



MARTYNAS
MAZVYDAS
NATIONAL
LIBRARY OF
LITHUANIA



THE PROJECT "LIBRARIES FOR INNOVATION"

FACTUAL DATA COLLECTION OF LIBRARIES

2010

(Instrument 12)

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1. Factual Data Collection of Libraries 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 distance 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 factual data collection of the libraries' representatives, information about libraries' working hours, the number of libraries providing PIA (public Internet access) and the number of workstations for its users and the existence and the scope of PIA trainings for libraries' staff and the service users.

The research data is related with such Project supervision indicators (supervision indicators, for which the information during the research was at least partly collected during the factual data collection, 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 PIA

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 initial survey of libraries' representatives was conducted on the Internet. Personal invitations to participate in the survey were sent by e-mail to all librarians indicated by the Client. The tasks of the research, information about the survey conduction period and the instructions how to fulfill the survey online were introduced in the invitations.

The representatives of the libraries connected to the Contractor's server through an authorized link provided in e-mails. Libraries' representatives could answer the questions at any time of their convenience. The representatives of the libraries were also able to stop filling in the questionnaire and connect to it later and continue filling it in from the point they last time stopped.

Libraries having no Internet access were intended to be interviewed by phone.

2.2. The Target Group, Sample and Sampling

The target group of the survey was the libraries participating in the project "Libraries for Innovation". The list of libraries including the contact information was provided to the Contractor by the Client.

According to the Client requirements for the survey, it was intended to survey all representatives of 1272 libraries in total.

During the research, the method of continuous sampling was applied.

2.3. The Research Instrument

While conducting the survey, the standardized questionnaire provided by the Client was used (Instrument 12).

During the preparation stage, based on the recommendations of the Contractor, the questionnaire was adjusted. The corrections were not fundamental, therefore, it did not influence the research results and their comparability with the research findings of 2008.

2.4. The Technical Report of Survey Conduction

The survey was started on 2nd February, 2010. It was planned to finish on 28th February, 2010. It was finished on 9th March, 2010.

Bearing in mind the recommendations of the Client to start the factual data collection only when the libraries have the activity reports of 2009, the factual data collection implementation started in two "waves":

1. 2nd February, 2010, the invitations to participate in the survey were sent to those libraries which had to provide their activity reports of 2009 before the 1st February, 2010.
2. 10th February, 2010, the invitations to participate in the survey were sent to those libraries which had to provide their activity reports of 2009 on 2nd-9th February, 2010.

Bearing in mind that during the online survey of libraries' directors the questionnaires were filled in on the last day, it was decided to dedicate one week for the survey of each "wave". In the middle of the week of each "wave", reminders about the invitations to participate in the survey were sent to all libraries. Libraries' representatives, who did not filled in the questionnaire online during the week, were attempted to be contacted and interviewed by phone.

The telephone survey of libraries not having Internet connection was started on 10th February, 2010.

The Client provided 1264 contact information of libraries to the Contractor. 1248 representatives of the libraries were interviewed during the research.

Technical characteristics of survey conduction:

Questionnaires filled in online	627
Questionnaires filled in online and by phone	27
Questionnaires sent and filled in by e-mail (Word).....	2
Questionnaires filled in on the phone	592
The total number of interviewed libraries' representatives.....	1248
Libraries being liquidated / closed for an undefined period of time	16

The list of libraries being liquidated/ closed for an undefined period of time:

1. Martynas Mazvydas National Library of Lithuania, Palanga branch
2. Public library of Panevezys district municipality, Liberiskis branch
3. Public library of Raseiniai district municipality, Lyduvenai library
4. Public library of Raseiniai district municipality, Plikiai library
5. V. Slaitas Public library of Ukmerge district municipality, Labeikiai rural branch
6. V. Slaitas Public library of Ukmerge district municipality, Lenas rural branch
7. V. Slaitas Public library of Ukmerge district municipality, Valai rural branch
8. V. Slaitas Public library of Ukmerge district municipality, Tulpiakiemis branch

9. V. Slaitas Public library of Ukmerge district municipality, Vidiskes branch
10. Public library of Varena district municipality, Pirciupiai branch
11. Public library of Varena district municipality, Panara branch
12. Public library of Varena district municipality, Sarapiniskes branch
13. The Main library of the Central library of Vilnius city municipality (Zirmunu 6)
14. Public library of Zarasai district municipality, Siauliai branch

At the instruction of the Client concerns, Martynas Mazvydas National Library of Lithuania was not included in the research, because of the scope of its activity and its uniqueness.

2.5. Ensuring Quality Control

The following means were used to ensure the quality of the research conduction and data:

- ✓ During the research conduction period, constant consultations were provided in terms of sampling and filling in the questionnaires to both representatives' of the libraries and the research conductors.
- ✓ Data analytics audited the quality of collected data by using the possibilities provided by the SPSS program.

2.6. Data Analysis

While analyzing the respondents' answers to the questions, general answers and their distribution according different characteristics are presented in the report.

During the research, the general population was surveyed, therefore, all differences in the answers of libraries' representatives are statistically significant (the bias equal to 0). Bearing in mind the latter, the comparison of groups and the evaluation of changes become more problematic, because it is rather difficult to identify the answers of how many directors determine the significant differences. To make the analysis simpler, the changes in answers are marked in different colors (only for the results of the research of 2010). The statistically significant changes are marked only for the research results of 2009. Green circles denote positive significant changes (increase in value) during the year and red (or yellow) circles denote negative significant changes (decrease in value).

Statistically 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").

3. Summary of the Research Results

Working Hours of Libraries and their Branches and the Number of Visits

The working hours of libraries and their branches

83% of the libraries participating in the project "Libraries for Innovation" work not more than 40 hours a week. Libraries work for 36 hours per week at average. Libraries work the most often and for the most hours from Tuesday until Friday (97%-99% of libraries). Slightly more than one half of libraries are open on Mondays and Saturdays (on Mondays - 55%, and on Saturdays - 52%) and almost all libraries are closed on Sundays (100%).

2009 vs. 2008: during the exploratory year, the number of weekly working hours decreased (2009: 36 hours, and 2008: 39 hours at average). Working hours were diminished on Tuesdays-Fridays the most often.

Urban vs. rural: in urban libraries, visitors are served longer than in rural areas (work more than 40 hours per week U:69%; R:7%). Moreover, in rural areas, libraries are less often open on Mondays (U:95%; R:48%) and Saturdays (U:71%; R:49%).

The number of visits in libraries and their branches

During the year of 2009, 8 389 million visits were recorded in libraries. More than two thirds of libraries recorded not more than 5 000 visits each during the year of 2009 and only in one quarter of libraries (26%) greater flows of visitors were recorded.

2009 vs. 2008: during 2009, a smaller number of visits was recorded in comparison to 2008 (2009: 8 389 million; 2008:8 443 million).

Urban vs. rural: in urban libraries, a greater number of visits was recorded than in rural areas in 2009 (U:4 745 million; R:3,644 million).

Public Internet Access in Libraries

Having an Internet website

Every tenth library has and Internet website created and administered by the library.

2009 vs. 2008: during the last year, the number of libraries having their Internet websites did not change (2009:10%, 2008:11%).

Urban vs. rural: urban libraries have Internet websites created and administered by themselves more often than rural libraries (U:31%; R:5%).

The provision of PIA

83% of libraries provide PIA (1038 libraries in total). The libraries providing PIA include the libraries of Kaunas and Klaipeda regions, libraries employing more than two employees and those which recorded more than 5000 visits last year.

2009 vs. 2008: during the year of 2009, the number of libraries providing PIA increased almost by one third (2009:83%, 2008:53%).

Urban vs. rural: urban libraries provide PIA more often than libraries in rural areas (U:95%; R:81%). However, in comparison to the previous year, a greater increase in the number of libraries providing PIA was recorded in rural libraries in particular (U:81%; R:48%).

The workstations of PIA

During the research, it was estimated that there are 4984 workstations intended for the PIA usage. On average, there are 5 PIA workstations in each library. The most computerized workstations were established not earlier than two years before (69%, 3421 workstations).

2009 vs. 2008: during the last year, the number of workstations intended for PIA usage almost doubled (2009:4984, 2008:2738).

Urban vs. rural: in urban libraries, the average number of workstations intended for PIA usage is twice greater than that in rural libraries (U:8; R:4). Nevertheless, the total number of workstations intended for the PIA usage is bigger in rural areas (U:1547; R:3437). In rural libraries, computerized workstations were established 1-2 years ago more often (U:29%; R:42%). Meanwhile, in a greater share of urban libraries, the workstations intended for the PIA usage were established during the last year (U:84%; R:49%).

Wireless Internet access for visitors

Out of all libraries having PIA, 47% of libraries provide the service of wireless Internet (481 libraries in total).

2009 vs. 2008: during the exploratory year, the share of libraries providing wireless Internet increased by 6 times (2009:481, 2008:79).

Urban vs. rural: there are relevantly more libraries providing wireless Internet access in urban areas (U:65%; R:42%).

PIA workstations intended for the disabled

9% of libraries providing PIA have computerized workstations for the disabled.

2009 vs. 2008: in comparison to the previous year, the number of workstations intended for the disabled in libraries grew substantially (2009:131 workstations, 2008:40 workstations).

Urban vs. rural: in urban areas, there is a relevantly greater share of libraries having computerized workstations adapted for the disabled (U:35%; R:3%).

The occupation of PIA workstations

During the research, half or more of the PIA workstations were being used.

2009 vs. 2008: during the last year, the number of libraries, where more than one computerized workstation was occupied during the research, slightly increased (2009:36%, 2008:25%).

Urban vs. rural: PIA workstations are free in rural libraries more often (U:27%; R:37%).

The means of Internet connection and Internet speed

58% of libraries are connected to the Internet by a wireless connection. Another 22% of libraries use the DSL connection. The most often libraries use the Internet speed of 257 Kbps, -1,5 Mbps (50%).

2009 vs. 2008: the number of libraries connected to Internet by DSL or wireless connection is growing (wireless connection: 2009:58%, 2008:38%; DSL 2009:22%, 2008:18%). Moreover, during the last year, the number of libraries having speedier Internet increased (more than 768 Mbps) (2009:48%, 2008:23%).

Urban vs. rural: in urban libraries, DSL connection is used more often (U:58%; R:14%), and in rural areas, wireless Internet connection is more popular (U:10%; R:69%).

PIA Users' Trainings

The number of PIA users

In libraries participating in the project "Libraries for Innovation", there are slightly more than 209 000 registered users of PIA.

2009 vs. 2008: during the year of 2009, the number of registered users of PIA increased by 18 000 (2009:209 000, 2008:191 000).

Urban vs. rural: the number of registered PIA users almost does not differ in urban and rural areas (U:102 000; R:108 000).

The organization of IT trainings for PIA users and hours devoted for the trainings

IT trainings for PIA users were organized by 34% of libraries having PIA (353 libraries). During the year of 2009, more than 19 000 hours were devoted for these trainings.

2009 vs. 2008: during the last year, the number of libraries which organized IT trainings for PIA users grew (2009:34%, 2008:27%). The total number of hours intended for IT trainings increased as well (2009:19 000, 2008:12 000).

Urban vs. rural: in urban areas, IT trainings were organized more often than in rural areas (U:61%; R:28%), thus, the total number of hours devoted for the trainings is slightly greater in urban areas (U:11 000, R:7 500).

The number of users trained to use IT

In currently interviewed libraries, there are 8500 PIA users trained to use IT.

2009 vs. 2008: the number of PIA users trained to use IT is increasing (2009:8500, 2008:7 000).

Urban vs. rural: in urban areas, a greater share of PIA users are trained to use IT (U:5 000%; R:3500).

Employee Trainings

The number of employees supervising PIA

1430 of employees supervise PIA in libraries.

2009 vs. 2008: the share of employees supervising PIA is increasing (2009:1430, 2008:1042).

Urban vs. rural: in rural libraries, there are more employees who serve PIA (U:513; R:917).

