



Bibliotekos pažangai



MARTYNAS  
MAZVYDAS  
NATIONAL  
LIBRARY OF  
LITHUANIA



**PROJECT "LIBRARIES FOR INNOVATION"**

**LITHUANIAN RESIDENTS' SURVEY**

**2009**

*(Instrument 3)*

**THE CLIENT:** Martynas Mazvydas National Library of Lithuania

**CLIENT CONTACT PERSON:** Ugne Rutkauskiene

**THE CONTRACTOR:** UAB "TNS Gallup"

**PROJECT MANAGER:** Viktorija Jonikova

**REPORT PREPARED BY:** Dalia Mazuronyte, Lina Jasaitiene, Viktorija Jonikova

**RESEARCH TEAM:** Data Department Manager: Arturas Valionis  
Interviewers Department Manager: Zivile Kurapkiene  
Data file administration: Giedre Blonskiene

**CONTACTS:** TNS Gallup, Raugyklos 15, LT-01140 Vilnius, Lithuania  
tel. (5) 210 66 19, fax. (5) 210 66 01,  
e-mail: viktorija.jonikova@tns-gallup.lt

# Content

1.	Residents' Survey in the Project Context .....	4
2.	Research Methodology .....	5
2.1.	The Survey Method.....	5
2.2.	Target Groups.....	5
2.3.	Sample Size and Sampling .....	5
2.4.	Technical Report of the Survey Conduction .....	6
2.5.	The Research Instrument .....	6
2.6.	Data Analysis.....	6
3.	Summary of the Main Research Findings .....	8
4.	Summary of Repeated Resident Survey.....	17
5.	The Characteristics of Residents, who Participated in the Survey .....	18
6.	Computer Usage Skills and Places of Study.....	20
6.1.	Abilities to Use the Computer.....	20
6.2.	Where does One Learn to Use the Computer? .....	21
6.3.	Computer Usage Skills .....	22
6.4.	The Evaluation of IT Usage Skills.....	24
6.5.	The Evaluation of Internet Resources Usage Skills .....	26
7.	Using the Internet: Penetration and Usage Activity .....	27
7.1.	Opportunity to Use the Internet at Home or at Work.....	27
	- Financially weaker and more socially passive groups do not have Internet access - .....	27
7.2.	Places of Using the Internet.....	29
7.3.	Opportunities to Use Wireless Internet .....	31
7.4.	The Intensity of Internet Usage.....	32
7.5.	Knowledge about Safe Usage of the Computer and the Internet .....	34
7.6.	Resident Segmentation According to Internet Usage and Computer Literacy .....	35
8.	The Purposes of Internet Usage.....	36
8.1.	Leisure and Culture.....	37
8.2.	Work and Commercial Purposes .....	39
8.3.	Communication and Keeping in Touch.....	41
8.4.	Studies and Education.....	43
8.5.	Health.....	45
8.6.	Services of E-government.....	47
8.7.	The Purposes of Using the Internet in the Library .....	50
9.	Services Provided by the Libraries .....	51
9.1.	Visiting the Library during the Last Year .....	51
9.2.	Reasons for not Visiting the Library .....	52
9.3.	The Awareness of Library Services.....	53
9.4.	Library Services Used by the Residents .....	53
9.5.	The Evaluation of Change of Service Provision and the Material Base .....	54
10.	The Demand and Perspectives of Public Internet Access in the Libraries .....	59

10.1.	The Awareness of Free of Charge Internet Access.....	59
10.2.	Using the Free of Charge Internet Access in the Library.....	59
10.3.	The History of Using Public Internet Access in the Libraries.....	60
10.4.	Reasons not to Use the Free of Charge Public Internet Access .....	60
10.5.	The Evaluation of Public Internet Access Quality.....	61
10.6.	Intentions to Use Public Internet Access in the Future .....	62
11.	Information about Projects for Public Internet Access Establishment .....	63
11.1.	Awareness of Projects .....	63
11.2.	Projects' Information Sources .....	65
11.3.	Evaluation of the Project "Libraries for Innovation" .....	66
11.4.	Using the Services Provided by the Projects .....	66
12.	Library Image .....	67
13.	Conclusions and Generalizations.....	77
	Appendix I: the Summary of the Tabulation Results According Various Characteristics .....	79
	Appendix II: the Comparison of Repeatedly Surveyed Respondents' Answers.....	122
	Appendix III. Charts of Summarized Data.....	132

# 1. Residents' 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 the risk of the following social groups – 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 centre.

During the Lithuanian residents survey, data about the peculiarities of using the computer and the Internet were collected – places, frequency and purposes of usage. During the research, the following information was collected:

- Do the residents visit public libraries?
- What library services the residents use and how they evaluate the quality of services provided in the library?
- Do the residents use public Internet access in libraries and what do they know about the projects devoted to establishing public Internet access?

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 Lithuanian residents, 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 use 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 residents
- 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 residents 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 main survey of Lithuanian residents was conducted as a direct interview in respondent's home. Repeated survey of Lithuanian residents (using the contact information of respondents collected in 2008) was conducted either by phone or by email.

### **2.2. Target Groups**

Two target groups were distinguished during the research:

1. The main target group – Lithuanian residents of 15-74 years old.
2. Repeated target group - Lithuanian residents of 16-75 years old who participated in an analogous research in 2008 and agreed to participate in the research in 2009.

### **2.3. Sample Size and Sampling**

THE MAIN TARGET GROUP

During the research, it was intended to interview 1000 Lithuanian residents. 1049 residents were actually interviewed.

Respondents were chosen for the survey by using random route sampling (141 of primary sampling points). In the households, the respondents were recruited using the rule of the youngest man. The composition of the target group represents the general Lithuanian population according the socio-demographic characteristics (representative sample of Lithuanian residents was collected). During the research, additional cross-gender and cross-age quotas were applied in order to maintain the proportions adequate to the distribution of general Lithuanian population.

#### REPEATED TARGET GROUP

Entire sampling was used for the repeated survey target group recruitment. In other words, all the respondents who participated in the survey in 2008 were intended to be contacted.

According to the Client requirements for the survey, it was intended to survey 200 members of the repeated survey. 206 contacts were provided for this survey. 71 respondents were surveyed repeatedly.

## 2.4. Technical Report of the Survey Conduction

#### THE MAIN TARGET GROUP

The survey was conducted by 97 interviewers.

The survey was started on 1<sup>st</sup> October, 2009. It was planned to finish on 19<sup>th</sup> October, 2009. It was finished on 20<sup>th</sup> October, 2009.

#### REPEATED TARGET GROUP

The survey was started on 7<sup>th</sup> October, 2009. It was finished on 21<sup>st</sup> October, 2009.

## 2.5. The Research Instrument

While conducting the survey, the standardized questionnaire provided by the Client was used (Instrument 3).

## 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) and in the end of the report to distinguish the more important characteristics. In addition, the answers of 2008 and 2009 of repeatedly surveyed respondents are provided in the Appendix as well.

Statistically significant differences were calculated using the statistical data processing program SPSS. The variables were cross tabulated. Then, by using the  $\chi^2$  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").

In graphical illustrations, the statistically significant changes are market 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).

Significant changes of answers of repeatedly surveyed respondents during the year were calculated by using non-parametric McNemar (for binary variables) and Marginal Homogeneity (for categorical variables) criteria which analyze answers of each one researched during current and previous year and indicate the significance of the answer change.

While analyzing the Lithuanian residents' data, the results were calculated from the answers of respondents surveyed during the main and the repeated survey.

### 3. Summary of the Main Research Findings

#### *Using the Computer*

##### Ability to use the computer

**Most (70%<sup>1</sup>)** of the residents in the country **know how to use the computer**. The ability to use the computer mainly **depends on the age and education** of the residents (the younger and the more educated the resident, the more often he/ she knows how to use the computer).

*Urban vs. rural:* there are more residents who know how to use the computer in the urban rather than in the rural areas (78% in the urban and 53% in the rural areas).

*Groups at social risk:* the retired and the disabled are the ones who do not know how to use the computer (22% of R and 35% of D)<sup>2</sup>.

*2009 vs. 2008:* the share of residents who know how to use the computer remained the same (70% in 2009 and 70% in 2008).

##### Computer usage skills

**Every other (55%<sup>3</sup>)** Lithuanian resident thinks that he/ she has **sufficient computer usage skills**. The computer usage skills depend the most on the **age and the education level** of the resident (the younger and the more educated the resident, the computer usage skills he/ she has).

*Urban vs. rural:* urban residents have better computer usage skills than the rural residents (U:61%; R:43%).

*Groups at social risk:* the computer usage skills of the retired and the disabled are poor (14% of the retired and 15% of the disabled), the unemployed have better skills, however, not as good as the computer usage skills level nationwide (40%).

*2009 vs. 2008:* the computer usage skills did not change during the exploratory year (55% in 2009 and 53% in 2008).

While evaluating the computer usage skills in more detail, we see that **65%** of residents state that their current general computer skills are sufficient. **54%** of residents note that their basic computer program knowledge skills are sufficient. **45%** of residents believe that their knowledge is sufficient to solve the main technical problems.

##### Where do you learn to use the computer?

Lithuanian residents most often learn to use the computer "**per se**" (**66%**). In other words, they learn to use the computer while communicating with friends and relatives (24%) or individually (**42%**). Younger generations acquire/ enhance the computer usage skills in schools (**34%**). **16%** of the residents learnt how to use the computer in various courses (both specialized and not specialized). **0,5%** of Lithuanian residents (or **4%** of residents who learnt how to use the computer in the specialized courses) learnt how to use the computer in computer literacy courses organized by the public libraries.

The younger residents more often learnt how to use the computer individually, with friends or in schools. The residents of middle age more often learnt how to use the computer in specialized computer literacy courses.

*Urban vs. rural:* urban residents learnt how to use the computer both individually and in learning institutions or courses more often than the rural residents (U:49%; R:27%). However, it is because that there are more people in general who know how to use the computer in urban rather than in rural areas.

*Groups at social risk:* individual retired and disabled knowing how to use the computer more often learnt to use it individually. In other words, they learnt to use the computer either by themselves or learnt by

---

<sup>1</sup> When presenting the percentage expressions in a particular chapter, such logics is followed – next to sub-chapters, the same percentage expressions are presented as the "main" percentage expressions. For example, while discussing the computer usage, the percentage of residents knowing how to use the computer are presented everywhere.

<sup>2</sup> Further in the report the following abbreviations will be used: "D" – the disabled, "R" – the retired, "U" – the unemployed.

<sup>3</sup> The percentage expressions of "Fully sufficient" and "Sufficient" are added.

the relatives (R:22%; D:27%). A big part of the unemployed learnt to use the computer individually (34%).

2009 vs. 2008: there are minor differences in the analysis where the residents learnt to use the computer, however, no significant tendencies were revealed.

## **Using the Internet at Home/ Work and the Intensity of Usage**

### **The opportunity to use the Internet at home or at work**

**63%** of the residents **have the opportunity to use the Internet at home or at work**. **59%** of the residents have the opportunity to use the Internet **at home** and **24%** of residents have this opportunity **at work** (as well). The older residents having a lower education and the average or the lowest income are more often the ones who **do not have the opportunity to use the Internet at home or at work (37%)**.

*Urban vs. rural:* urban residents more often have the opportunity to use the Internet both at home (U:69%; R:38%) and at work (U:29%; R:11%). Residents of rural areas more often do not have the opportunity to use the Internet at home and/ or at work (U: 27%; R: 59%).

*Groups at social risk:* the retired, the disabled and the unemployed are the ones who do not have the opportunity to use the Internet either at home or at work (R: 83%; D: 81%; U:52%). A big part of the unemployed have the opportunity to use the Internet at home (47%).

2009 vs. 2008: during 2008, the opportunities of the rural residents to use the Internet at home or at work did not change. There were more people in the urban areas who established the Internet access at home (69% in 2009 and 60% in 2008).

### **The places of computer usage**

Unambiguously, the residents **mostly** use the Internet **at home (56%)**. **23%** of residents use the Internet at work and **34%** use it in various public places (academic institutions, libraries, community centers, Internet cafes, WI-FI zones). **9%** of residents use the Internet **in the libraries**.

The major computer usage place for the vast majority of the residents is home (**46%**). Only for **2%** of the residents the main computer usage place is the library.

*Urban vs. rural:* both urban and rural residents use the Internet at home (U: 66%; R: 35%) and at work (U: 28%; R: 11%). Urban residents use the Internet more often in general. Rural residents use the Internet at the libraries (U: 8%; R: 12%) and in academic institutions (U: 12%; R: 15%) slightly more often than the urban residents. Library is the main place to use the Internet more often for rural residents (U: 2; R: 6%). "Other" places for rural residents also become more often used than home or workplace, thus, they become the main places where they use the Internet (U: 6%; R: 17%).

*Groups at social risk:* the retired, the disabled and the unemployed use the Internet at home more often (R: 14%; D: 15%; U: 42%). Only a very small number of the representatives of these groups use the Internet in the libraries (R: 1%; D: 6%; U: 5%). Most often the Internet in the libraries is used by schoolchildren and students (34% and 38%, respectively), however, it is most probably done in the libraries of the academic institutions.

2009 vs. 2008: more residents are using the Internet at home (56% in 2009 and 51% in 2008), however, the Internet is less often used in the libraries (14% in 2009 and 9% in 2008). Home is gradually becoming as the main computer usage place (46% in 2009 and 41% in 2008).

The computer usage places in rural areas did not change during last year. The urban residents started using Internet at home more often (66% in 2009 and 57% in 2008) and in libraries less often (8% in 2009 and 14% in 2008). For the urban residents, home is becoming the major computer usage place (54% in 2009 and 46% in 2008).

### **The intensity of computer usage**

Most of the residents having Internet use it every day (**68%**) (**active users**), **18%** of residents use the Internet a few times per week (**averagely active users**) and **14%** of the residents use the Internet not more than once per week (**passive users**).

*Urban vs. rural:* the Internet is used more intensively in the urban areas (active users: U: 72%; R: 55%), and more passive in the rural areas (averagely active users: U: 15%; R: 27%).

*Groups at social risk:* two typical Internet usage behaviors are common among the retired, the disabled and the unemployed. If the representatives of these groups are using the Internet, they are subject to use it either actively (R: 46%; D: 32%; U: 51%) or passively (R: 38%; D: 56%; U: 32%). There are very few averagely active users among the representatives of these groups.

*2009 vs. 2008:* the intensity of computer usage did not change either nationwide or in urban or rural areas separately.

**Internet usage in the libraries is not as intensive** as using it in other places. **37%** of Internet users come to use the Internet in the libraries once a week on average, **38%** of Internet users come to use the Internet in the libraries once a month on average and **25%** - less often than once a month.

*Urban vs. rural:* the intensity of Internet usage in urban and rural areas does not differ.

*Groups at social risk:* significant changes, in comparison to other groups of the society, were not recorded.

*2009 vs. 2008:* the intensity of Internet usage in the libraries did not change during the exploratory year.

### **The segmentation of Lithuanian residents according to computer and Internet usage**

**After generalizing the peculiarities of computer and Internet usage**, they can be divided into three typical groups:

- **Professionals (42%)** – persons who have computers and Internet access at home and/or at work, have excellent computer usage skills and use the Internet access actively. Two sub-groups can be distinguished:
  - **junior professionals (16%)** – people under 24 years old
  - **adult professionals (26%)** – people over 24 years old
- **Passive users (21%)** – persons who have computers and Internet access at home and/or at work, however, they use the computer rarely (less often than once a month). Moreover, the representatives of this group have slightly worse computer usage skills.
- **Non-users (37%)** – persons having no computers, not using the Internet (or using it very rarely) and having the poorest computer and Internet usage skills or having none of such skills at all.

While analyzing the socio-demographic picture of the segments distinguished, the division among these groups becomes even clearer:

- *Junior professionals* mostly include schoolchildren and students. There are more urban residents among them.
- *Adult professionals* most often include working people, especially, managers, specialists and officers. Adult professionals more often have a university degree and dispose the greatest income.
- *Passive users* more often are of age of 35-54 years and have a higher education. Passive users are more often working people (more often blue-collars or technical workers) having the lowest income.
- *Non-users* most often include the rural residents of 45-74 years old, the retired, the disabled and the unemployed.

### **Using the Computer – the Purposes of Usage**

There are **three purposes** that motivate the Lithuanian residents to **use the Internet** – to **spend the leisure time in an interesting way (94%** of the residents use the Internet because of this reason), to **deal with job related or commercial issues (92%)** and to **communicate and keep in touch** with relatives and friends **(91%)**.

**Less Lithuanian residents** look for **information related to studies and education (61%)** and **health (59%)**. **Every other (53%) resident has used the means of electronic government.**

While analyzing the computer usage aims in more detail, a few **main activities** which are performed by the residents **the most often** can be distinguished (**TOP5**):

- **sending/ receiving emails** (80% of residents using the Internet do it; 51% of residents are using this service all the time)
- **reading newspapers, news portals and magazines in the Internet** (82% of residents have used this service; 58% of residents are using this service all the time)
- **looking for information about goods and services** (80% of residents have used this service; 36% of residents are using this service all the time)
- **having telephone conversations in the Internet** (74% of residents have used this service; 54% of residents are using this service all the time)
- **using the services of electronic banking** (65% of residents have used this service; 51% of residents are using this service all the time)

**All the aims of using the Internet mentioned above are mostly used at home or at work.**

*Urban vs. rural:* while discussing most of the aims of Internet usage, the rural residents more often than the urban residents point that they are using the Internet less often for various purposes. The most "popular" Internet usage aims may be considered as exceptions. They are used equally often by both rural and urban residents. The most "popular" Internet usage aims include writing emails, reading news, newspapers and magazines and having telephone conversations. Another tendency revealing equal Internet usage by urban and rural residents was noticed. Rural residents, the same as urban residents use the Internet rarely for the "unpopular" aims, such as, promoting your own goods or services, participating in the social networks, searching for educational information, etc.

