in 2007) did not change neither in the entire country nor considering the situation in the libraries in the urban areas.

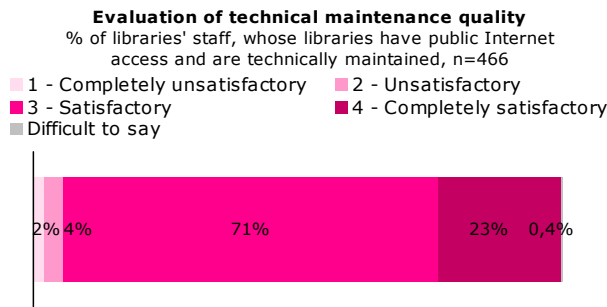
Technical maintenance for the computers with public Internet access is provided by:
% of libraries' staff, whose libraries have public Internet access



Technical maintenance for the computers with public Internet access is provided by:
% of urban libraries' staff, whose libraries have public Internet access



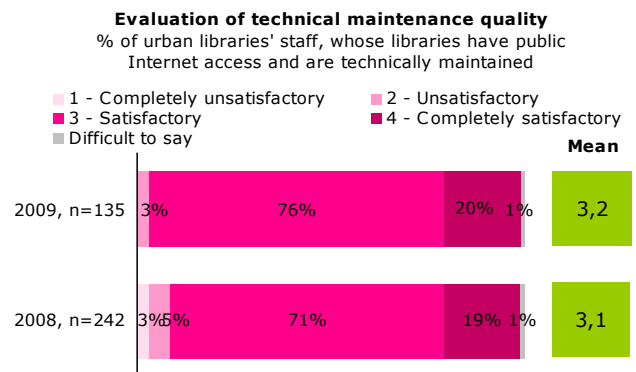
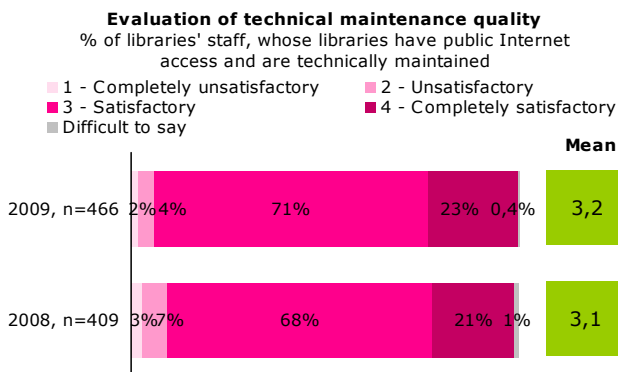
- The quality of technical maintenance satisfies all of the libraries' staff -



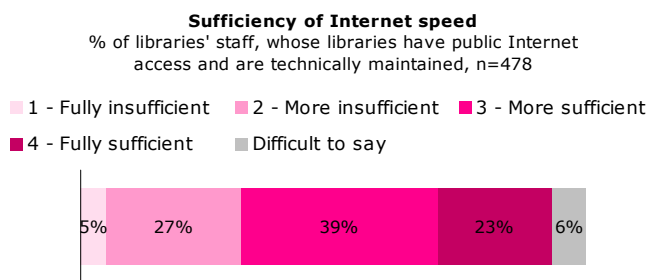
From the libraries' staff, who work with public Internet access, point of view, there are no problems related with public Internet access technical maintenance. The vast majority (94%) of librarians are satisfied with the technical maintenance they get.

The satisfaction with the technical maintenance quality does not differ depending on who performs the technical maintenance in the particular library.

Changes related with the quality evaluation of IT maintenance during the 2008 were not recorded – the quality neither got worse nor better. The changes related with the quality evaluation of IT maintenance were not noticed in urban libraries either.



- The quality (speed) of the Internet provided is improving, however, it does not meet the needs yet -



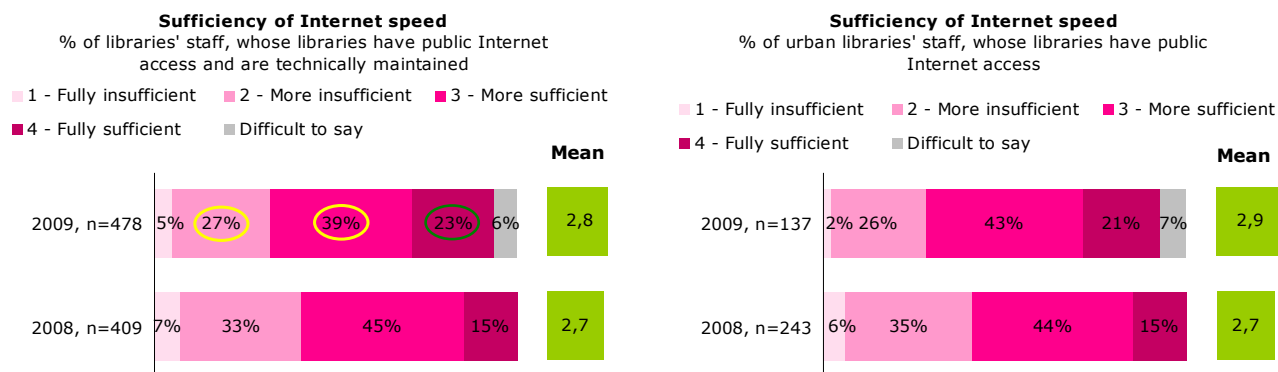
Considering the technical parameters of the Internet provided in the libraries and talking specifically about Internet speed, it can be said in general that the libraries' staff are more satisfied (62%) than unsatisfied (32%) with the Internet speed.

During the first year of Project implementation, the quality of Internet provided was successfully improved– in 2008 there were more member of libraries' staff, who were satisfied with the Internet speed than in 2007. The improvement can be

explained by the significantly reduced number of the unsatisfied with the internet speed and by the significantly increased number of fully satisfied members of libraries' staff.

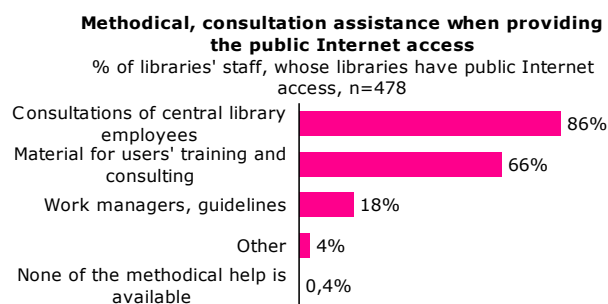
While comparing the results of the research with actual numbers, which certify that Internet speed in 2008 was improved almost in half of all the libraries (52%), the opinion evaluating positive change is not fully adequate. The only logic consequent assumption is that the Internet connection is faster, but it still does not meet the existing needs.

Similar tendencies of improved Internet speed during the 2008 were noticed in libraries in the urban areas as well.



5.3. Methodical Help while Providing the Services of Public Internet Access

- Librariies' staff working in branches consult employees of central library; the latter search for answers to the questions in work managers and methodical means -



There are two main sources of information from which the members of libraries' staff learn and improve the knowledge of public Internet access provision to the visitors. The two sources include the consultations of central library employees and the methodical material for user training and consulting. In fact, a bigger part (86%) of libraries' staff use the information gained through the direct contact more often than the methodical information (66%). The work managers and guidelines are used the least (18%).

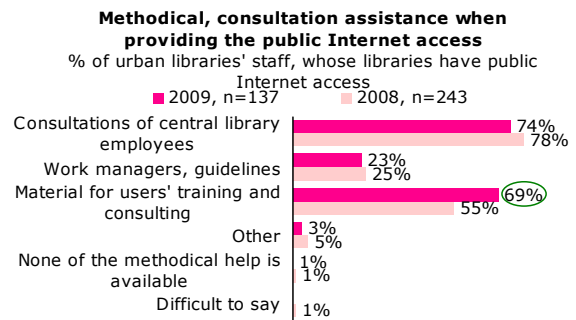
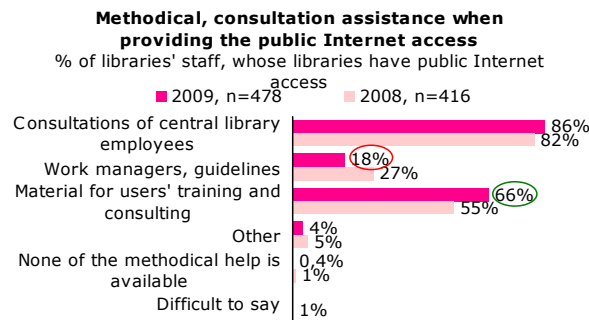
4% of suveyed librarians pointed "Other" methodical and consulting help available for them. 6 members of libraries' staff pointed that they were taught how to provide the service of public Internet access during the specialized courses/ trainings (not of the central library) or they were interested and searched for information themselves ("self-education"). 2 members of libraries' staff looked for information online, each of them individually consulted an IT specialist or the RIAPs coordination centre. One of the librarians learned how to provide the service of public Internet access during the ECDL courses and another one learned it by distance learning.

The members of libraries' staff working in the branches of central libraries (both in urban (87%) and rural areas (91%)) were more subject to „live“ consultations with colleagues from the central library, while the employees of the central library searched for information in work managers (37%) or methodical means (80%).

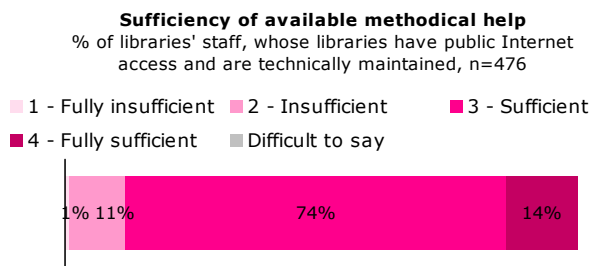
It was also noticed that the methodical means were less used by the older members (over 51 y.o.) (59%) of libraries' staff.

While analysing the changes in the choice of methodical means, which happened during the exploratory year, it was noticed that in 2008, same as in 2007, central library employees were consulted as intensely. Methodical means for training and consulting were being used more often, while the work managers and guidelines were being used less often.

Analogous tendency changes in using the methodical material during the exploratory year were recorded in the libraries in the urban areas.



- Methodical help while providing the public Internet access is sufficient -



Methodical material, which was available for libraries' staff during the 2008, was sufficient (88%). The lack of methodical help was felt only by a small part of libraries' staff (12%).

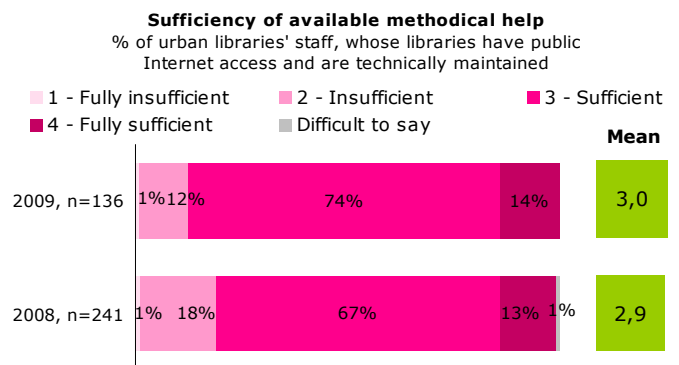
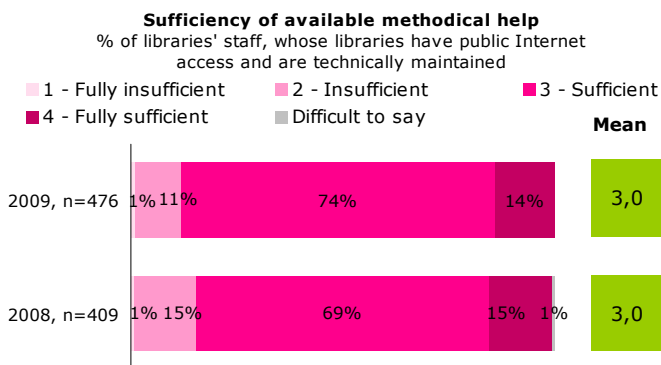
Younger librarians (44 y.o. and under) had bigger expectations related to methodical help. Among them there were more librarians (16% in comparison to 7-8% in other age groups) for who available methodical help was not sufficient. Older (over 51) members of libraries' staff, in turn, stated a little more often that methodical means are sufficient while providing the public Internet

access.

The evaluation of methodical help in urban and rural libraries does not differ.

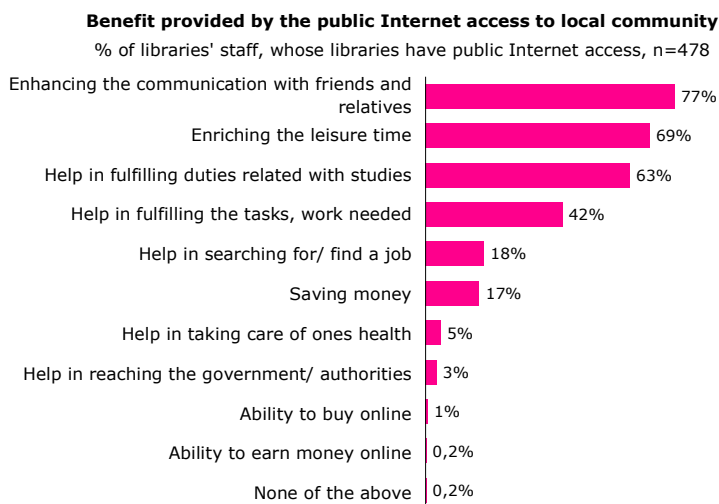
The evaluation of methodical help does not depend on which available methodical means and information sources the members of libraries' staff use.

The sufficiency of methodical means while providing the public Internet access in the libraries in 2008 (in comparison to 2007) did not either change in the entire country or in urban libraries.



6. Benefit Provided by the Public Internet Access to the Local Community

- Public Internet access visitors use the social benefit providing Internet possibilities -



We would like to divide the feasible benefits provided by the public Internet access into two bigger generalized benefit categories – social and economical. In general, the opinion of libraries' staff could be expressed as follows – the Internet access provides both social benefit to an individual and economical benefit in general.

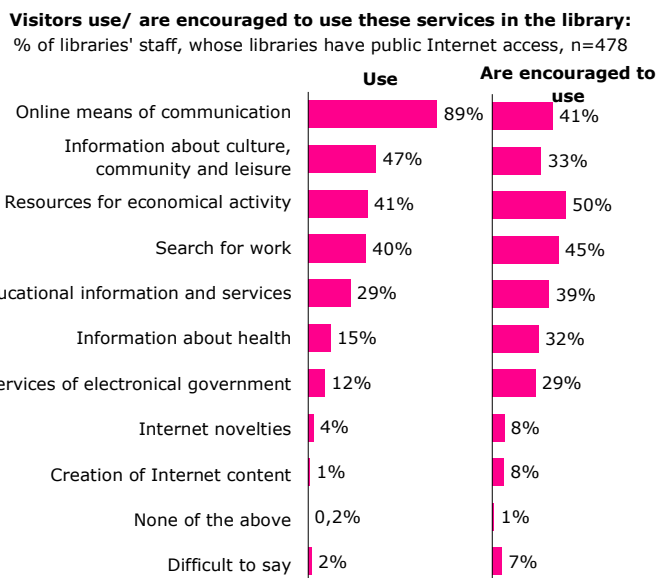
Social benefit in this context is referred to widening the communication horizons, enriching leisure (diminishing social disjunction among citizens, who did not previously have Internet access) and health while taking care of one's health or fulfilling studies related tasks. Economical benefit is referred to using Internet for doing specific relevant tasks (search for work and dealing with financial affairs).

If, for a reason of comparison, we expressed the **ratio of benefit** (from the libraries' staff point of view) in numbers, we would have such a ratio – 43% : 16% (**social benefit : economical benefit**).² Social benefit providing public Internet access opportunities are used by the visitors more often than the economic benefit providing opportunities.

Most librarians note that a more intense communication (77%) and more varied leisure (69%) provide an undeniable benefit for the community. In the opinion of 63% of the libraries' staff, public Internet access helps a lot in fulfilling the tasks related with studies and the current tasks (42%).

- Communication is the most beneficial and most often used opportunity provided by the public Internet access -

The public Internet access users use the Internet provided in the libraries for communication (89%). In libraries' staff opinion, search for leisure and cultural



² In question groups which research the benefit of public Internet access to local community, in order to make the generalizations and comparisons more simple, the derivative number is provided in the report. It shows the general percentage of social/economical benefit. The **sequency of calculation** is the following: (1) the percentage expressions of particular benefits are added, (2) the percentage expressions of particular benefit are divided by the number of opportunities of a particular benefit.

Social benefit – electronical means of communication, cultural, community and leisure information, educational information and studies, health information and services of electronic government.

Economical benefit – help while fulfilling the relevant tasks, work search, saving money and the opportunities to buy/ earn money in the Internet.

information, using Internet for economic activity (41%) and for search for work (40%) is used almost twice as less (47%).

The members of libraries' staff themselves mostly encourage the visitors using public Internet access for economic activity (50%), search for work (45%), communication (41%), learning and studies (39%), culture and leisure (33%) and health (32%).

Public Internet access users use various Internet novelties (4%) and creation of Internet content (1%) the least often.

- Public Internet access users, in libraries' staff opinion, are not always encouraged to use what is useful for them -

The most interesting tendencies reveal when comparing the opinion of libraries' staff in three aspects – the benefit of each area to the community, its actual usage and encouragement to use it.

Public Internet access usage *for the communication purposes*, in libraries' staff opinion, is very useful for the community (77%). Public Internet access users use these possibilities widely (89%), therefore, it is not worth encouraging the communication in the Internet (it is being encouraged by 41% of the libraries' staff). The situation with *enriching the leisure* by using the opportunities provided by the Internet is very similar.

If we analyzed the usage and encouragement to use the *educational information*, the situation is slightly different. The libraries' staff perceive the benefit of educational information very well (69%) and notice that this information is used less often than it could be or should be used (29%). However, the librarians themselves do not encourage using this information as intensively (39%).

There are interesting differences in the opinion of librarians while considering the *search for work* using the public Internet access possibilities. In comparison to other information groups (45%), members of libraries' staff encourage using the Internet for job search almost the most intensively. Public Internet access users, in turn, search for work online relatively intensively, however, only 18% of librarians name the online job search in the public libraries as useful to the community. We can make an assumption that librarians are more motivated to encourage search for work online, when there are various centralized specialized programmes and promotions, rather than driven by their own initiative.

Public Internet access usage for *economical activity* is encouraged the most intensively (50%) and (probably) because of that it is used relatively actively (41%) (from the libraries' staff point of view).

In terms of *health information*, it is being encouraged to use more intensively (32%) than the public Internet access users are currently using it (15%) or the librarians themselves see the benefit of such information (5%).

A similar situation is with using *services of electronical government* – 29% of libraries' staff encourages using this information, only 4% of them notice that public Internet access users actually use it and only 3% of librarians perceive the benefit of using such service.

In general, the **ratio of using these services** is 38% : 40% (**social benefit : economical benefit**). Thus, two points are revealed: (1) public Internet access visitors use the opportunities providing both social and economical benefit, (2) public Internet access visitors realize the benefit of Internet resources satisfying the economical needs better than the libraries' staff.

- The usage of social possibilities of public Internet access is sufficient, that is why it is encouraged to use functional possibilities -

We would also like to note the well positioned **ratio** of the **encouragement** of libraries' staff **to use the possibilities public Internet access** provides (social/ functional): **35% : 48%**. In 2008, the direction of encouragement to use various Internet opportunities was similar: **46% : 53%**. However, the level of encouragement to use the social benefit providing opportunities was slightly higher.

It is obvious that using the public Internet access in libraries for communication and leisure purposes is sufficient enough, therefore, the mission of the libraries' staff should be encouraging the public Internet

access users to use more narrow, more specific and more knowledge requiring Internet opportunities, which are helpful in everyday life.

According to the librarians' research data, there were no significant differences in analyzing the public Internet access users' usage of different information groups according to socio-demographic characteristics.

The differences are more obvious considering the information areas the users are encouraged to use. Let us say, the staff of the urban libraries are more subject to encouraging the usage of communication possibilities and the younger staff (44 y.o. and under) of the libraries are more subject to encouraging using the Internet sources for economical activity.

Libraries based in Aukstaitija encourage using search for work and educational information more often than in other regions. Public Internet access users in Dzukija are more often encouraged to use not only the search for work and educational information, but also the cultural, community and leisure information. Libraries' staff in Suvalkija distinguish by encouraging their visitors to create individual Internet content or to get acquainted with various Internet novelties more often.

- Encouragement to use various information fields is rather reduced -

When comparing the Internet sources, which the public Internet access users were encouraged to use in 2008 and in 2007, a tendency was noticed that, in the librarians' opinion, the encouragement diminished for almost all information sources. The exceptions (the encouragement equals to that of 2007) might be related to using Internet resources for economical activity and health information.