Employee participation in the IT trainings and the number of hours devoted for the trainings

61% of libraries organized IT trainings for employees (763 libraries). During the year of 2009, slightly more than 50 000 hours were devoted for these trainings in total.

2009 vs. 2008: during the year of 2009, the number of libraries whose employees participated in IT trainings increased (2009:61%, 2008:51%). The number of hours devoted for these trainings in 2009, in comparison to 2008, doubled (2009:50 000, 2008:23 000).

Urban vs. rural: in urban areas, the libraries' staff attended IT trainings more often than in rural areas (U:97%; R:54%). The number of hours devoted for employee trainings in urban and rural libraries does not differ substantially (U:22 000, R:28 000).

The number of employees trained to use IT

During the year of 2009, the employees of 1475 libraries were trained to use IT.

2009 vs. 2008: the share of employees trained to use IT grew during the last year (2009:1 475 000, 2008:1 061 000).

Urban vs. rural: during 2009, in urban areas more employees were trained to use IT than in rural areas (U:889; R:586).

4. The Characteristics of Libraries and Employees who Participated in the Survey

Libraries which participated in the project "Libraries for Innovation" commonly are not big. 77% of surveyed libraries or their branches have only one employee each.

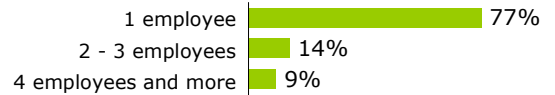
More than two thirds of libraries (68%) recorded up to 5000 residents' visits during 2009. In this case, the number of visits, but not visitors, was recorded. In other words, repeated visits of the same visitor were counted.

In urban areas, less than one fifth of libraries was surveyed (16%). Meanwhile, 84% of libraries participating in the project "Libraries for Innovation" serve rural residents.

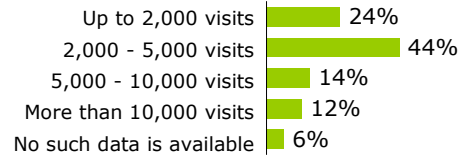
Slightly more libraries were interviewed in the districts of Vilnius (14%), Kaunas (16%), Panevezys (12%) and Siauliai (11%).

The most often, the information about the libraries was provided by senior librarians (62%).

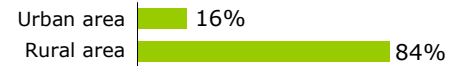
Number of employees working in the library/branch



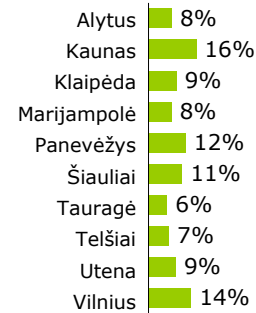
Number of visits in the library/branch during the 2009



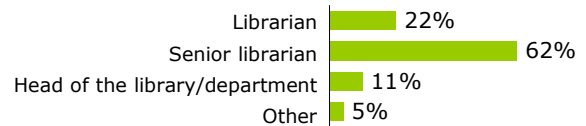
Locality



Region



Position of the respondent



5. Working Hours and Visits of Libraries and their Branches

5.1. The Working Hours of Libraries and their Branches

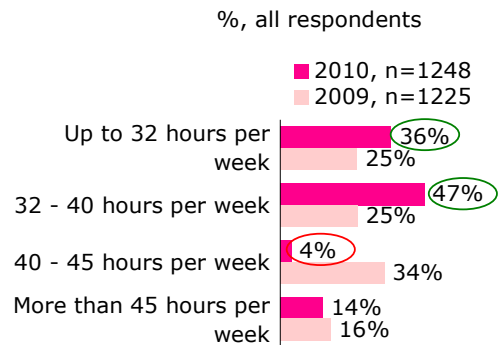
- The working hours of libraries "shrank" and the most significant changes were recorded in rural areas -

The most libraries participating in the project "Libraries for Innovation" work not more than 40 hours per week. 36% of libraries serve visitors during up to 32 hours and another 47% - 32-40 hours per week.

Less than one fifth of libraries or their branches (18%) are open to their visitors more than 40 hours per week.

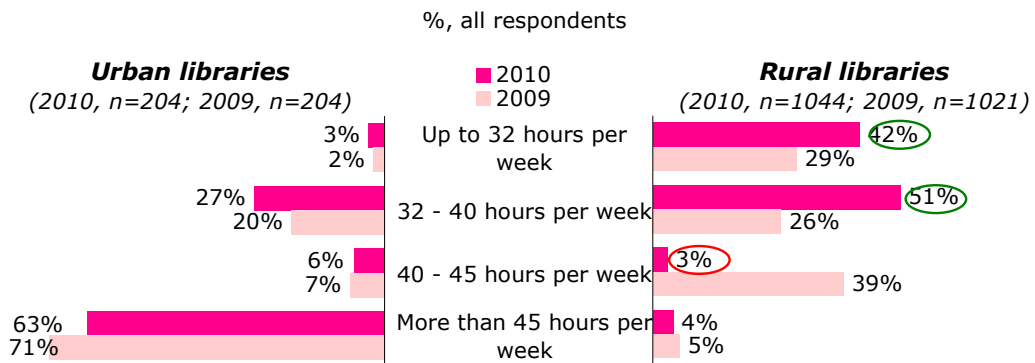
Visitors are served longer by urban libraries, libraries in Vilnius, Kaunas and Klaipeda districts and larger libraries having more employees (2 and more) and recording greater visitor flows (more than 5000 visits). Visitors are also served longer in libraries having PIA, in comparison to those not having PIA. It is influenced by the characteristics of libraries having PIA (commonly they include urban and larger libraries, which results in a longer service time).

How many hours per week in total this library/branch is opened for visitors?



During the current year, libraries work less hours per week, in comparison to the previous year. The most significant reduction in working hours was recorded in rural areas.

How many hours per week in total this library/branch is opened for visitors?



- The most often, libraries can be visited from Tuesdays to Fridays -

While analyzing the working hours of libraries on different days of the week, we recorded that libraries work the longest on Tuesdays – Fridays. More than half of the libraries are open for 8-9 hours during these days.

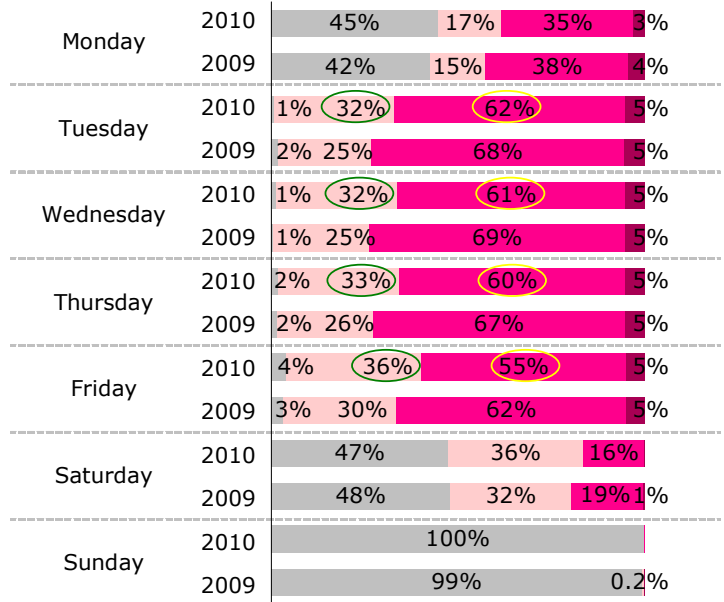
On Mondays and Saturdays almost half of libraries are closed (45% and 47%, respectively). Sunday is usually a day off.

During the current year, residents could use the services of the libraries for a shorter period of day time from Tuesday to Friday, in comparison to the year before. The total number of working hours in libraries is being diminished at the expense of working hours of these days in particular.

Working hours of the libraries corresponding to the different days of week

%, all respondents

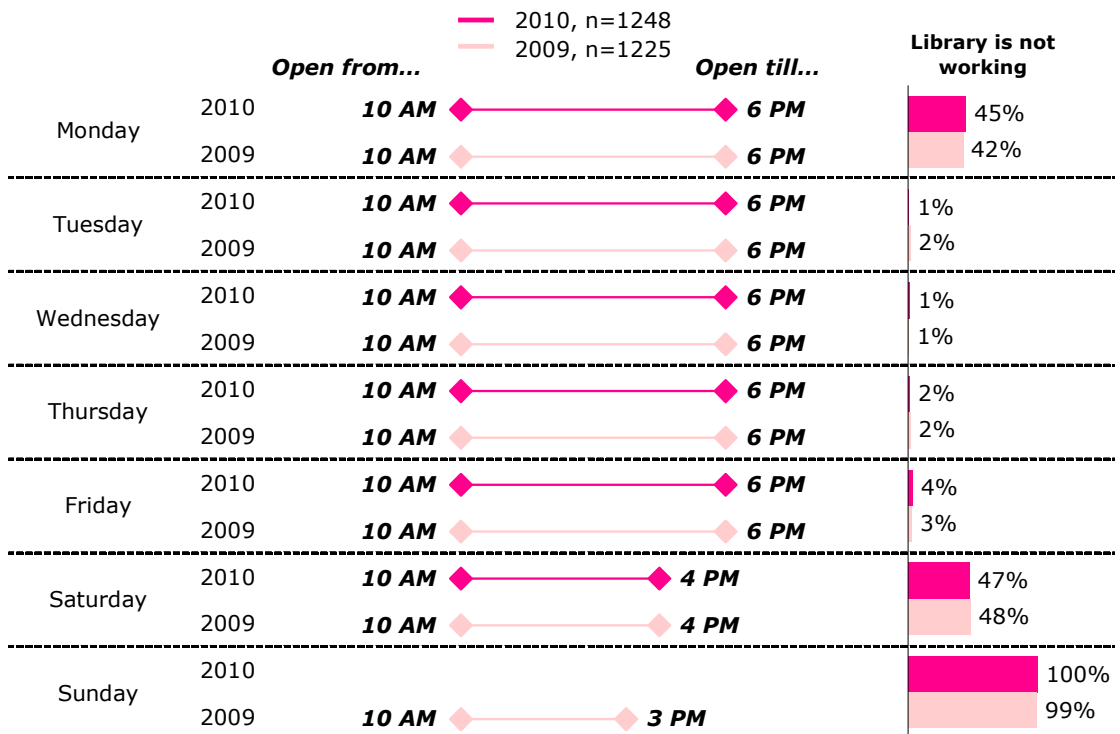
- Not working
- Up to 8 working hrs.
- 8-9 working hrs.
- More than 9 working hrs.



During the working days, residents can commonly visit libraries from 10 a.m. to 6 p.m., and from 10 a.m. to 4 p.m. on Saturdays. These tendencies did not change in the perspective of the year.