*Groups at social risk:* the retired and the disabled have similar aims of Internet usage (actually, of not using the Internet). Representatives of both groups more often stated that they do not use the Internet for the provided aims. The experience of the unemployed is slightly different. They use the Internet more often and the aims of the usage are more similar to the needs of active Internet users. Moreover, the unemployed are much more often subject to looking for a job online.

*2009 vs. 2008:* while analyzing the data in general, the aims of Internet usage remained the same during the exploratory year. Only slight tendencies were noticed that the constant Internet usage is growing among the urban residents while dealing with job related and commercial issues (73% in 2009 and 66% in 2008), looking for health information (23% 2009 and 17% in 2008) and using the services of electronic government (28% in 2009 and 20% in 2008). Constant search for health information in the Internet increased slightly among the rural residents (20% in 2009 and 12% in 2008).

## **Libraries and Residents**

### **The intensity of library visits**

**During the last year, there were 39%** of Lithuanian **residents** who visited libraries. Almost every other resident (**46%**) stated that he/ she visited a library more than a year ago. Only **15%** of the residents have never visited a library.

*Urban vs. rural:* the intensity of library visits is similar both in the urban and rural areas.

*Groups at social risk:* a greater part of the retired, the disabled and the unemployed have visited a library, however, not during the last (R: 57%; D: 55%; U: 51%). Every fifth representative of these groups has never visited a library (R: 23%; D: 21%; U: 18%).

*2009 vs. 2008:* the share of those who have never visited a library decreased (15% in 2009 and 22% in 2008).

### **Reasons for not visiting the library**

The residents most often **do not visit** the libraries because they **do not have such a need (61%)** or they **do not have time (40%)**. Every fourth individual does not visit the library, because he/ she either **does not like reading in general (13%)** or **have** a sufficient amount of **books at home (12%)**. For **10%** of the residents the library is difficult to reach because of the **health problems**.

*Urban vs. rural:* rural residents more often do not visit the library because it is not interesting (U: 6%; R: 16%) or they like reading less often than the urban residents (U: 10%; R: 22%).

*Groups at social risk:* every third retired individual or a disabled is not able to visit the library because of the health problems (R: 29%; D: 30%).

### The awareness of services provided by libraries

Unambiguously, the main service of the library, in residents' opinion, is the **dispense of books (99%)**. Most of the residents (**87%**) also know that periodical press is available for reading in the libraries as well. **Quite a lot of (70%)** residents know about the **opportunity to use the free of charge Internet in the library**. All other services provided by the libraries are known less often.

*Urban vs. rural:* urban residents more often are aware that periodical press is available for reading in the libraries (U: 91%; R: 79%) and that libraries dispense various other publications (U: 50%; R: 34%). Rural residents more often have heard that it is possible to play computer games in the libraries (U: 26%; R: 37%).

*Groups at social risk:* the retired and the disabled know about the opportunity to use the free of charge Internet in the library more often than the other groups of residents (R: 47%; D: 51%).

### Using the services provided by libraries

**Most often** the residents **use the service of dispense of books**. Almost all Lithuanian residents (**95%**) have borrowed a book from the library at least once. Other services are used less often. Every other library visitor reads periodical press (**50%**) and the **free of charge Internet has been used at least once** by **22%** of library visitors.

*Urban vs. rural:* the visitors of urban libraries most often use the service of dispense of other publications (U: 17%; R: 6%). Rural library visitors more often play computer games (U: 2%; R: 7%).

*Groups at social risk:* the retired and the disabled use the free of charge Internet access in the libraries the most rarely (R: 3%; D: 9%).

### Evaluation of the libraries' services and the material base

**Library visitors** are **more often subject to noticing the positive changes** which occurred during the last year. The positive changes include the abundance (**56%**) and the **quality (51%)** of improved computer technologies, a wider assortment of books (**57%**), an improved general atmosphere in the library (**55%**) and helpfulness of library's staff (**56%**). Residents **who do not visit libraries** tend to evaluate the ongoing processes in **a more reserved manner** – 32%-39% of residents notice positive aspects.

*Urban vs. rural:* the evaluations of the services provided by the libraries and the material base do not differ considering the point of view of urban and rural residents.

*Groups at social risk:* the way the retired, the disabled and the unemployed evaluate the services of libraries and the material base do not differ from the evaluations expressed by other resident groups.

*2009 vs. 2008:* fewer residents believe that during the last year the assortment of books (57% in 2009 and 61% in 2008), periodical press (47% in 2009 and 61% in 2008) and other publications (35% in 2009 and 51% in 2008) and the general atmosphere in the library (55% in 2009 and 66% in 2008) improved.

## Public Internet Access in the Libraries

### The awareness of public Internet access in the libraries

Most of the residents (**69%**) know that there is a possibility to use the Internet in the libraries free of charge. More often the public Internet access in the libraries is known by the youth, residents of average maturity with a university degree, having the highest income and professional and passive Internet users.

*Urban vs. rural:* the opportunity to use the Internet in the library is equally well known both in urban and rural areas (U: 70%; R: 66%).

*Groups at social risk:* the retired and the disabled know about the possibility to use the Internet in the library less often than other groups of the residents (R: 47%; D: 56%).

*2009 vs. 2008:* the awareness of public Internet access in the libraries increased during the last year (69% in 2009 and 60% in 2008).

### The intensity of using the public Internet access in the libraries

**Public Internet access** in the libraries **has been used at least once** by **one fifth** of Lithuanian residents (**21%**) or **by one third of libraries' visitors (30%)**. The youth (young professionals) are the ones who use the free of charge public Internet access in the libraries more often. There is no information in which libraries the youth use the public Internet access – public libraries or libraries in academic institutions.

*Urban vs. rural:* residents of both urban and rural areas use the free of charge Internet in the libraries equally often (U: 30%; R: 31%).

*Groups at social risk:* the retired and the disabled use the free of charge Internet in the libraries much less often than the other groups of the residents (R: 9%; D: 12%).

*2009 vs. 2008:* the public Internet usage in the libraries did not change during the exploratory period (30% in 2009 and 32% in 2008).

### Attraction of new public Internet access users

**17%** of public Internet access users **used the public Internet access in the libraries for the first time during the last year**. A vast majority (**62%**) of those who use or at least have once used this service, used the public Internet access for the first time last year or even before.

*Urban vs. rural:* there were more urban residents who used the public Internet access for the first time this year (U: 21%; R: 10%).

*2009 vs. 2008:* we can assume that during 2009, the libraries received slightly more public Internet access visitors than in 2008 (17% in 2009 and 8% in 2008).

### The reasons not to use the public Internet access in libraries

**Public Internet access in the libraries does not receive a lot of visitors, because** a bigger part of residents **have an opportunity to use the Internet elsewhere (62%)**. Every fifth (**21%**) resident who does not use the Internet access stated that he/ she does not use this service because he/ she does not know how to use the Internet. **40%** of residents do not use the Internet, because they do not have time (**11%**) or willingness (**14%**) to use this service or to visit libraries (**15%**).

*Urban vs. rural:* urban residents more often have the opportunity to use the Internet elsewhere (U: 71%; R: 40%). Rural residents more often note that they do not know how to use the Internet (U: 15%; R: 34%), are unwilling to use the Internet (U: 12%; R: 21%) or do not have time to use it (U: 8%; R: 18%) in the libraries.

*Groups at social risk:* the retired and the disabled noted that they are unwilling to use the public Internet access more often than the other groups of residents (R: 30%; D: 26%). The retired and the unemployed are alike, because they more often do not know how to use the Internet (R: 47%; U: 41%).

### The evaluation of aspects of providing public Internet access

The public Internet access users tend to evaluate the **aspects related to public Internet access indirectly the most positively** – the helpfulness (**82%**<sup>4</sup>) and the qualifications (**77%**) of staff, library open hours (**78%**) and the ability to work without being interrupted (**72%**). **Aspects directly influencing the usage of public Internet access were evaluated worse** – computer technologies (**63%**), software (**59%**) and the Internet speed (**48%**).

*Urban vs. rural:* there are no differences in evaluations in the urban and rural areas.

*Groups at social risk:* the evaluations of these groups do not differ from the general evaluations of all residents.

---

<sup>4</sup> Percentage expressions of "Very good" and "Good" are added

## Intentions to use the public Internet access in the libraries in the future

During the next 6 months, **every fourth resident** who is aware of public Internet access is **willing to use it** in the libraries (**25%**). A vast majority of residents (**58%**) who have intentions to use the public Internet access have used the Internet in the libraries before. Every tenth (**10%**) resident who **previously has not used the public Internet access** is **planning to start using** this service.

**70%**<sup>5</sup> of residents who are aware of public Internet access in the libraries are **not going to use this service**.

*Urban vs. rural:* rural residents are more often willing to start using the Internet access in the libraries (U: 11%; R: 19%).

*Groups at social risk:* the retired distinguish the most in terms of intending to use the Internet access in the libraries from all four Groups at social risk. They stated more often than the other groups that they are definitely not going to use the public Internet access (66%<sup>6</sup>).

2009 vs. 2008: there are no differences.

## Projects for Public Internet Access Establishment

### Information about the projects

The residents were asked what projects for public Internet access establishment they know. **Only a few** respondents **stated particular project names**. "**Libraries for Innovation**" and "Window to the future" were named by **4%** of the residents and the RIAPs was named by **0,5%** of the residents. A vast majority (**87%**) of residents were unable to answer this question.

After naming the particular project names and asking if the respondents have heard of them, the results appear to be better. The residents were aware of "Window to the future" (**41%**), "**Libraries for Innovation**" (**25%**) and RIAP (**23%**) the most. Every fourth resident had heard of these projects.

*Urban vs. rural:* the awareness of the projects in urban and rural areas does not differ.

*Groups at social risk:* the retired, the disabled and the unemployed heard of the project "Window to the Future" less often than the other groups (R: 27%; D: 34%; U: 35%). The retired heard of the RIAP project less often as well (10%).

*2009 vs. 2008:* the awareness of all projects grew during the year – "Libraries for Innovation" (25% in 2009 and 17% in 2008), "Window to the Future" (41% in 2009 and 34% in 2008) and RIAP (23% in 2009 and 13% in 2008).

### Information sources about the projects

**The vast majority** of residents found out about the projects devoted for the establishment of public Internet access while watching the television ("Libraries for Innovation" (**59%**), "Window to the Future" (**51%**), RIAP (**47%**)).

One third (**34%**) of those who are aware of the project "Libraries for Innovation" found out about this project in **press** and **on the radio, in the Internet** and from the **advertisements in the library** (**17%** of residents for each information source). **17%** of the residents found out about the project from **friends or relatives** and **10%** of the residents noticed **outdoor advertisements**.

*Urban vs. rural:* rural residents more often found out about the "Libraries for Innovation" from the advertisements in the libraries (U: 12%; R: 28%) and from friends and relatives (14% in 2009 and 24% in 2008).

*Groups at social risk:* there are no differences.

---

<sup>5</sup> Percentage expressions of "Probably no" and "No" are added

<sup>6</sup> The percentage expression of "Definetely no" is presented

2009 vs. 2008: more residents found out about the "Libraries for Innovation" project on TV (59% in 2009 and 45% in 2008). The number of residents who found out about the project in the Internet decreased (17% in 2009 and 24% in 2008) or from friends and relatives (17% in 2009 and 30% in 2008).

### The evaluation of "Libraries for Innovation" project

**Most of the residents who had heard of the "Libraries for Innovation" project evaluated it positively (78%<sup>7</sup>)** (20% of all residents).

*Urban vs. rural:* the project was evaluated equally positively both in urban and rural areas (U: 79%; R: 74%).

*Groups at social risk:* the evaluations provided by these groups do not differ from the evaluations of all the residents.

## The Image of the Library

### Spontaneous associations related with libraries

**Library unambiguously associates with books and literature for the vast majority of residents (82%).** Much less residents relate the library with information, a source of knowledge (82%), computers, Internet (12%) and periodicals (10%).

### The attribution of imagery qualities to the library

In general, a greater part of residents perceive library rather positively. It is a place having good atmosphere and qualified, cheerful and helpful staff. Library is a place intended for everyone. Current library is sufficiently modern, even though it lacks popularity and fashion. One can spend some time on his/ her own in the library.

We would like to draw your attention to the fact that the **opinion of the libraries' staff** (librarians and directors) about the libraries is **more positive**. Residents think that library is an unpopular, unfashionable and a boring place where one get books and read periodical press more often than the latter. Bearing this in mind, in residents' opinion, it is better to be alone in the library and library is not a centre of the community life.

In general, it may be said that the majority (59%) of residents have a **positive attitude towards libraries**. A small amount (16%) of residents have a **negative attitude** towards libraries and the attitude of one fourth of the residents (25%) may be considered as **neutral** (both positive and negative attitude is typical).

The perception of the library is closely related to visiting the library. Residents who visited a library during the current year **perceive it more positively** and those who have never visited it **evaluate it more negatively**.

*Urban vs. rural:* rural residents consider the library to be popular, fashionable and intended for communication, where mostly the youth gathers and where cheerful and polite staff are employed. Meanwhile, the urban residents more often identify the library with an unpopular, unfashionable place, intended for older people and where one can spend some time on his/ her own.

*Groups at social risk:* the retired and the disabled think that library is a popular and fashionable place intended for communication with friends more often than other groups. In their opinion, library is a centre of the community life, where it is fun to spend time. The disabled stated more often that library is intended for older people. The retired more often believe that employees of high qualifications work in libraries and the main function of the library is dispense of books and reading periodical press.

The unemployed more often imagine library as a popular place where cheerful and polite staff is employed.

---

<sup>7</sup> The percentage expressions of "Very positive" and "Positive" are added

*2009 vs. 2008:* library more often is considered to be a fashionable and modern place equipped with the newest equipment. Moreover, more and more people believe that it is fun to spend time in the library, it has a good atmosphere and it is a place intended for communication and is open for everyone.


## 4. Summary of Repeated Resident Survey

While analyzing the repeated resident survey, a few aspects should be emphasized:

1. The uniqueness of repeated respondents. Among the respondents, who agreed to participate in the survey repeatedly, there were more female respondents (Re:70%; L:53%<sup>8</sup>), employed respondents (Re:58%; L:44%) and respondents having the highest income (Re:37%; L:26%).  
**Conclusion:** the social group surveyed repeatedly is rather specific and can not be equalled to the residents of the entire country. The changes in behavior or opinion of this group can not be equalled to the changes in behavior or opinion of all the Lithuanian residents.
2. It was stated neither in the Technical assignment, nor separately by the Client how to conduct the comparison of the results of the repeated survey. Therefore, after evaluating the feasible possibilities and the objectives of the research, the Contractor suggested the Client evaluating the similarities of answers of the repeated group in 2008 and 2009<sup>9</sup>.
3. The evaluation of the changes in repeatedly surveyed residents' opinion and behavior was problematic because of the following aspects:
  - a. A very small sample of the repeated research (n=71). A different opinion of a few respondents would determine the differences in repeated survey sample results. However, while considering the changes using the criteria of common sense, in most cases it was obvious that the identified changes name the individual changes rather than the tendency changes in the opinion and behavior of the residents.
  - b. The changes in opinion and behavior of repeatedly surveyed respondents were influenced by the changed proportions of the surveyed who answered particular questions (not all the respondents were obliged to answer all the questions). For example, if the respondent answers to one of the screening questions in the beginning of the questionnaire differently than in 2008, some particular questions are not asked. If there are several respondents of this type, the record of differences in opinion or behavior in the following questions is programmed.

**The summary of data analysis:** in most of the cases, the answers of repeatedly surveyed respondents did not differ from the answers in 2008. The identified changes in opinion or behavior were more of a fragmentary nature, thus, they do not reveal the tendencies in repeatedly surveyed respondents opinion or behavior changes.

**Recommendations for the researches of 2010:** we suggest stating that the repeated survey of Lithuanian residents did not serve the purpose and refusing to conduct it in the researches of 2010.

Summarized evaluation of the results of repeatedly surveyed respondents is presented in every chapter in the report and is marked with  sign.

In the Appendix II of the report, the comparison of answers of 2008 and 2009 of the repeatedly surveyed respondents is presented in the tables. The recorded greater meanings of the answers are marked in red.

---

<sup>8</sup> "Re" denotes the distribution of repeated respondents, "L" denotes the distribution of all Lithuanian residents.

<sup>9</sup> Significant changes in answers of the repeatedly surveyed respondents during the year were calculated using the McNemar non-parametric criterion (for binary variables) and the Marginal Homogeneity (for categorical variables) criterion, which analyse the answers of everyone researched during the current and previous year and also notes the significance of the change of the answers.

## 5. The Characteristics of Residents, who Participated in the Survey

There are slightly more women than men in Lithuania.

One fourth of residents of the country have primary or secondary education. One third of residents have secondary or special secondary education. 42% of Lithuanian residents have university or higher education.

The share of currently unemployed residents of age of 15-74 is slightly greater than that of the employed. During the last year of economic downturn, the number of employed in the country diminished by 12 percentage points (further in the report referred to "p.p.").