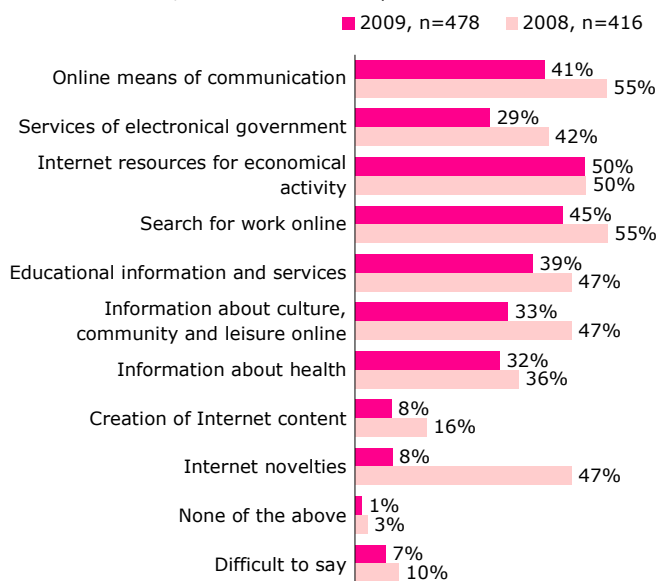
It is rather difficult to find an answer to the question what caused such changes, because the reasons might be related both to the reduced real primary libraries' staff involvement in public Internet access provision and a better expertize of the public Internet access users to use various forms of information in the Internet independently.

How did the initiatives of city librarians to encourage public Internet access users to use one or another source of information in the Internet change?

The moderation of encouragement in urban areas is not as dramatical as in the entire country. During the year of 2008 urban libraries' staff encouraged using the educational information, Internet novelties and the information related to Internet content creation less.

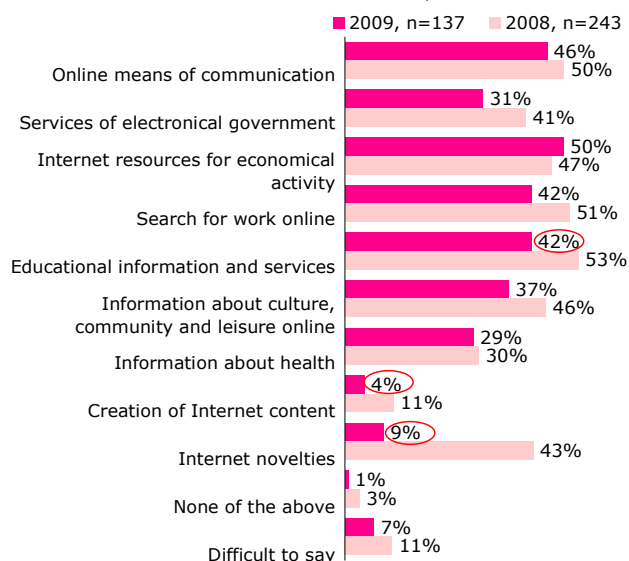
Visitors are encouraged to use these services in the library:

% of libraries' staff, whose libraries have public Internet access



Visitors are encouraged to use these services in the library:

% of urban libraries' staff, whose libraries have public Internet access



7. The Abilities and Skills of Libraries' Staff while Providing the Public Internet Access

7.1. Computer Usage and Other Basic IT Skills

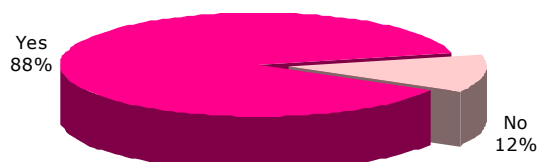
Using computer at work is gradually becoming an essential part of all the skills of a librarian. Computer usage is becoming a sign indicating exceptional abilities of a member of a libraries' staff.

The most (88%) librarians working or planning to work with public Internet access know how to use the computer. Computers are not used only by a part of librarians working in library branches in rural areas. Whether a member of libraries' staff uses a computer at work or not heavily depends on the presence of public Internet access in his/ her library. All members of library staff use computers for their work in branches where the public Internet access is available. In rural branches, where the public Internet access is only being planned to be implemented, only every second (47%) member of libraries' staff is using a computer in his/her work.

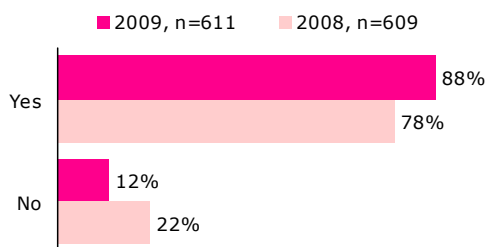
Also, a tendency was noticed that computer usage at work has a direct correlation with the age of the librarians – younger members of libraries' staff are more subject to using a computer than the elder librarians.

In 2008, computers at work were used by 10% more libraries' staff (in comparison to 2007). Almost an overall majority of urban libraries' staff use the computers in their work. During 2008, the computers started being used by those members of libraries' staff, who did not previously know how to use the computer. Currently, almost all urban librarians use computers to fulfill their work duties.

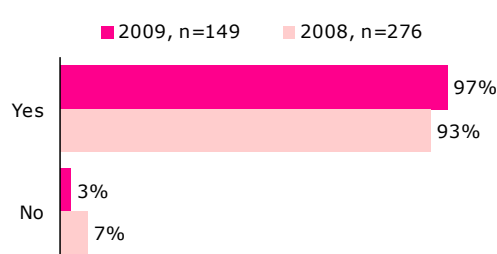
Use/ work on the computer in the library
% of all libraries' staff, n=611



Use/ work on the computer in the library
% of all libraries' staff



Use/ work on the computer in the library
% of all urban libraries' staff



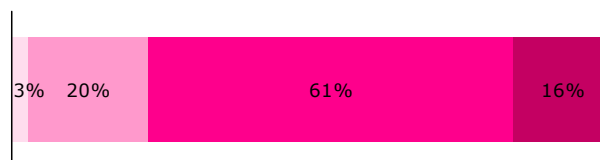
- The basic computer usage skills of libraries' staff are sufficient -

Most (77%) of the libraries' staff tend to evaluate their computer knowledge skills as sufficient. 16% of the librarians believe that they know how to use the computer very well and every fourth member of libraries' staff lacks computer usage skills.

The computer usage skills of librarians depend on three factors: age (the younger the member of libraries' staff, the better skills he/ she has), location of the library (computer usage skills in the urban areas are markedly better) and (un)availability of public Internet access (the skills are more superior, where the public Internet access is present).

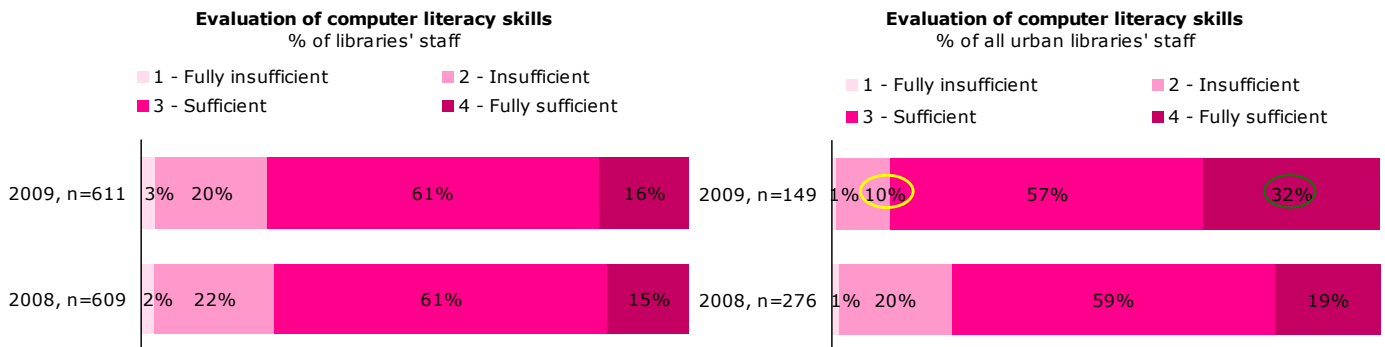
Evaluation of computer literacy skills
% of libraries' staff, n=611

1 - Fully insufficient 2 - Insufficient
3 - Sufficient 4 - Fully sufficient



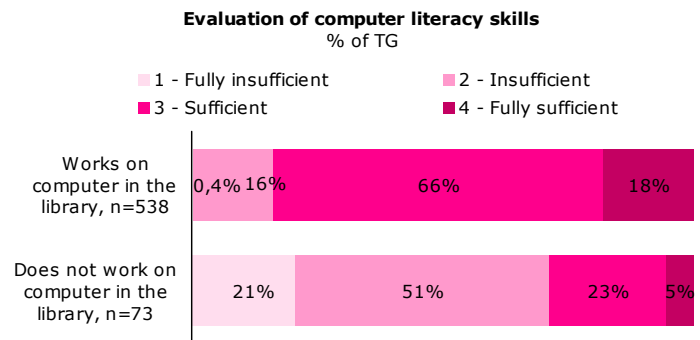
- The computer usage skills of urban libraries' staff are improving quickly -

There were no changes noticed in computer usage during 2008 nationwide. It is delighting that together with intensive public Internet penetration to urban libraries, the computer usage skills of these libraries' staff are improving as well. On the grounds of the latter, we can make an assumption that public Internet access introduction to the libraries is a vital force encouraging the computer and technology usage by the libraries' staff in general. Moreover, we can predict that when the public Internet access implementation in rural libraries is more intensified, the computer and Internet usage skills of librarians in the rural areas will improve as well.

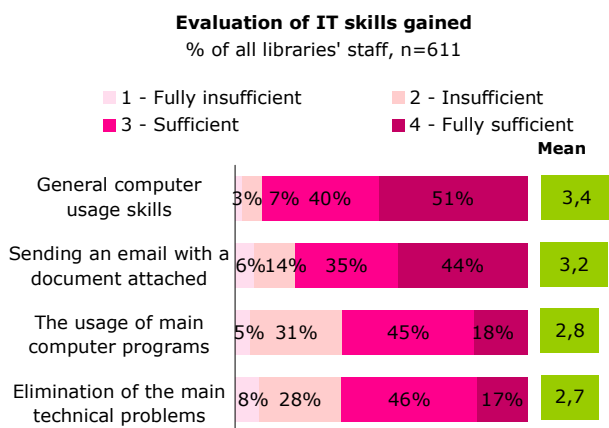


While analyzing the data further on, we took a closer inspection to the reasons why the librarians do not use computers at work – is it because they are simply not present in the library or because the members of libraries staff lack basic computer usage skills?

On the one hand, the research data show that 28% of libraries' staff, who are not using a computer at work, have computer skills, which are sufficient enough. On the other hand, 17% of libraries' staff, who are using computers at work, have insufficient computer skills.



- The most well-established IT skills are related to general computer usage skills and skills of sending an e-mail with an attachment -



While analyzing the basic computer usage skills of libraries' staff in more detail, we noticed that the most well-established are the general computer usage (using mouse, printing) (91%) and sending an e-mail with a document attached (79%) skills.

Almost every third (36%) member of libraries' staff feels the lack of skills to use the main computer programs (Word, Excel, Power Point). The same amount of librarians would not feel confident in dealing with technical problems („sleeping“ computer, „stuck“ printer).

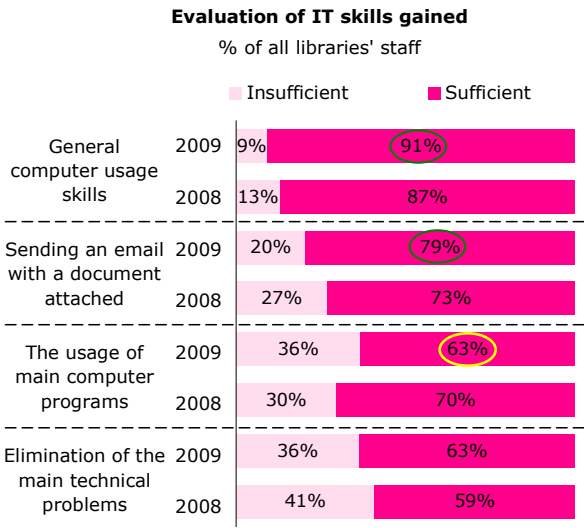
Younger members of libraries' staff working in urban libraries more often have more superior skills of using information technologies. These librarians tend to evaluate their computer usage skills as "fully sufficient".

The oldest members of libraries' staff working in rural libraries with public Internet access evaluate their computer usage skills as sufficient. The skills are insufficient mostly of those members of libraries' staff whose libraries do not have the public Internet access yet.

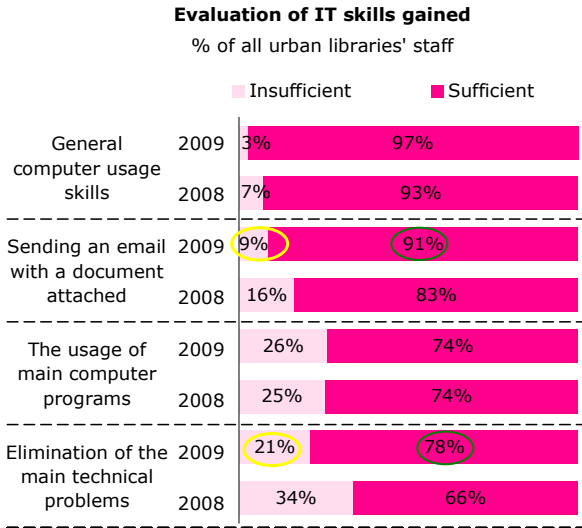
- The skills of electronic communication and reduction of technical problems of urban libraries' staff improved -

Did the computer usage skills of libraries' staff improve during the 2008? In general, it can be recorded that there are no huge improvement changes in skills. The general computer usage skills including sending an e-mail with attached document improved only slightly and the skills of using computer programs worsened. The latter was probably influenced by the fact that during the researches different members of libraries' staff (not the same person) were surveyed. The sample includes such members of libraries' staff, who learned to use the computer only during the exploratory year, therefore, their skills are naturally less stronger than the skills of librarians, who were using computers for a longer time.

The skills of urban librarians of using information technologies are much less stronger than the skills in the country in general. In cities, the peculiarities of electronic communication, main program usage and the elimination of technical problems are handled better. During the exploratory year, the electronic communication and technical problem elimination skills of urban libraries' staff improved significantly.



*2009 n=611, 2008 n=609

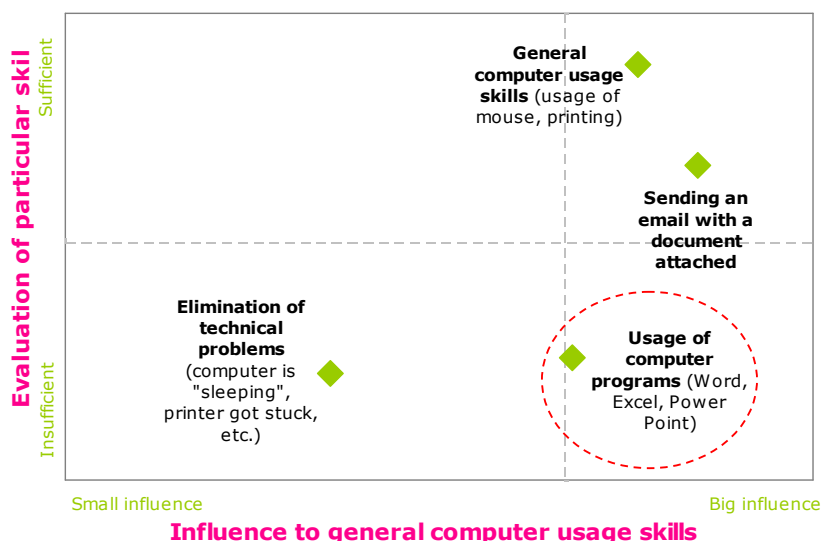


*2009 n=149, 2008 n=276

- The biggest disadvantage of IT skills is insufficient skills of Word, Excel and Power Point -

Which of the spread basic computer usage skills have the greatest impact on the evaluation of computer usage skills? The correlation of general computer usage skills evaluation³ and particular the skills of information technologies evaluation is presented in the matrix on the right.

The matrix indicates that, for example, sending an e-mail with an attached document is evaluated as a rather well acquired skill. The evaluation of this skill, in turn, makes a great impact on the general opinion of a member of a libraries' staff of whether he/ she knows how to use the computer well enough. The situation is similar while considering the general computer usage skills (using mouse, printing) – there is a great impact on the general evaluation and these skills are sufficient enough as well.

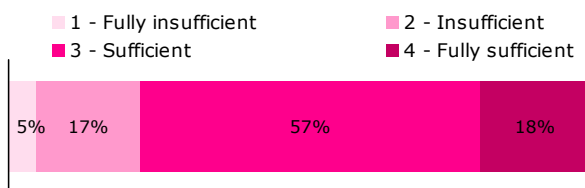


The skills of librarians to eliminate technical problems are insufficient, however, the absence of this skill does not make a big impact on the evaluation of the computer usage skills of a librarian.

The usage of the main computer programs (Word, Excel, Power Point) is in the worst condition. Ability to use these programs has a great impact on the evaluation of general computer usage skills, but the ability to use these programs is insufficient.

7.2. The Internet and Internet Resources' Usage Skills

Evaluation of Internet resources (search, electronic services, etc.) management skills
% of all libraries' staff, n=611

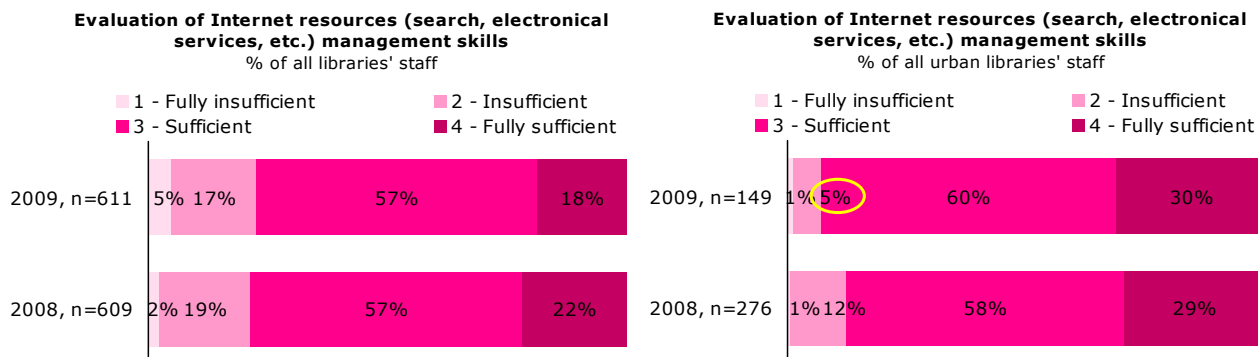


Three out of four members of libraries' staff have sufficient Internet usage skills. One fourth of librarians lack Internet usage skills.

Younger members of libraries' staff, who work in the libraries having public Internet access, have better Internet usage skills.

³ To calculate the dependance of two variables Pearson correlation coefficient is used. The value of correlation coefficient can change from 0 to 1. The correlation coefficient shows how the two variables are interrelated., 1 means the greatest dependance (both qualities are evaluated as identical), and 0 means that the qualities are not interrelated (the evaluation of one quality does not have any influence on the evaluation of another quality).

When seen through the perspective of all libraries' staff, the Internet usage skills during the exploratory year remained the same. The Internet resource management skills of urban librarians, the same as the general computer usage skills are stronger than the indications of the entire country. A considerably greater part of urban libraries' staff evaluate their Internet resource usage skills as fully sufficient.



- The less specific knowledge required, the better the evaluation of skills -

Internet usage for general purposes (to check e-mails, surf the news webpages, etc.) is less problematic for libraries' staff (88% of libraries' staff believe that they have sufficient skills) and using the online search engines (87%).

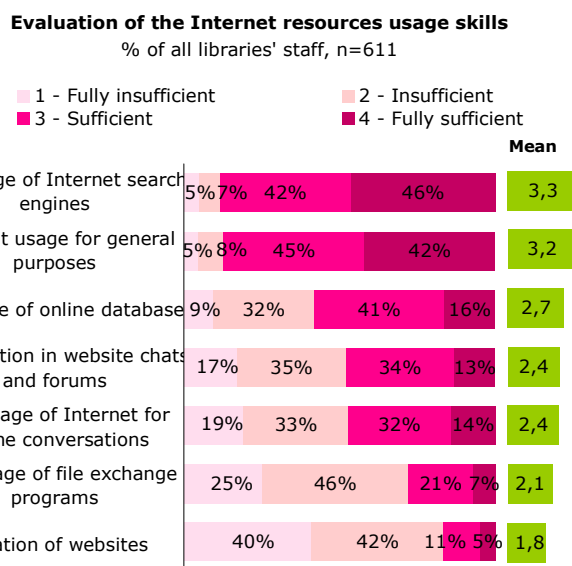
The second group is Internet resource group and it is more problematic – every second member of libraries' staff believes he/ she does not have sufficient skills to use it. It includes using the online databases (57%), participation in chats and forums in the Internet (47%) and Internet usage for telephone conversations (46%).