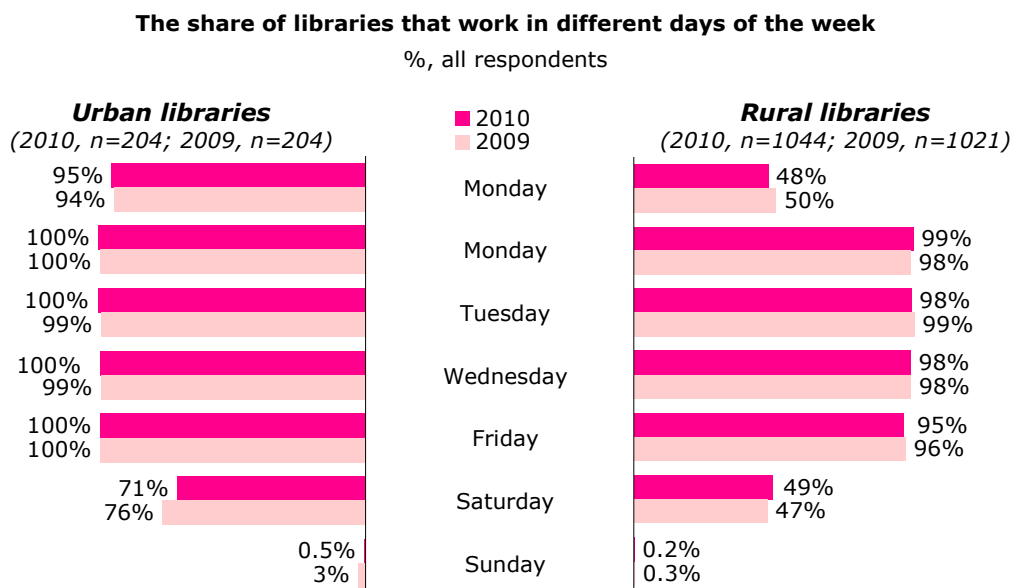
Working hours of the libraries corresponding to the different days of week

Mode is counted of all respondents' answers



While comparing the working hours of libraries in urban and rural areas on different days of the week, we recorded that rural library branches are open on Mondays less often than those in rural areas. For urban libraries, Monday is commonly a working day. Moreover, more libraries are open on Saturdays in urban areas.

During the last year, the working hours of libraries on different days of the week generally do not differ.



- During the year of 2009, the working hours diminished in every tenth library -

In most of the libraries (84%) the number of working hours in 2009¹ did not change. 6% of libraries increased the number of their working hours and one tenth of libraries (10%) – diminished it.

37% of libraries, which increased the number of working hours, prolonged their working time not more than by 4 hours in 2009. Another 46% of such libraries started serving users longer by 4-10 hours and 17% of libraries prolonged the working hours by 11 and more hours.

In libraries where the number of working hours was reduced, commonly it was started to work by 4-10 hours less (57%). Almost one third (29%) of such libraries started working less by 4 hours and 14% of such libraries shortened their working hours by 11 or more hours.

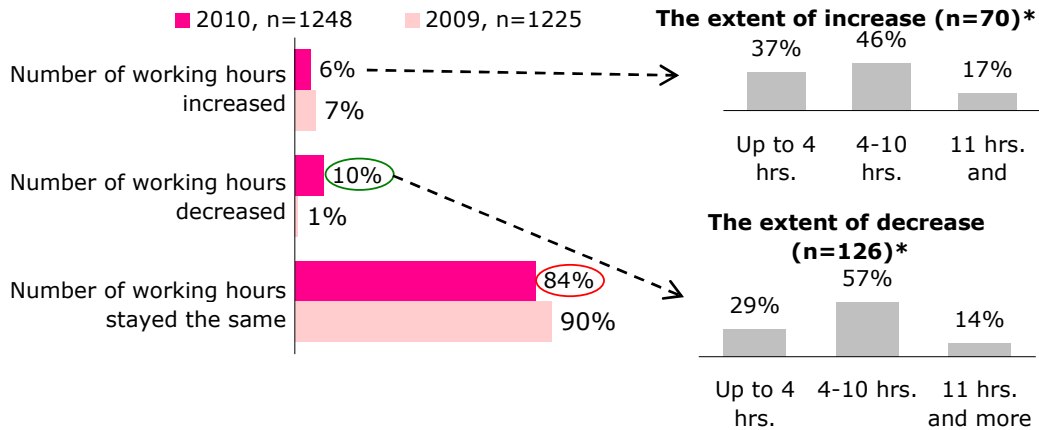
The number of working hours increased in the libraries of Kaunas and Klaipeda districts, libraries having 2-3 employees and libraries providing PIA more often. In Alytus and Telsiai districts, working hours in libraries having one employee were more often diminished as well.

In comparison to the data of the research of the previous year, during the year of 2009, the working hours were diminished in more libraries than it was in 2008.

¹ The research conduction year are indicated in the diagrams. During the research of 2010, information about the year 2009 was collected and during the research of 2009 – information about 2008 was collected.

Change of library/branch working hours in total (2009/2008 vs 2008/2007)

%, all respondents

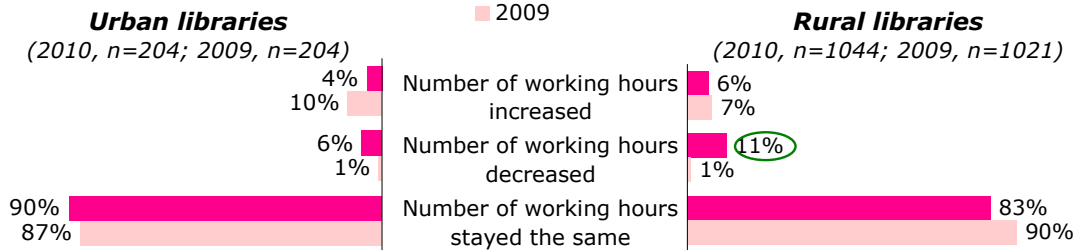


* % calculated from TG

The number of working hours in urban and rural areas does not differ. However, in comparison to the previous year, working hours are being shortened slightly more often in rural areas.

Change of library/branch working hours in total (2009/2008 vs 2008/2007)

%, all respondents



5.2. The Number of Visits in Libraries and their Branches

- The number of visits in libraries slightly diminished -

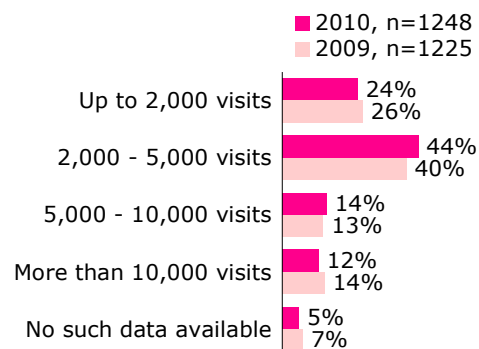
During the year of 2009, in total, there were **8 389 million** visits recorded in libraries and their branches. It is almost 54 000 visits less than during the year of 2008 (there were 8 443 million visits in 2008). However, bearing in mind the shortened working hours of libraries, the decreased number of visits is natural.

The total number of libraries' visits is not final, 5% of the surveyed libraries' staff were not able to name the number of visits, because they did not have such data.

In two thirds of libraries (68%), during the year of 2009, there were up to 5 000 visits were recorded. Only a quarter of libraries (26%) registered more than 5 000 visits (26%). In general, 7134 visits were recorded in one library on average.

Number of visits in the library/branch (during 2009/2008)

%, all respondents



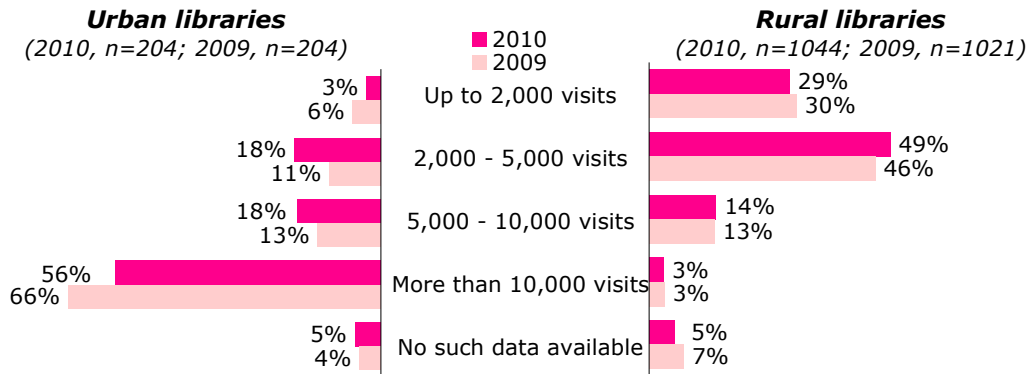
In comparison to the previous year, the relevant shares of visits in libraries do not differ.

More visits were recorded in libraries in Kaunas, Klaipeda and Utena districts. Moreover, the number of libraries' visits is commonly related to the number of employees in the library. The greater the visitor flow, the more libraries' staff there is.

In urban libraries, of course, larger visitor flows were recorded, in comparison to rural areas. Even though urban libraries constitute only 16% of all interviewed libraries, during the year of 2009 they recorded 56% of all visits (**4 745 million** visits, average – 24585 visits). In rural libraries, during 2009, **3 644 million** visits were recorded (average – 3707 visits).

Number of visits in the library/branch (during 2009/2008)

%, all respondents



6. PIA in Libraries

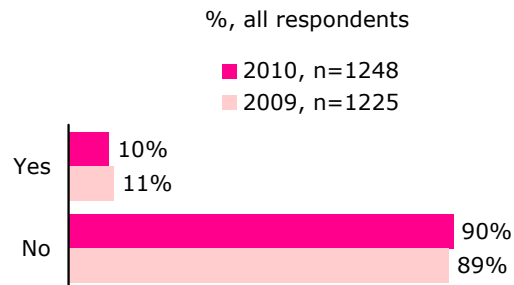
6.1. The Possession of an Internet Website

- The share of libraries having Internet websites did not change -

Nine out of ten libraries (119 libraries) have separate Internet websites created and administered by the libraries. Internet websites are more often possessed by the largest libraries (having the greatest number of employees and visitors) and libraries having PIA.

The share of libraries having Internet websites did not change.

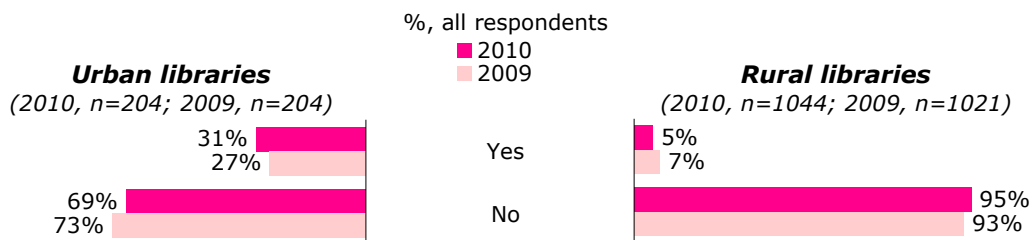
Possession of a website created and administrated by the library



Urban libraries have greater number of employees and visitors, thus, they more often have Internet websites, in comparison to the rural libraries.

In comparison to the previous year, the number of rural and urban libraries having their Internet websites does not differ.

Possession of a website created and administrated by the library



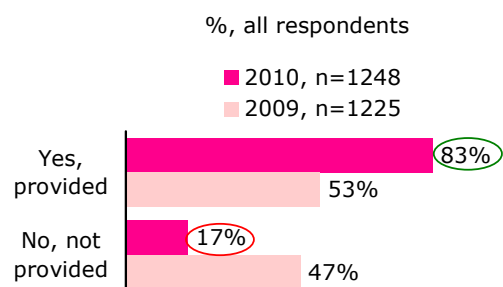
6.2. The Provision of PIA

- The number of libraries providing Internet access increased by one third -

PIA is provided by 83% of libraries (1038 libraries). In comparison to the previous year, the share of libraries providing PIA increased by 30 percentage points (p.p.).

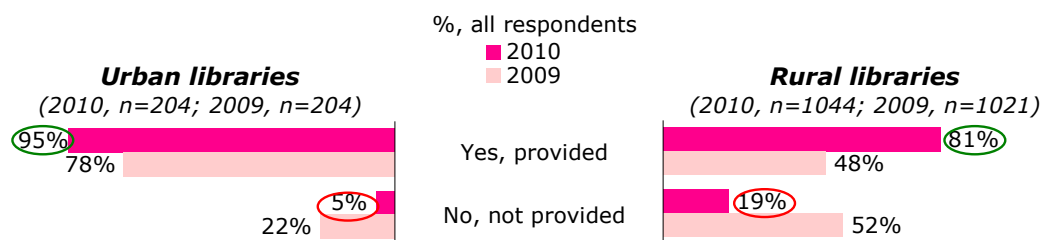
PIA is more often provided by the libraries in Kaunas and Klaipeda districts, libraries employing more than 2 employees and those where more than 5000 visits were recorded during last year (larger libraries).