The retired or unemployed people of working age constitute the greater part of the unemployed. 14% of respondents are currently studying.

The consequences of economic downturn were noticed while analyzing not only the occupation of the residents, but also their financial capabilities. More than one fourth of the residents have to be content with income less than 600 Lt per person per month. Meanwhile, last year, there were one and a half times fewer families having the least income. Furthermore, the share of those disposing the greatest income diminished by 12 p.p.

One fifth of the surveyed refused to state their financial capabilities.

More than two thirds of respondents were surveyed in cities and smaller towns.

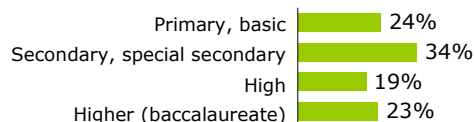
### Gender:



### Age:



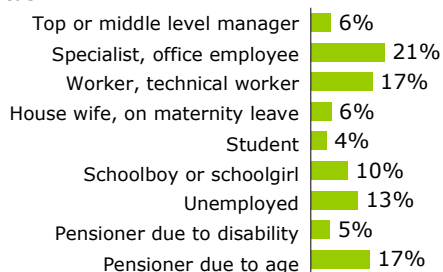
### Education:



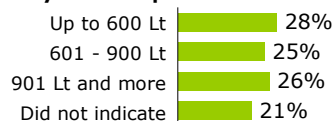
### Are you currently employed?



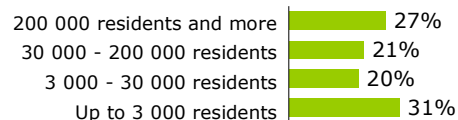
### Social status



### Average income of 1 family member per month




### Size of residence 1



### Size of residence 2

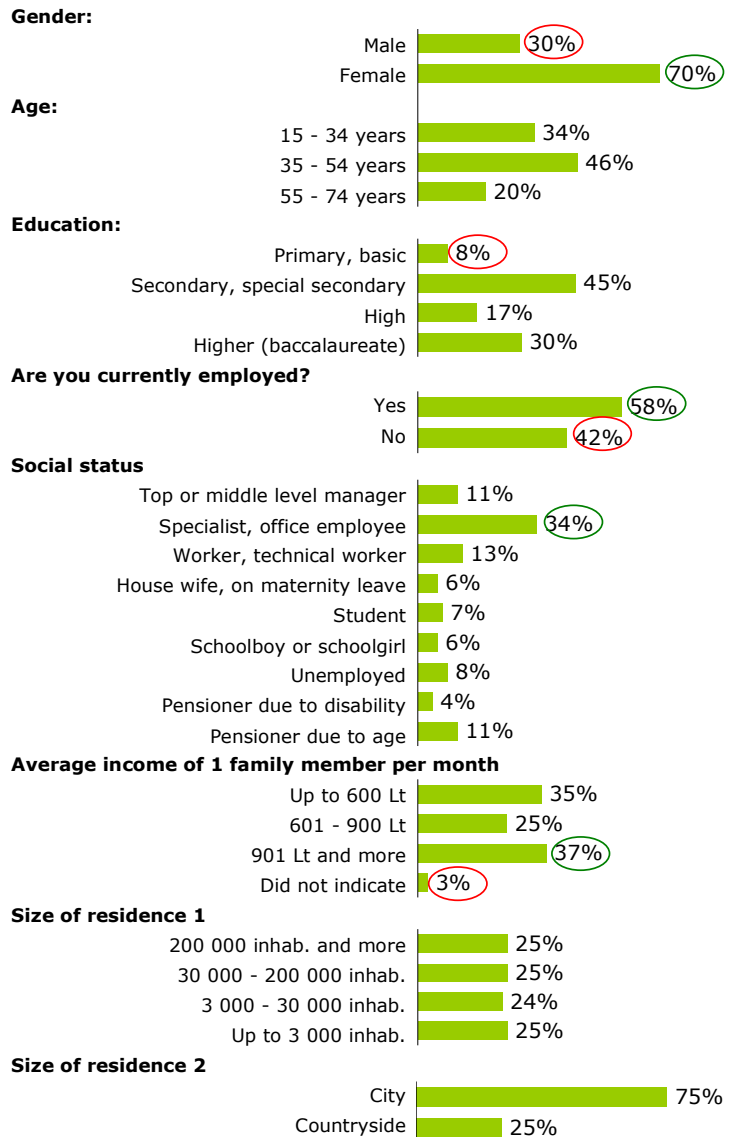


 During the research, 71 residents who participated in an analogous research last year were surveyed repeatedly.

Respondents who agreed to participate in the survey repeatedly differ from the rest of the surveyed in terms of their socio-demographic characteristics.

In comparison to all the surveyed, among the repeatedly surveyed there are more female respondents, currently employed people and people disposing the biggest income.

In general, it can be noted that the group of repeatedly surveyed is more active socially and more secured financially in comparison to a statistical Lithuanian resident. That is why we would like to draw your attention to the fact that the socio-demographic peculiarities of the groups may influence the determination of the differences in answers of these groups. Because of this reason, the answers of the repeatedly surveyed respondents will not be compared to the answers of the whole entity of the surveyed. However, the change of their own answers during the last year will be analyzed.



## 6. Computer Usage Skills and Places of Study

### 6.1. Abilities to Use the Computer

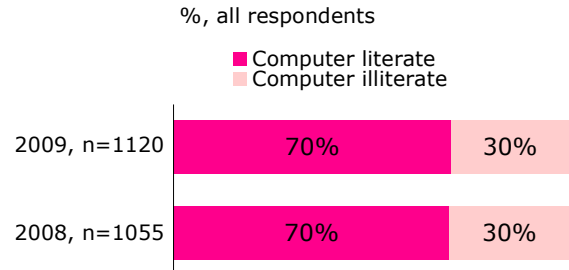
- Two out of three Lithuanian residents know how to use the computer -

70% of Lithuanian residents know how to use the computer; however, 30% of residents do not have such ability.

More often the oldest persons, people having primary or secondary education, people having lower disposable income, the retired, the disabled, the unemployed and residents of rural areas do not know how to use the computer.

The share of those who know how to use the computer, in comparison to the previous year, did not change.

**Ability to work with the computer**



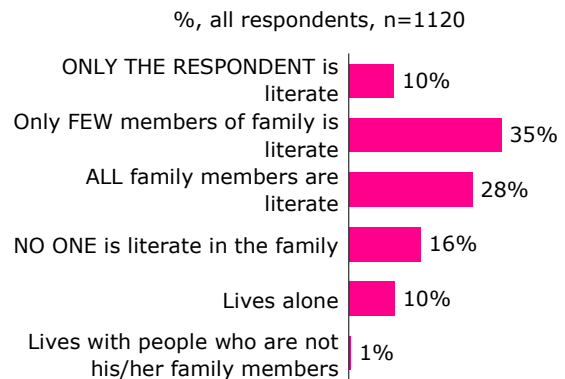
The share of repeatedly surveyed respondents who knew how to use the computer did not change (more information in Appendix II, Table 1.2).

Commonly, there is more than one person who knows how to use the computer in the family. Almost in every third household (28%) all members of the family know how to use the computer. Meanwhile, in another third of families (35%) there are at least a few members of the family who know how to use the computer.

Only 16% of respondents stated that no one knew how to use the computer in their family.

Acknowledging new technologies is more often limited in older people's families, households getting the lowest or average income, the retired (because of age or disability), the unemployed and in families with housewives.

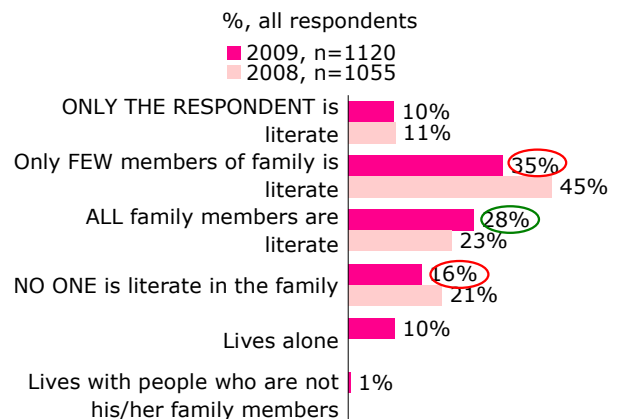
**Computer literacy of other family members**



- The number of families where all members of the family know how to use the computer is increasing -

During the last year, the number of families with all members of the family knowing how to use the computer increased. Moreover, the number of households where a few members of the family or no one in the family knew how to use the computer decreased. However, these changes might have been influenced by the additional answer options which were not available in the questionnaire last year (answers "Lives alone" and "Lives separately from other members of the family"). They could have slightly reduced the percentage expressions of the answers "All members are computer literate" or "No one in the family is computer literate". However, it would not have changed the growth of the tendency to be able to use the computer.

**Computer literacy of other family members**



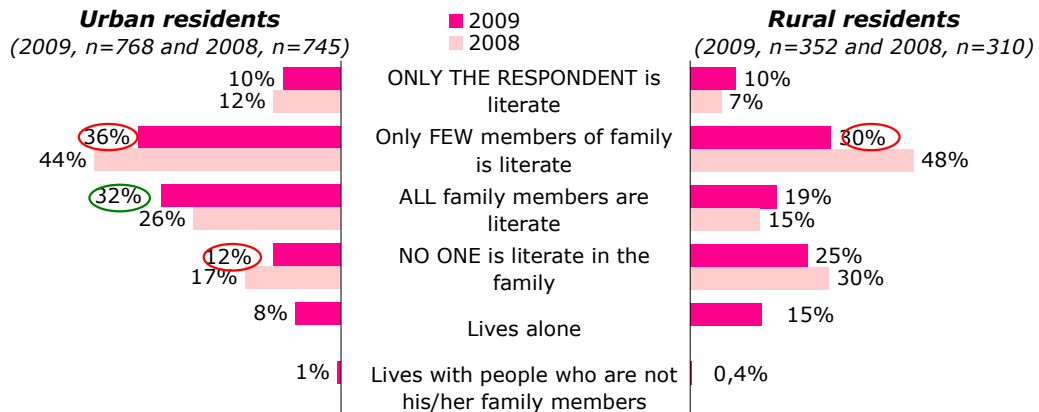


Repeatedly surveyed respondents also more often (than last year) stated that all members of their family knew how to use the computer (more information in Appendix II, Table 1.1).

Computer literacy of families differs greatly in urban and rural areas. There are much more families in which all or a few members of the family know how to use the computer in urban areas. Meanwhile, in rural areas, there are more families in which all members of the household do not know how to use the computer. Rural residents not only lack computer literacy themselves, but they also can not receive help from the members of the family.

### Computer literacy of other family members

%, respondents of target groups



## 6.2. Where does One Learn to Use the Computer?

Most often the respondents learn how to use the computer individually (42%) or with the help of friends and relatives (24%).

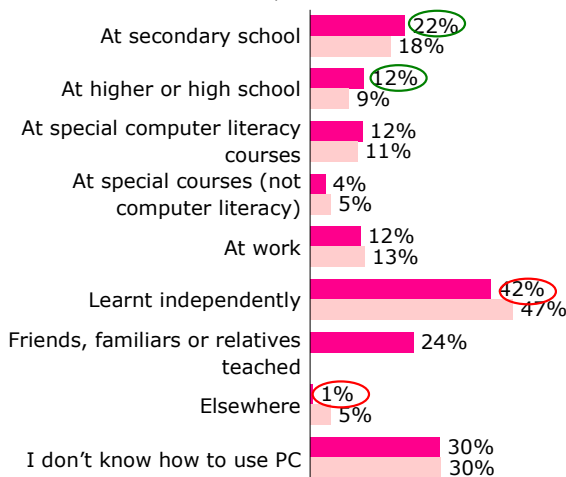
Various institutions provide computer literacy knowledge for different groups of the society; therefore, they should be analyzed in general. 40% of Lithuanian residents acquired computer usage skills in at least one of these institutions or courses. Secondary schools contributed the most to the computer literacy education.

Other places where the respondents learnt how to use the computer included libraries, Labor exchanges, associations of the disabled, centers of rehabilitation

### Where did respondent learn/is learning to work on computer?

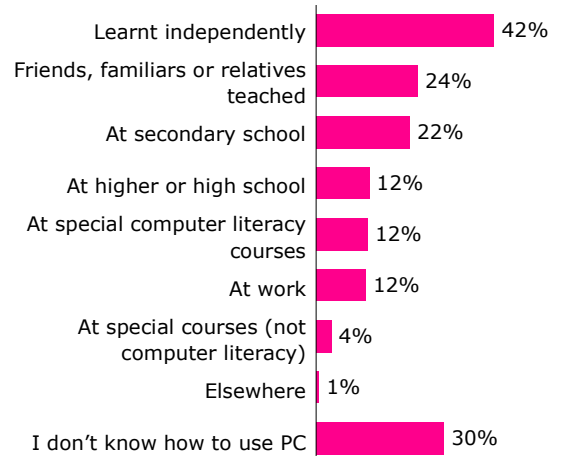
%, all respondents

2009, n=1120  
2008, n=1055



### Where did respondent learn/is learning to work on computer?

%, all respondents, n=1120




education, vocational schools and schools providing driver's education.

The youth and urban residents more often learnt how to use the computer individually. Meanwhile, people of average age and the residents of big cities learnt how to use the computer in special computer literacy courses.

The retired, the disabled and the unemployed more often claimed that they did not know how to use the computer in general.

- Academic institutions are becoming the teaching factor more and more often while learning how to use the computer -

In Lithuania, the computer literacy education is becoming more active in secondary schools and in institutions providing higher and university education. The education system is adapting more and more to the needs of the society and fewer residents are learning how to use the computer individually.

 Repeatedly surveyed respondents during the current year stated more rarely that they learnt to use the computer individually (more information in Appendix II, Table 1.2).

- Most often residents learn how to use the computer in computer literacy courses organized by employers -


Computer literacy courses are most often organized by employers (47%). Every fourth (26%) surveyed learnt how to use the computer in courses or attended the courses organized by the "Window to the Future" alliance, Labor exchange or the library.

Computer literacy skills in public libraries were developed by the smallest share of the surveyed.

31% of respondents named other places where he/she developed computer literacy skills. The places included free of charge courses of funds, additional courses in schools, learning centers, special schools, colleges, Women activity center, Teachers' qualifications improvement center, municipalities, trade-unions or farmers unions.

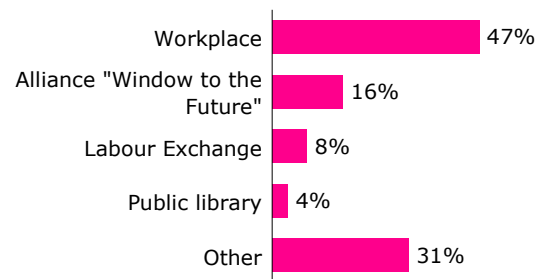
During the last year, the number of respondents stating that they improved computer literacy skills in courses organized by their employers increased greatly. However, this change might have been influenced by the fact that last year there was no such alternative answer and only the number of respondents who named the employer spontaneously was recorded.

Meanwhile, there were less people who participated in the courses organized by the Labor exchange and the "Window to the Future" alliance.

 Repeatedly surveyed respondents also more often stated that they developed their computer literacy skills in courses organized by their employers (more information in Appendix II, Table 1.3).

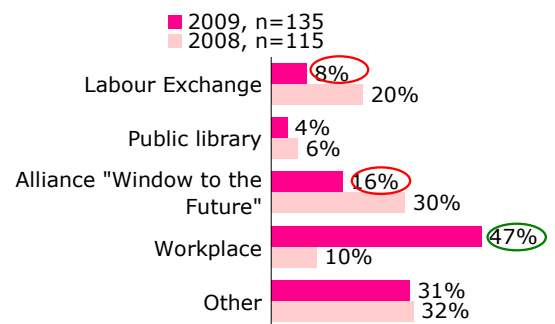
**Organizer of computer literacy courses**

%, respondents who learnt how to work on PC at computer literacy courses, n=135



**Organizer of computer literacy courses**

%, respondents who learnt how to work on PC at computer literacy courses



**6.3. Computer Usage Skills**

- The lowest computer literacy is common for the most financially and socially vulnerable resident groups -

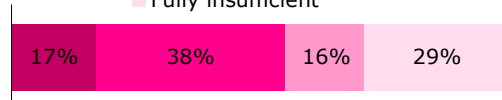
The computer usage skills of half of residents of age 15-74, in their opinion, are sufficient. However, every other (45%) resident is not satisfied with his/her computer literacy and names it as insufficient.

Commonly, financially unstable and socially vulnerable resident groups are characterized

**Evaluation of computer literacy**

%, all respondents, n=1120

- Fully sufficient
- Sufficient
- Insufficient
- Fully insufficient



by insufficient computer literacy. These groups include oldest individuals, the unemployed (especially the retired because of their age or disability and people of working age, but currently being unemployed) and people having the smallest or medium disposable income.

During the last year, the evaluation of computer usage skills did not change.



While analyzing the answers of repeatedly surveyed respondents, the shares of those who reported their skills to be sufficient or insufficient did not change (more information in Appendix II, Table 1.4).

Urban residents distinguish by higher computer literacy (61%) than the rural residents (43%). This tendency has not changed during the year (59% and 41%, respectively).