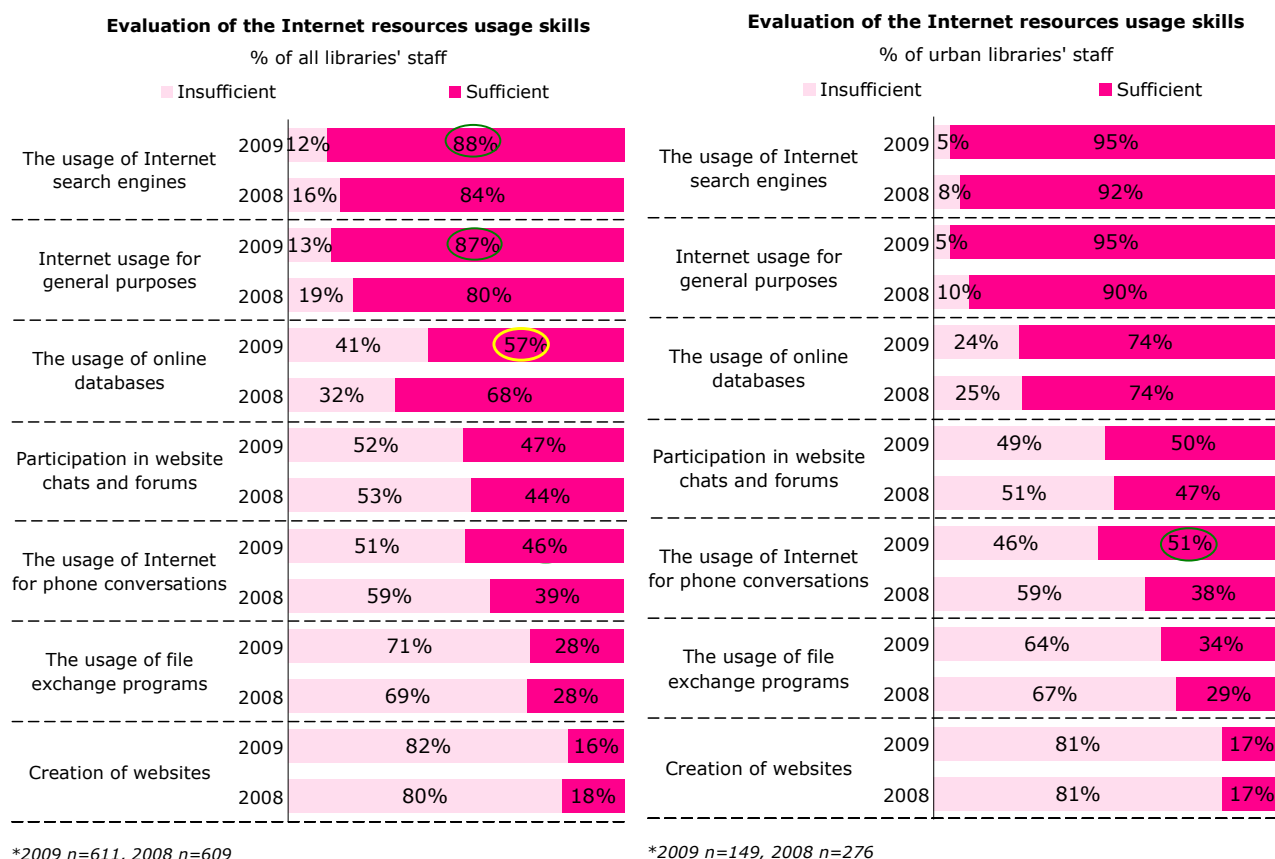
The most problematic aspects of Internet usage are using the file exchange programs (28%) and the creation of an Internet webpage (16%).

Members of libraries' staff of younger age and working in libraries with public Internet access are more subject to using Internet resources.

During 2008, in comparison to 2007, the skills of libraries' staff to use the Internet for general purposes, information search and telephone conversations improved much more. However, the skills of using online databases slightly worsened. It is delighting that more and more libraries' staff think that they have sufficient skills to use Internet for telephone conversations.

Urban libraries' staff have better skills of using search engines, databases and Internet usage for general purposes. However, in terms of managing specific knowledge requiring Internet resources (forums, telephone conversations, creation of a webpage and file exchange programs), urban librarians do not have a competitive advantage over the colleagues in the rural areas.



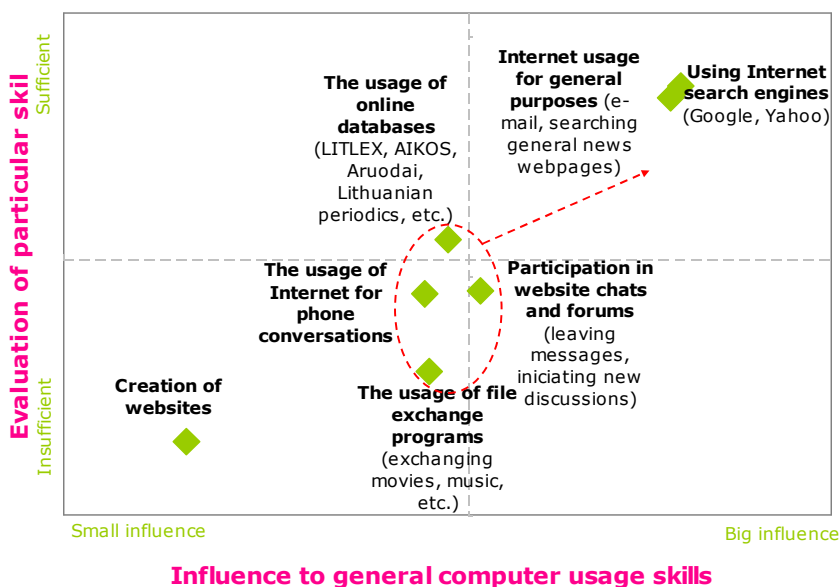


On closer inspection on which particular Internet resource management skills have the greatest impact on the general evaluation of Internet resource usage, we observed that there were no skills improvement of which would significantly improve the Internet resource management skills.

Using search engines and Internet for general purposes are the aspects having a great influence on general evaluation. However, we may consider them as not problematic, because they are evaluated as sufficient.

Contradictory and at the same time similar situation is about evaluating the skills of an Internet webpage creation. On the one hand, the librarians have minimum skills of Internet webpage creation. On the other hand, this aspect does not have a great influence on the general evaluation of Internet resource usage.

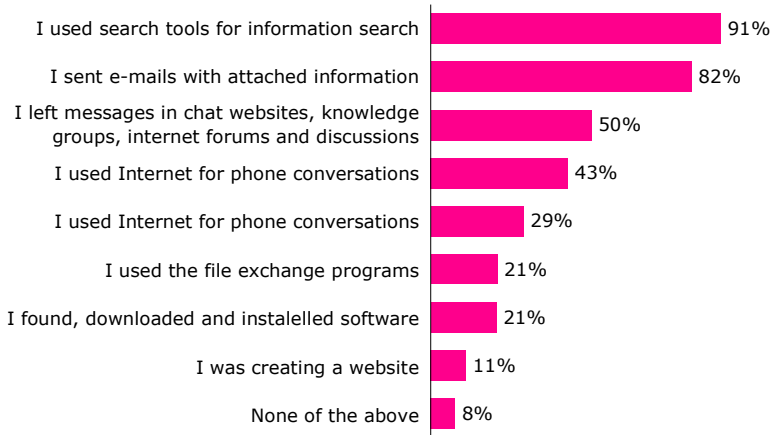
There are some skills, which libraries' staff should improve. These skills include using databases, exchange programs, telephone conversations and communicating in various websites. Currently, these skills are evaluated as average, however, they have a relatively great impact on general evaluation.



- Individual activities are related to sufficient skills to fulfil them -

Works related with Internet resources and accomplished individually

% of all libraries' staff, n=611



Looking more precisely to the activities, which libraries' staff are subject to perform individually, a tendency can be recorded that using particular Internet resources individually is closely related to mastering particular skills. That is why a vast majority of libraries' staff used the search tools to find information and sent e-mails with attached documents. In other words, they more often performed the activities for which the required skills were the strongest. Conversely, most of the members of libraries' staff do not have Internet webpage creation skills, therefore, only every fifth librarian has ever created an Internet webpage by himself/herself.

How does individual Internet resource usage depend on the librarian and the library he/ she is working in?

It was noticed that younger and middle-aged members of libraries' staff were more subject to using the Internet individually. In fact, more often only younger librarians (under 44) worked with software and deleted viruses and other unnecessary programs. Senior librarians more often indicated that they did not use Internet resources. The latter members of libraries' staff worked in rural branches and in libraries with no public Internet access.

Internet resources were also used more often in urban libraries and in libraries with public Internet access. Software, various programs and viruses were more often dealt with individually in central libraries.

Another interesting tendency was noticed. A part of libraries' staff started performing some activities individually, for which they did not have the required skills or the skills were insufficient. For example, 45% of librarians, who created an Internet webpage, stated that they did not have sufficient skills for this activity.

27% of libraries' staff left messages in chats and participated in forums, 18% of librarians used the file exchange programs and 16% of libraries' staff used the Internet for telephone chats even lacking the required skills.

During 2008 (in comparison to 2007), using Internet resources individually slightly improved. More and more librarians used search tools, sent e-mails with attached information, participated in discussion forums and used the Internet for telephone conversations individually.

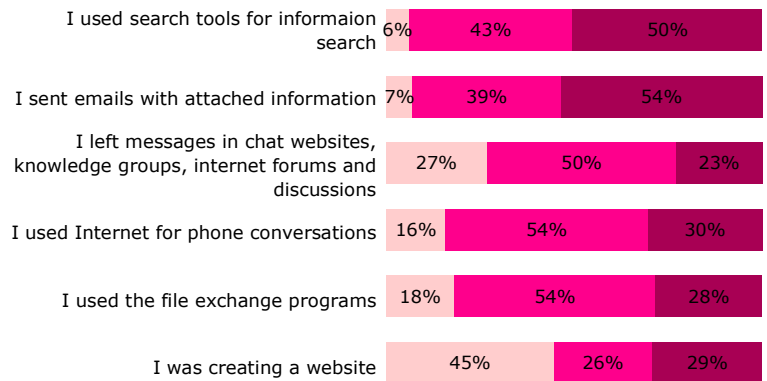
During the exploratory year, only the scope of individual work with viruses and removing unnecessary programs from computers narrowed. However, it might be treated positively assuming that the computer technologies used in the libraries became more secured from undesirable viruses.

Urban libraries' staff is more subject to using almost all Internet resources individually. Furthermore, a vast majority of resources were started being used individually even more often during the research period.

The evaluation of gained IT usage skills

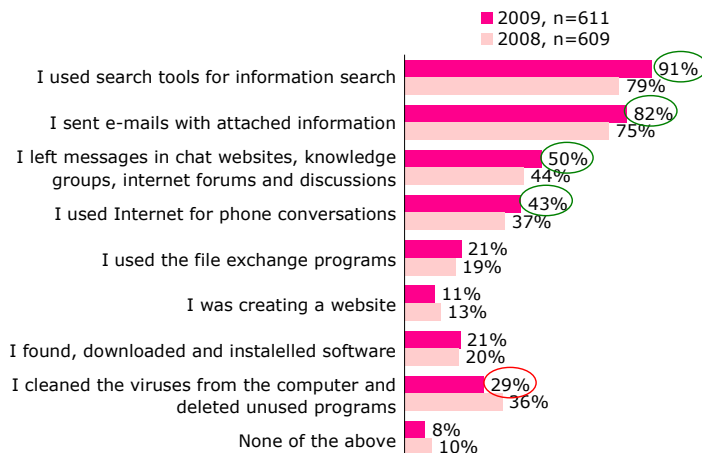
% of particular activity performance

Insufficient Sufficient Fully sufficient



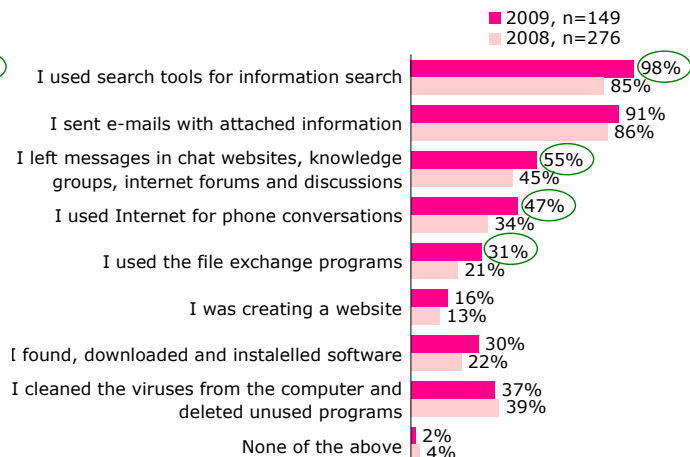
Works related with Internet resources and accomplished individually

% of all libraries' staff



Works related with Internet resources and accomplished individually

% of urban libraries' staff

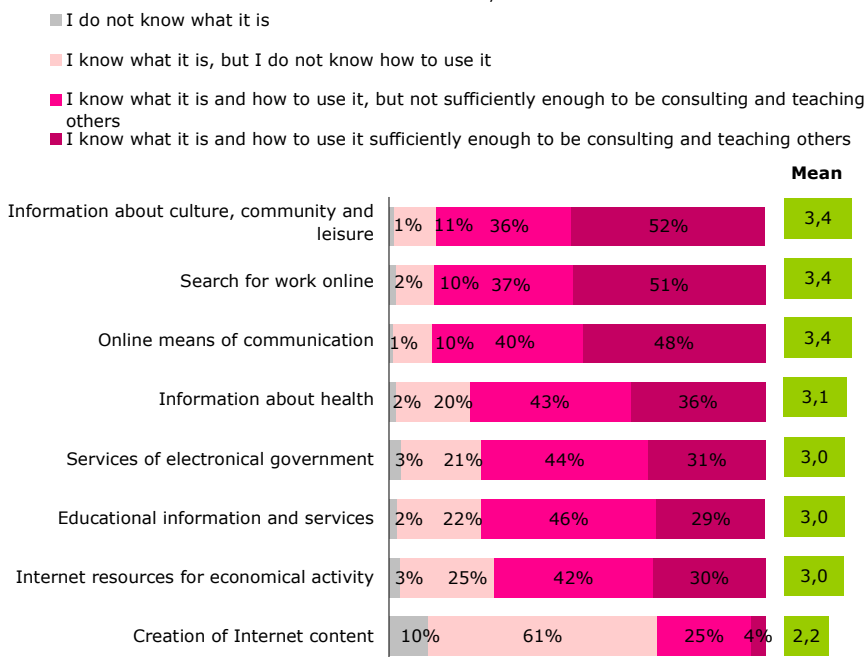


- Libraries' staff is aware of the Internet resources opportunities are known how to use them. However, the members of libraries' staff are able to consult others less frequently -

Most of the libraries' staff know the possibilities of finding various information or using the services provided in the Internet.

Familiarity with Internet resources and consulting potential

% of all librarians, n=611



In this context, knowledge of Internet content creation distinguishes the most. 10% of libraries' staff state that they are unaware what it is. It is mostly the oldest members of libraries' staff working in rural areas without the public Internet access. The vast majority (61%) of librarians know what Internet content creation is, however, they do not know how to implement it. Only a small part of libraries' staff (4%) has the greatest knowledge and skills how to create Internet content. They mostly work in central libraries.

A large amount of libraries' staff knows how to use the information in the Internet on various subjects. However, not all of them would know how to train others how to use it. The strongest skills of librarians including the training of others are related to the information on culture and leisure, work search and electronical means of communication. The search

for the information mentioned above is not problematic neither for librarians, nor for public Internet access users. These information domains are used the most often.

Looking deeper into the skills of libraries' staff to use health and educational information, electronical government services or services for economical activity (e.g., electronical banking) – to use the resources, for which specific knowledge is needed – it was noticed that the most librarians are aware of this information and know how to use it, however, not enough to be consulting others.

More often younger (under 44) members of libraries' staff, librarians working in urban areas and in libraries with public Internet access have better knowledge and usage skills of using all Internet resources. Libraries' staff working in the central libraries have the most advanced knowledge (specific knowledge, in particular), while the older members of libraries' staff working in rural libraries or in libraries with no public Internet access have poorer knowledge.

- It is encouraged to use the resources, which do not require specific skills. That is to say, it is encouraged to use everything except the electronic government, electronic banking and the creation of Internet content -

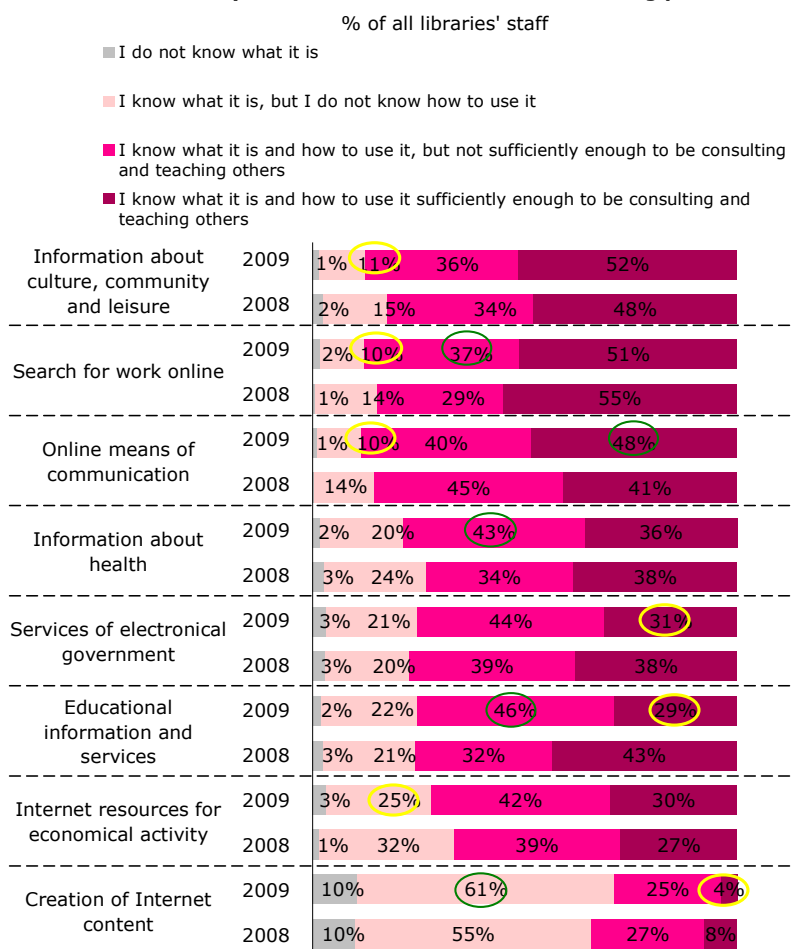
While analyzing this information, a question rises – is there a relation between the knowledge acquired by a member of the libraries' staff and resultant consulting skills and the particular Internet resources the librarians are encouraging to use the public Internet access users?

Comparing the two information groups we noticed that if such relation exists, it is weak. In other words, it is more expressed in the cases of more sophisticated Internet resource usage. The same can be said about the services of electronic government and economic activity in the Internet. Both while filling in the State Tax Inspectorate declarations and using electronic banking services, it is not enough to be aware of it. In order to be able to train others, one has to be a relatively well skilled user of these services.

Thus, the research data show that in terms of these two services, the libraries' staff having stronger skills of using these services are more subject to encouraging the visitors to use them. Partially, the same can be said about the skills of Internet content creation and encouragement of others.

In 2008, the number of members of libraries' staff unaware how to use cultural/ leisure information, work search, electronic means of communication and Internet resources for economical activity decreased. More members of libraries' staff learnt how to use health information (except the consultation skills).