Does the service of public Internet access is provided to visitors at the moment?



In urban libraries, PIA is provided more often than in rural areas. However, in rural libraries, a more intensive growth of libraries having PIA was recorded (33 p.p.).

Does the service of public Internet access is provided to visitors at the moment?



6.3. PIA Workstations

- The number of PIA workstations increased almost twice during the last year (82%) -

In total, currently there are **4984** PIA workstations in libraries which participated in the survey. It is 82% (2246 workstations) more than during the previous year (2738 workstations last year).

The number of PIA workstations is increasing not only because the increased number of libraries where PIA is being established, but also because of the increased number of workstations intended for PIA usage in the libraries. During the current year, more libraries having 4 or 6 PIA workstations more were recorded. Meanwhile, the number of libraries having up to 3 PIA workstations is becoming relevantly smaller.

In one third of libraries (32%), there are not more than 3 workstations intended for PIA. 48% of libraries have 4-5 workstations intended for the PIA and another one fifth of libraries (20%) can serve the PIA users by using 6 or more workstations.

Libraries in Klaipeda district and the largest libraries (employing 4 and more employees and which recorded not less than 10 000 visits during the last year) have the most workstations intended for PIA usage.

- In rural areas, the number of libraries having PIA is increasing, and in urban libraries the number of PIA workstations is being raised -

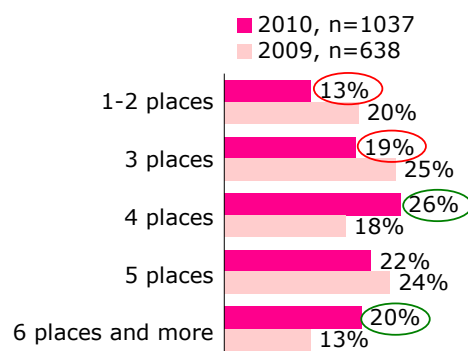
In urban libraries, there are 6 and more PIA workstations more often. Meanwhile, in rural areas, libraries having PIA commonly have a smaller number of workstations intended for PIA. However, it is important to note that while the number of rural libraries having PIA was increasing, the number of PIA workstations in urban libraries was growing faster.

There are **1547** PIA workstations in urban areas in total. It constitutes 31% of all PIA workstations, when urban libraries constitute 16% of all libraries participating in the project "Libraries for Innovation". The number of PIA workstations increased by 67% during the last year (619 workstations, there were 928 workstations last year).

In rural libraries, **3437** PIA workstations were recorded. In comparison to the previous year, this number grew by 90% (by 1627 workstations, there were 1810 workstations last year).

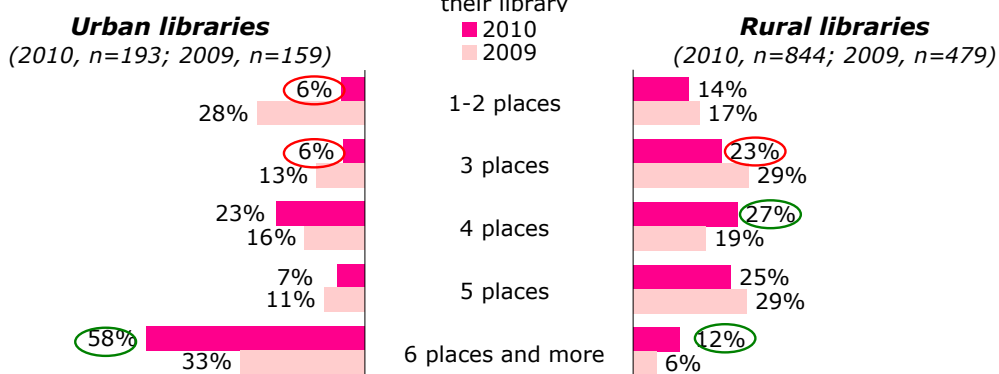
Number of workplaces with public Internet access

%, all respondents (libraries' staff) who indicated that public Internet access is available in their library



Number of workplaces with public Internet access

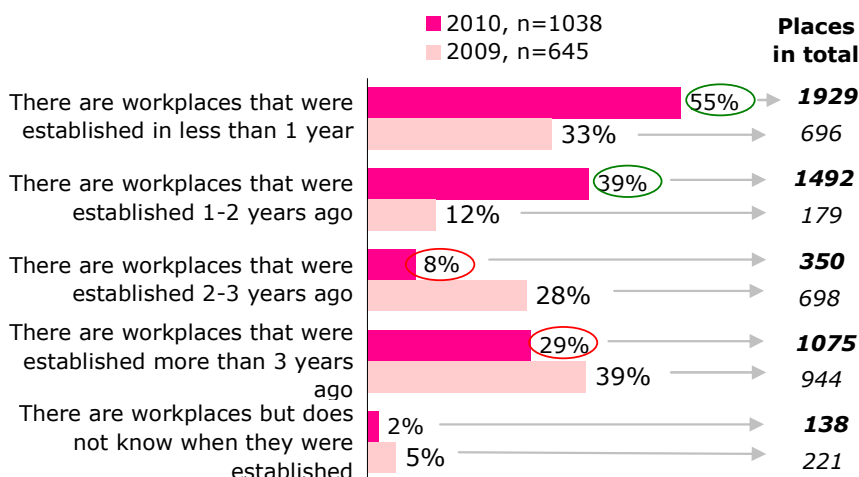
%, all respondents (libraries' staff) who indicated that public Internet access is available in their library



The most libraries (94%) established PIA workstations not earlier than 2 years ago. Moreover, during the last two years, the number of libraries who established PIA workstations increased.

Number of workplaces with public Internet access indicating when they were established

%, respondents who work in a library where the public Internet access is available



While considering the time of the establishment of PIA workstations in absolute numbers, we see that the greatest share of Internet workstations was established not more than one year ago (1929 workstations). 1-2 years ago, 1492 workstations were established. Another 350 workstations were established 2-3 years ago. 1075 PIA workstations could be used by residents not more than for 3 years.

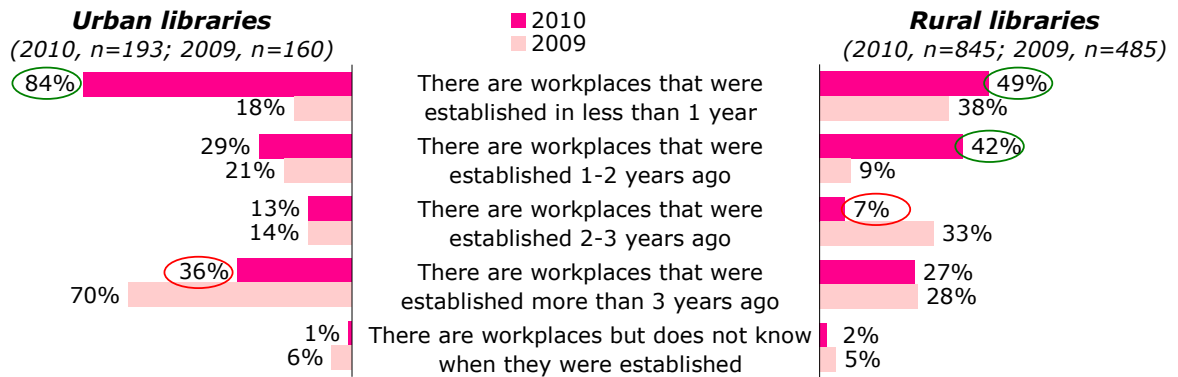
- In rural areas, the most PIA workstations were established 1-2 years ago and in urban areas they were established during the last year -

PIA workstations in urban libraries were established during the last year more often. Meanwhile, in rural libraries, PIA workstations were established 1-2 years ago more often than in urban libraries.

In comparison to the previous year, the number of libraries where PIA workstations were established not more than 2 years ago grew. In urban areas, the most intensive PIA development was conducted during the last year, meanwhile, in rural areas, the most significant increase of PIA workstations was recorded 1-2 years ago.

Number of workplaces with public Internet access indicating when they were established

%, respondents who work in a library where the public Internet access is available



6.4. Wireless Internet Access for Visitors

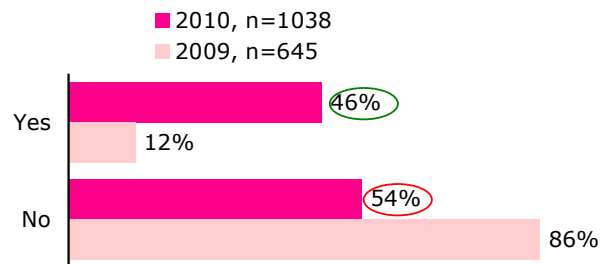
- The number of libraries providing wireless Internet access increased by almost 4 times during last year -

Almost half (47%, 481 libraries) of libraries providing PIA provide the service of wireless Internet as well. It is the libraries of Utena and Klaipėda districts more often and the largest libraries (employing 4 and more employees and which recorded 10 000 and more visits during the last year).

In comparison to the previous year, the number of libraries having wireless Internet access increased by 6 times (in 2009, there were 79 such libraries). The change was recorded in both urban and rural libraries.

Does this library/branch provides public and free of charge wireless internet for visitors with portable computer, etc.?

%, respondents who work in a library where the public Internet access is available



In urban areas, there are more libraries providing wireless Internet than in rural areas.

Does this library/branch provides public and free of charge wireless internet for visitors with portable computer, etc.?

%, respondents who work in a library where the public Internet access is available

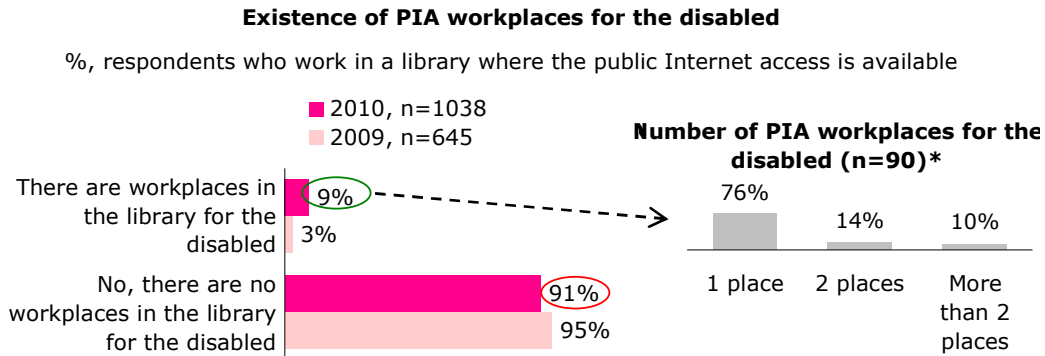


6.5. PIA Workstations Intended for the Disabled

- The number of PIA workstations adjusted for the disabled increased by three times -

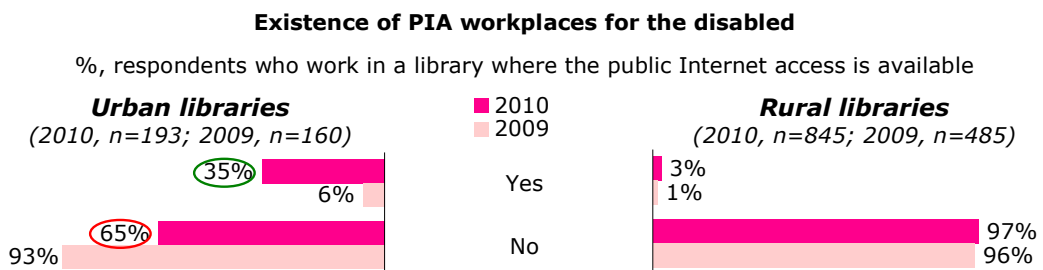
The disabled are able to use PIA in almost one tenth of libraries having Internet access (9%). In comparison to the previous year, the number of such libraries increased by three times. In total, there are **131** workstations intended for the disabled in all libraries participating in the project "Libraries for Innovation". Last year, there were only 40 such workstations.