### Evaluation of computer literacy

%, all respondents

- Fully sufficient
- Sufficient
- Insufficient
- Fully insufficient

2009, n=1120



2008, n=1055



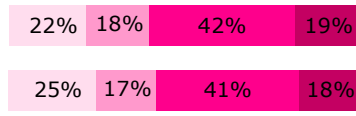
### Evaluation of computer literacy

%, respondents of target groups

- Fully sufficient
- Sufficient
- Insufficient
- Fully insufficient

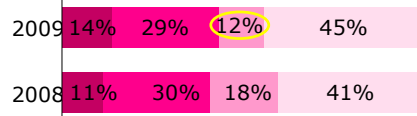
#### Urban residents

(2009, n=768 and 2008, n=745)



#### Rural residents

(2009, n=352 and 2008, n=310)



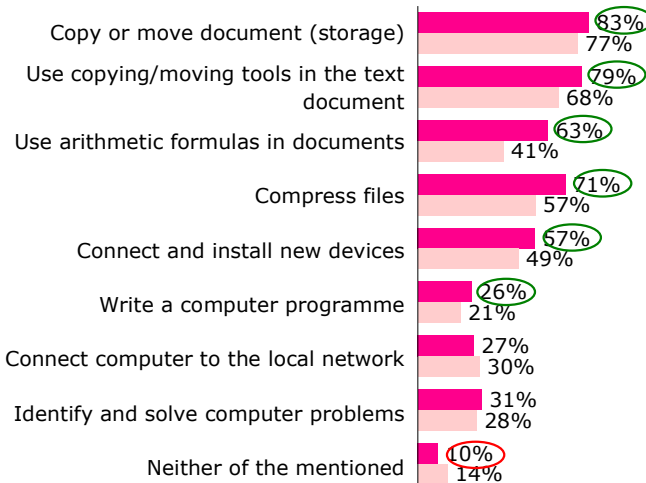
## - Technical decisions and programming are the least known areas -

Rather simple computer functions, such as copying, moving and printing (compressing) a document or text were performed by the vast majority of residents who know how to use the computer (not less than 71%). More than half of the respondents used formulas in the documents and connected or installed new devices. More sophisticated activities, such as solving computer problems, connecting computers to one network or writing programs were unknown for a greater part of the surveyed. Less than one third of

### Actions that respondent is able to do independently

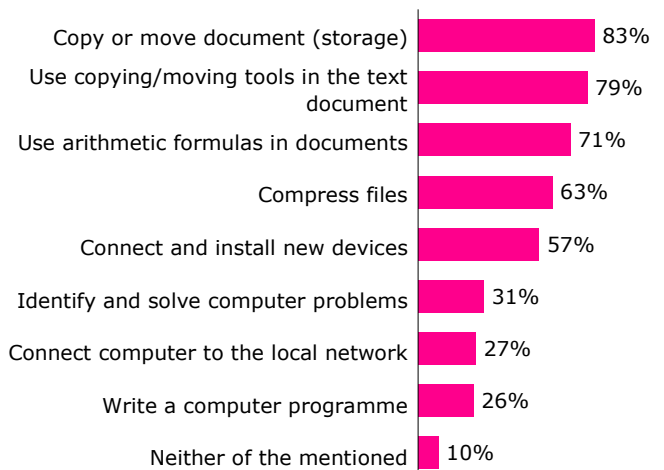
%, respondents who know to work on computer

- 2009, n=784
- 2008, n=736



### Actions that respondent is able to do independently

%, respondents who know to work on computer, n=784




respondents who knew how to use the computer performed these activities at least once.

All computer functions were most often performed by the youth, people getting the highest income or people having a job which requires a lot of brainwork (managers, specialists and officers), schoolchildren or students and the residents of the biggest cities.

In the perspective of the last year, significant progress was noticed in computer literacy area.

Almost all analyzed computer functions were performed more often during the current year rather than the last year. Bearing in mind that general evaluation of computer skills remained the same, it is the most likely that these changes were influenced by a more clearly formulated descriptions of the activities.

 Among the repeatedly surveyed respondents there were more people who used formulas in documents (more information in Appendix II, Table 1.5).

## 6.4. The Evaluation of IT Usage Skills


- Resident groups who are more active socially have better computer usage skills -

General computer usage skills (using the mouse, printing, etc.) are the most developed skills from all skills analyzed. 64% of residents named them as sufficient. More than half of the respondents have sufficient skills to send emails with attached documents (54%) or to use the main computer programs (53%). It is more difficult for the respondents to solve the main technical problems (45%).

The youth, schoolchildren, students, specialists, officers and managers more often evaluated all computer literacy skills as sufficient.

The retired (because of the age) and the unemployed more often stated that all analyzed computer literacy skills were insufficient.

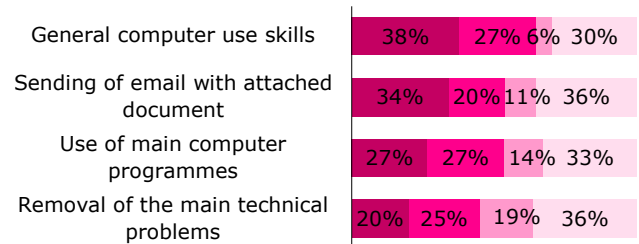
There were no major differences in data comparison to the previous year.

 During the current year, repeatedly surveyed respondents less often named the following skills as sufficient – using the main computer programs, eliminating the main technical problems and sending emails with attached documents (more information in Appendix II, Table 1.6).

**Evaluation of personal IT skills**

%, all respondents, n=1120

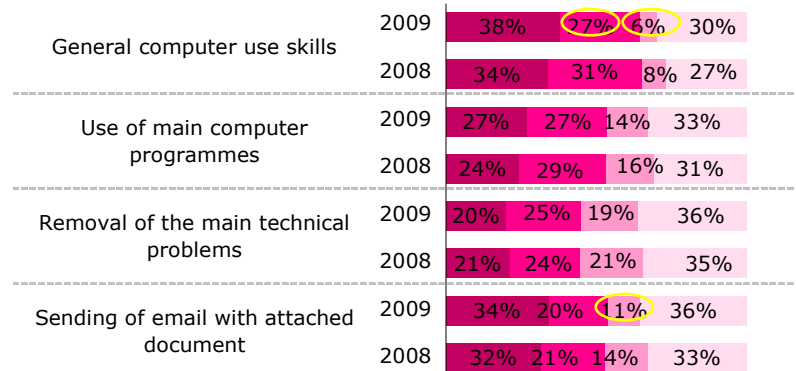
- Fully sufficient
- Sufficient
- Insufficient
- Fully insufficient



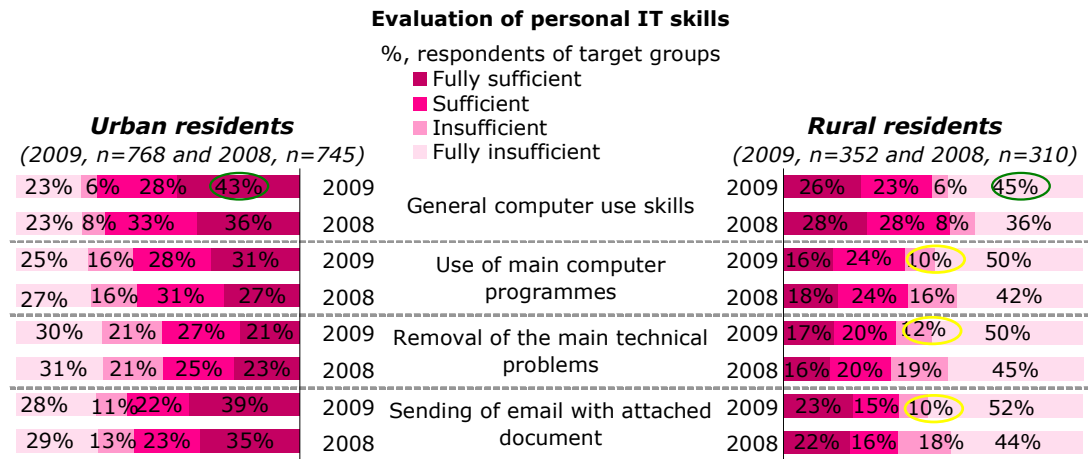
**Evaluation of personal IT skills**

%, all respondents

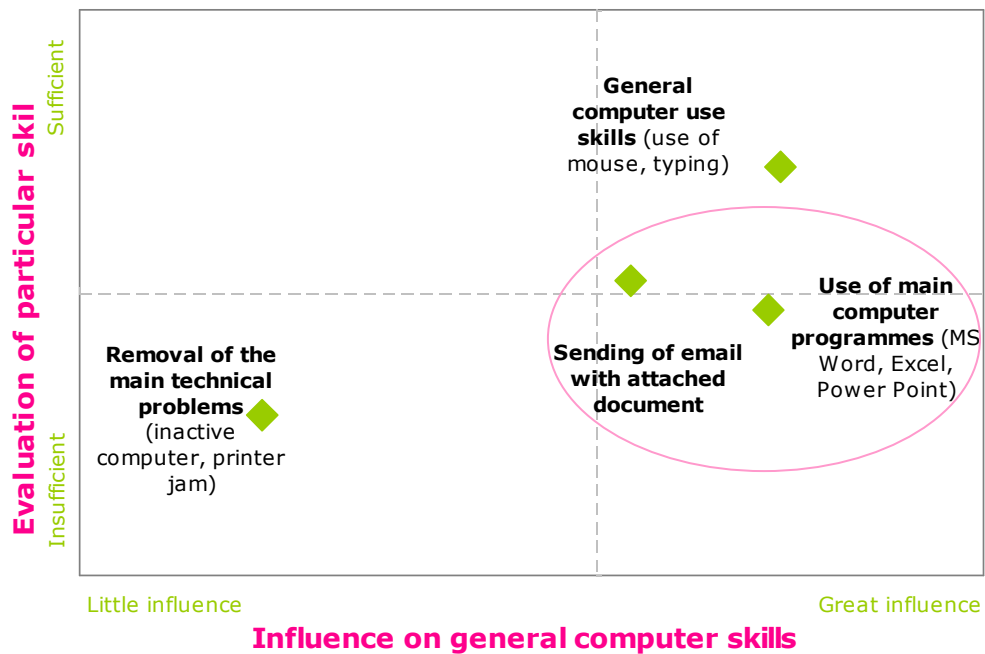
- Fully sufficient
- Sufficient
- Insufficient
- Fully insufficient



While comparing the computer literacy skills of urban and rural residents, significant changes were recorded. All analyzed computer usage skills were evaluated better by the urban residents and this tendency did not change during the last year.



In the matrix below, the correlation between the evaluation of general computer usage skills and the evaluations of particular skills of information technologies<sup>10</sup> is presented. The basic computer usage skills are core. They positively influence the general evaluation of computer literacy. However, it is important to pay attention to the skills of using the computer programs and sending emails with attached documents. This knowledge is evaluated as relatively poor; however, it has a great impact on the general evaluation of computer usage skills. The skills of technical problems elimination are insufficient; however, the lack of these skills does not have a great impact on the evaluation of general computer usage skills.



<sup>10</sup> Pearson correlation coefficient is used to calculate the dependency of two variables. The meaning of the correlation coefficient may vary from 0 to 1. The correlation coefficient shows, how the two variables are interrelated. 1 notes the greatest dependence (both qualities are evaluated identically), and 0 means that the qualities are independent (evaluation of one quality does not have any impact on the evaluation of other quality).

## 6.5. The Evaluation of Internet Resources Usage Skills


- The best skills of residents include using the Internet search engines and using the Internet for general purposes -

The best of all Internet resources usage skills are the skills of using Internet search engines (65%) and using the Internet for general purposes (60%). Around half of the respondents have sufficient skills of having telephone conversations in the Internet (50%), using the file exchange programs (47%) or participating in discussions in Internet websites or forums (43%). The most difficult for the residents it is to create the content of the website (18% of the respondents are able to do it) or to use the online databases (32%).

Respondents who are more adapted to the modern lifestyle are able to use all the mentioned resources better. The respondents include the youth, schoolchildren, students, specialists or officers and managers.

Meanwhile, the retired (because of the age) and the unemployed more often pointed that their skills to use the Internet resources were sufficient.

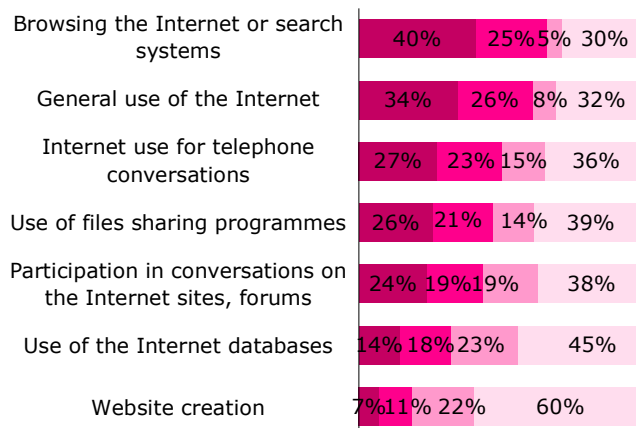
During the last year, the skills of using the phone via the Internet and using the file exchange programs improved slightly. However, the skills of using Internet databases worsened.

 The respondents who participated in the survey repeatedly evaluated their skills of creating websites and using the file exchange programs worse than last year. However, the skills of Internet telephony were more often named as sufficient (more information in Appendix II, Table 1.6).

**Evaluation of the Internet resources use skills**

%, all respondents, n=1120

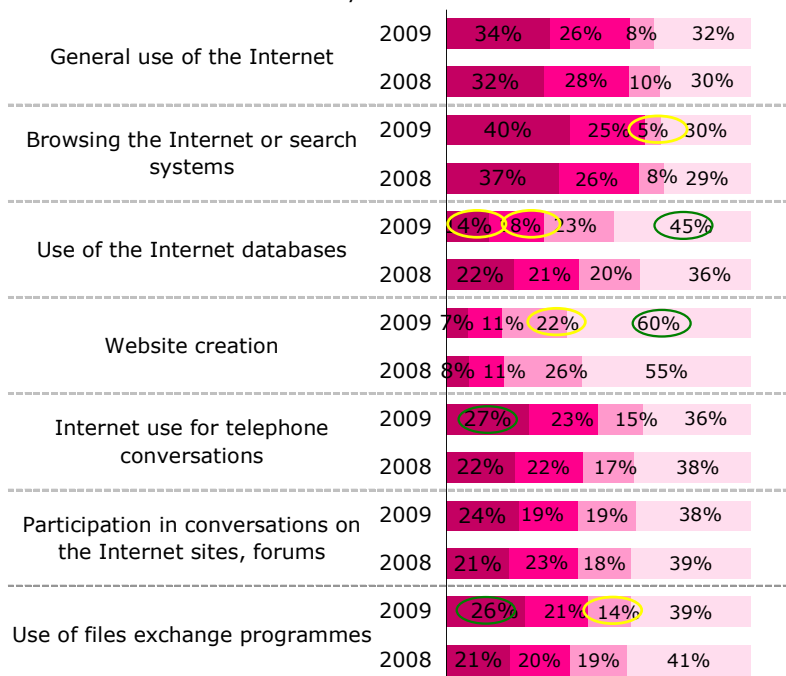
■ Fully sufficient  
■ Sufficient  
■ Insufficient  
■ Fully insufficient



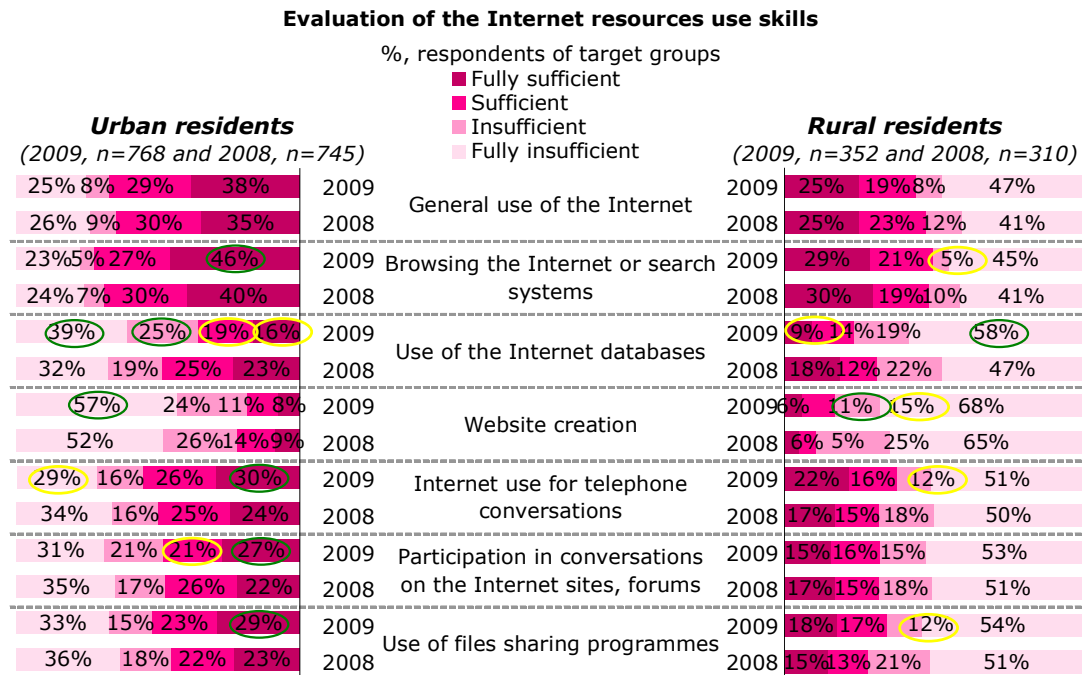
**Evaluation of Internet resources use skills**

%, all respondents

■ Fully sufficient  
■ Sufficient  
■ Insufficient  
■ Fully insufficient



Urban and rural residents evaluated the skills of using the Internet databases worse as well. Moreover, the urban residents evaluated the all the skills of using Internet resources better than the residents of rural areas.