Familiarity with Internet resources and consulting potential

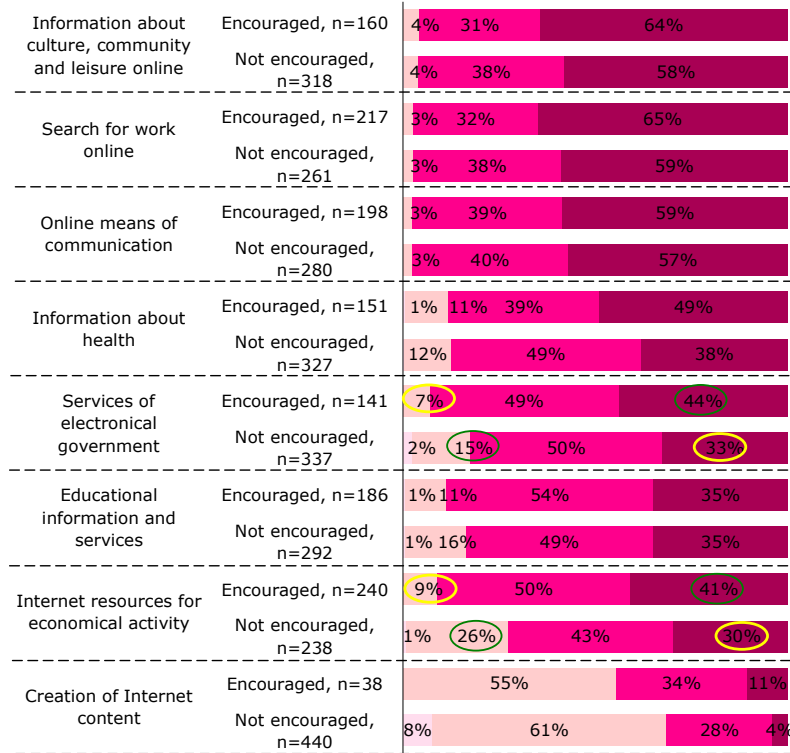


*2009 n=611, 2008 n=609

The level of familiarity with Internet resources and their provided possibilities in the libraries, which are encouraging or not encouraging it

% of libraries encouraging (or not) a specific activity

- I do not know what it is
- I know what it is, but I do not know how to use it
- I know what it is and how to use it, but not sufficiently enough to be consulting and teaching others
- I know what it is and how to use it sufficiently enough to be consulting and teaching others

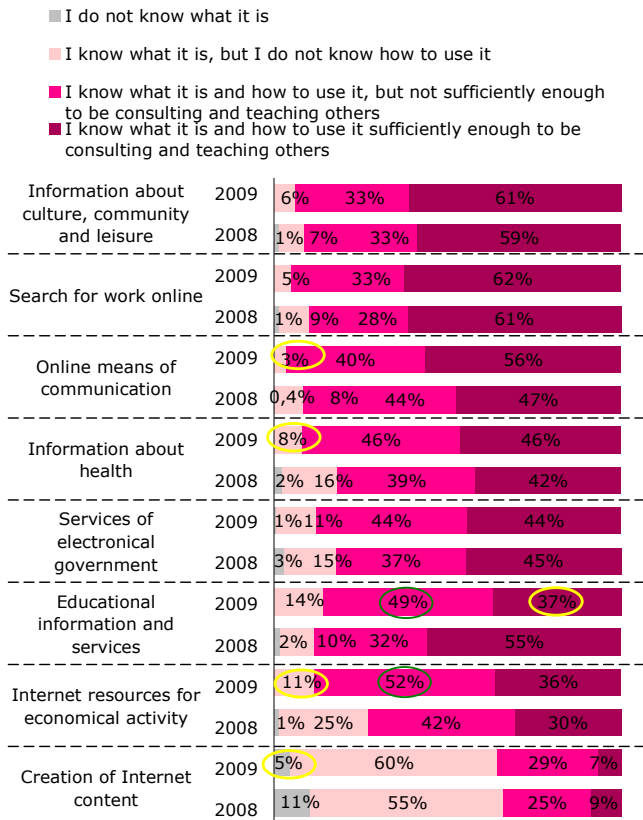


While comparing the abilities of urban librarians to use various Internet resources and to train others, positive changes were noticed. It indicates that the number of libraries' staff, who are aware of electronic communication possibilities, health information and Internet resources for economical activity, but do not have usage skills diminished. In 2008 there were also less members of libraries' staff, who were unaware of Internet content creation.

There were more librarians, who knew how to use the Internet resources for economic activity and for the search of health and education information. However, this knowledge is not sufficient enough for training others.

The level of familiarity with Internet resources and their provided possibilities

% of urban libraries' staff

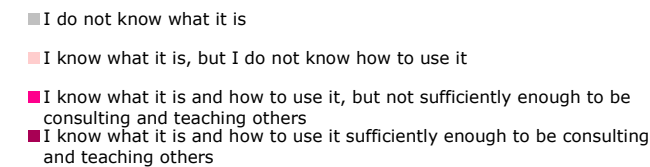


*2009 n=149, 2008 n=276

7.3. The Awareness of Internet Novelties and their Usage Skills

The level of familiarity with Internet novelties and their usage

% of all librarians, n=611



Mean

- Novelty knowledge is limited and the usage skills are even more infrequent -

The most well known Internet novelty is Wikipedia. It is known by 81% of libraries' staff. Two out of three members of libraries' staff know how to use this encyclopedia and every third librarian could teach others.

Video sharing systems (because of the popular YouTube) (66%) are also relatively well known, however, only 15% of librarians could teach others how to use this program. Blogs rather widely known as well (62%). Approximately every second member of libraries' staff is aware of other novelties (Library 2.0, Flickr, Web 2.0, RSS, Del.icio.us) and every third librarian knows how to use them. Very few librarians could train others to use these programs.

The knowledge on Internet novelties and their usage skills depend on the age of the member of

libraries' staff, the location of occupation (urban or rural) and on the presence of public Internet access in the library. While analyzing the ability to use novelties according to these aspects, we can provide a few general remarks:

- More often the oldest members of libraries' staff working in rural libraries or libraries with no public Internet access are not aware of the novelties at all.
- More often the younger and middle-aged members of libraries' staff (under 50), who work in libraries with public Internet access, are aware of novelties and know how to use them, however, not sufficiently enough to be training others.
- More often the members of libraries' staff of younger age (under 44) know how to use novelties and could train others how to use them.

We would like to draw your attention to a few more revealing results:

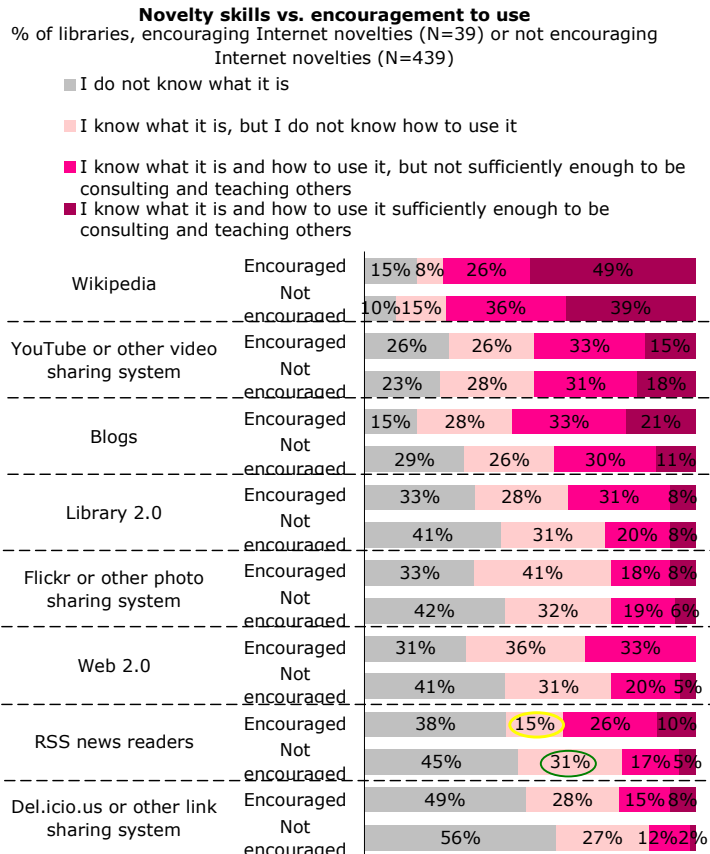
- WEB 2.0, Library 2.0 and RSS are known by a relatively large amount of central libraries' staff (of other branches in urban areas as well), however, they are not aware of how to use it.

- Wikipedia is an Internet novelty, which is mostly encouraged to be used by the libraries' staff -

We collated the practice of awareness-ability to use-ability to consult with the librarian answers to the question, if they are encouraging the public Internet access users to use Internet novelties.

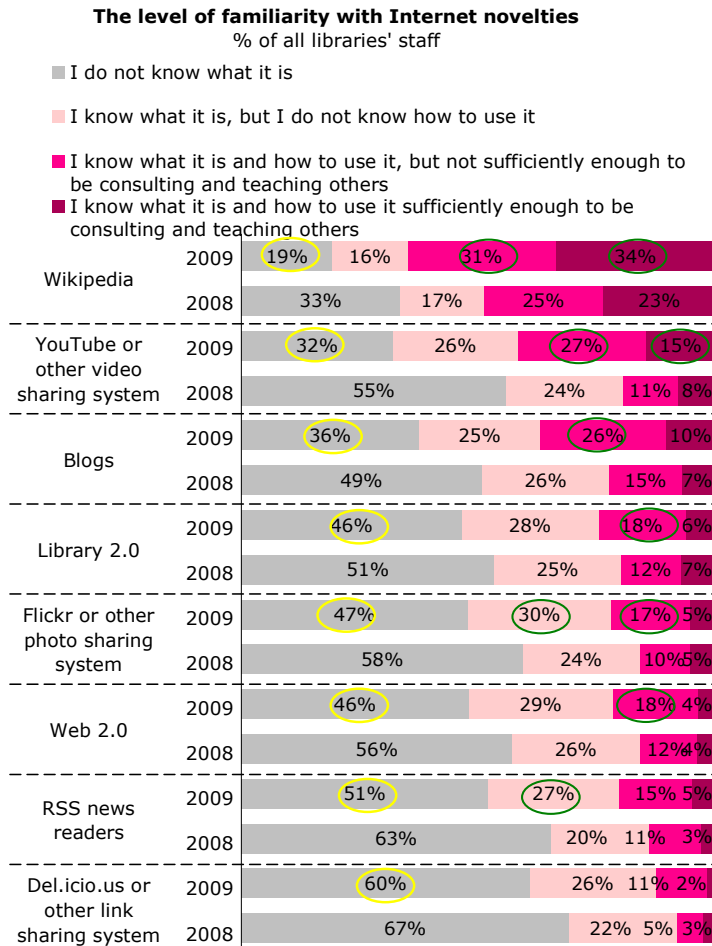
We can make a few conclusions from the above mentioned collation:

1. The "awareness-ability to use-ability to consult" is commonly better of those members of libraries' staff who encourage to use novelties rather than of those, who do not encourage.
2. The positive answer to the question "Do you encourage to use novelties?" was mostly determined by a relatively well knowledge of Wikipedia encyclopedia. It can be grounded on the fact that, for example, none of the members of libraries' staff encouraging Internet novelties has enough consulting Web 2.0 knowledge.



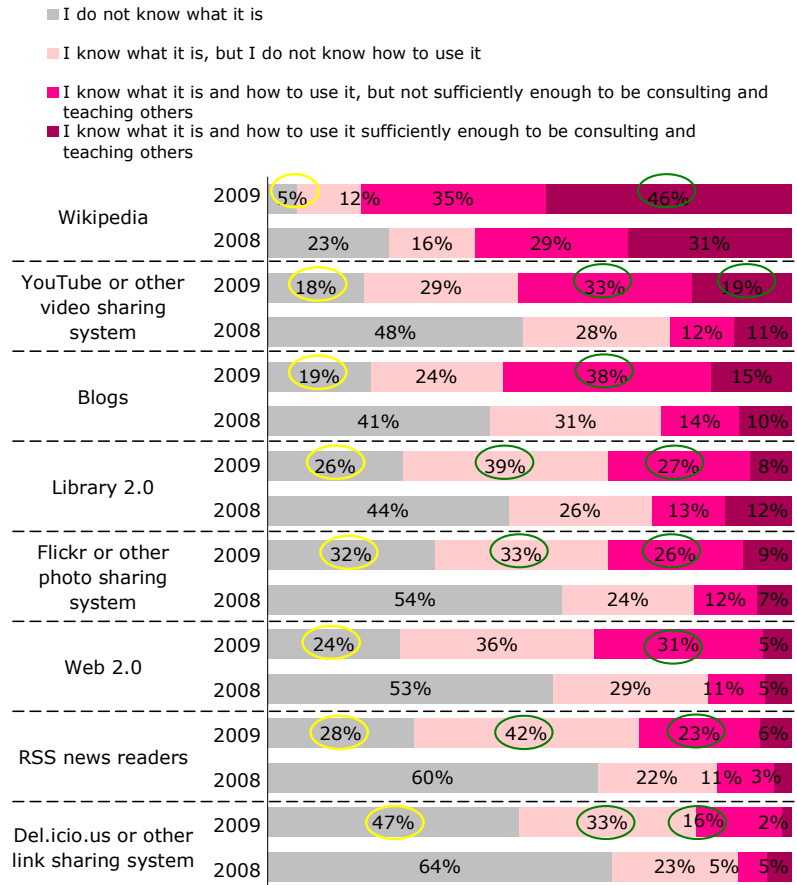
- More and more members of libraries' staff are aware of Internet novelties and how to use them -

During 2008, positive changes took place. More and more members of libraries' staff get acquainted with novelties (they not only are aware of them, but also know how to use them) and the number of those who are completely unaware of novelties is decreasing.



*2009 n=611, 2008 n=609

The level of familiarity with Internet novelties
% of urban libraries' staff

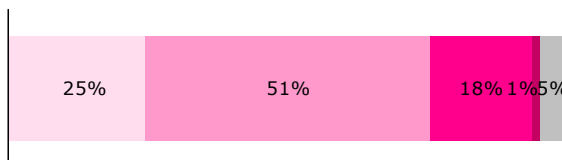


*2009 n=149, 2008 n=276

- The skills of using Internet novelties are evaluated respectively – they are somewhat insufficient -

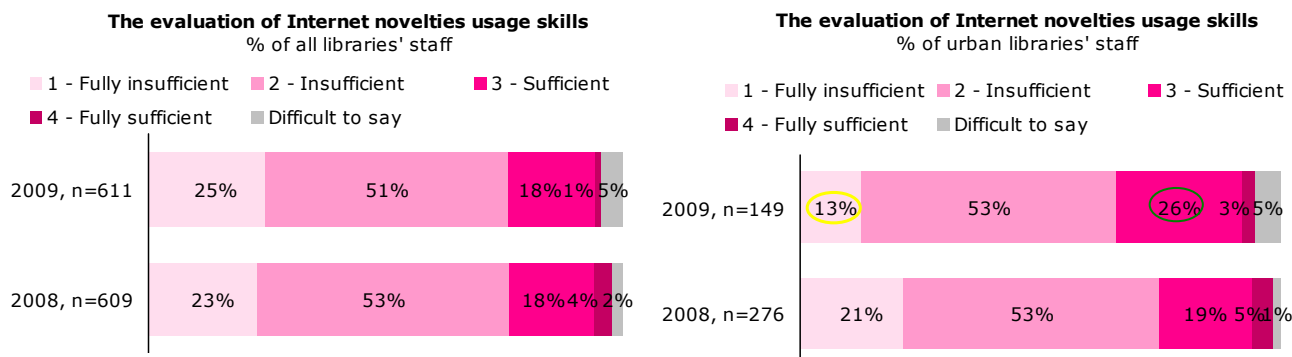
The evaluation of Internet novelties usage skills
% of all libraries' staff, n=611

- 1 - Fully insufficient
- 2 - Insufficient
- 3 - Sufficient
- 4 - Fully sufficient
- Difficult to say



Having in mind the information provided above in the report that a substantial part of libraries' staff are unaware what Internet novelties are and only a small part of them are able to use these novelties, low evaluation of Internet usage skills should not be surprising. Three fourths (76%) of libraries' staff pointed that their Internet usage skills are insufficient. The staff of central libraries, on the other hand, more often have sufficient skills of using Internet novelties.

Considering how Internet novelties usage skills changed during 2008, we witness that no changes occurred. However, if we looked only at urban libraries' staff, the positive tendencies are noticeable. There are less members of libraries' staff stating that their skills are fully insufficient and there are more librarians who believe that their skills to use Internet novelties are sufficient.



8. Initiatives while Attracting New Public Internet Access users

8.1. Initiatives in the Library Level

It is not surprising that the promotions of visitor outreach and encouragement to use public Internet access are organized more often than the IT trainings. Every second (49%) member of libraries' staff pointed that in her library in 2008 there was one or two such promotions organized and in 13% of libraries there were more of such promotions. According to the libraries' staff, during 2008, IT trainings were organized in almost every second library (46%).

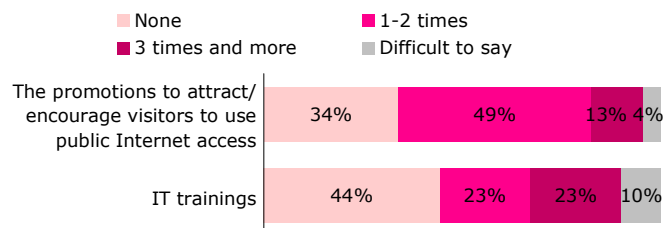
In 2008, the promotions of visitor/user attraction were not organized in 34% of the libraries. IT trainings were not organized in 44% of the libraries.

While comparing the organization frequency of promotions and trainings in 2008 and 2007, we noticed that the practice of IT training organization did not change. The promotions were implemented by the same amount of libraries, only in 2008 they were done much more frequently than in 2007.

Analogous changes during the year were noticed in urban libraries.

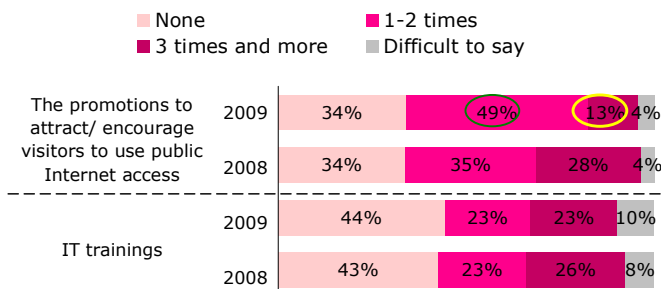
The frequency of initiatives to attract/ encourage visitors to use public Internet access

% of libraries' staff, whose libraries have public Internet access, n=478



The frequency of initiatives to attract/ encourage visitors to use public Internet access

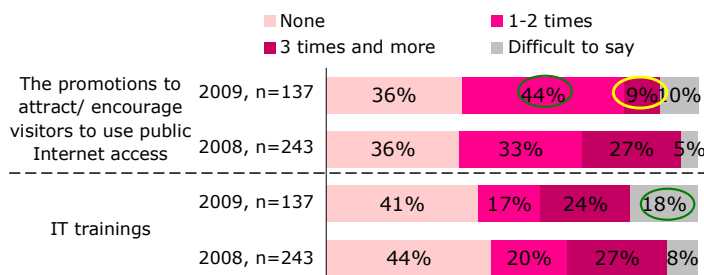
% of libraries' staff, whose libraries have public Internet access



*2009 n=478, 2008 n=416

The frequency of initiatives to attract/ encourage visitors to use public Internet access

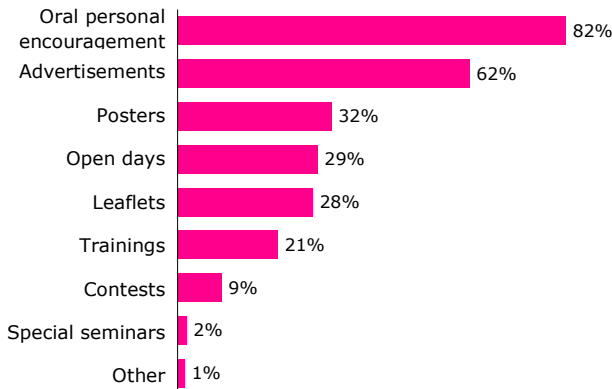
% of urban libraries' staff



- The most frequently used means of visitor outreach to use public Internet access are the active means of personal approach -

Means, which encourage the public Internet access usage

% of libraries' staff, whose libraries have public Internet access, n=478



The vast majority (82%) of libraries' staff intending to encourage the visitor to use public Internet access do it by talking to a visitor in person. It is especially widely practiced in rural libraries.

The means of passive visitor outreach are widely used as well. Advertisements are placed in 62% of the libraries, posters – in 32% of the libraries and leaflets – in 28% of the libraries.

29% of the libraries organize open days, 21% - trainings and 9% - contests and special seminars (2%).