Commonly, there is one workstation adjusted for the disabled in each library.



* percent of the libraries' staff who answered the question (%)

PIA workstations adjusted for the disabled are more often found in the largest libraries employing not less than 4 employees and which recorded not less than 10 000 visits during the last year. In urban areas, there is a relevantly greater share of libraries having workstations adapted for the disabled.



6.6. The Occupation of PIA Workstations

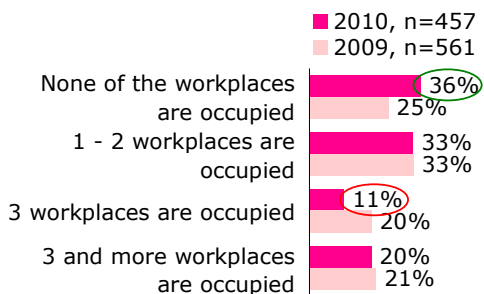
- During the research, half or more of libraries' PIA workstations were occupied -

The employees of libraries having PIA were asked on the phone how many computerized workstations were occupied at that moment. 36% of respondents claimed that all PIA workstations were free. Another third of respondents (33%) mentioned that 1-2 workstations were occupied in the library. 3 or more workstations were occupied in 31% of the libraries.

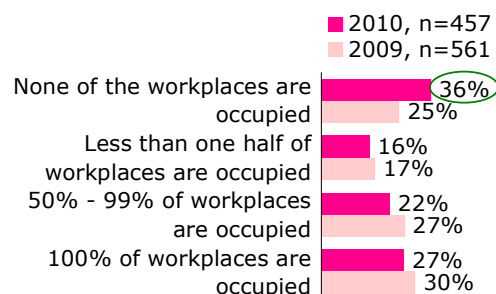
While analyzing the relevant share of occupied PIA workstations, we see that in half of the libraries 50% and more computerized workstations were occupied (in 22% of libraries, 50%-99% workstations were occupied, and in 27% of the libraries – 100% workstations).

Number of PIA workplaces currently occupied in the library/branch **Share of PIA workplaces currently occupied in the library/branch**

%, respondents surveyed by telephone



%, respondents surveyed by telephone



However, during the last year, when the number of PIA workstations increased, the number of libraries where none of the workstations were occupied was growing as well. In rural areas, more such libraries were surveyed, thus, it may be so that in rural areas a greater penetration of information about the services of PIA is needed.

Share of PIA workplaces currently occupied in the library/branch

%, respondents surveyed by telephone



6.7. The Means of Internet Connection and Internet Speed

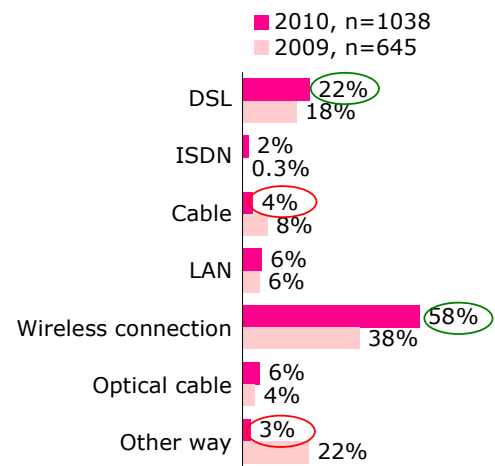
- In urban areas, more and more libraries connect to the Internet by DSL connection, and in rural areas, wireless Internet is being used more and more often -

The most often (58%, 599 libraries), libraries having PIA connect to the Internet by wireless Internet. Another fifth (22%, 228 libraries) of libraries connect to the Internet by DSL connection. Other means to connect to the Internet are used not more than by 6% of libraries each.

Wireless Internet is the most common connection to the Internet used by small rural libraries (employing less than one employee and the ones which recorded under 5 000 visits). In urban libraries, the most popular means of Internet connection is the DSL connection.

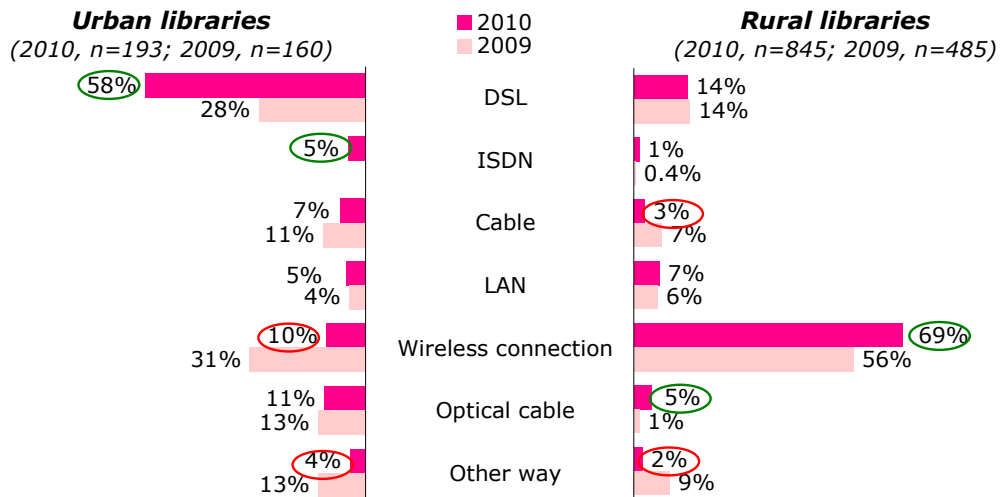
In comparison to the previous year, in urban areas, the number of libraries connecting to the Internet by DSL or ISDN connections increased. Meanwhile, in rural areas, there are more library branches using wireless Internet and optical cable. In urban areas, the number of libraries using wireless Internet is decreasing.

Way in which the library/branch is connected to the Internet
%, respondents who work in a library where the public Internet access is available



Way in which the library/branch is connected to the Internet

%, respondents who work in a library where the public Internet access is available



- There are more and more libraries having speedier Internet -

In slightly more than one fourth of libraries (27%) the Internet speed is under 256 kilobytes per second (Kbps). Half of the libraries are using the Internet of speed 257 Kbps, -1,5 Mbps. Another 23% of libraries can offer their visitors an Internet speed over 1,5 Mbps.

The largest urban libraries use the speediest Internet (employing over 4 employees and the ones which recorded more than 10 000 visits last year).

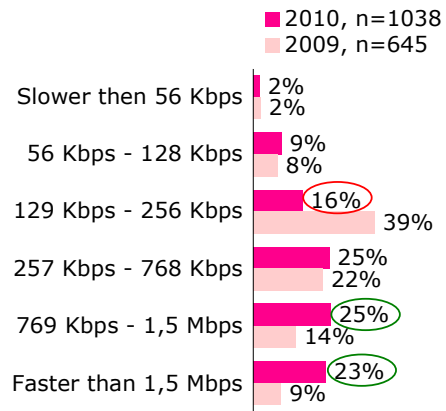
During the last year, there were more libraries where Internet speed is greater than 768 Kbps, and the number of libraries having slower Internet connection is diminishing.

Internet speed commonly is closely related to the means of Internet connection. Libraries which connect to the Internet by DSL, LAN or optical cable have the speediest Internet. Meanwhile, in libraries, which have wireless Internet, the Internet speed is the least speedy. Bearing in mind that in rural libraries in particular wireless Internet is used the most often, it becomes clear why visitors are offered a less speedy Internet.

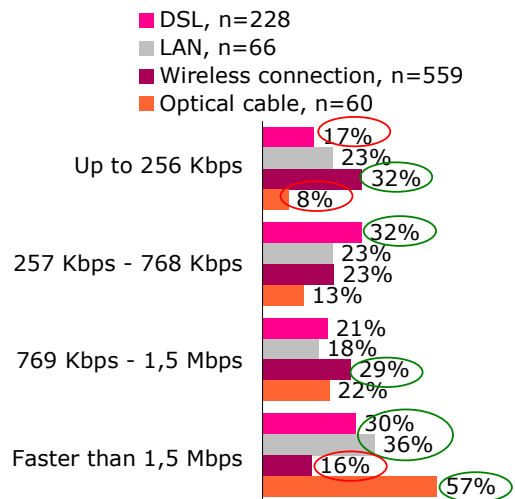
Nevertheless, while comparing the data of the previous year, the Internet speed in the rural libraries is becoming speedier. The number of libraries where visitors can use speedier Internet than 768 Kbps increased almost 4 times (from 89 libraries in 2008 to 375 libraries in 2009).

In urban libraries, speedier Internet is being established as well, however, the change is not as significant as in rural libraries. During the last year, the number of libraries having Internet speedier than 1,5 Mbps increased slightly more than twice (from 33 libraries in 2008 to 85 libraries in 2009).

Internet speed in the library/branch
%, respondents who work in a library where the public Internet access is available

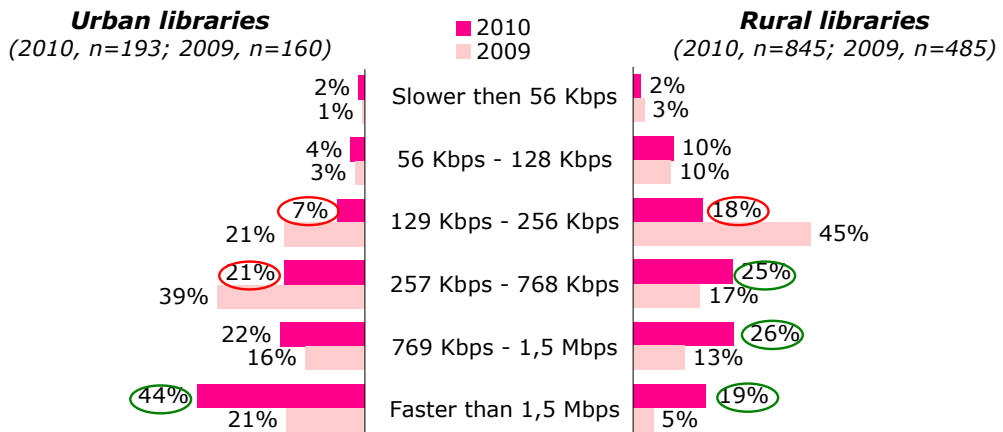


Internet speed in the library/branch
%, libraries that use particular way to connect to the Internet



Internet speed in the library/branch

%, respondents who work in a library where the public Internet access is available



7. PIA Users' Trainings

7.1. The Number of PIA Users

- During the last year, the number of rural libraries having a small number of PIA users is increasing -

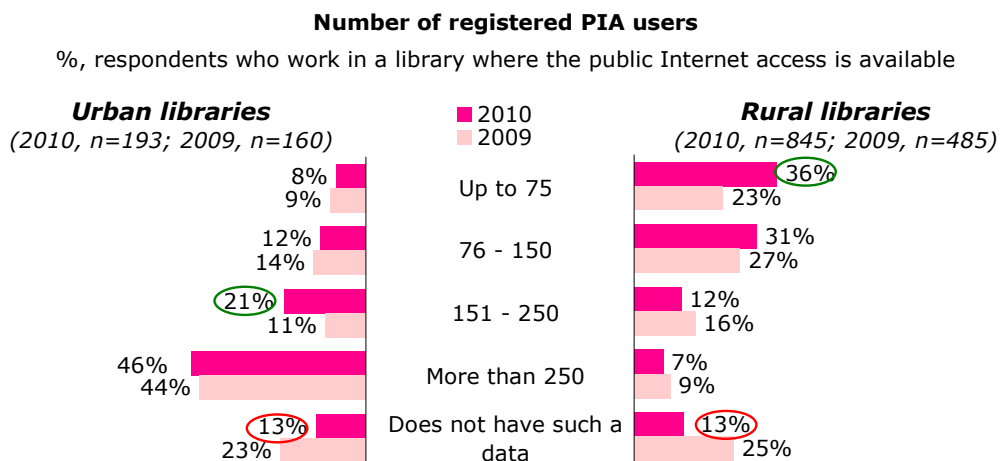
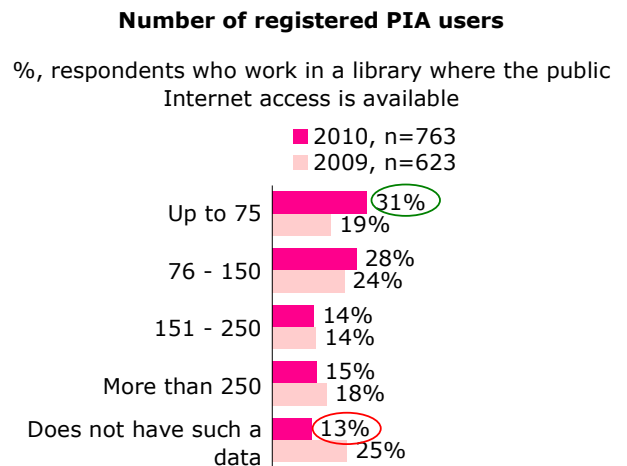
Slightly more than one tenth (13%) of libraries providing PIA service do not have data about the number of registered PIA users. In libraries having such information, there are more than **209 000** registered PIA users. It is almost 18 000 more than last year (191 000).