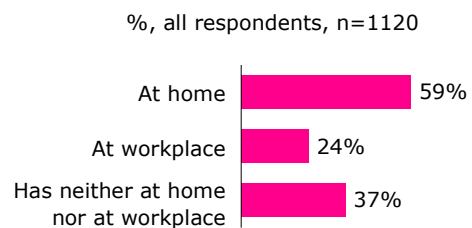
## 7. Using the Internet: Penetration and Usage Activity

### 7.1. Opportunity to Use the Internet at Home or at Work

- Financially weaker and more socially passive groups do not have Internet access -

63% of Lithuanian residents have the opportunity to use the Internet at home or at work. Most often, the respondents have the Internet access at home. However, one fourth of the surveyed have the opportunity to use the Internet both at home and at the workplace. More than one third of the residents of the country (37%) do not have a computer connected to Internet either at home or at the workplace.

#### Possession of a computer connected to the Internet




More often the oldest residents, people having primary or secondary education, individuals receiving medium or the lowest income, the unemployed and especially the retired (because of the age or disability) and the unemployed more often do not have the access to the Internet. Internet is one of the core sources of information in the society nowadays, thus, it is likely that the mentioned groups of residents are gradually being pushed to the social peripheries of the society.

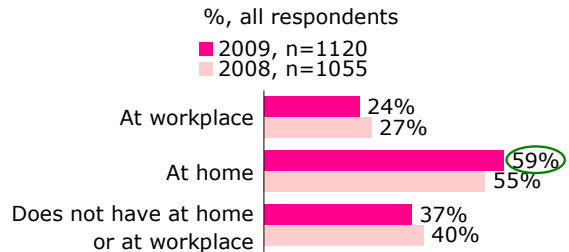
People of age 15-44 years old, the ones who have a managerial type of work, specialists or officers, people having the highest income, schoolchildren, students and people having university education have the opportunity to use the Internet at home or at work. Schoolchildren and students more often have the Internet access at home and people of age 25-44 years old and the residents of the biggest cities have the opportunity to use it at work.

The opportunity to use the computer at home or at work is closely related to the computer literacy skills. The best computer usage skills are of those using the Internet at work. Residents who are able to use the Internet at home also do not lack computer knowledge; however, they are slightly worse than of those having the Internet access at work. Those who do not have the opportunity to use the Internet neither at home, nor at work have the weakest computer usage skills or do not have such skills at all.

During the last year, the Internet penetration in Lithuania changed only very slightly. There are slightly more people having the opportunity to use the Internet at home, however, it did not have any influence to the Internet penetration. In other words, the share of those having Internet access at home and at work did not change significantly.

 Repeatedly surveyed respondents more often stated that they had the opportunity to use the Internet at home (more information in Appendix II, Table 2.1).

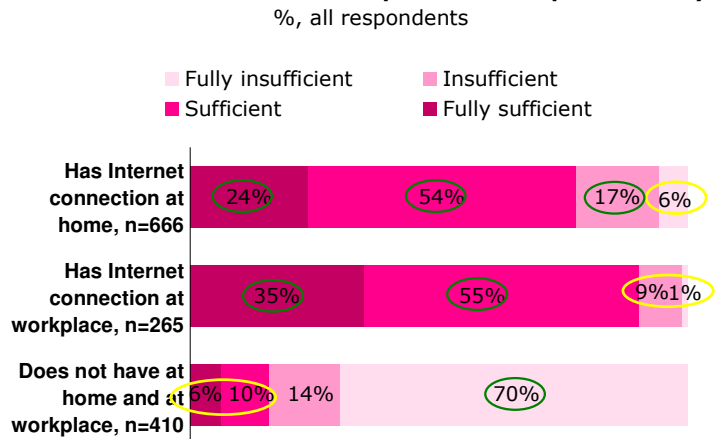
**Has a computer connected to the Internet**



**- The opportunities of rural residents to use the Internet at home or at work are smaller -**

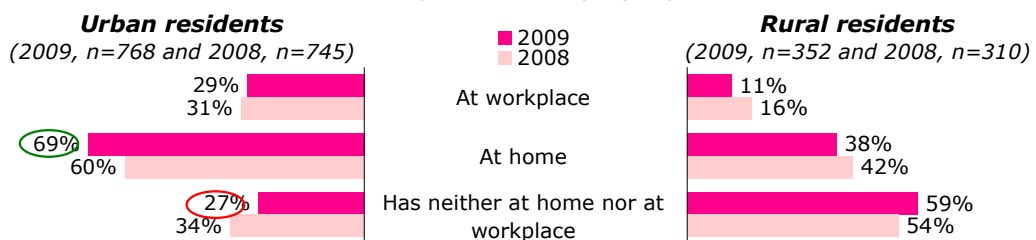
The situation in urban and rural areas is slightly different. Urban residents more often are able to use the Internet at home and at work. We may assume that the rural residents suffer from a greater informational isolation, because of the lower Internet penetration in rural areas. The informational isolation might influence the increasing disjunction of the rural residents. The share of urban residents having Internet access during the last year increased and the share of rural residents remained the same. It could have been influenced by the fact that it is more difficult to establish an Internet connection in rural areas.

**Relation between having a computer connected to the Internet and evaluation of respondent's computer literacy**



**Possession of a computer connected to the Internet**

%, respondents of target groups



## 7.2. Places of Using the Internet

- Internet is mostly used at home and at work -

67% of Lithuanian residents of 15-74 years age use the Internet. Every other Internet user uses the Internet in more than one place.

Most often the Internet is used at home (56% of residents use it at home and for 46% of residents it is the main Internet access).

Another 23% of residents use the Internet in the workplace; however, for half of them it is not the main place for the Internet access.

One tenth of Lithuanian residents (9%) use the public Internet access in libraries. Commonly, Internet in the library is used by schoolchildren and students.

12% of surveyed use the Internet in other places, such as, Internet cafes, Wi-Fi access points, community centers, recreation centers or in other places named by the respondents (at friends' or relatives', abroad, in gas stations, shopping malls or banks). These places were rarely named as the main Internet usage places.

One third (33%) of the surveyed do not use Internet at all. It is more often the retired (because of the age or disability) and the unemployed.

People who do not have an opportunity to use the Internet at home or at work usually do not use the Internet at all (87%). Nevertheless, the respondents who are not able to use the Internet at home or at work do use it in the library (5%) or at the academic institution (5%).

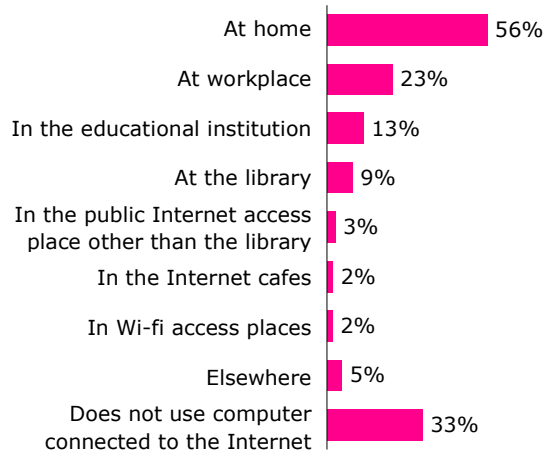
The academic institution is the place where the Internet is more used by schoolchildren and students. Library is a place where the Internet is more used by the schoolchildren. These Internet access places are more popular in the rural areas.

Using the Internet is becoming a more vital part of individual's personal life. More and more residents use the Internet at home and by doing so they refuse other places of Internet access.

In comparison to the previous year, there were less people using the Internet in the libraries. Nevertheless, the share of those who considered libraries to be their main place for using the Internet remained the same. It shows that public Internet access in the libraries does not sustain the visitors who have the opportunity to use the Internet elsewhere (e.g., at home). The more socially vulnerable groups which do not have alternative places of Internet access remain loyal to the libraries.

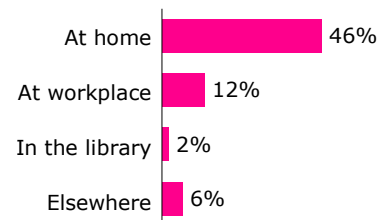
### Places where the computer connected to the Internet is used

%, all respondents, n=1120



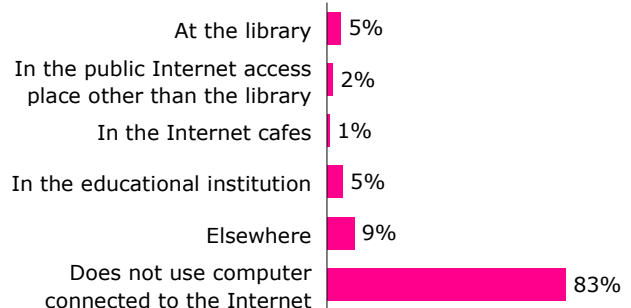
### Place where the computer connected to the Internet is most frequently used

%, all respondents, n=1120



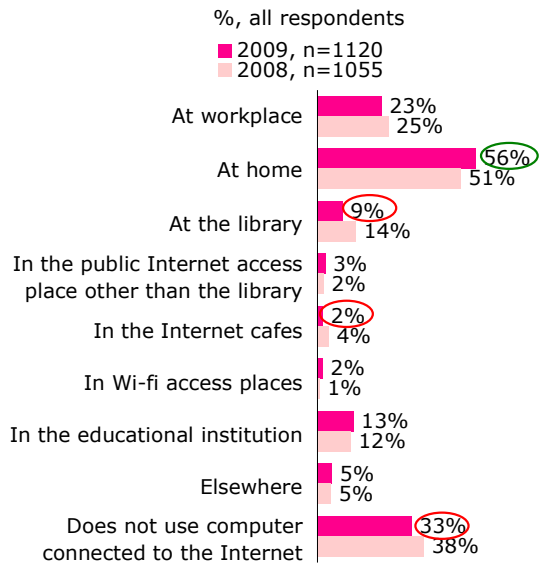
### Places where computer connected to the Internet is used

%, respondents who do not have a possibility to use Internet at home or at workplace, n=410

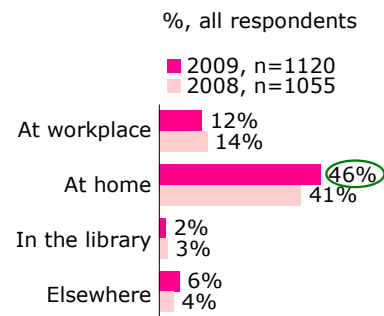


In the perspective of the previous year, the share of those not using the Internet diminished.

**Places where the computer connected to the Internet is used**



**Place where the computer connected to the Internet is most frequently used**



During the current year, repeatedly surveyed respondents used the Internet at home more often as well (more information in Appendix II, Table 2.2).

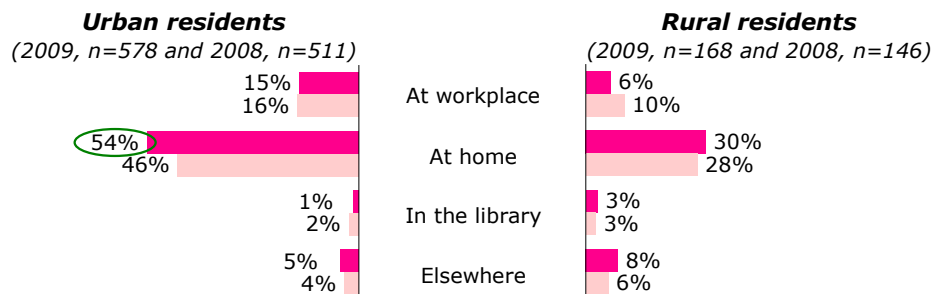
## - Rural residents use the Internet less often than those living in urban areas -

The place where the Internet is used differs for urban and rural residents. Even though in both urban and rural areas the Internet is mostly used at home or at work (most often used and considered as the main place of Internet access), still, these places are used in the urban areas twice as more often. Moreover, Internet usage at home in urban areas is increasing and it influences the diminishing popularity of alternative Internet access places (e.g., libraries, Internet cafes).

Urban residents use the Internet more often than rural residents in general. Furthermore, the share of Internet users in urban areas is growing. A more difficult and slower Internet penetration in rural areas is determined by both limited technical and financial capabilities of Internet providers. Thus, having no opportunity to use the Internet at home or at work rural residents more often choose public Internet access in the library.

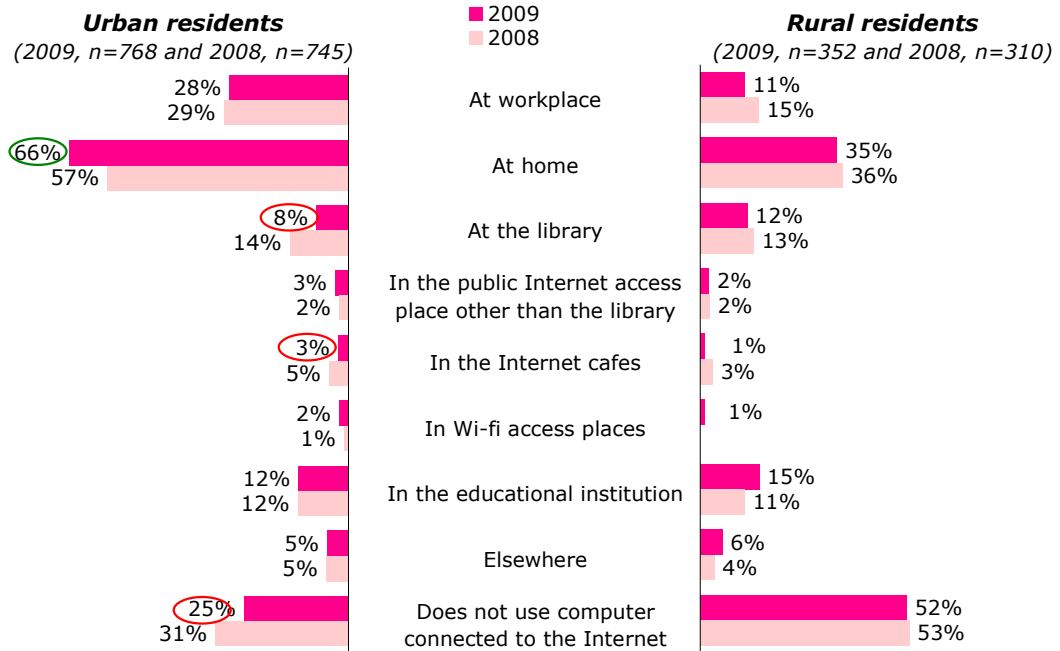
**Place where the computer connected to the Internet is most frequently used**

%, respondents of target groups



### Places where the computer connected to the Internet is used

%, respondents of target groups



## 7.3. Opportunities to Use Wireless Internet

- The opportunities to use wireless Internet are not yet utilized – wireless Internet is currently being used by every third Lithuanian resident only -

31% of Lithuanian residents have the opportunity to use the wireless Internet connection. The greatest share of residents uses it at home. However, more than a half of the surveyed (59%) do not have such an opportunity. Another tenth of respondents do not know what wireless Internet is.

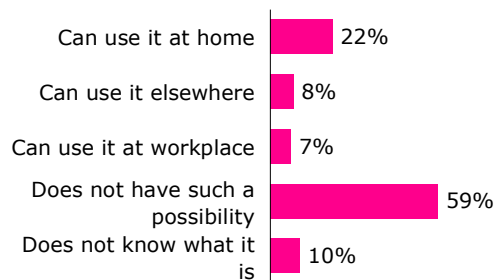
Usually, people who do not have Internet connection are the ones who have not heard about the wireless Internet. Every other person who is aware of wireless Internet but does not have the opportunity to use it has a wired Internet connection at home or work, therefore, the wireless Internet access is not necessary.

The profiles of wireless Internet users are similar to the general profile of the Internet user. The only difference is that more often it is the male respondents who have the opportunity to use it.

In the perspective of the previous year, wireless Internet was used slightly more often in workplaces. It is highly likely that it is the outcome of economic crisis. Bearing in mind the increased number of the unemployed it is natural that the share of those able to use wireless Internet at work diminished.