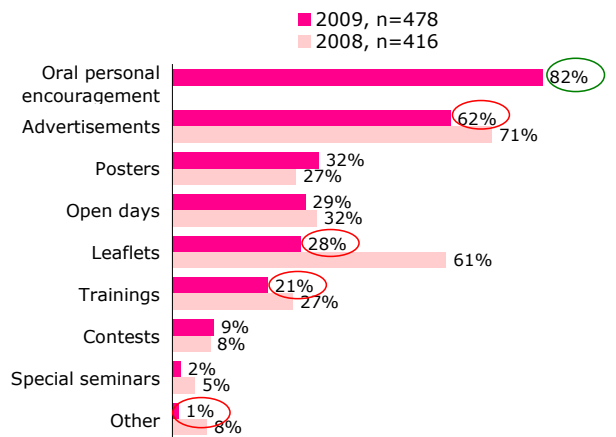
A few members of libraries' staff stated that events and exhibitions were organized in their

libraries, the material was placed in the Internet webpage and every 1000 Internet user was given a prize.

In 2008, in comparison to 2007, the number of leaflets as means of user attraction reduced dramatically. Also, special trainings were organized slightly less often and there were somewhat less advertisements on the library walls encouraging to use public Internet access. (There was no alternative of "Encouragement verbally personally" in the research of 2008).

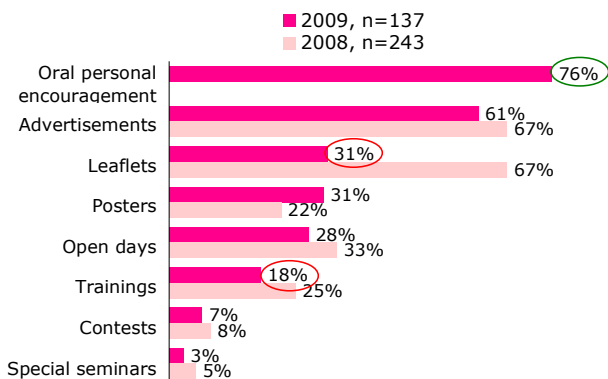
Means, which encourage the public Internet access usage

% of libraries' staff, whose libraries have public Internet access



Means, which encourage the public Internet access usage

% of urban libraries' staff



In urban libraries, the leaflets were used less often and there were less trainings organized for the public Internet access users' attraction.

8.2. Personal Initiatives while Teaching and Consulting on Computer and Internet Usage

- Less than every second librarian contributed to teaching visitors to use the computer and the Internet -

More than every second member of libraries' staff contributed to teaching visitors to use the computer and the Internet (55%). Most of them (43%) performed one of the named activities. 8% of the librarians contributed to performing two activities and 3% of libraries' staff contributed to three or more activities. Mostly the staff of central libraries and of libraries with public Internet access contribute more to various training activities.

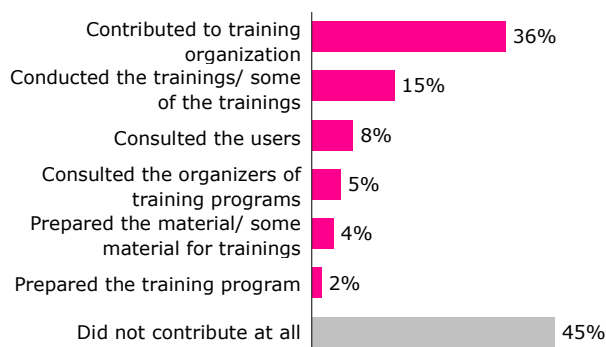
Most of the libraries' staff (36%) mostly contribute to training organization while participating in public Internet access user trainings to use the computer and Internet. 15% of the libraries' staff conducted the trainings or a part of the trainings; 8% of librarians consulted the users and 5% of librarians consulted the organizers of the training programs.

While analyzing the changes during the year, significant changes in attracting public Internet users were not recorded. Looking from the perspective of entire country, the numbers of the following reduced only slightly:

- The number of libraries' staff who contributed to training material preparation.
- The number of libraries' staff who provided help while preparing the training material.
- The number of training program organizers' consultations.

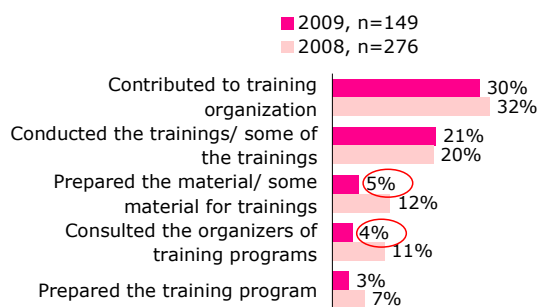
How did you contribute to training public Internet access users to use computer and Internet?

% of all libraries' staff, n=611



How did you contribute to training public Internet access users to use computer and Internet?

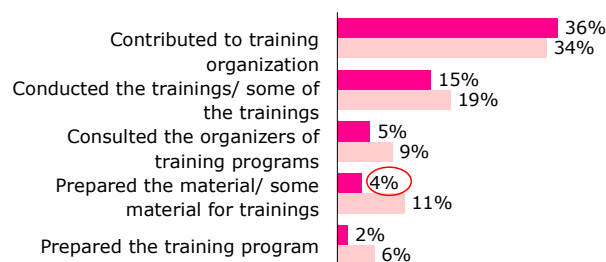
% of urban libraries' staff



How did you contribute to training public Internet access users to use computer and Internet?

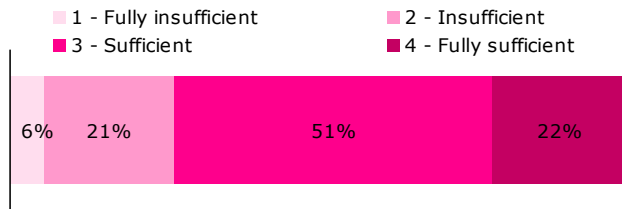
% of all libraries' staff

2009, n=611 2008, n=609



- The skills of help provision (to use the computer and the Internet) are sufficient and they improved slightly in the urban areas -

The evaluation of skills of helping people willing to use the public Internet access
% of all libraries' staff, n=611

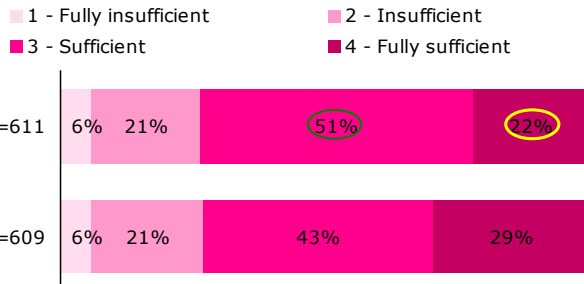


Most (73%) of the libraries' staff believe that they have sufficient skills to help visitors to use the computer and the Internet. More often urban librarians and the staff of libraries with public Internet access have sufficient skills.

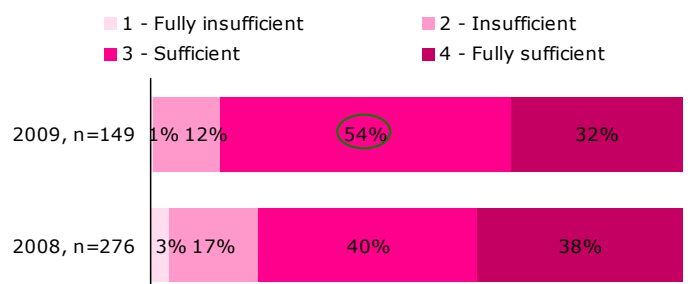
Whilst analyzing the changes of 2008, we noticed that there were no dramatic changes in the development of skills. A slightly higher amount of libraries' staff have sufficient skills to consult others on computer and Internet usage, however, there are less librarians having fully sufficient skills to provide such consultations.

In urban areas, positive tendencies are somewhat stronger. More and more librarians note that they have sufficient skills to consult visitors about computer and Internet usage.

The evaluation of skills of helping people willing to use the public Internet access
% of all libraries' staff

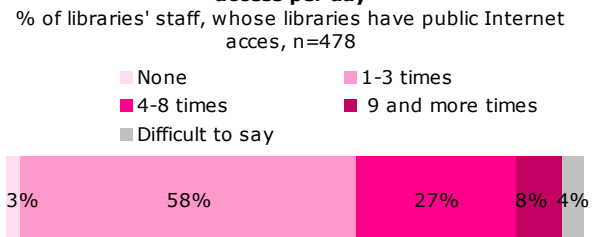


The evaluation of skills of helping people willing to use the public Internet access
% of urban libraries' staff



Most of the libraries' staff working with public Internet access consult the visitors every day. Judging by the consulting frequency, consulting activities are not very intensive. A bigger part of libraries' staff (58%) do it 1-3 times per day (especially in the rural libraries), 27% of librarians do it 4-8 times per day and 8% of librarians consult visitors 9 and more times per day. It is influenced not only by and not mostly by the lack of initiative of the librarians, but by a constant and rarely changing public Internet access user circle (especially in the rural libraries).

The average number of consultations on public Internet access per day



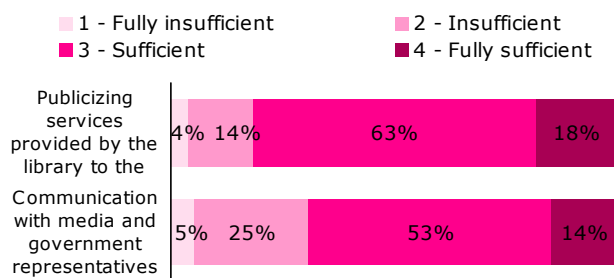
8.3. The Skills of Publicizing and Related Personal Initiatives

- Communication with the media and the government is a weaker mastered skill -

The libraries' staff evaluates the skills of publicizing the services provided by the library relatively well. Even 81% of libraries' staff believe that these skills are more or less sufficient. Considering the latter, we should evaluate, whether all members of libraries' staff perceive the "publicizing the services to the society" the same (what sort of content is perceived by every librarian) and whether they had any experience of publicizing.

The evaluation of public relation skills

% of all libraries' staff, n=611



The librarians evaluate the skills of communication with the media and the government representatives as worse. There are 67% of libraries' staff who believe that they have sufficient skills. Younger librarians are more subject to evaluating their communication with the media skills as insufficient.

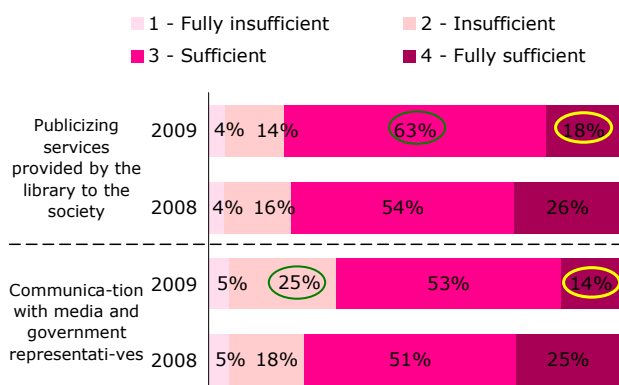
During 2008, in comparison to the situation in 2007, the skills of publicizing the services provided by the library did not change. The librarians still possess these skills, however, they are evaluated as less sufficient than in 2007. The skills of communication with the government and the media are evaluated worse. There are more members of libraries' staff who think that

their skills are insufficient and there are less librarians who evaluate their skills as very strong.

The urban libraries' staff skills of publicizing the services of the libraries to the society mainly did not change during 2008. The skills of communication with the media were evaluated slightly worse.

The evaluation of public relations skills

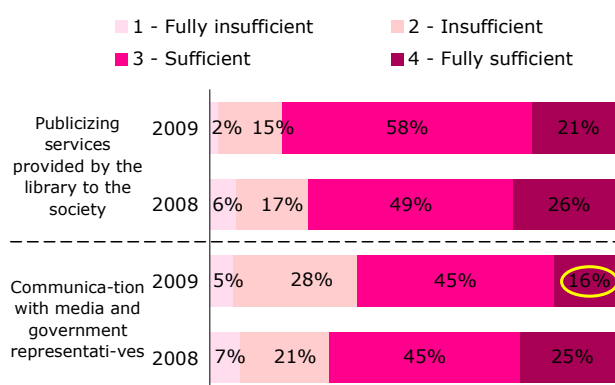
% of all libraries' staff



*2009 n=611, 2008 n=609

The evaluation of public relations skills

% of urban libraries' staff



*2009 n=149, 2008 n=276

- While publicizing the services of libraries, most often librarians write articles, communicate with the media and speak publicly -

Most (88%) of the librarians stated that they performed one or another publicizing activity at least once. Most often they wrote articles to regional press (61%), communicated with the media (57%) and spoke publicly (55%).

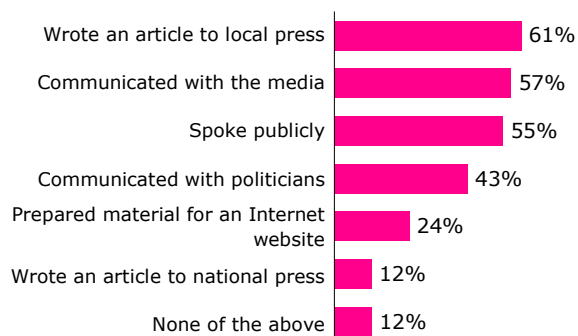
43% of libraries' staff noted that they had communicated with politicians and 24% of the libraries' staff prepared the material for the Internet webpage. Articles to the national press were written the least often (12%).

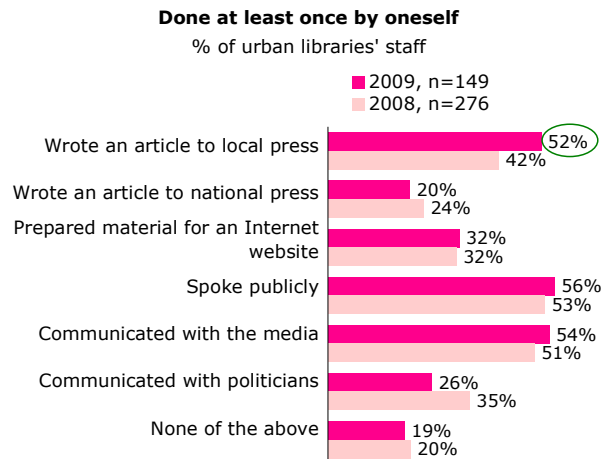
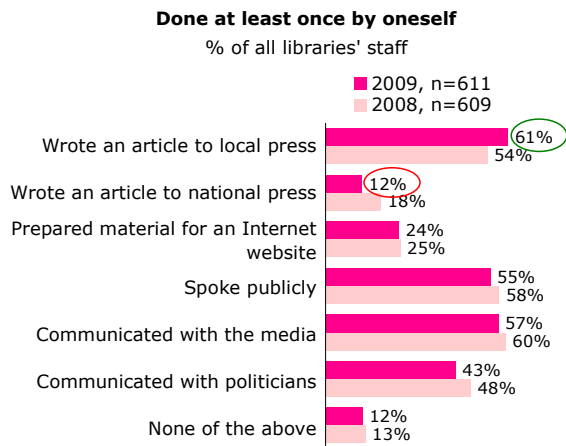
Articles to the regional press were most often written by the rural libraries' staff and the articles to the national press were more often written by the urban libraries' staff. The material for the Internet webpages was prepared more by younger librarians and the older colleagues (45-55 y.o.) more often noted that they communicated with the media. Rural libraries' staff communicated with politicians more often than their colleagues from the urban areas.

During 2008, there were more articles written to the local press. However, there were less articles written to the national press.

Done at least once by oneself

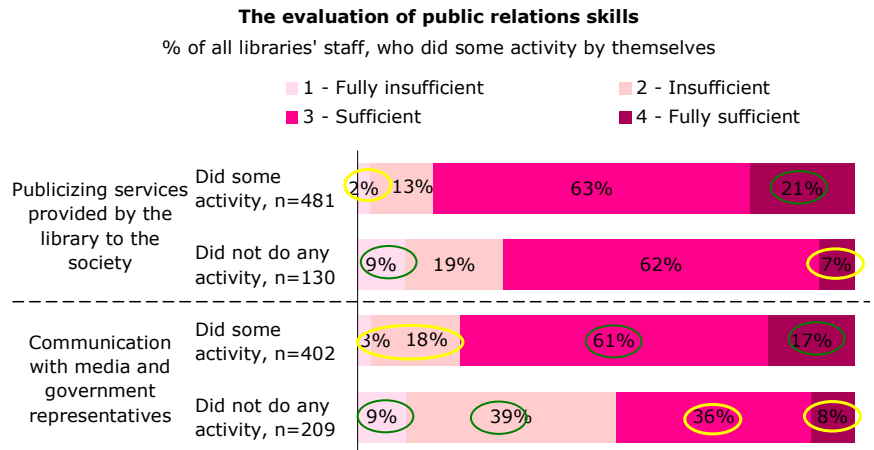
% of all libraries' staff, n=611





- The evaluation of publicizing skills depends directly on the current experience of publicizing activities -

The way the libraries' staff evaluated their skills of publicizing depended directly on any experience of this activity. Those who had experience of publicizing the library services evaluated their publicizing skills much better. 84% of experienced members of libraries' staff evaluated their skills as sufficient. Meanwhile, the libraries' staff lacking publicizing experience (69%) evaluated their publicizing skills worse.



9. The Public Internet Access Usage by Special Groups

One of the goals of the project "Libraries for Innovation" is to attract the representatives of the following special groups to use the public Internet access – the elderly, the citizens of rural areas, the disabled and the representatives of other socially vulnerable groups (the unemployed, children from families of social risk and children whose parents left to work abroad). The experience of these special groups will be reviewed separately in this report.

9.1. The Frequency of Library Visits by Special Groups

- The main problem, especially in the urban areas, is the identification of the specific groups -

The evaluation of specific group experience in the libraries is rather complicated and not precise completely, because it is difficult to identify the representatives of the specific groups without a closer contact with the visitor.

Let us say, without having any additional information, only the disabled with (externally) visible disabilities can be identified. How to identify the disabled having an "invisible" disability? 8% of the libraries' staff stated that they were not able to identify a visitor as suitable to the category of the disabled.

The retired are most often identified by subjectively judging the age of the visitor. Though most of the libraries' staff identify the retired easily (only 1% of librarians were unable to identify the retired), we should not forget the subjectivity.

The citizens of rural areas are identified easily in the libraries in the rural areas, but how are they identified in the city libraries (3% of libraries' staff state that they are usually not aware if the visitor is a citizen of a rural area)?

Identifying the unemployed is only possible when there is a personal contact with the visitor. However, the identification of the unemployed does not seem very problematic for the libraries' staff and only 3% of them alleged that they are not aware of which visitors are unemployed (more often in the urban libraries). Naturally, the question rises how the unemployed are identified in the urban libraries?

The identification of children from families of social risk is only possible both through the appearance of the child and through personal contact. However, it is not always possible – 7% of libraries' staff are not able to identify which children belong to the group of social risk.

The identification of children whose parents left to work abroad is the most complicated. Every fourth member of libraries' staff (24%) does not have such information about the children who visit libraries.

The problem of identifying almost all of the groups is especially relevant in urban areas where the visitor flows are more substantial and the contact between the member of libraries' staff and the visitor is not as close.

- Most of the representatives of specific groups visit libraries often -

While discussing the peculiarities of the library visits' frequency of these groups, it was noticed that, in the opinion of the librarians, most often the library is visited by:

- Citizens of rural areas – 76% of libraries' staff note that citizens of rural areas visit the library every day of every other day.
- Children from families of social risk (75%)
- The unemployed (63%).
- The retired (63%).

We would like to draw your attention to the fact that the representatives of the groups mentioned are identified the most easily.

The groups which representatives visit the libraries less often are:

- The disabled – 23% of libraries' staff note that the disabled visit the library every day of every other day.
- Children whose parents left to work abroad (24%).

(We suggest to evaluate the latter information with caution, without denying the problem of difficult identification of these groups).