The number of PIA users is directly related to the size of the library. The more people are employed in the library and the more visits it recorded last year, the more registered PIA users such library has.

During the last year, the number of libraries having up to 75 registered PIA users increased, which shows that the number of small libraries having Internet access is growing.

The number of libraries having up to 75 registered PIA users is increasing in rural areas only. In urban areas, the number of libraries having 151-250 registered PIA users is growing.

In general, both in rural and urban areas, the number of registered PIA users almost does not differ independently from the very different numbers of libraries having PIA. In rural libraries, there are almost **108 000** registered PIA users and in urban areas – almost **102 000**.



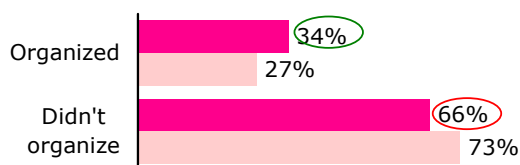
7.2. The Organization of IT Trainings for PIA Users and the Number of Hours Devoted for the Trainings

- The number of libraries which organized PIA trainings doubled -

Slightly more than one third (34%, 353 libraries) of libraries having PIA organized IT trainings for its users. During the last year, such trainings were organized by 173 libraries, thus, while comparing the absolute numbers, the number of libraries which organized trainings doubled.

The most often, such trainings were organized in urban areas, in libraries in Kaunas district, libraries having over 4 employees or libraries which recorded more than 10 000 visits.

Organization of the IT training for PIA users (during 2009/2008)
%, respondents who work in a library where the public Internet access is available



The number of libraries which organized PIA users' trainings is growing, in comparison to the previous year. However, the change is recorded in urban areas only. The share of libraries which organized PIA users' trainings in rural areas did not change.

Organization of the IT training for PIA users (during 2009/2008)

%, respondents who work in a library where the public Internet access is available



- In 2009, more hours were devoted to PIA users' trainings than in 2008 -

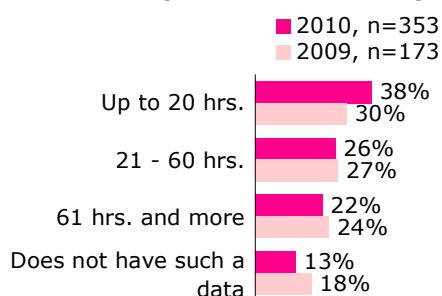
38% of libraries which organized PIA users' trainings devoted more than 20 hours for these trainings in 2009. Another fifth (26%) of libraries devoted 21-60 hours for IT trainings. More than 60 hours during the year of 2009 were devoted to IT trainings only by slightly more than one fifth of libraries (22%).

13% of libraries do not have data how many hours were devoted for the IT trainings for PIA users during the last year.

In total, libraries which organized PIA trainings devoted slightly more than **19 000** hours. In 2008, slightly more than **12 000** hours were devoted for IT trainings.

Number of hours intended for IT training for PIA users (during 2009/2008)

%, respondents who work in a library where the IT training for PIA users were organized

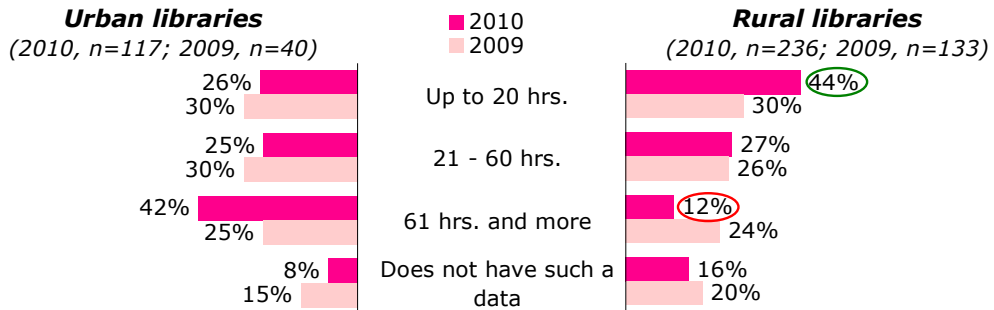


The number of hours intended for IT trainings depends on the size of the library. In libraries having more employees and those which recorded the biggest numbers of visits devoted more hours for IT trainings.

That is the reason why among urban libraries there were more libraries which devoted over 60 hours for the trainings. In rural areas, a greater share of libraries trained the visitors for no more than 20 hours.

During the year of 2009, in urban libraries slightly more than **11 000** hours were devoted for IT trainings and **7 500** hours in rural areas.

Number of hours intended for IT training for PIA users (during 2009/2008)
%, respondents who work in a library where the IT training for PIA users were organized



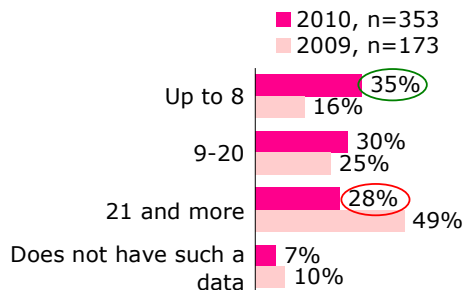
7.3. The Number of Users Trained to Use IT

- The number of PIA users who participate in the IT trainings is growing -

During the year of 2009, in libraries providing PIA almost **8 500** visitors were trained to use IT. It is 1 500 users more than during the year of 2008 (almost 7 000). However, the number of users trained to use IT is not final, because 7% of the employees who participated in the survey did not have data about the number of visitors trained to use IT.

35% of libraries trained not more than 8 PIA users each during the year of 2009. Another 30% of libraries trained 9-20 users, and 28% libraries trained more than 20 users.

Number of users taught to use IT (during 2009/2008)
%, respondents who work in a library where the IT training for PIA users were organized

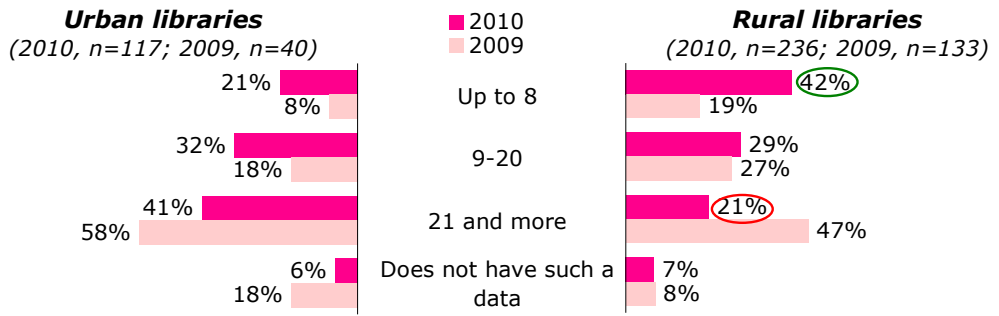


In comparison to the previous year, the number of libraries where up to 8 PIA users were trained increased and there were fewer libraries who trained more than 21 users. Commonly, the number of trained users depends on the size of the library. The bigger the library (it has more employees and it recorded more visits last year), the more PIA users were trained. Thus, the fact that the number of libraries which served less visitors shows that PIA users' trainings were organized more actively in smaller libraries. That is the reason the share of libraries which conducted the trainings is increasing faster than the number of trained PIA users.

In 2009, in urban libraries there were **5 000** PIA users were trained and that is substantially more than during the year of 2008 (3 000 of users in 2008.). Meanwhile, in rural areas, **3 500** users participated in IT trainings. In comparison to 2008, this number decreased slightly (4 000 of users last year).

Number of users taught to use IT (during 2009/2008)

%, respondents who work in a library where the IT training for PIA users were organized



8. Employee Trainings

8.1. The Number of Employees Supervising PIA

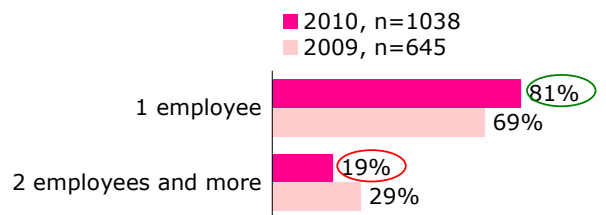
- In rural libraries, the number of library's employees responsible for the PIA increased -

In total, there are **1430** libraries' employees serving PIA from all libraries participating in the project "Libraries for Innovation". In comparison to the previous year, this number increased (there were 1042 employees last year).

81% of libraries have one employee to serve PIA each. More than one employee serving PIA is more often common in libraries having more employees, where a greater number of visitors was recorded during the last year. Moreover, the vast majority of libraries where PIA is served by one employee are located in rural areas. In urban libraries, 2 or more employees are responsible for serving the PIA.

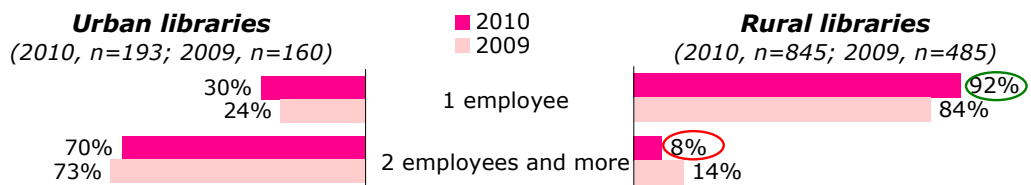
In urban libraries, in total there are **513** employees serving the PIA (there were 493 employees last year). In rural areas, there are **917** of such employees and, in comparison to the previous year, this number increased almost by one third (there were 549 employees last year).

Number of employees who look after the public Internet access
%, respondents who work in a library where the public Internet access is available



Number of employees who look after the public Internet access

%, respondents who work in a library where the public Internet access is available



8.2. Employee Participation in the IT Trainings and the Number of Hours Devoted for the Trainings

- There are more libraries which employees participated in IT trainings -

61% (763 libraries) employees of all libraries which participated in the survey participated in IT trainings.

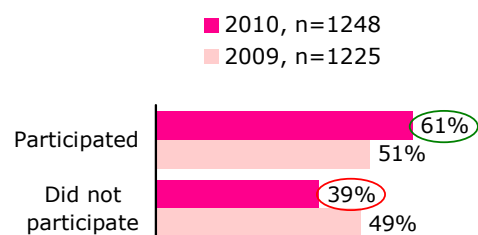
The employees of libraries which have larger personnel and which recorded a greater number of visitors participated in the trainings more often.

In comparison to the previous year, the number of libraries which employees participated in IT trainings is growing.