#### Possibility to use wireless Internet connection

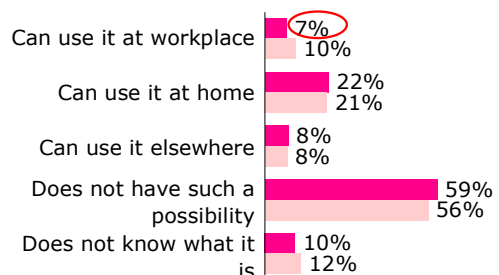
%, all respondents, n=1120




#### Possibility to use wireless Internet connection

%, all respondents

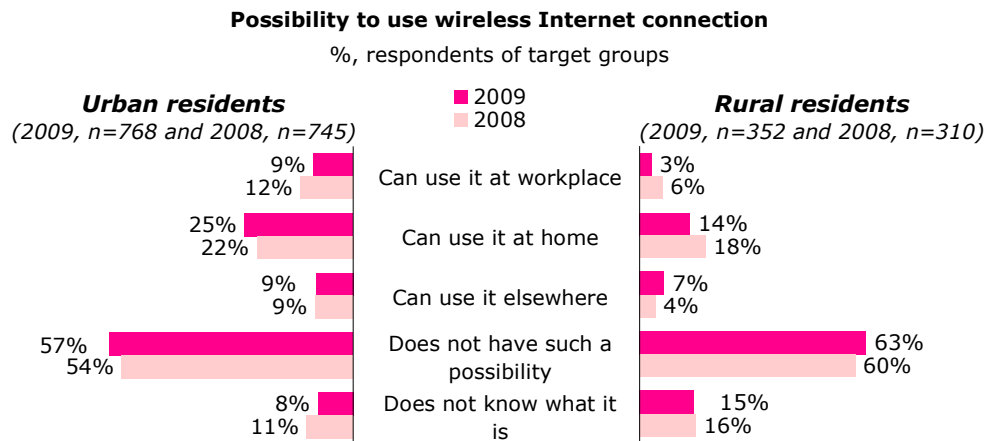
■ 2009, n=1120  
■ 2008, n=1055



Recorded minor changes of wireless Internet usage at work did not have substantial influence to the share of residents who are able to use the wireless Internet connection in general. This share did not change during last year.

 During the current year, the repeatedly surveyed respondents had the opportunity to use wireless Internet as often as the year before (more information in Appendix II, Table 2.3).

Urban residents have the opportunity to use wireless Internet more often than the residents in rural areas and this tendency did not change during last year. It does not imply that rural residents do not have the need for wireless Internet. It is just that there are limited technical possibilities to use these services in rural areas.

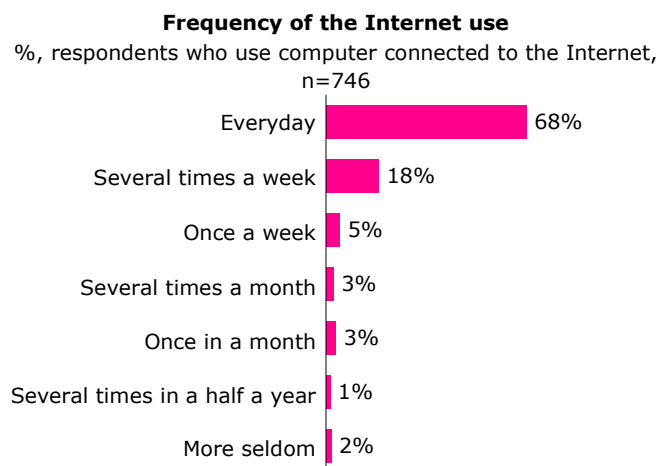


## 7.4. The Intensity of Internet Usage

- The ones who use the Internet the most often use it every day -

Internet can hardly be separated from a modern person's life. 68% of Internet users use the Internet every day. They constitute approximately a half (44%) of all residents. Every fifth (18%) Internet user uses it a few times per week and the rest use it once a week or more rarely.


Internet is more often used by people who have Internet access at home or at work and respondents having more superior computer literacy skills. Moreover, Internet is more actively used by the youth, students, individuals having university education, people getting the highest income and people who have jobs which require a lot of brainwork (specialists, officers and managers).



According to the Internet usage intensity the residents may be divided into three groups:

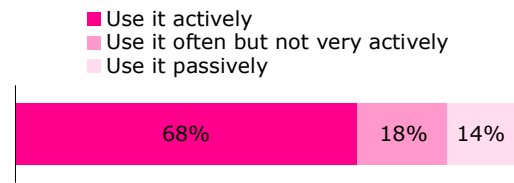
- ➔ Active usage – Internet is used every day.
- ➔ Average usage – Internet is used a few times per week.
- ➔ Passive usage – Internet is used not more often than once a week.

During the last year, the intensity of using the Internet did not change either in terms of entire country or separately in urban or rural areas.

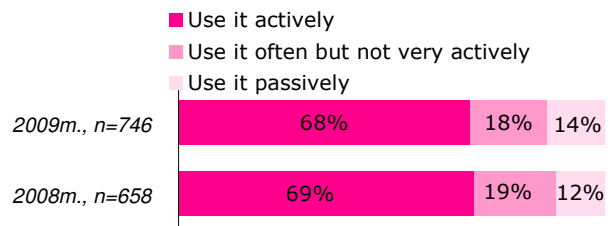
 Respondents surveyed both last year and during this exploratory year used the Internet as actively as before (more information in Appendix II, Table 2.4).

Rural residents use the Internet less often than people living in urban areas. 55% of rural residents and 72% of urban residents may be considered as active Internet users.

**Frequency of the Internet use**  
%, respondents who use computer connected to the Internet, n=746



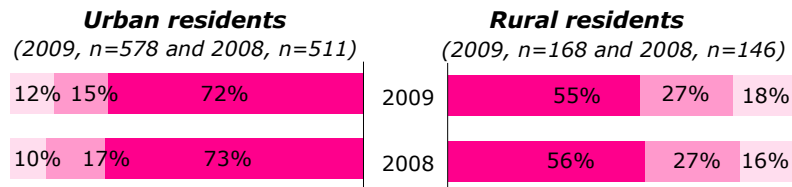
**Frequency of the Internet use**  
%, respondents who use computer connected to the Internet



**Intensity of the Internet use**

% respondents of target groups, who use Internet connection

- Use it actively
- Use it often but not very actively
- Use it passively

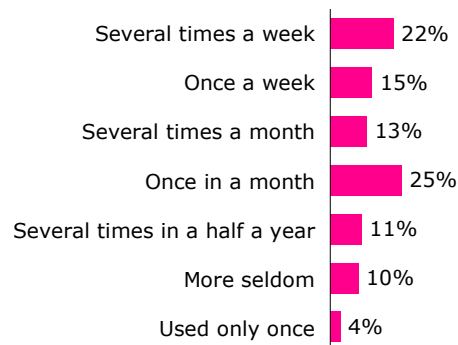


Internet in the library is being used less often than in other places (at home or at work). Every third (37%) person who uses the public Internet access in the library uses this service at least once a week. The same amount of surveyed (38%) use the public Internet access in the library at least once a month and one fourth (25%) of the surveyed use the Internet in the library once a month or more rarely.


Resident groups who distinguish by different socio-demographic characteristics use the Internet in the library at the same frequency.

**Frequency of the Internet use in the library**

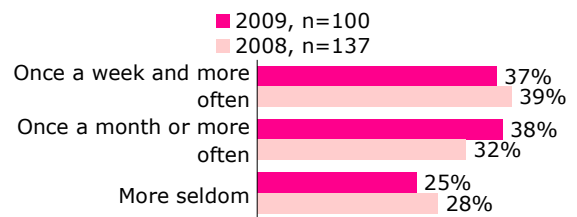
%, respondents who used Internet in the library, n=100



During the last year, the frequency of Internet usage in the library did not change significantly.

 The intensity of Internet usage in the library did not change for the repeatedly surveyed respondents (more information in Appendix II, Table 2.5).

**Frequency of Internet use in the library**  
%, respondents who use Internet in the library



## 7.5. Knowledge about Safe Usage of the Computer and the Internet

- Even though residents are informed about safe computer and Internet usage, their knowledge is superficial and does not ensure safe actual usage -

Despite the growing Internet usage, residents have insufficient amount of information about safe usage of the computer and the Internet.

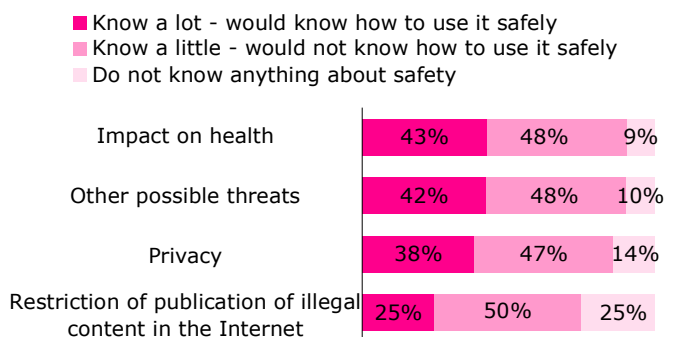
25%-43% of Internet users are well informed about the computer and Internet impact on health, safety of private information, restrictions for publishing illegal content or other threats. However, the knowledge about safe work with the computer and the Internet of almost every other respondent (47%-50%) is superficial. Moreover, from 9% to 25% of residents do not know anything about safe work with the technologies mentioned. In general, 42% of Internet users can not use the computer or the Internet safely, because they are not enough informed or not informed at all about all analyzed areas of safe computer and Internet usage (in other words, none of the areas was mentioned as known very well).

The society is informed the least about the restrictions for publications of advertisements of illegal content in the Internet. Only every fourth Internet user would know to use such information safely or would be aware what sort of information is appropriate for publishing.

Safe usage of the computer or the Internet is related to the Internet usage and, in turn, the computer usage frequency. The more active the respondent is in the Internet space, the deeper knowledge about the safe management of it he/ she has.

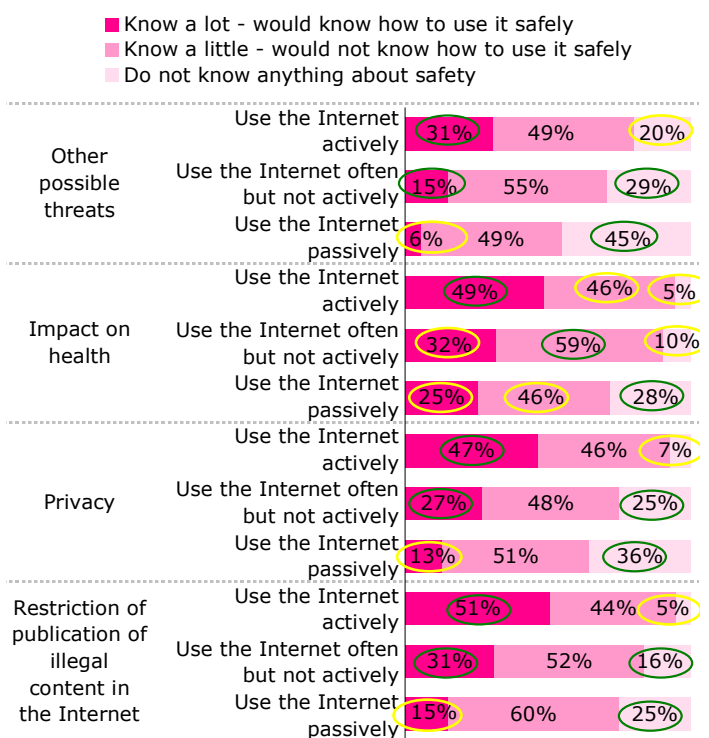
**Knowledge about how to USE computer and the Internet SAFELY**

%, respondents who use the Internet, n=746



**Knowledge about how to USE computer and the Internet SAFELY**

%, respondents of target groups



**Use the Internet actively, n=510**  
**Use the Internet often but not actively, n=134**  
**Use the Internet passively, n=102**

The groups of people who use the Internet more actively know about the safe usage of the computer and the Internet more often as well. The groups include the youth, schoolchildren, students and people having substantial computer literacy knowledge.

## 7.6. Resident Segmentation According to Internet Usage and Computer Literacy

After generalizing the peculiarities of computer and Internet usage, residents can be grouped into three typical groups:

→ **Professionals** – people most often having a computer with an Internet access at home or at work, having excellent computer usage skills and actively using the Internet. Two sub-groups can be distinguished:

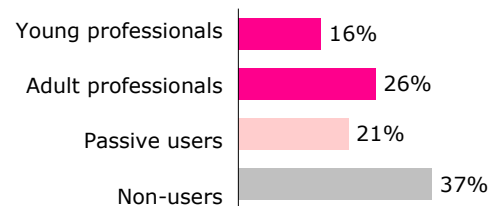
- **Junior professionals** – people under/ or 24 years old
- **Adult professionals** – people over 24 years old

→ **Passive users** – people having computers with Internet access at home or at work, however, using the Internet rarely (less than a few times per month). Moreover, the representatives of this group have worse computer literacy skills.

→ **Non-users** – people who do not have computers and do not use the Internet (or use it very rarely) and have the weakest computer and Internet usage skills or do not have such skills at all.

### Residents segmentation based on their Internet usage and level of computer literacy

%, all respondents, n=1120



### - Non-users are usually the socially vulnerable resident groups -

Commonly, Internet and computers in Lithuania are used either intensively (residents know how to use it and there are 42% of professional users) or are not used at all (residents do not know how to use it and there are 37% of non-users). There are not many residents (21%) who know how to use the Internet and the computer and have favorable conditions for that, but do not use them.

While analyzing the socio-demographic profiles of distinguished resident segments, the distinction between these two groups becomes even clearer:

Junior professionals most often include schoolchildren and students.

Adult professionals most often include working people and usually managers, specialists or officers. The members of this group more often have university education and get the highest disposable income.

Passive users more often include people of 35-54 years old having a higher education. More often it is working people (more often workers or technical staff) having the lowest income.

Non-users more often include residents of rural areas of 45-74 years old, the retired (because of age or disability) and people of working age, but unemployed. Thus, all Groups at social risk lack computer literacy skills and do not have the opportunity to use the Internet and do not use it.

## 8. The Purposes of Internet Usage

- Internet commonly enriches the leisure time and is useful for communication or for work related and commercial matters -

Residents may use Internet for various reasons; however, during the research the attention was mainly paid to the six main Internet usage areas: (1) work and commercial purposes, (2) communication, (3) leisure and culture, (4) studies and education, (5) health and (6) e-government.

While analyzing the data, the general usage for some specific purposes all the time, usage only sometimes and no usage at all were calculated. A person using at least one purpose constantly from the leisure time block was attributed to the group of those who use the Internet for leisure purposes all the time. In turn, if the respondent used none of the purposes, he/ she was attributed to those who do not have the particular purposes. Meanwhile, the respondents who use the Internet for one or more of the purposes in the block, but do not use any of them constantly, were attributed to those who use these purposes only sometimes.

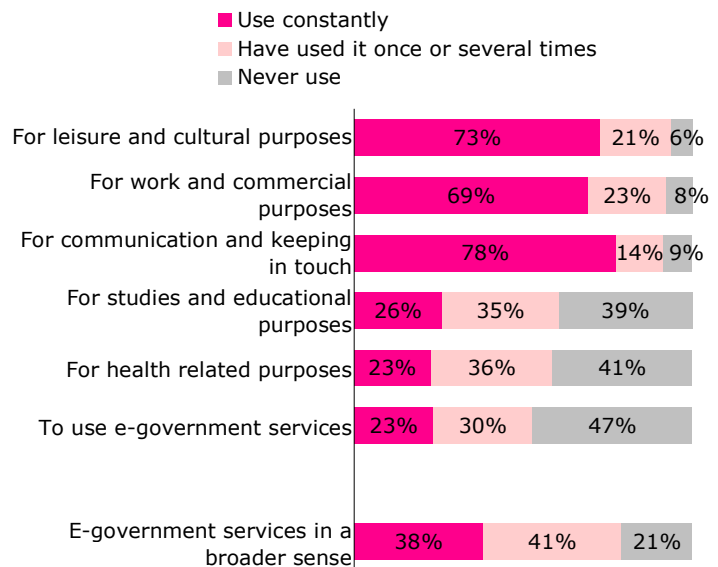
Most often the respondents use the Internet for purposes related to leisure and culture, work and commerce and enriching the communication. These purposes were used by 9 out of 10 respondents who use the Internet. However, using the Internet for communication is more regular (the share of using the Internet for this purpose is greater).

Internet is used less often for learning, health and e-government purposes (53%-61% of the surveyed have used it). Moreover, these purposes are rarely used constantly.

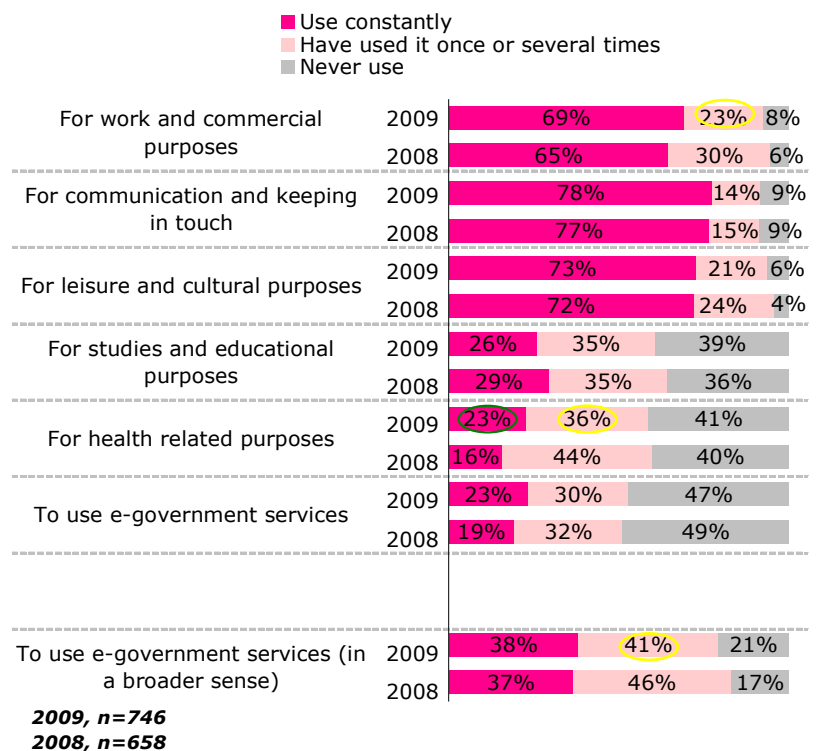
Using the Internet for e-government purposes was analyzed in a broader sense. It included communication with public institutions, search for work and employees, registration in health institutions, search for information about studies and registering for studies and using library catalogues. 79% of the surveyed have used at least one service from this conjoint e-government service block.