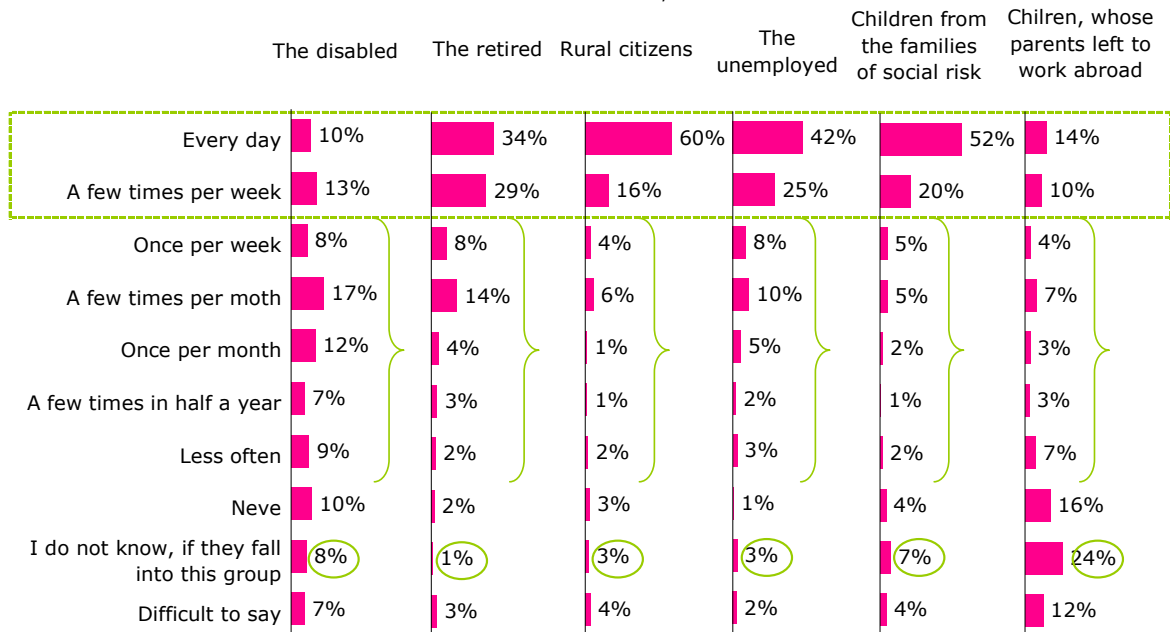
In general, after summarizing the frequency of library visits by representatives of the special groups, we can distinguish two standard user types:

- The "library inhabitant" – a person who visits the library every day or a few times per week. This type of visitor satisfies the needs of communication, socializing and information in the library. Most often the "library inhabitants" include the:
 - Citizens of rural areas (76%) – the library is the center of community and culture.
 - Children from the families of social risk (72%) – the library is a quiet lee, warmth and shelter for them.
 - The unemployed (67%) and the retired (63%) – the library is both a source of information and communication for them.
 - The disabled (23%).
 - Children whose parents left to work abroad (24%).

- The "book reader" – a library visitor who visits the library less often or rarely and (we make an assumption) uses the most popular service – the dispense of books. Such visitor is not subject to relating the library to a communication and community union center. The biggest concentration of the "book readers" is among the retired (31%) and the unemployed (28%). There are 25% of the "book readers" among the disabled, 24% among children whose parents left to work abroad and 14% (the least) among citizens of rural areas.

How often do you serve the following society groups?

% of all libraries' staff, n=611



While analyzing the data collected, we also noticed that the libraries' staff more often serve the unemployed and the retired in the urban libraries. In the libraries in rural areas, naturally, the citizens of the rural areas and also the children from the families of social risk are served (it is more difficult to identify this group in the urban areas). The retired in the rural areas visit the libraries less often, however, it is relatively frequent – a few times per week. We can assume that it is because of the activities in the farm.

9.2. Services Used by the Representatives of Special Groups

- The most popular services are reading books and periodical press and using the public Internet access -

The dispense of books is not only one of the main services provided by the library, but also the service which, in the opinion of the libraries' staff, is being used most often by the representatives of special groups. The representatives of all researched groups, according to libraries' staff, often read periodical press in the libraries. The retired (94%), the citizens of rural areas (85%) and the unemployed (92%) read the periodical press as often as they use the service of book dispense (94%, 88% and 92%, respectively). These groups visit libraries very often which explains why the periodical press is read so frequently. If we talked about the disabled, the frequency of library visits is smaller, consequently, they read the periodical press less often (73%).

The citizens of rural areas and the unemployed (34% and 30%, respectively) also distinguish by the fact that for the search of actual information they use databases available in the Internet more often than the representatives of other groups.

The third often used service is public Internet access. Among adults, the public Internet access is more used by the citizens of rural areas and the unemployed and it is used less frequently by the retired and the disabled (because they visit libraries less often).

In the eyes of the libraries' staff, the citizens of rural areas use other services (which are usually less often used by the representatives of other groups) more often. These services include dispense of other publications, watching/ listening to video and audio recordings and taking the computer literacy courses. It can be partly explained by the fact that the category ("the citizen of a rural area") itself is wide enough and encompasses citizens of rural areas with various characteristics.

According to the members of libraries' staff, the computer literacy courses are also used slightly more often by the unemployed.

Without the „traditional“ services provided by the libraries, the members of libraries' staff named "other" services which are used by the representatives of the researched groups:

- Adults can use the book home delivery, bibliographical enquiries, handwriting and photo archives, interlibrary service, see current exhibitions and use the scanner.
- Without the services for children which were already named, children can use the toy room.

Reading books and periodical press are the most often used services which, according to the members of libraries' staff, are used by adult visitors. The service choice for children is somewhat different. Without reading books, they also often play computer games. Other services used often by children include public Internet access and periodical press. The two latter services, according to libraries' staff, are used equally frequently.

In terms of children, the libraries' staff notice a more frequent usage of all libraries services by the children from families of social risk. It can be explained by the lack of the following (which disable to perform particular activities at home):

- A disadvantageous environment, e.g., alcoholic and/ or violent parents, etc.
- Lack of technical facilities, e.g., being homeless, having no computer, etc.

On the other hand, as it was mentioned before, children whose parents left to work abroad are more difficult to identify, consequently, the services used by these children are also identified more vaguely.

We would also like to draw your attention to the fact that the services of book dispense and reading periodical press are more used by the specific groups in the libraries with no public Internet access. The staff of the libraries having public Internet access, in turn state, that the specific groups use the services for which the computer is required.

Services used by the following citizen groups

% of all libraries' staff, n=611

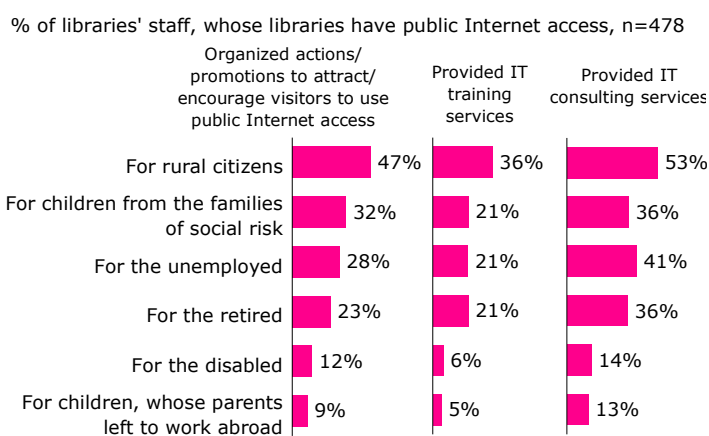
	The disabled	The retired	Rural citizens	The unemployed	Children from the families of social risk	Children, whose parents left to work abroad
Dispence of books	81%	94%	88%	92%	79%	49%
Dispence of other publications	12%	13%	27%	19%	21%	12%
Reading periodical press	73%	94%	85%	92%	58%	34%
Using public Internet access	36%	48%	64%	66%	59%	36%
Learning/ participating in computer literacy courses	5%	9%	15%	13%	7%	4%
Waching video recordings	4%	4%	17%	11%	17%	10%
Listening to audio recordings	8%	6%	18%	13%	27%	14%
Using information databases online	11%	16%	34%	30%	18%	11%
Playing computer games	10%	2%	22%	16%	65%	36%
Other	1%	1%	1%	0,3%	2%	1%
I do not know, if they fall into this group	8%	1%	4%	2%	8%	28%

9.3. The Initiatives of the Librarians while Attracting and Training the Representatives of Special Groups

- The most means were organized for the most abundant group – for the citizens of rural areas -

The citizens of rural areas form a user group for which, according to the libraries' staff, various promotions and trainings are organized more often in comparison to other groups. 47% of libraries' staff noted that they organized the promotions to attract and encourage the visitors of rural areas to use the public Internet access. 36% of librarians stated that their library organized IT usage trainings for the citizens of rural areas. On the one hand, the latter group is the most numerous group. On the other hand, the citizens of rural areas are one of the most active library visitors. The trainings for the citizens of rural areas are more often organized in rural branches of the libraries.

Trainings and consultations organized by libraries to different citizen groups



According to the libraries' staff, the promotions encouraging children from families of social risk to use the public Internet access were organized in almost every third (32%) library. 28% of libraries organized these promotions for the unemployed and 23% of libraries organized these promotions for the retired. IT training services for these groups, according to the library staff, were organized in every fifth library.

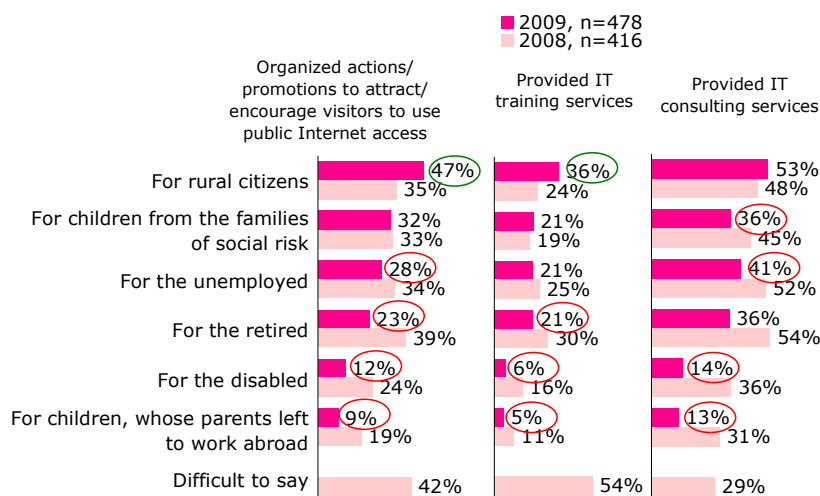
Librarians believe that the least promotions and trainings were intended for the disabled and children whose parents left to work abroad. There were less means for these groups, however, the groups were identified problematically and they were not as abundant. For example, the promotions to attract/encourage the disabled to use the public Internet access were organized in 12% of the libraries

and to attract/encourage children whose parents left to work abroad – in 9% of the libraries.

The researched groups, according to the libraries' staff, were consulted more often on the IT usage rather than were provided with trainings and promotions. However, having in mind the differences in practice of trainings, promotions and everyday consultations on the computer usage, this frequency is not sufficiently high. It is probably determined by the specificity of the researched groups and the frequency of library visits. For example, the visitors of rural areas who visit the libraries more often are also consulted more often; and the visitors who visit the libraries the least often (e.g., the disabled and the children whose parents left to work abroad are the most difficult to identify) are consulted less often.

Trainings and consultations organized by libraries to different citizen groups

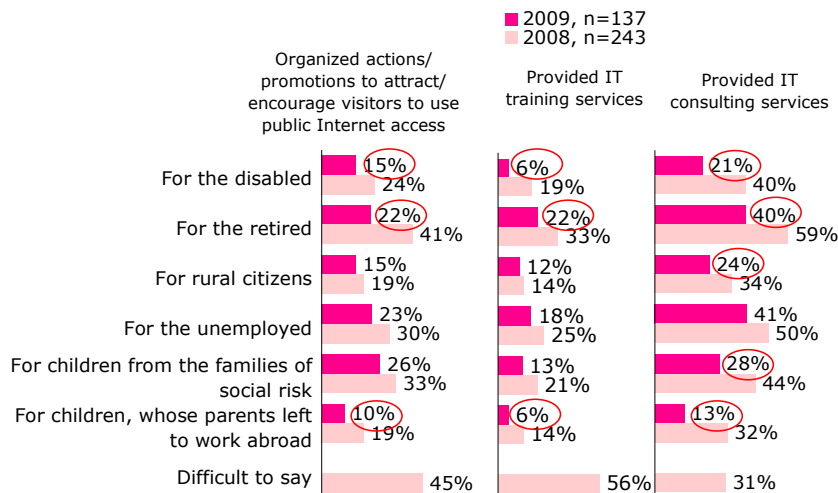
% of libraries' staff, whose libraries have public Internet access



In comparison to the data of the previous year, during 2008, the citizens of rural areas were provided more promotions to attract and use the public Internet access (from 35% in 2007 to 47% in 2008) and more IT trainings (from 24% to 36%, respectively).

Trainings and consultations organized by libraries to different citizen groups

% of urban libraries' staff, whose libraries' visitors can use public Internet access



There was no increase in number of trainings and promotions for other researched groups. The least what can be mentioned is that there was the same number of means organized for the children from families of social risk and IT trainings for the unemployed. The number of means for other researched groups during the exploratory year diminished.

No positive changes in urban libraries were noticed either. In 2008, there were less promotions to attract and encourage the retired and the children whose parents left to work abroad to use the public Internet access. There were less IT trainings for the disabled, the retired and children whose parents left to

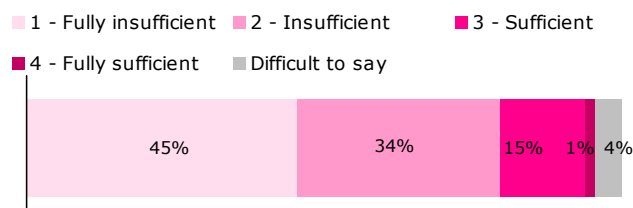
work abroad. The representatives of almost all research groups were consulted less on IT.

On the other hand, the data reliability, in comparison to the yearly changes, is not very precise. While conducting this research in 2008, huge amounts of libraries' staff (45% of librarians considering the promotions, 56% of librarians considering IT trainings and 31% of librarians considering consulting) could not answer this question (they had the "Difficult to say" option).

9.4. The Abilities of the Librarians to Serve Users with Special Needs

- Librarians do not have skills to serve users with special needs -

Knowledge and skills of serving customers with special needs
% of all libraries' staff, n=611



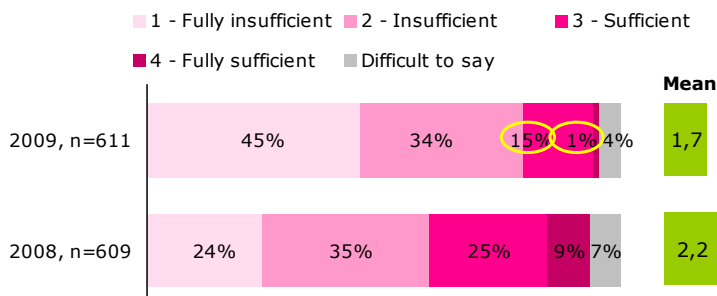
stated having no such skills. In the research of 2009, there were already 79% of members of libraries' staff lacking these skills.

The libraries' staff feels a huge lack of knowledge and skills to serve users with special needs, e.g., having visual loss or deafness. Only 16% of the libraries' staff stated that they more or less had the required knowledge. Most often they included younger librarians from urban libraries having public Internet access.

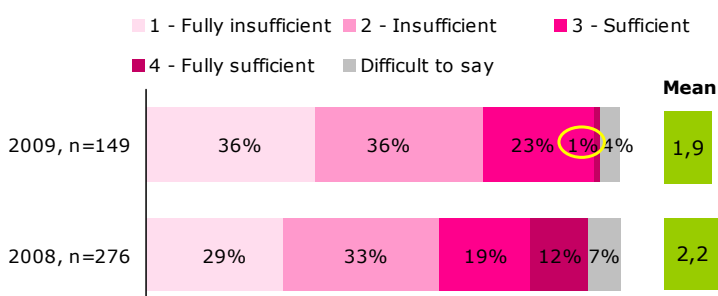
During 2008, in comparison to the evaluations of 2007, the skills of serving users with special needs not only did not improve, but also rather worsened. In the research of 2008, 59% of libraries' staff

The evaluation of skills to serve users with special needs is similar in urban libraries. The numbers of librarians lacking these skills grew from 62% in 2007 to 72% in 2008.

Knowledge and skills of serving customers with special needs
% of all libraries' staff, n=611



Knowledge and skills of serving customers with special needs
% of urban libraries' staff



10. The Services Provided by the Libraries and the Library Image

In the last part of the report we will discuss the changes of library services in the eyes of the libraries' staff and the subjective perception of the library, its mission in the modern society and the role of the members of libraries' staff.

10.1. The Evaluation of Change of Library Services

- In 2008, the service provision in the libraries either remained the same or improved slightly -

The general tendency of the change of library services during 2008 is that the provision of most of the services either did not change (approximately every other member of libraries' staff believes so) or improved (approximately every third librarian believes so).

Let us look deeper in the evaluation of these changes. The opinion of the libraries' staff differentiated the most while evaluating the two aspects related with the most popular (thus, the most actual) library services – the assortment of books and the variety of periodical press. There are slightly more members of libraries' staff (39%) who believe that in 2008 the assortment of books improved. A similar share of libraries' staff (33%) believe that the assortment of books remained the same and one third of the librarians (25%) believe that the assortment worsened. The idea that the assortment of books worsened was more expressed by the staff of central libraries based in Dzukija. The citizens of Suvalkija and Zemaitija more often believed that the assortment of books remained the same and the citizens of Aukstaitija perceived that the assortment improved. The librarians in rural libraries believed that the variety of periodical press improved.

In terms of the variety and quality of the events organized by libraries, every other member of libraries' staff thought that neither variety nor quality changed. However, around 40% of librarians noticed the improvement in the event organization and the variety of events. The variety of the events did not change more often in the eyes of the libraries' staff whose libraries have no public Internet access; and, vice versa, the staff of central libraries with public Internet access noticed a greater variety. Librarians in Aukstaitija region noted positive changes in both aspects of event organization.

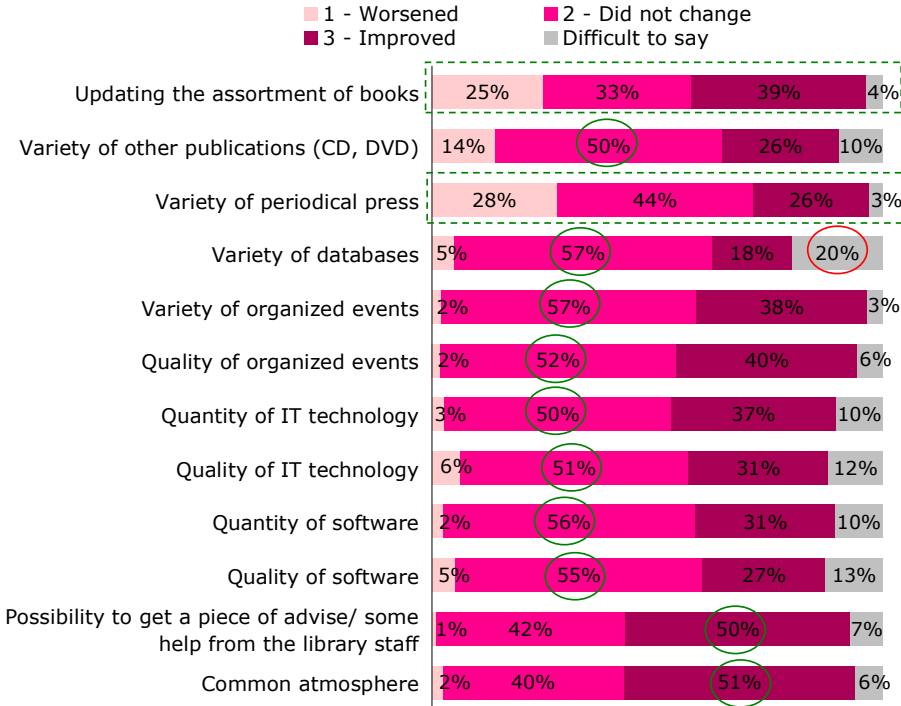
Every other member of libraries' staff evaluated the IT related means (IT technology and software) as unchanged. Every third librarian evaluated the situation as better. Libraries' staff working in branches in rural areas without public Internet access were subject to evaluating the situation as unchanged. Meanwhile the urban librarians serving the public Internet access noticed that the situation in the IT economy improved.

Considering evaluations of the variety of databases, we noticed that even every fifth (20%) member of the libraries' staff is unable to evaluate this criterion. The ones who are able to evaluate it more often think that the situation remained unchanged.

The most significant positive changes, according to the libraries' staff, are related with the free of charge services, e.g., the help of colleagues to use the computer or the Internet and the general environment in the library. Positive changes while evaluating the libraries according to the above mentioned aspects were perceived by every other member of the libraries' staff. All the rest believe that the situation remained the same.

How did the services provided by the libraries change during 2008?