The employees of urban libraries participated in IT trainings more often than those of rural libraries' branches. Furthermore, in urban areas, the number of libraries which provided the possibility for their employees to participate in IT

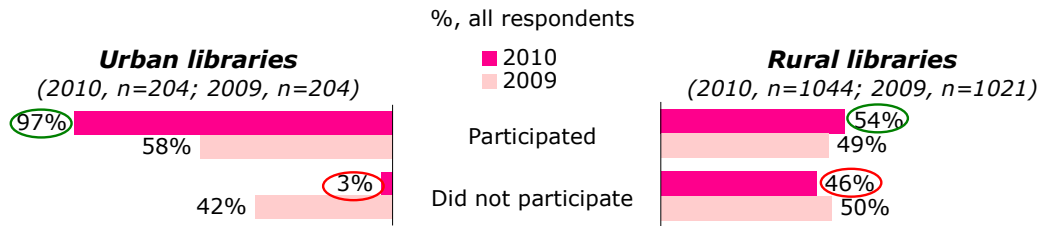
Participation of the employees in the IT training (during 2009/2008)

%, all respondents



trainings increased much more than in rural areas. In rural areas, the number of such libraries increased as well, however, not as significantly.

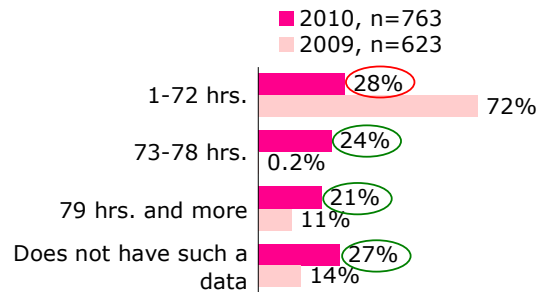
Participation of the employees in the IT training (during 2009/2008)



- In 2009, the employee trainings were devoted twice as more hours than in 2008 -

During the year of 2009, libraries which employees participated in IT trainings, devoted slightly more than **50 000** hours. Of course, the number of hours intended for IT trainings could be even higher, because even 27% of libraries do not have data how many hours were devoted for IT trainings in 2009.

Number of hours intended for IT training for employees (during 2009/2008)
%, respondents who work in the library which employees participated in IT training



During 2008, such trainings were devoted twice as less hours (23 000).

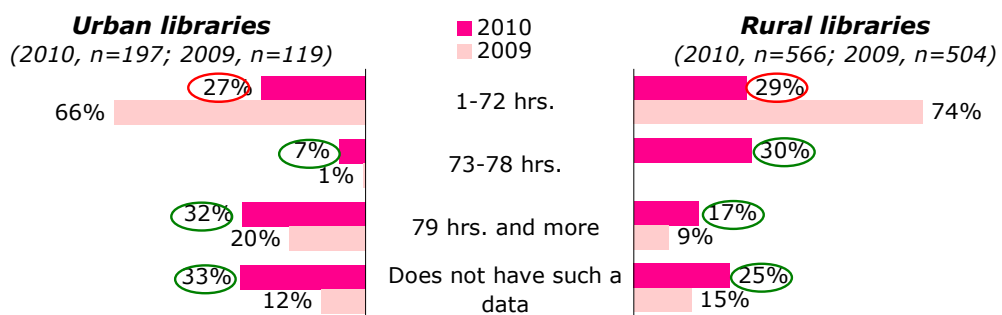
28% of libraries' employees devoted up to 72 hours for the IT trainings. In one quarter of libraries (24%), the IT trainings were devoted 73-78 hours. Another fifth (21%) of libraries devoted more than 78 hours for the analyzed trainings in 2009.

In comparison to the previous year, the number of libraries which devoted more hours for employees' trainings relevantly increased. This change was recorded in both rural and urban libraries.

In total, during the year of 2009, in urban libraries, the IT trainings of employees' were devoted almost **22 000** hours and in rural areas – more than **28 000** hours.

Number of hours intended for IT training for employees (during 2009/2008)

%, respondents who work in the library which employees participated in IT training



8.3. The Number of Employees Trained to Use IT

- The number of employees trained to use IT in the libraries is growing -

During the year of 2009, **1475** libraries' employees were trained to use IT. This number is not final, because 5% of libraries do not have data how many employees were trained.

In comparison to the previous year, the number of employees trained to use IT increased by 414 employees.

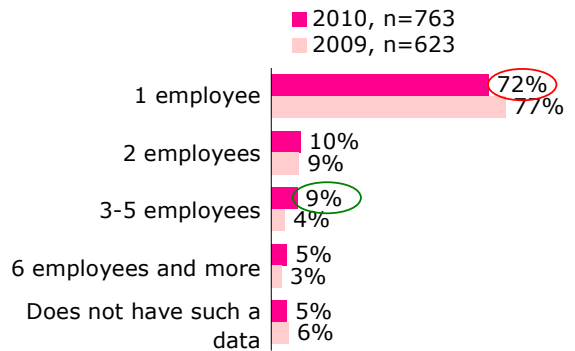
Commonly, there is one employee in the library trained to use IT (72%), however, during the last year, the number of employees trained to use IT grew.

In urban libraries and libraries which recorded a greater number of visitors during the last year more employees were trained to use IT.

In rural libraries, the most often one employee was trained. In total, during the year of 2009, in rural areas, there were **586** trained employees and **889** employees in urban areas.

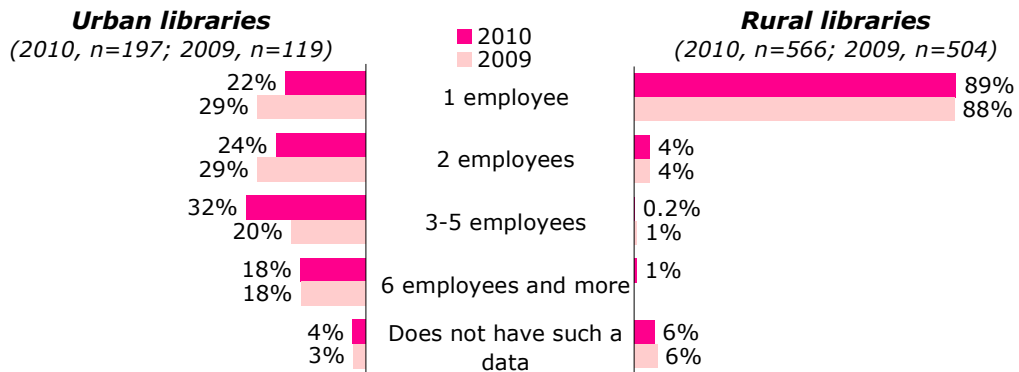
Number of employees who were taught to use IT (during 2009/2008)

%, respondents who work in the library which employees participated in IT training



Number of employees who were taught to use IT (during 2009/2008)

%, respondents who work in the library which employees participated in IT training



9. Conclusions and Generalizations

Working Hours of Libraries and their Branches

During the last year, the working hours of libraries are being shortened and the most significantly the number of working hours is being reduced on working days from Tuesday to Friday. The working hours are being reduced the most in rural libraries, even though the total number of working hours of these libraries is already smaller than that of urban libraries.

PIA in Libraries

The establishment of PIA access in libraries in the country was very intensive during the last year. During the year of 2009, not only the number of libraries having PIA increased, but the number of PIA workstations was increased in libraries as well. In total, during the year of 2009, the total number of PIA workstations increased almost twice. The number of libraries having wireless Internet access is growing respectively and the number of libraries having computerized workstations adjusted for the disabled is increasing as well.

The number of PIA workstations in rural and urban libraries was increased differently. In rural areas, PIA penetrated new libraries. In urban areas, the number of computerized workstations was being increased.

During the research, in half of the libraries, not even a half PIA workstations were occupied. The most often, computerized workstations were free in rural libraries, thus, a greater penetration of information about the PIA services provided in rural libraries is recommended.

Libraries connect to the Internet by different means. Rural libraries use wireless connection the most often. Urban libraries commonly use the DSL connection. During the last year, these means of Internet connection are becoming more and more popular.

During the last year, the Internet speed in the libraries is becoming speedier.

PIA Users' Trainings

The number of registered PIA users in the libraries is growing. In comparison to the previous year, the number of rural libraries having a relevantly small number of PIA users is increasing at a fast pace, which indicates that PIA is penetrating more and more to more distant rural areas and smaller libraries.

IT usage trainings for PIA users are being organized more and more often in libraries, the total number of hours intended for these trainings and, in turn, the number of trained PIA users is increasing as well.

Employee Trainings

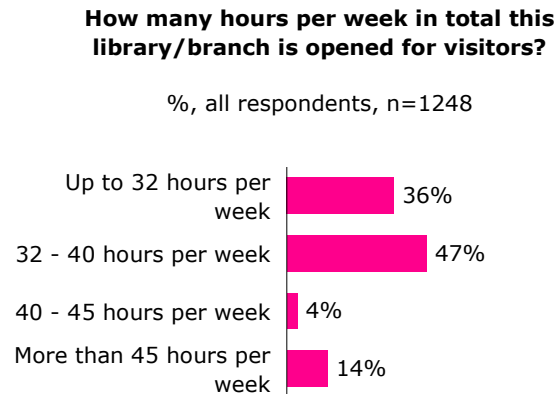
The number of employees serving PIA increased almost by three times during the year of 2009. The most of them are concentrated in rural libraries.

IT trainings are organized for libraries' staff more often than for the libraries' visitors. During 2009, the number of hours intended for these trainings increased more than twice. The number of trained libraries' staff also increased, however, in comparison to the number of hours, the change is not as significant.

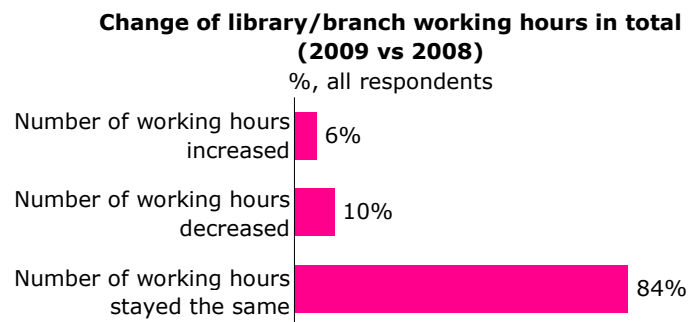
Appendix I: Additional Graphs

Working Hours of Libraries and their Branches

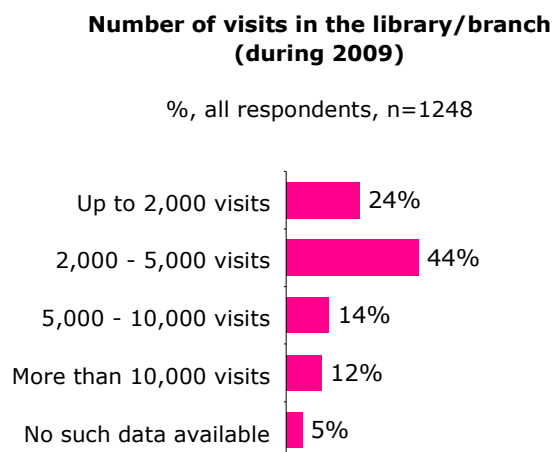
Graph 1



Graph 2



Graph 3

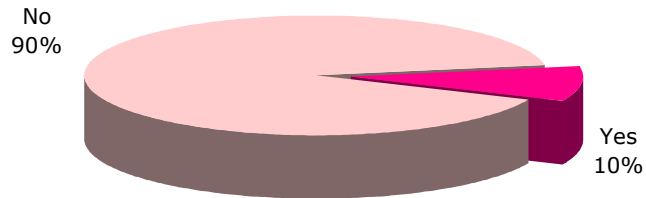


PIA in Libraries

Graph 4

Possession of a website created and administrated by the library

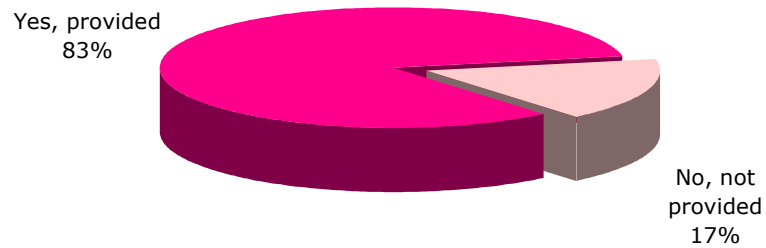
%, all respondents, n=1248



Graph 5

Does the service of public Internet access is provided to visitors at the moment?