In comparison to the previous year, the purposes of Internet usage did not change. In other words, during the exploratory year, Lithuanian residents used all analyzed Internet purposes as often as last year. Only using the

**Internet use for various purposes**  
%, respondents, who use the Internet, n=746



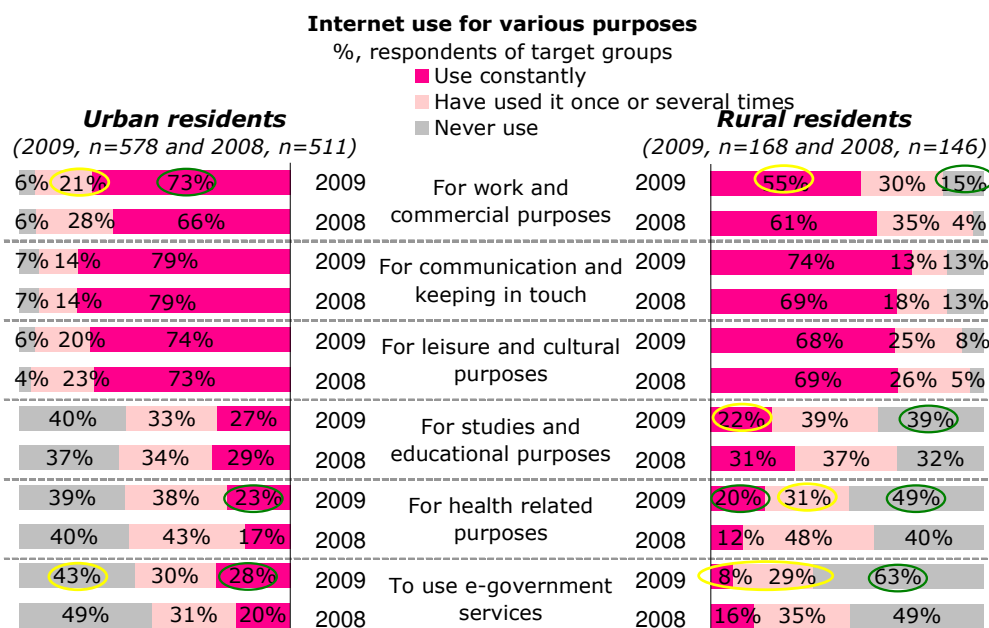
**Internet use for various purposes**  
%, respondents who use the Internet



Internet for health issues is an exception. Even though the general usage of Internet during the exploratory year did not change, there were more residents using the Internet constantly for health issues.

While comparing the purposes of Internet usage in urban and rural areas, a tendency was noticed that rural residents use the Internet less often for the following purposes: work and commercial, communication and keeping in touch, health related and e-government purposes.

Urban residents used the Internet more often during the current year for work and commercial issues, health related purposes and having an intention to use the services of e-government. Meanwhile, in rural areas, people used the Internet less often for work and commercial issues, studies and education or health purposes having an intention to use the services of e-government. Moreover, it is interesting that in rural areas even though the general share of those who use the Internet for health related purposes decreased, this year Internet was used for this purpose more regularly.



Further in the report the purposes of using the Internet are divided into smaller categories and analyzed separately.

## 8.1. Leisure and Culture

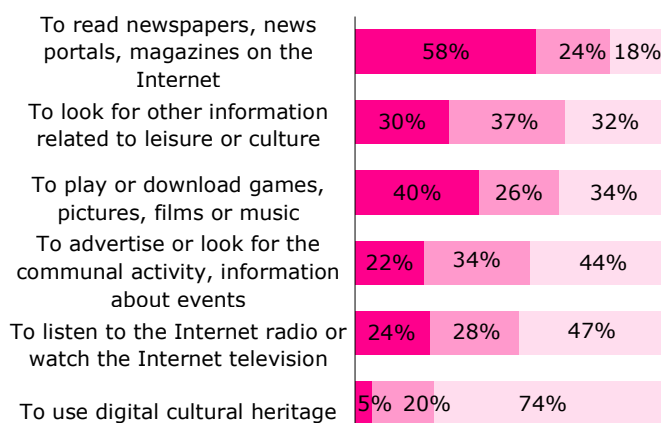
- The most popular way to spend leisure time in the Internet is reading the press, news and magazines -

In Lithuania, for leisure it is the most popular to read newspapers, news portals and magazines in the Internet. These services were used by 82% of Internet users and slightly more than half of them did it constantly. It is also rather popular to download games, movies or music (66%) or to look for other leisure or culture related information (67% of respondents have used it). Slightly more than every other respondent used Internet for advertising or

### Internet use for leisure, cultural purposes

%, respondents who use the Internet, n=746

■ Use constantly  
■ Have used it once or several times  
■ Never use



searching for information, listening to the radio or watching TV (52%) on the Internet. The least residents used the opportunities of digitalized culture heritage. Only every fourth Internet user used this service.

Internet is used for leisure and culture related purposes more often by the youth, schoolchildren and students and people using the Internet more often and having better computer usage skills (junior and adult professionals).

### Internet use for leisure, cultural purposes

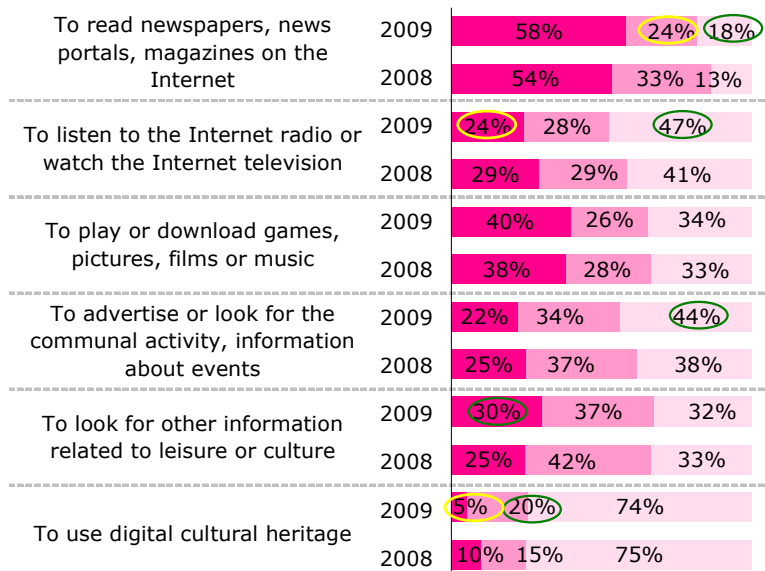
%, respondents who use the Internet

■ Use constantly  
 ■ Have used it once or several times  
 ■ Never use

Rural residents more often than the urban residents said that they never used Internet for reading newspapers, news portals or magazines, searching for other information related to culture and leisure or for using the digital heritage.

The unemployed less often read the news portals, played games, downloaded movies and music, advertised and looked for information about events or other information related to culture and leisure time in the Internet.

The share of those using the Internet for purposes related with culture and leisure did not increase during last year. Information related with culture and leisure time was searched for slightly more often regularly. However, the following activities were used less often – reading newspapers, listening to the radio, watching TV and being interested in community activities.



2009m., n=746  
 2008m., n=658

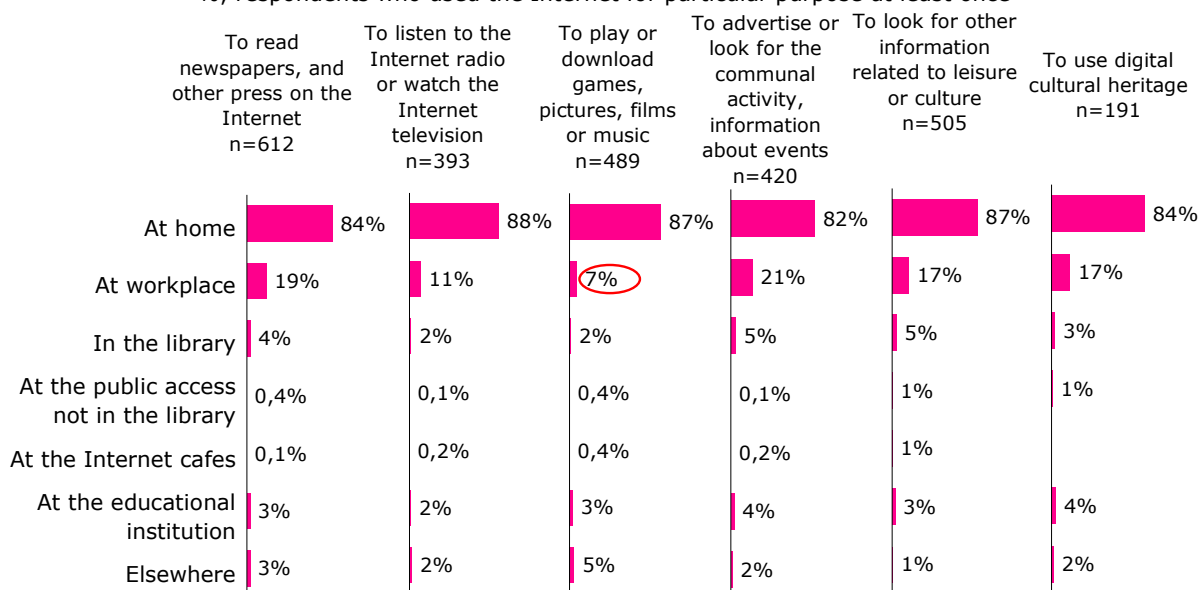


During the exploratory year, the repeatedly surveyed residents more often claimed that they read the press, information portals and magazines constantly (more information in Appendix II, Table 3.3).

Most often, the activities related to culture and leisure are performed at home. Not more than every fifth Internet user performs these activities at work. Computer games are slightly less often played at work.

### Place where the respondent most frequently uses Internet for leisure and cultural purposes

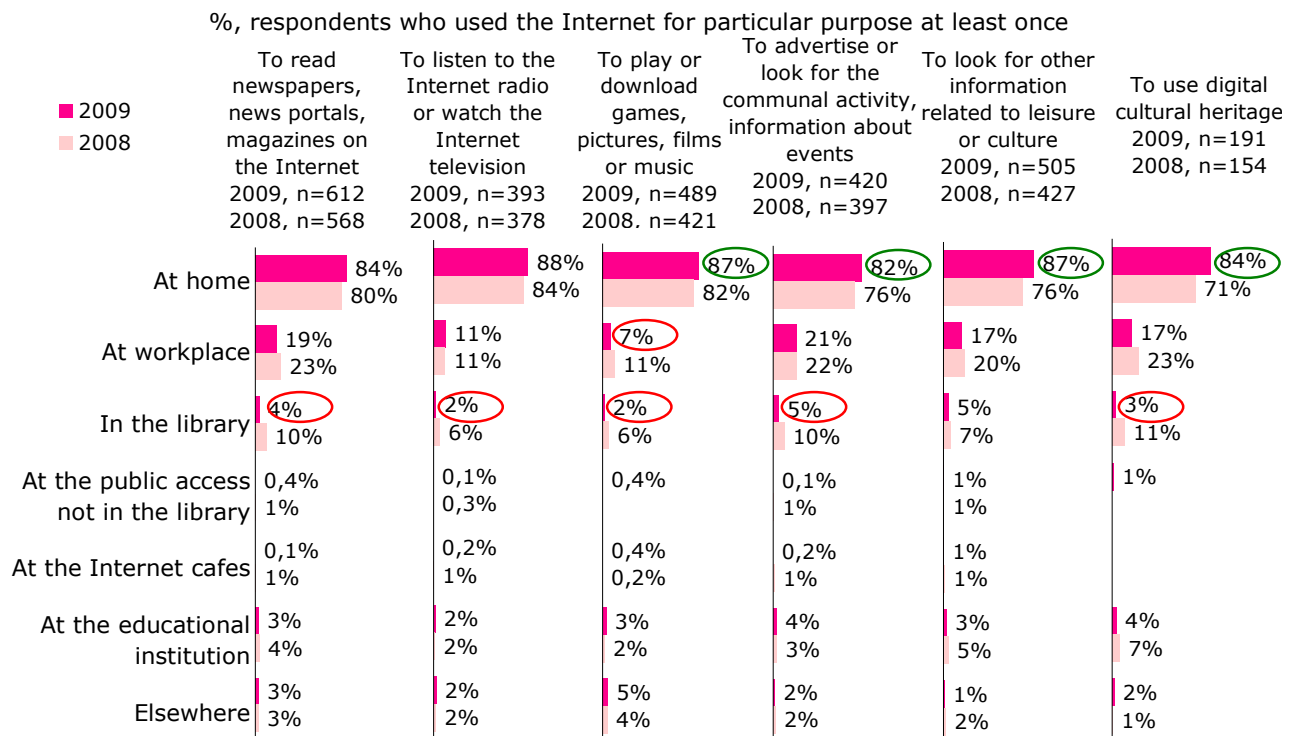
%, respondents who used the Internet for particular purpose at least once



Purposes that are related with leisure time and culture are also used at friends' or relatives'.

During the last year, using Internet for leisure and culture purposes more and more often was located at home. During the last year, such activities were performed more often at home – downloading and playing computer games, performing community activities, using digitalized cultural heritage and looking for other culture and leisure related information. Meanwhile, the culture and leisure time related information in the Internet was less often used in the libraries (except search for information).

**Place where the respondent most frequently uses Internet for leisure and cultural purposes**



**8.2. Work and Commercial Purposes**

- Every other Internet user uses the electronic banking constantly- it is the service having the greatest share of constant users -

In terms of using the Internet for work and commercial purposes, most often residents look for information about goods or services (80% of residents did that at least once) or use online banking (65%). The latter service distinguishes by a great number of loyal users – every other Internet user (51%) uses online banking constantly.

Slightly more than a half of the surveyed (53%) used Internet for performing the work related services.

Search for work and commercial activity (ordering and buying goods or services or selling goods or services of one’s own) are more often onetime activities. Only every tenth Internet user performs these activities in the Internet (from 7% to 14%). However, not less than one third (31%) of the surveyed have used these services at least once.

**Internet usage for work and commercials purposes**

%, respondents who use the Internet, n=746



Internet is used for work and commercial purposes more often by the youth, people getting the highest income, the employed, residents of the biggest cities, people using the Internet actively and people having better computer literacy skills (adult professionals).

The unemployed more often stated that they never used Internet for fulfilling tasks related with their main occupation or online banking. However, they more often looked for work in the Internet.

Rural residents perform the following activities in the Internet less often – looking for information about goods and services, buying online, looking for work or employees and using online banking. Meanwhile, the residents of urban areas claimed more often that they do use the services of online banking.

- During the last year, constant usage of online banking increased -

During the last year, the number of respondents who constantly used online banking, looked for information about goods and services and used

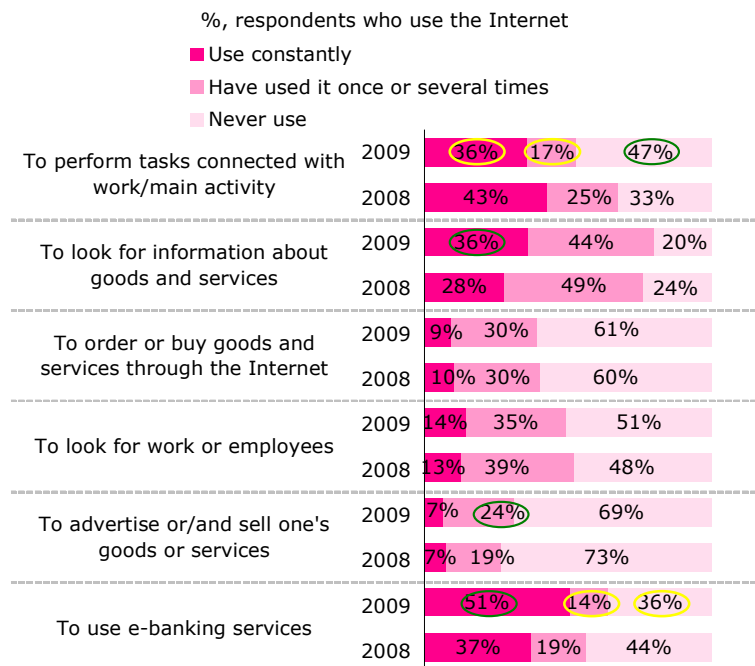
Internet for advertising their goods or services increased. The latter changes may be related to the search for the cheapest goods or services actualized by the economic downturn. This sort of search is the most convenient in the Internet. Moreover, when the country is in economic crisis, the share of using the Internet for performing job related tasks diminished. It is mostly likely that it is the result of the increased unemployment.



During the current year, repeatedly surveyed residents more often regularly used online banking and looked for information about goods and services (more information in Appendix II, Table 3.1).

Internet is used at home or at work the most often, therefore, these places are the most popular while using the Internet for work or commercial purposes as well. Work related assignments more often than other activities are performed at work, in the library or in the academic institution and less often performed at home. Moreover, in libraries people search for work more often.