% of all libraries' staff, n=611



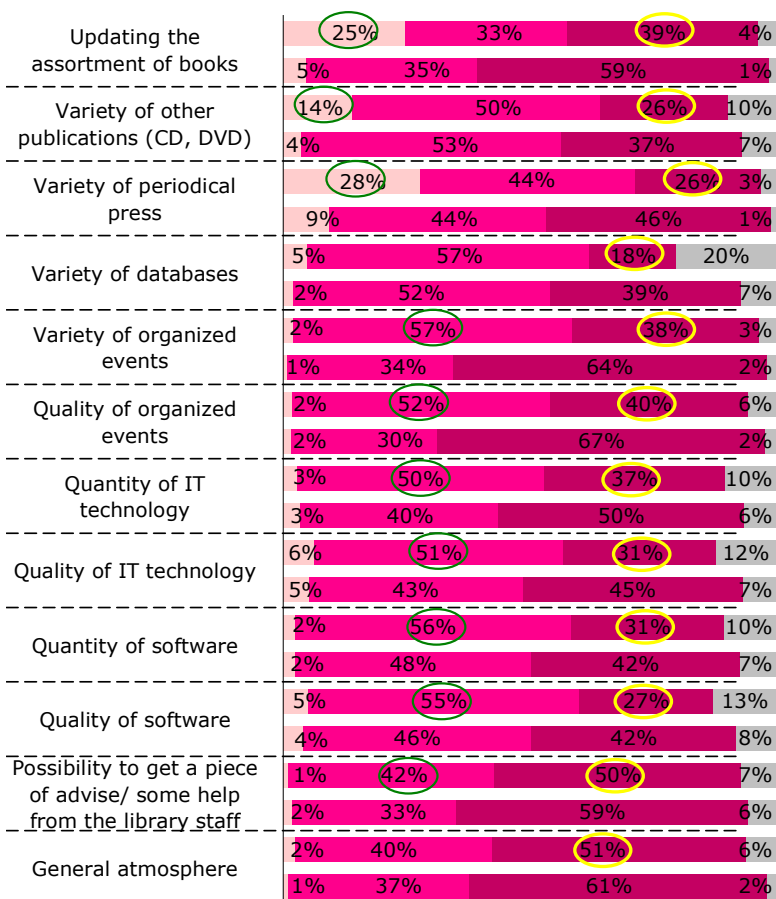
While comparing the evaluation (in 2008) of changes (of 2007) and the evaluation of changes in the research of 2009, we can state that the libraries' staff are more subject to evaluating the provision of almost all services as unchanged rather than improved. In other words, significantly more members of libraries' staff chose "Did not change" than "Improved".

The evaluations of services related to the variety of various publications is an exception. For example, the assortment of books and the variety of periodical press and other publications was more often evaluated as "Worsened". We can make an assumption that the worse evaluations of provided services were mostly influenced by the economic crisis in the country and the reduced financial support for the libraries (the official start of the world economic crisis is considered to be August, 2008).

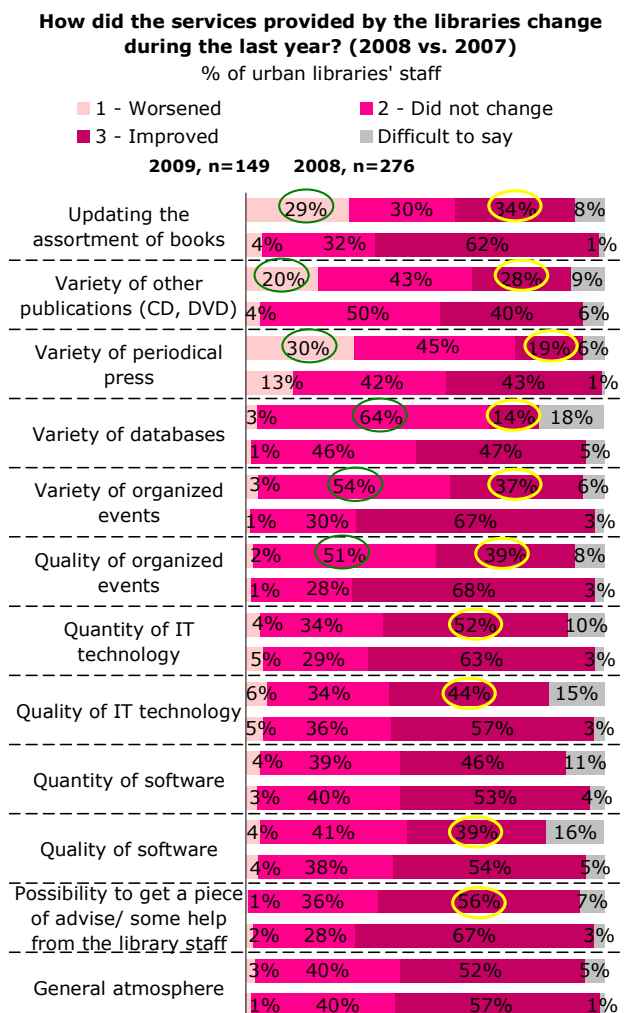
How did the services provided by the libraries change during the last year? (2008 vs. 2007)
 % of all libraries' staff

2009, n=611
2008, n=609

1 - Worsened 2 - Did not change
 3 - Improved 4 - Difficult to say



While conducting the analogous comparisons of changes in 2007 and 2008 and analyzing the opinion of the urban libraries' staff only, the evaluation tendencies are slightly "softer". Urban libraries' staff are not subject to evaluating the services related to public Internet access provision (the quantity and quality of IT technology and software) as worse.



10.2. The Library Image in the Eyes of the Libraries' Staff

- Public Internet access is the factor shaping the library image -

The libraries' staff perceive the library very positively. In their opinion, library is a popular place to communicate and spend a good time. There is a good atmosphere in the libraries and they can be named as community centers. Slightly less members of libraries' staff could name the library as a fashionable and modern place.

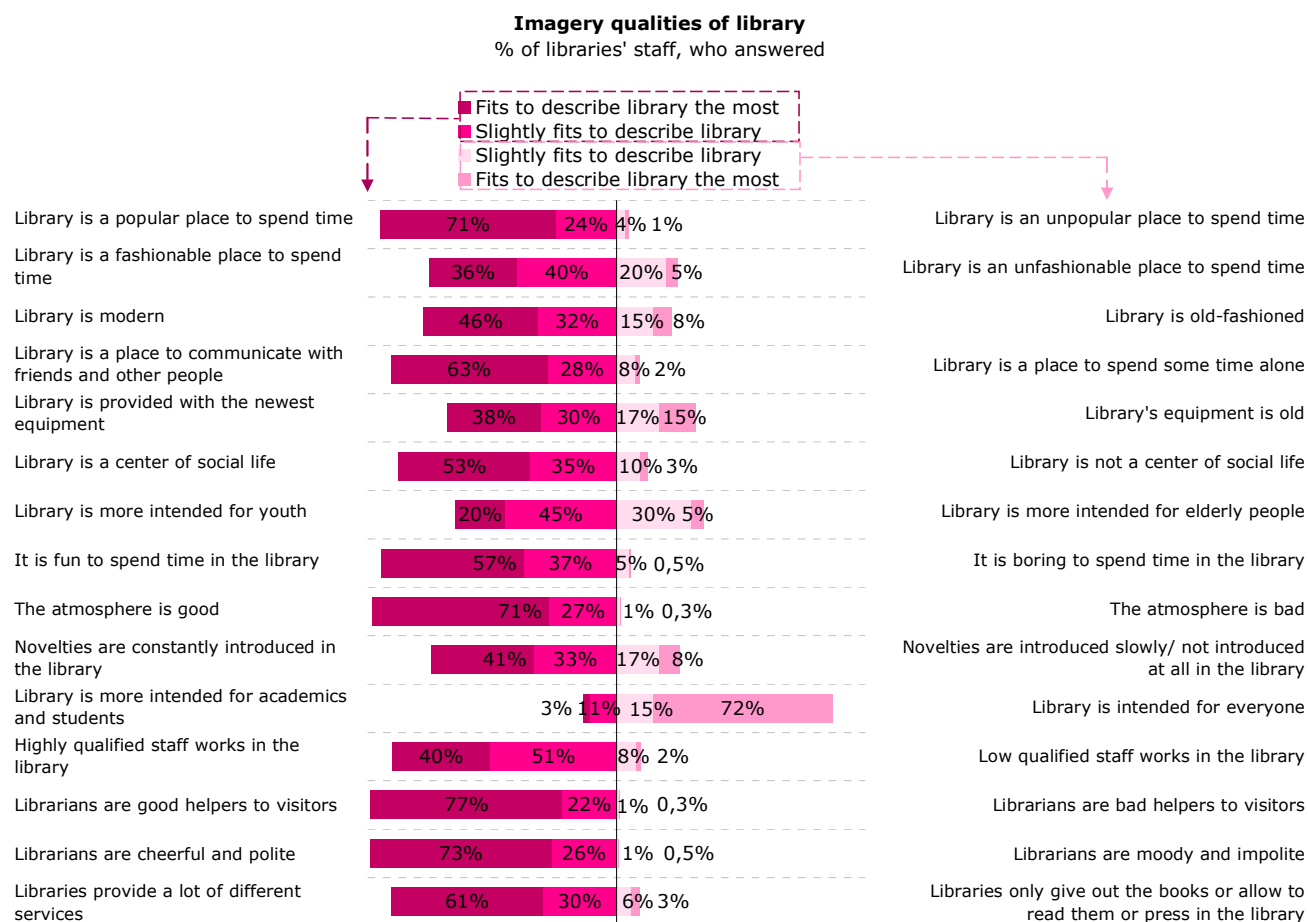
The evaluation of the library as a fashionable, modern place, where one can have a good time depends on the library where the librarian works. If the library has public Internet access, it is perceived as more modern and fun, if not – the library is seen as more old-fashioned and dull.

Most of the libraries' staff agree that the libraries provide a great number of various services. However, the opinions differ while evaluating the novelties and the equipment. Three out of four members of libraries' staff are subject to supporting the belief that the novelties are introduced to libraries constantly and the libraries are provided with the newest equipment. Every fourth member of libraries' staff is subject to having doubts about the quantity of novelties and the newness of the equipment. The librarians of rural libraries and of

libraries with no public Internet access relate libraries with novelties less. Urban libraries' staff working in libraries with public Internet access have no doubts about novelties in the libraries.

The services of libraries, according to the libraries' staff, are intended for a wide range of visitors. The libraries' staff are not subject to limiting the library services only for the interests of students and academic people. Whilst considering the age groups for which the library services are intended more, the librarians more often tend to think that the library is more intended for the youth (55%). However, one third of libraries' staff (35%) think the opposite and note that the library is more intended for older people. The opinion on the age of visitor for whom the library services are intended depends on the age of the member of the libraries' staff. The younger the librarian, the more often he/she believes that the library is intended for the youth. The older the librarian, the more often he/she speaks for the older visitors. A similar tendency was noticed considering the location where the member of libraries' staff works. The librarians in the rural areas are more often think that the library is intended for young people, while the urban librarians believe the library is intended more for older people.

In terms of the image of the librarians, they perceive themselves as cheerful and polite employees who are always ready to help the visitors. The qualifications of the members of libraries' staff were evaluated also very positively (but less positively in comparison to the emotional characteristics). 40% of the libraries' staff agree that the qualifications of employees are very high and 51% of libraries' staff agree with it with some degree of doubt.

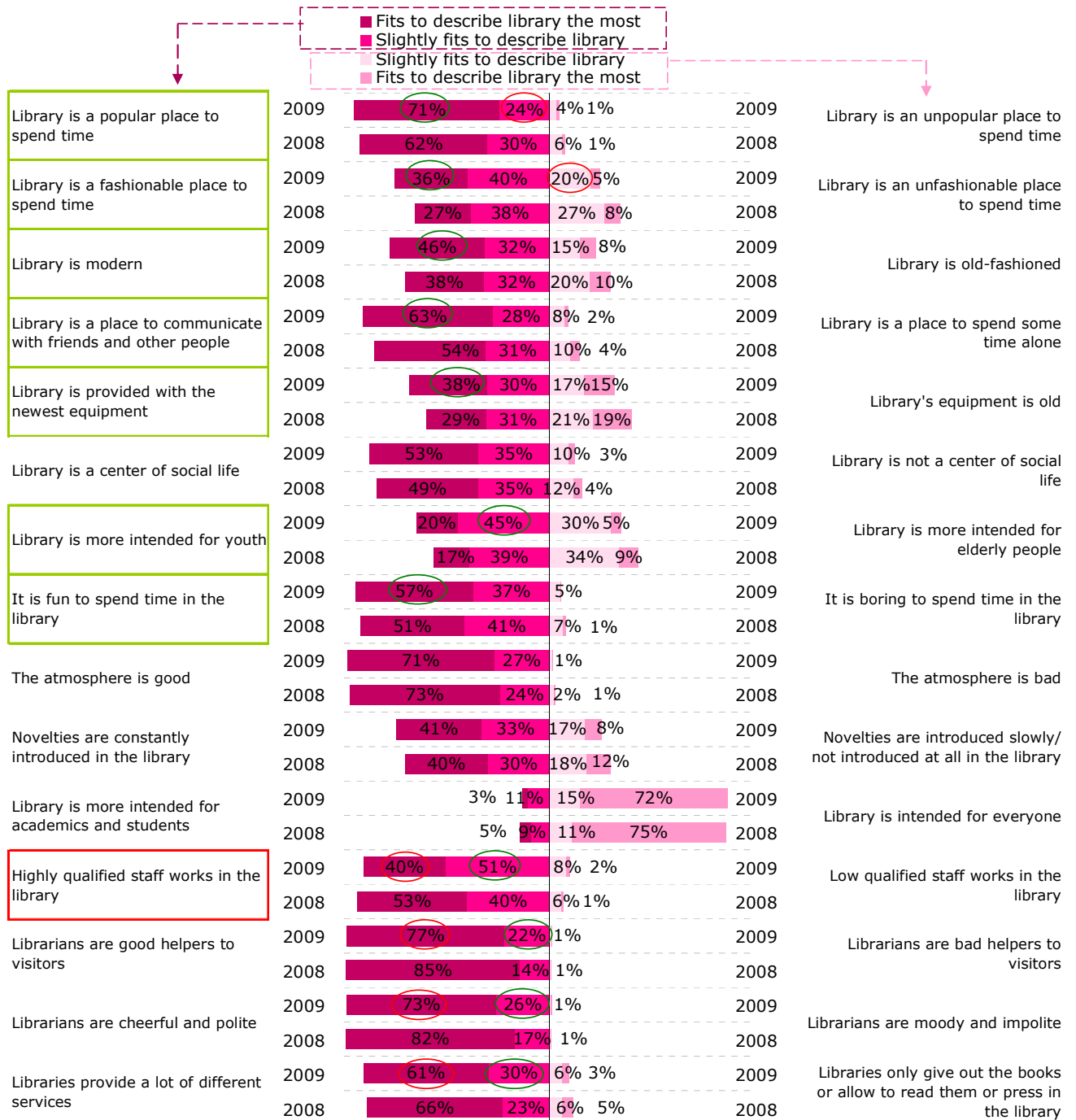


How did the opinion of librarians change towards the libraries and their colleagues during 2008?

The library is related to a popular and fashionable place where it is fun to spend time and communicate with friends and other people more and more often. After providing more libraries with public Internet access, libraries' staff perceive the library as more modern place having the newest equipment. Having in mind all what has been said, the youth can find more and more relevant activities in such a fun and modern place.

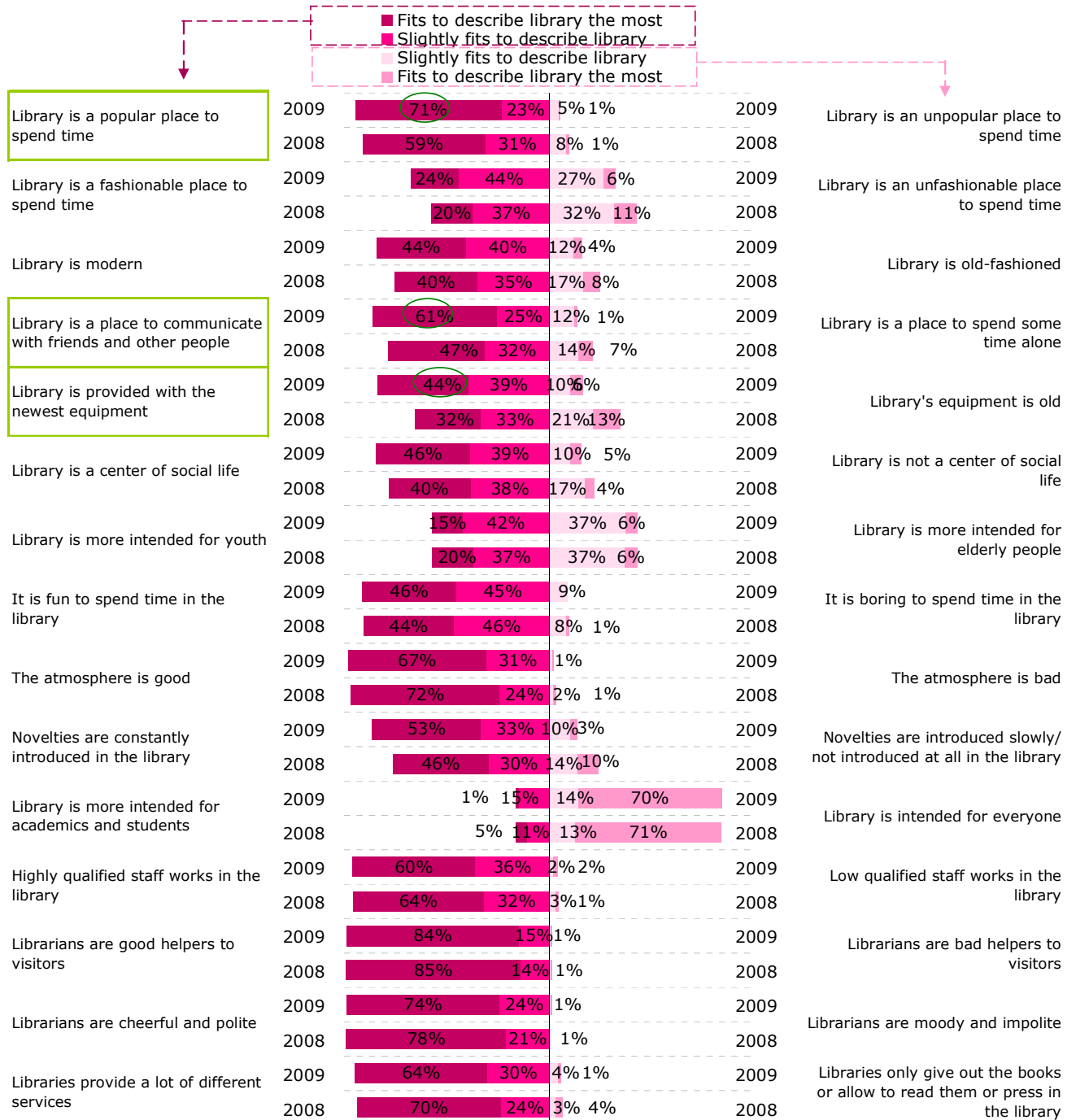
If the positive changes which took place in libraries in 2008, are related with the emotional image of the library and the improvement of the equipment, the libraries' staff evaluate themselves somewhat worse. There are slightly less librarians who believe that the qualifications of all libraries' staff are high.

Imagery qualities of library
% of libraries' staff, who answered



Similar tendencies were noticed in the evaluation of libraries' image by the urban libraries' staff. The evaluation of the library as a popular place where one can communicate with friends and other people and which is provided with the newest equipment improved.

Imagery qualities of library
% of urban libraries' staff



11. Conclusions and Recommendations

The generalizations of the libraries' staff research were prepared trying to lose touch with the vast amount of information collected during the research period and to come back to the main objectives and questions of the project "Libraries for Innovation" which the research had to answer.

In other words, there is plenty of information and so far there are no answers to the question "So what?"

In order to provide structured generalizations, we are going to present the tendencies noticed following the same order as the topics in the report.

The penetration of public Internet access and the fulfillment of the need for it

During the research we did not have the goal to record (as it is impossible), how many workstations of public Internet access were established in Lithuanian libraries during the exploratory period. However, we know that new workstations were being established and more and more libraries' staff that participated in the survey work in the libraries with public Internet access. That is a fact.

Another fact is that the public Internet access is established in nearly all urban libraries. Thus, it should suggest that the urban library visitors could use the service of public Internet access without any restrictions whenever they are willing to. The research data show that this is not the case. Despite the fact that there is more public Internet access workstations available in the urban libraries, the queues of those who wish to use this service are still a common phenomenon, even though they are slightly smaller. The increasing number of public Internet access workstations and the existing queues testify that the demand for the service is still much higher than the current supply. On the other hand, we notice a growing phenomenon of an increased demand for the obvious benefit of the public and free of charge Internet access, which is delighting.

The situation in the rural areas is slightly different. The queues of visitors intending to use public Internet access are almost the same as in the urban libraries and during the last year they even increased. However, it is not an indicator showing that the Project did not reach its goals. It is an intermediary stage before the intensive and prompt public Internet access penetration in the libraries in the rural areas. Will the latter provide the desired results? The research of 2010 will be able to provide the answer.