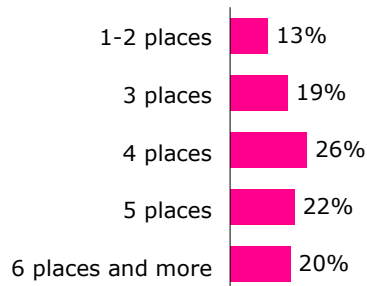
%, all respondents, n=1248



Graph 6

Number of workplaces with public Internet access

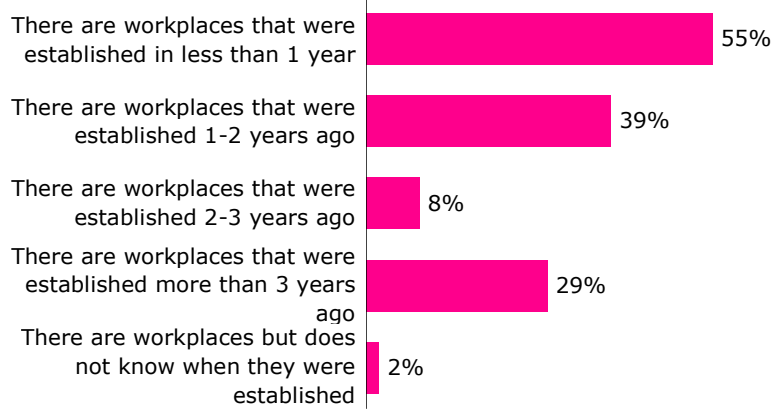
%, all respondents (libraries' staff) who indicated that public Internet access is available in their library, n=1037



Graph 7

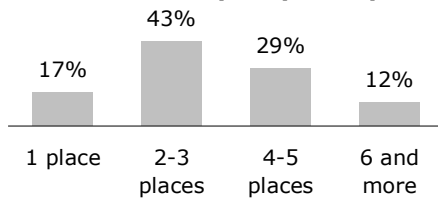
Number of workplaces with public Internet access indicating when they were established

%, respondents who work in a library where the public Internet access is available, n=1038

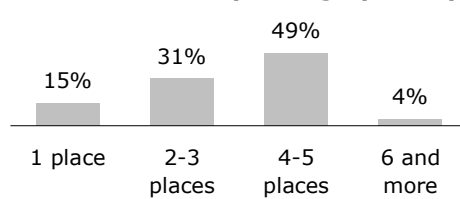


Graph 8

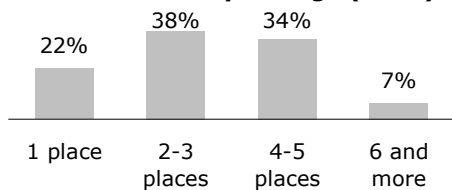
Number of PIA workplaces established in less of 1 year (n=576)*



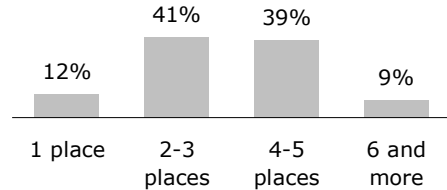
Number of PIA workplaces established 1-2 years ago (n=407)*



Number of PIA workplaces established 2-3 years ago (n=88)*



Number of PIA workplaces established more than 3 years ago (n=301)*

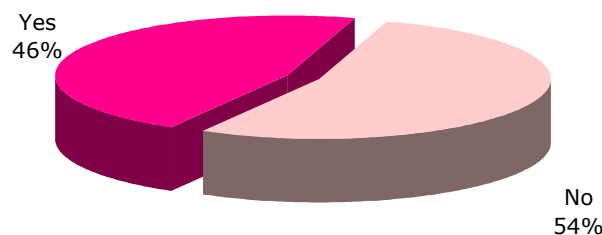


* percent of the libraries' staff who answered the question (%)

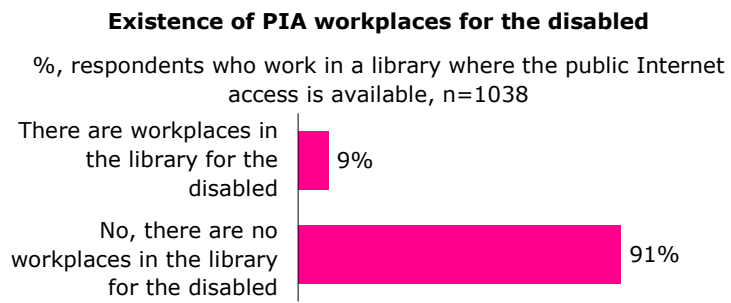
Graph 9

Does this library/branch provides public and free of charge wireless internet for visitors with portable computer, etc.?

%, respondents who work in a library where the public Internet access is available, n=1038



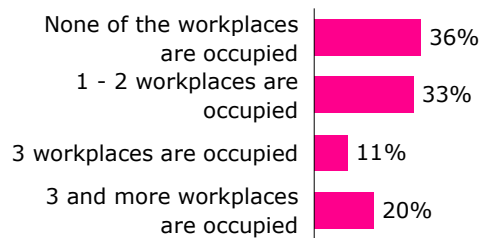
Graph 10



Graph 11

Number of PIA workplaces currently occupied in the library/branch

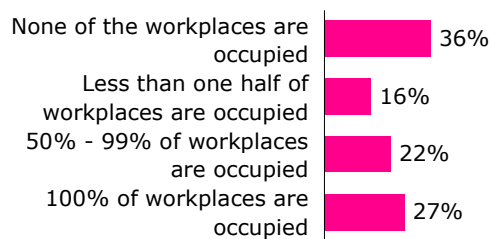
%, respondents surveyed by telephone, n=457



Graph 12

Share of PIA workplaces currently occupied in the library/branch

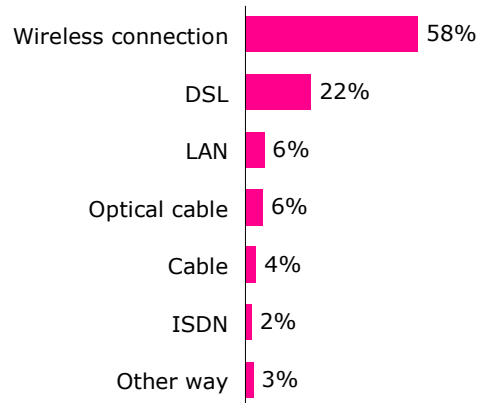
%, respondents surveyed by telephone, n=457



Graph 13

Way in which the library/branch is connected to the Internet

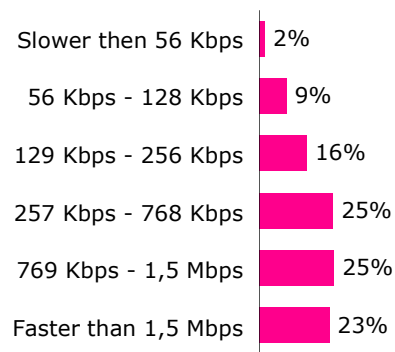
%, respondents who work in a library where the public Internet access is available, n=1038



Graph 14

Internet speed in the library/branch

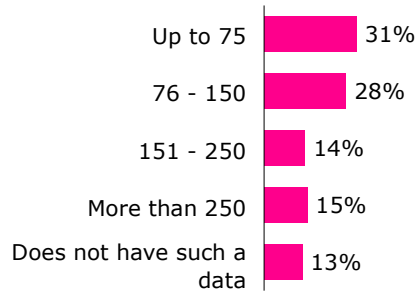
%, respondents who work in a library where the public Internet access is available, n=1038



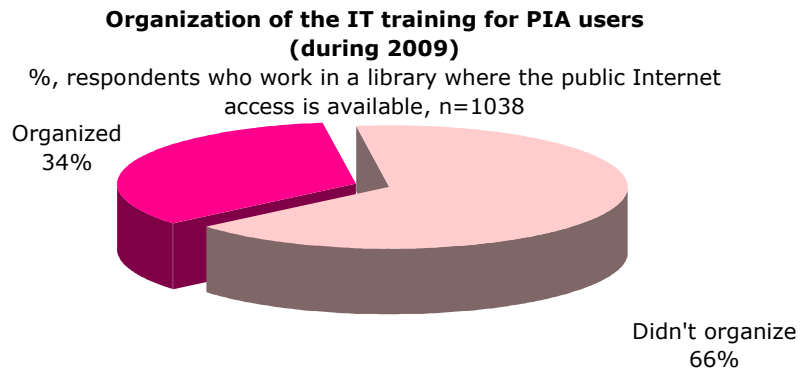
PIA Users Trainings

Graph 15

Number of registered PIA users
%, respondents who work in a library where the public Internet access is available, n=1038

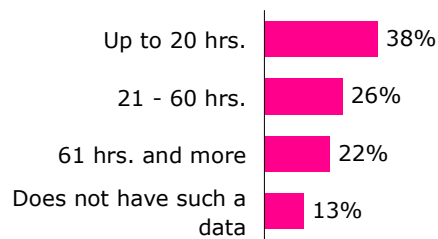


Graph 16



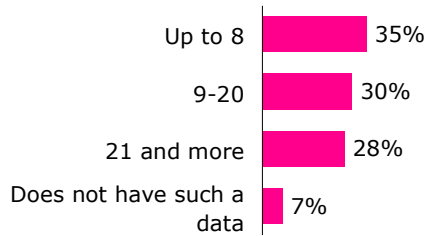
Graph 17

Number of hours intended for IT training for PIA users (during 2009)
%, respondents who work in a library where the IT training for PIA users were organized, n=353



Graph 18

Number of users taught to use IT (during 2009)
%, respondents who work in a library where the IT training for PIA users were organized, n=353

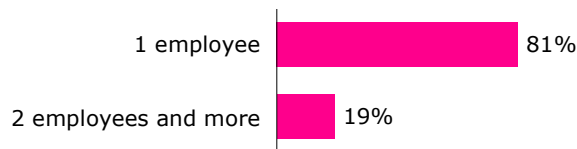


Employee Trainings

Graph 19

Number of employees who look after the public Internet access

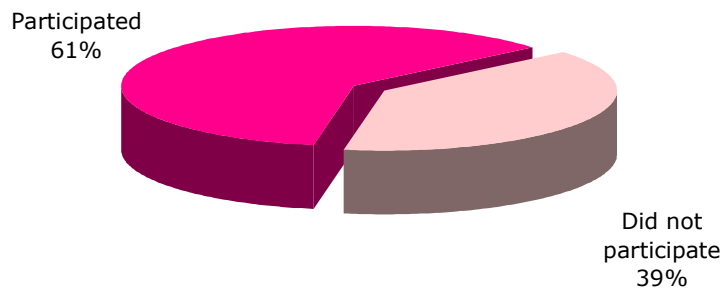
%, respondents who work in a library where the public Internet access is available, n=1038



Graph 20

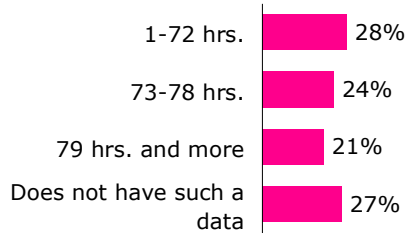
Participation of the employees in the IT training (during 2009)

%, all respondents, n=1248



Graph 21

Number of hours intended for IT training for employees (during 2009)
%, respondents who work in the library which employees participated in IT training, n=763



Graph 22

Number of employees who were taught to use IT (during 2009)
%, respondents who work in the library which employees participated in IT training, n=763