The need for public Internet access in urban areas is being increasingly fulfilled

Technical indicators of public Internet access provision

While discussing the technical indicators of public Internet access, we would like to note that a relatively large amount of libraries' staff testify the improvement of the Internet speed provided.



The Internet in public Internet access workstations became faster

Methodical help while providing the service of public Internet access

For most of the members of libraries' staff the methodical help is sufficient. However, while considering the most skills related to public Internet access services, for most of the librarians there is a lot to be improved. How can we explain it? Methodical help is no longer needed and the knowledge and skills are still insufficient. The explanation, which comes to the mind the quickest is that, the methodical help (various work guidelines and methodical material) is perceived as unattractive and insufficient as the means to learn from. There is a settled *status quo*, which seemingly satisfies the libraries' staff. In other words, the members of libraries' staff working in rural areas and in smaller branches in cities simply call well-informed colleagues to the central libraries and the latter, in turn, do not have another way out, except reading and to appeal to the explanations provided in the guidelines.



The knowledge should be provided and the skills should be formed through a more interactive and user-friendly means (e.g., increasing the number of practice classes and certifications)

The benefit of public Internet access

If we divided the all the benefits provided by the public Internet access into two groups – social and economical (there is more information on these two groups in the report) – we would notice a tendency that the public Internet access users more often use the social rather than economical benefit providing Internet resources. On the other hand, the usage of the Internet opportunities may be shaped by informing about new opportunities and actualizing their benefit to the user and training the users to use these opportunities individually. In terms of shifting the direction of the benefit, it is delighting that the libraries' staff models the direction of this benefit pragmatically and in the right way. The usage of social benefits is being encouraged slightly less, while the usage of economical benefits is implemented more intensively.

Another problematic aspect in terms of shaping the benefit is that the most effective benefit shaping is the realized shaping. In other words, before encouraging others to use various Internet resources, the libraries' staff first of all has to believe the benefit of these opportunities. In most cases it works as mentioned – the opportunities of communication, leisure time, economical activity and activities, which are used by users the most often, are encouraged intensively. Meanwhile, the encouragement from the members of libraries' staff is lacking for the educational and health information and using electronic means of communication, because the members of libraries' staff themselves do not exactly believe the benefit of the above mentioned activities to an individual and the community.



It is important to maintain the direction of encouragement of economical benefits (social benefits are gained without encouragement) and to convincingly actualize the benefit of these opportunities to the members of libraries' staff

The knowledge and skills of libraries' staff

After generalizing how the libraries' staff evaluates all their skills, we noticed that the following skills were evaluated the most positively:

- The skills, which require less of specific knowledge and can be compensated by the "general education".
- The skills, which seem to be easily acquired (especially when not having any relative experience).

And, vice versa, the skills for using which "general education" is not sufficient enough were evaluated more negatively.

The chain of the skills of libraries' staff is presented below (the percentage of librarians who believe that their skills are more or less sufficient is presented in brackets):

PUBLICIZING FOR THE COMMUNITY (81%) → USING THE COMPUTER (77%) → INTERNET RESOURCES (75%) → COMMUNICATION WITH THE MEDIA AND POLITICIANS (67%) → INTERNET NOVELTIES (69%) → SERVING USERS WITH SPECIAL NEEDS (16%)

The evaluation of all the skills' groups mentioned above did not improve during the exploratory period.

A few remarks about each of the mentioned skills:

- *Using the computer.* More and more libraries' staff in the country uses the computer. The basic computer skills are mastered well. However, the main problem related with using the computer is insufficient skills of using computer programs (Word, Excel and Power Point), which influence the general evaluation of computer usage skills of the libraries' staff.

- *Using the Internet resources.* Most of the libraries' staff evaluates the Internet resources' usage skills as sufficient. However, the libraries' staff has good skills of Internet usage for the general purposes and using search engines. As these activities are performed often, the general computer skills are evaluated positively. All the rest Internet resources (participation in forums, telephone conversations, file exchange programs, creating webpages) are mastered insufficiently. We can claim that the librarians from the urban areas have stronger skills (than their colleagues in the rural areas) of solving most of the IT and Internet related problems. However, while discussing the named more specific resources, they lose their advantage.

Using the Internet resources individually highly depends on the skills acquired. The more skills acquired, the more often the Internet sources are used individually. That is why libraries' staff in urban areas usually use the most of the resources individually more often. The opportunities to consult or train others to use the Internet resources are even less common. However, these skills are firstly related with the acquired skills. The most problematic (in the sense of training and consulting) are the skills of using the services of electronic government, electronic banking and the creation of the Internet webpage.

- *Internet novelties* are *terra incognita* for the bigger part of the libraries' staff. Internet novelties are relatively unknown and there are no Internet novelties' usage skills. A few members of libraries' staff in the central libraries know web 2.0, Library 2.0, RSS. Wikipedia though is an exception. It is known by a bigger part of the libraries' staff. The situation seems to be rather dull in comparison to the skills of other skills. Nevertheless, we can comfort ourselves by the fact that these novelties are also new for the general public. Moreover, positive changes are recorded testifying that more and more librarians find out about the Internet novelties, then learn how to use them and then are able to consult others.
- *Publicizing skills.* The libraries' staff evaluates the skills of publicizing well. However, provided that mostly the publicizing for the community is limited to writing articles to the press or speaking publicly, positive skills' evaluations are not surprising. The number librarians who publicize the library's service actively performing external activities is much smaller (but is there such a goal that this would be done by every librarian?)
- *Communicating with the media and government representatives.* These skills are evaluated as poorer. It was noticed that the skills of publicizing depend heavily on experience in publicizing. The libraries' staff having publicizing experience tends to evaluate their skills better. The publicizing skills, especially the skills of communicating with the media and government representatives, weakened during the exploratory year.



1) It is important to strengthen the basic computer usage skills of the libraries' staff through practice classes or distance learning. 2) Participation in forums, having telephone conversations, using file exchange programs and creating webpages are the Internet resources which require knowledge deepening and strengthening the practical skills. 3) Special attention should be paid to the skills of consulting and training others to use the services of electronic services, electronic banking and Internet webpage creation. 4) New (repeated and practical, preferably) Internet novelties trainings are essential. 5) It is necessary to improve publicizing skills and to expand the amplitude of these activities.

Attracting Public Internet Access users

The main problem while collecting information about specific groups was the problem of identifying the representatives of these groups. It is the most difficult for the libraries' staff to identify children whose parents left to work abroad.

The representatives of special groups could be divided into two groups (according the frequency of library visits) – the "library inhabitants" and "the book readers" (more detailed explanations are available in the report). The "library inhabitants" mostly include the bigger part of citizens in the rural areas, children from

families of social risk, the unemployed and the retired. The "book readers" are mostly spread among the retired, the unemployed and the disabled. For the "library inhabitants" the library is important as a center of communication, culture and information, while for the "book readers" the library is relevant as a resource of information and publications. It is delighting that among the researched special groups there are more "library inhabitants" than simply "readers".

Taking into consideration that the frequency of library visits of all groups (except the disabled and children whose parents left to work abroad), according to the libraries' staff, is high, the social disjuncture from the society (at least in the case of "library inhabitants") is smaller.

The most means of attraction during the exploratory year were intended for the most abundant group of citizens of rural areas. The least events were organized for the disabled and children whose parents left to work abroad.



- 1) In order to reduce the problem of identification, it is important to enhance a closer and more personal contact between the librarian and the visitor.
- 2) It is essential to involve the visitors to the activities of libraries by all possible means in order to make the visitor the "library inhabitant".
- 3) Communication is one of the most essential purposes to visit the library (especially for the older people), therefore, it is recommended to organize informal events, during which the visitors could get acquainted and communicate.

Attraction of public Internet access users

In order to attract more public Internet access users, most often advertisements are used in the libraries, which are also supported by personal visitor invitations to use the public Internet access. Active information means (e.g., specialized trainings, open days, etc.) are organized less often.

(But... If there are queues by the public Internet access without encouragement to use it, what should be the motivation of the librarian to invite new users?)

Promotions encouraging using public Internet access are organized much more often than the IT trainings. During the previous year, the frequency of promotions organized increased even more.

A little less than half of the libraries' staff personally contributed to any form of public Internet users trainings. Most of them contributed to preparing the training material.



Personal input to the organization of public Internet access trainings is far too rare. Is it a way to transfer the responsibility and activities to centralized trainings and promotions?

The evaluation of services provided in the libraries

In the eyes the libraries' staff, the provision of most of the libraries' services did not change during 2008. Greater discussions emerge only while evaluating the changes in assortment of books, press and other publications (improved, worsened or remained unchanged). Only the help of colleagues and atmosphere in the library improved – the things, which are free of charge.

The image of the library

As one could expect, the libraries' staff evaluate the library image very positively. In most cases, they almost unanimously spoke for the qualities presenting the positive side of the library.

12. Appendix: Summary of the tabulation results according to the age of libraries' staff, the location of the library (rural/ urban) and public Internet access (available/ unavailable)

	Age			Location		Public Internet access	
	Under 44	45 – 50	51 and over	Urban	Rural	Available	Unavailable
General situation							
Public Internet access in the library				More often: present	More often: not present		
Technical maintenance of public Internet access							
Who provides the technical maintenance?	More often: themselves			More often: IT specialist from the central library			
The quality of technical maintenance	More often: insufficient			More often: sufficient			
Available methodical and consultation help while providing the public Internet access							
Consultations of central library staff					More often: available		
Work managers and guidelines				More often: available			
Material for user training and consulting	More often: available						
The evaluation of available methodical help							
Sufficiency of available methodical help	More often: insufficient		More often: sufficient				
Sufficiency of public Internet access work-stations							
The number of public Internet access work-stations (during working days)				More often: sufficient – queues are not present	More often: insufficient – queues are present		
The number of public Internet access work-stations (during weekends)							
During the weekends the library is closed					More often: closed		

	Age			Location		Public Internet access	
	Under 44	45 – 50	51 and over	Urban	Rural	Available	Unavailable
<i>The benefit of public Internet access to local community</i>							
Enriches the leisure			More often: useful	Less often: useful			
Dealing the work related issues							
Intention to contact government representatives	More often: useful			More often: useful			
<i>Library services, which library visitors are encouraged to use</i>							
Communication possibilities				More often: does encourage			
Internet resources for economical activity	More often: does encourage						
Internet novelties							
<i>Initiatives of the librarians while attracting and training the representatives of special groups</i>							
Promotions for visitor outreach and encouragement to use Public Internet access	Less often: do organize for the unemployed	More often: do organize for children whose parents left to work abroad			More often: do organize for rural citizens, the unemployed and children from families of social risk		
IT training services					More often: do provide		
IT consulting services				More often: do provide for the disabled	for rural citizens and children from families of social risk		

	Age			Location		Public Internet access	
	Under 44	45 – 50	51 and over	Urban	Rural	Available	Unavailable
Computer usage and other base IT skills							
<i>Using a computer</i>							
Uses the computer in the library/ works with it	More often: uses it/ work with it			More often: uses it/ works with it		More often: uses it/ works with it	
Does not use the computer in the library/ works with it			More often: does not use it/ work with it		More often: does not use it/ work with it		More often: does not use it/ work with it
<i>Base computer usage skills of librarians</i>							
General evaluation of computer usage skills	Evaluates more positively			Evaluates more positively		Evaluates more positively	
General computer usage							
Sending an e-mail with attached document							
Main computer program usage							
Elimination of the main technical problems							
Internet and its resources usage skills							
<i>Evaluation of skills</i>							
Evaluation of Internet resources' (search, electronic services, etc.) management skills	Evaluates more positively			Evaluates more positively		Evaluates more positively	
Using Internet search engines							
Internet usage for general purposes							
Internet database usage							
Participation in chats in Internet webpages and forums							
Internet usage for telephone conversations							
Evaluation of file exchange programs usage skills							
Evaluation of Internet webpage creation skills							

	Age			Location		Public Internet access	
	Under 44	45 – 50	51 and over	Urban	Rural	Available	Unavailable
<i>Individual activity</i>							
Used search tools for information search	More often: implemented individually	More often: implemented individually		More often: implemented individually		More often: implemented individually	
Sent e-mails with attached information							
Left messages in chat rooms, knowledge groups or discussion forums							
Used Internet for telephone conversations							
Used file exchanges programs							
Created an Internet webpage							
Found, downloaded and installed software		More often: implemented individually		More often: implemented individually			
Deleted computer viruses and unused programs							
None of the above			More often: did not perform any of the activities		More often: did not perform any of the activities		More often: did not perform any of the activities
<i>Getting acquainted with Internet resources and consulting opportunities</i>							
Cultural, community and leisure information	More often: is aware of, knows how to use it and is able to consult others		More often: is aware of it, but does not know how to use it	More often: is aware of, knows how to use it and is able to consult others	More often: is aware of it, but does not know how to use it	More often: is aware of, knows how to use it and is able to consult others	More often: is aware of it, but does not know how to use it
Search for work online							
Electronic means of communication							
Health information							

	Age			Location		Public Internet access	
	Under 44	45 – 50	51 and over	Urban	Rural	Available	Unavailable
Services of electronic government	More often: is aware of and is able to use it, but not sufficiently enough to be consulting others		More often: is aware of, but does not know how to use it	More often: is aware of, knows how to use it and can consult others	More often: is aware of, but does not know how to use it	More often: is aware of, knows how to use it and can consult others	More often: is aware of, but does not know how to use it
Educational information and services							
Internet resources for economical activity	More often: is aware of, knows how to use it and can consult others						
Creation of Internet content	More often: is aware of and is able to use it, but not sufficiently enough to be consulting others		More often: is not aware of		More often: is not aware of	Dažniau žino ir moka naudotis, tačiau nepakankamai, kad galėtų konsultuoti	More often: is not aware of

	Age			Location		Public Internet access		
	Under 44	45 – 50	51 and over	Urban	Rural	Available	Unavailable	
The awareness of Internet novelties and their usage skills								
<i>The awareness and usage of Internet novelties</i>								
Wikipedia	More often: is aware of, knows how to use it and can consult others	More often: is aware of and is able to use it, but not sufficiently enough to be consulting others	More often: is not aware of	More often: is aware of, knows how to use it and can consult others	More often: is not aware of	More often: is aware of, knows how to use it and can consult others	More often: is not aware of	
YouTube or other video sharing system								
Blogs			More often: is not aware of	More often: is aware of and is able to use it, but not sufficiently enough to be consulting others	More often: is not aware of			
Library 2.0				More often: is aware of, but does not know how to use it or is able to use it, but not sufficiently enough to be consulting others				
Flickr or other photo sharing system				More often: is aware of, knows how to use it and can consult others				
Web 2.0		More often: is aware of and is able to use it, but not sufficiently enough to be consulting others	More often: is not aware of	More often: is aware of and is able to use it, but not sufficiently enough to be consulting others	More often: is not aware of			More often: is not aware of
RSS news readers				More often: is aware of, but does not know how to use it or is able to use it, but not sufficiently enough to be consulting others				
Del.icio.us or other link sharing system								

	Age			Location		Public Internet access	
	Under 44	45 – 50	51 and over	Urban	Rural	Available	Unavailable
<i>Internet novelty usage skills</i>							
The skills of using Internet novelties	Evaluate more positively	Evaluate more positively		Evaluate more positively		Evaluate more positively	
Initiatives in the library level							
<i>Means which encourage to use public Internet access</i>							
Oral personal encouragement					More often: encourage		

Personal initiatives while training and consulting to use the computer and the Internet							
<i>Contribution to training the public Internet access users to use the computer and the Internet</i>							
Contributed to training organization						More often: implemented	
Conducted the trainings/ some of the trainings							
Consulted the organizers of training programs							
Prepared the material/ some of the material for the trainings							

	Age			Location		Public Internet access	
	Under 44	45 – 50	51 and over	Urban	Rural	Available	Unavailable
<i>The evaluation of skills to help to people willing to use the Internet</i>							
Evaluation of skills of helping people willing to use the Internet	Evaluate more positively			Evaluate more positively		Evaluate more positively	
<i>The intensity of public Internet access visitors' consultations</i>							
The average number of public Internet access consultations per day					More often: 1-3 times per day		
<i>Publicizing skills and related personal initiatives</i>							
Publicizing the services of the library to the society						Evaluate more positively	
Communication with the media and government representatives	Evaluated more negatively						
<i>Individual activity</i>							
Wrote an article to the local press					More often: implemented	More often: implemented	
Wrote an article to the national press		More often: implemented		More often: implemented			
Prepared material for the Internet webpage							
Communicated with the media		More often: implemented					
Communicated with politicians					More often: implemented		More often: implemented
None of the above				More often: implemented			

	Age			Location		Public Internet access	
	Under 44	45 – 50	51 and over	Urban	Rural	Available	Unavailable
<i>The frequency of specific groups' library visits</i>							
The disabled							More often: visit
The retired				More often: visit	More often: visit less often		
Citizens of rural areas					More often: visit		
The unemployed				More often: visit			
Children from families of social risk					More often: visit	More often: visit	
<i>Services used by the representatives of specific groups</i>							
The disabled				More often: use the public Internet access, dispense of other publications, video reviews, listening to the audio recordings and play computer games		More often: use the services for which the computer is required	More often: use the service of book dispense and reading periodical press

	Age			Location		Public Internet access	
	Under 44	45 – 50	51 and over	Urban	Rural	Available	Unavailable
The retired				More often: use public Internet access, the dispense of other publications, participate in computer literacy courses, listen to audio recordings and play computer games	More often: use the service of book dispense and reading periodical press	More often: use the services for which the computer is required	More often: use the service of book dispense and reading periodical press
				More often: do not know, if they belong to this specific group			
The citizens of rural areas				More often: do not know, if they belong to this specific group	More often: use the service of book dispense, read periodical press, public Internet access, online information databases, video reviews, listen to audio recordings and play computer games	More often: use the services for which the computer is required	More often: use the service of book dispense and reading periodical press

	Age			Location		Public Internet access	
	Under 44	45 – 50	51 and over	Urban	Rural	Available	Unavailable
The unemployed				More often: uses public Internet access and dispense of other publications More often: do not know if they belong to this specific group	More often: use the service of book dispense and reading periodical press	More often: use the services for which the computer is required	More often: use the service of book dispense and reading periodical press
Children from families of social risk				More often: do not know if they belong to this specific group	More often: use the service of book dispense, reading periodical press and information databases online	More often: use the services for which the computer is required	More often: use the service of book dispense and reading periodical press
Children whose parents left to work abroad				More often: use public Internet access, the dispense of other publications, listen to audio recordings and play computer games		More often: use the services for which the computer is required	More often: use the service of book dispense and reading periodical press
<i>The abilities of libraries' staff to serve customers with special needs</i>							
Have the knowledge/ skills to serve users with special needs	More often: have sufficiently			More often: have sufficiently		More often: have sufficiently	

	Age			Location		Public Internet access	
	Under 44	45 – 50	51 and over	Urban	Rural	Available	Unavailable
The evaluation of the services provided by libraries (during 2008)							
The variety of other publications (CD, DVD)				Worsened	Remained the same		
The variety of periodical press		Improved			Improved		
The variety of databases				Remained the same		Improved	Remained the same
The variety of organized events							
The quantity of IT technologies				Improved	Remained the same		
The quality of IT technologies							
The quantity of software							
The quality of software							
An opportunity to get a piece of advice/ some help from the staff while using the computer or the Internet		Improved					
General atmosphere							
The features defining the library the best							
Library is a fashionable place				More often think: library is unfashionable	More often think: library is fashionable	More often think: library is fashionable	More often think: library is unfashionable
Library is modern				More often think: library is modern	More often think: library is old-fashioned	More often think: library is modern	More often think: library is old-fashioned
Library is a place for communication	More often think: library is a place to spend some time alone	More often think: library is a place for communication			More often think: library is a place for communication		

	Age			Location		Public Internet access	
	Under 44	45 – 50	51 and over	Urban	Rural	Available	Unavailable
Library is provided with the newest equipment		More often think: library is provided with the newest equipment		More often think: library is provided with the newest equipment	More often think: the equipment is dated	More often think: library is provided with the newest equipment	More often think: the equipment is dated
Library is intended for youth	More often think: library is intended for youth		More often think: library is intended for elderly people	More often think: library is intended for elderly people	More often think: library is intended for youth	More often think: library is intended for youth	
It is fun to spend time in the library						More often think: it is fun to spend time in the library	More often think: it is boring to spend time in the library
Novelties are constantly introduced in the library						More often think: novelties are introduced constantly	More often think: novelties are introduced slowly
Library is intended for everyone	More often think: library is intended for academics and students		More often think: library is intended for everyone			More often think: library is intended for academics and students	More often think: library is intended for everyone
The qualifications of the libraries' staff	More often think: the libraries' staff have high qualifications			More often think: the libraries' staff have high qualifications		More often think: the libraries' staff have high qualifications	More often think: the libraries' staff have low qualifications