### Internet usage for work and commercial purposes

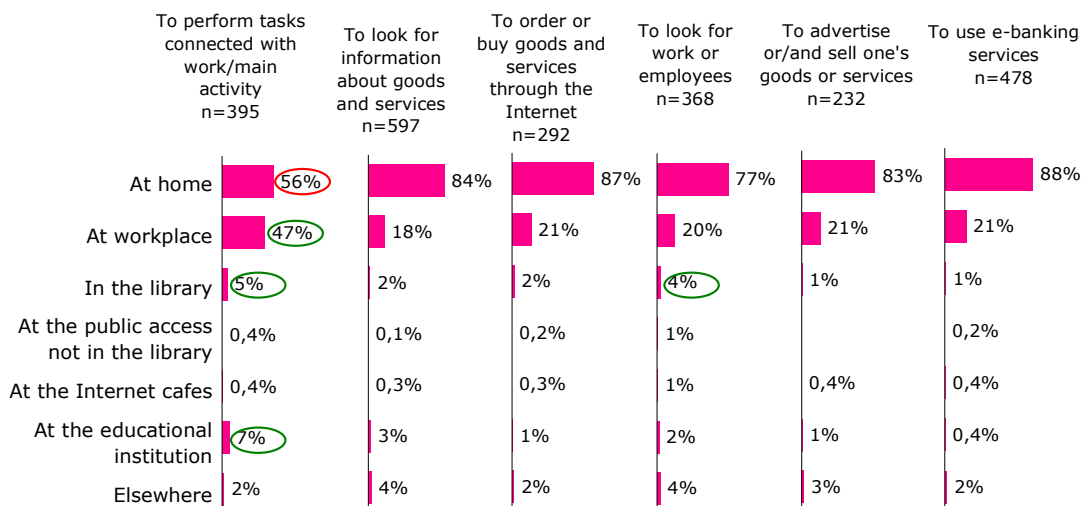


2009m., n=746

2008m., n=658

### Place where the respondent most frequently uses Internet for work and commercial purposes

%, respondents who used the Internet for particular purpose at least once

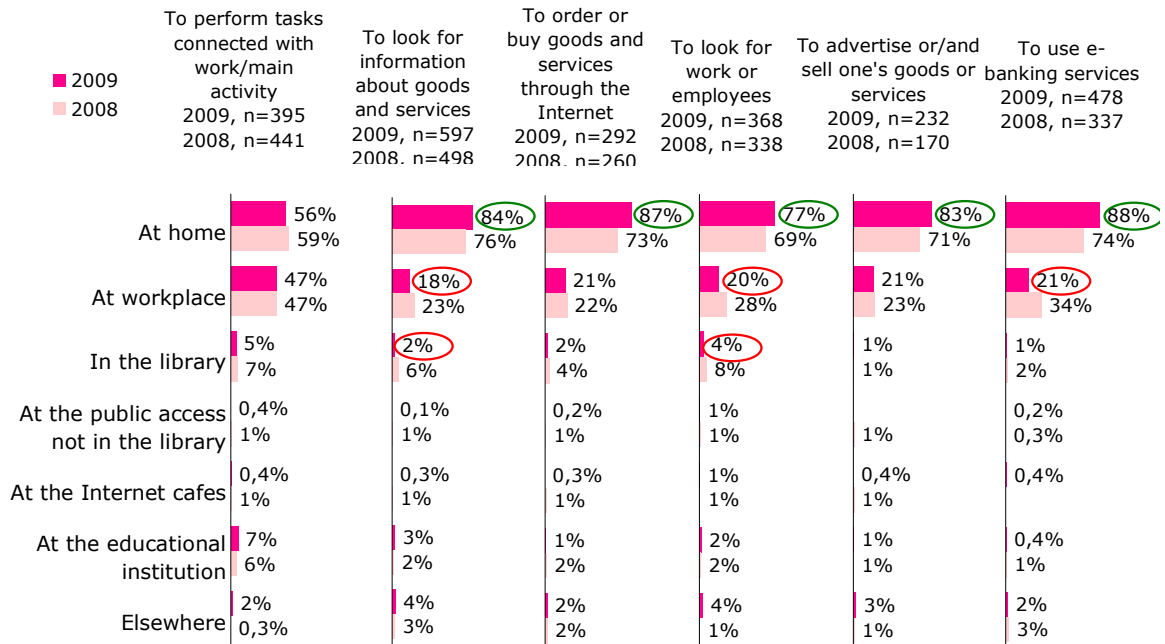


Respondents indicated other places where they used the Internet for work and commercial issues related purposes. The places included the Community of the Disabled, Labor exchange and home of friends, relatives or neighbors.

In comparison to the previous year, for all work related and commercial purposes Internet is used at home more often. In the perspective of the previous year, information about goods and services or work is searched less often in the libraries.

**Place where the respondent most frequently uses Internet for work and commercial purposes**

%, respondents who used the Internet for particular purpose at least once



**8.3. Communication and Keeping in Touch**

- While communicating in the Internet, people most often write emails and use the online telephony for conversations -

Among the services of communication and keeping in touch, it is the most popular to write emails. Communicating via phone on the Internet takes the second place. These services are constantly used by 71% and 54% of the surveyed, respectively.

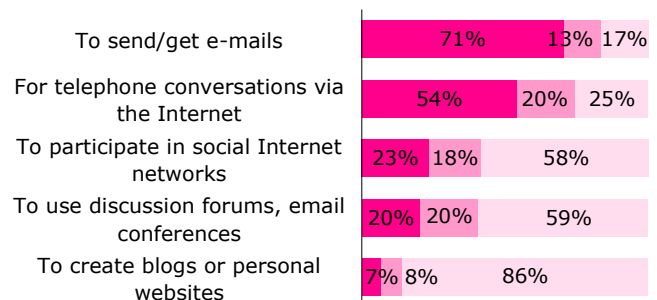
Respectively, 41% and 40% of respondents participated in social Internet websites and discussion forums. The least often the Internet users created blogs or personal websites (15%).

The youth, schoolchildren and students, people who use the Internet more often and those who better know how to use the computer (junior and adult professionals) use the Internet for communication purposes more often.

**Internet use for communication and keeping in touch**

%, respondents who use the Internet, n=746

■ Use constantly  
 ■ Have used it once or several times  
 ■ Never use

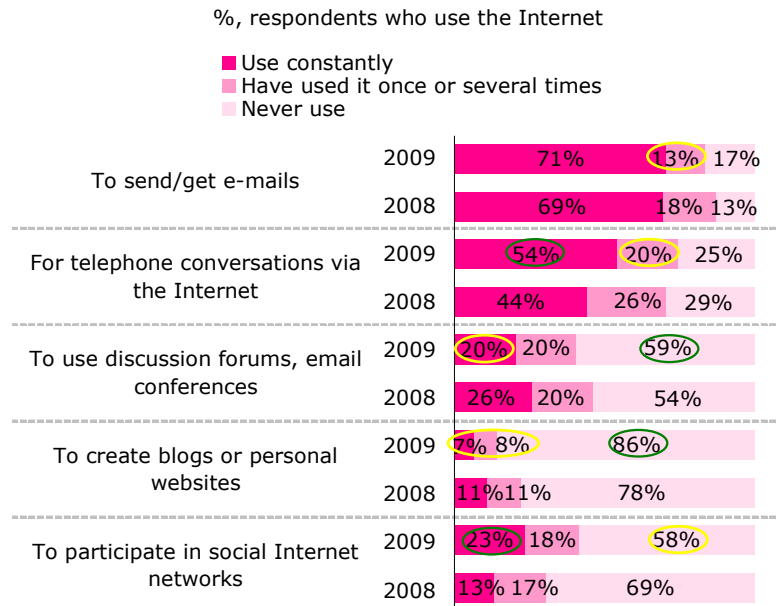


Rural and urban residents use the Internet for communication purposes and for keeping in touch as often as the researched general population. Meanwhile, the unemployed more often have not used the Internet for any of the communication and keeping in touch purposes.

**Internet use for communication and keeping in touch**

In comparison to the previous year, the popularity of telephone conversations on the Internet and the participation in social Internet websites grew. However, the number of those using discussion forums and creating personal websites diminished.

During the current year, repeatedly surveyed respondents more often used the Internet for participating in social websites (more information in Appendix II, Table 3.2).

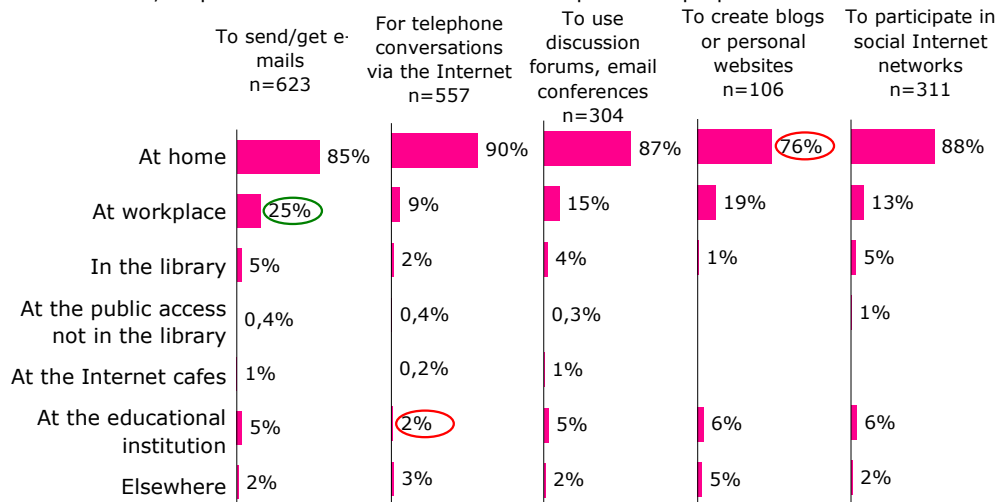


2009m., n=746  
2008m., n=658

The most often Internet is used for communication at home. However, one of the main means of communication at work is writing emails. Moreover, blogs and Internet websites are created less often at home. In academic institutions people communicate less while using the telephone on the Internet.

**Place where the respondent most frequently uses Internet for communication and keeping in touch**

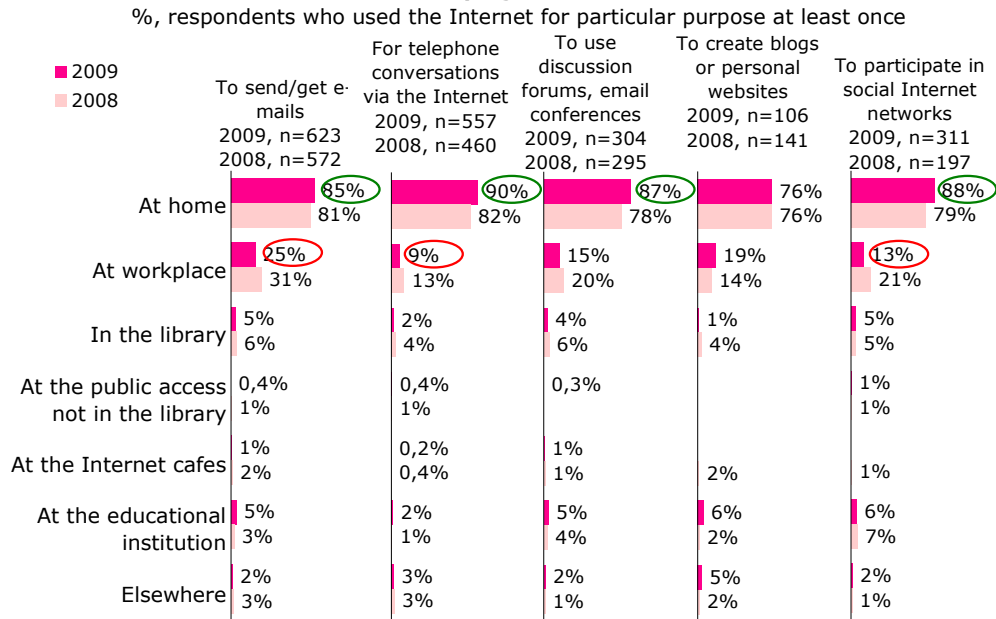
%, respondents who used the Internet for particular purpose at least once



Internet is used for communication at friends' or relatives' as well.

In comparison to the previous year, all services, except creating blogs and Internet websites, were used at home more often. However, it should not be forgotten that Internet was used at home more often in general.

**Place where the respondent most frequently uses Internet for communication and keeping in touch**



**8.4. Studies and Education**

- Studying is mostly common at a specific time in a person's life, therefore the share of using this Internet service is relatively small -

Internet for education was used by less Lithuanian residents in comparison to other analyzed purposes. It is common to devote a particular period in life for learning in Lithuania, which the most often is the youth. Later, people deepen their knowledge rarely. Thus, Internet is used for studies and education only by a specific resident group, therefore, the general Internet usage for learning and education is smaller.

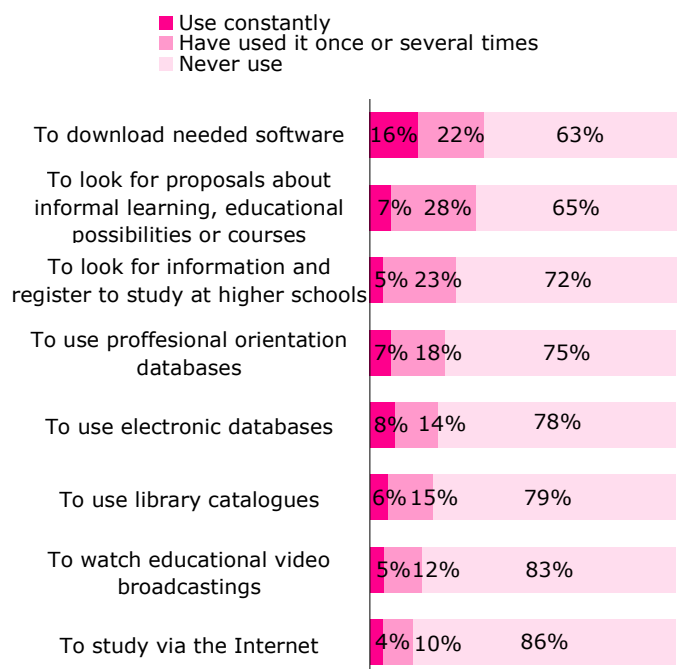
Slightly more than every third Internet user downloaded software (38%) and searched for offers to study some courses (35%). It is relatively the most popular services which are used for the purpose of studies and education. However, the usage of these services is more a onetime usage, which is not constant in nature.

The least residents used the Internet for educational video broadcastings (17%) or distant learning (14%).

The youth, schoolchildren, students, people getting the highest income, managers, respondents using the Internet more often and people having better computer literacy skills (professionals, especially, junior professionals)

**Internet use for studies, educational purposes**


%, respondents who use the Internet, n=746



use the Internet for studies and education more often.

Rural residents use the electronic databases in the Internet less often than urban citizens. Meanwhile, the unemployed more often stated that they did not use any of these studies and education related activities.

In comparison to the previous year, this year less respondents stated that they downloaded relevant software, looked for information for studying in high schools, studied by distant learning and used professional orientation or electronic databases.

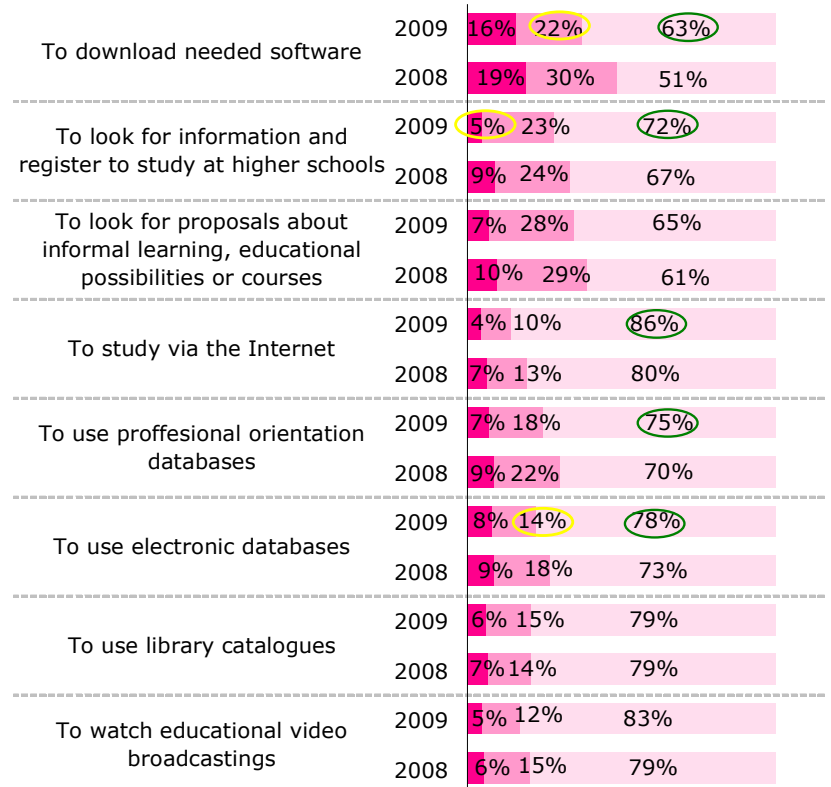
 Internet usage of repeatedly surveyed respondents for studies and education purposes did not change in comparison to the previous year (more information in Appendix II, Table 3.4).

Internet is used for studies and education purposes at home the most often. Databases of professional orientation and electronic databases, in comparison to other services, are more often used at work. Meanwhile, searching for information about studying and registering to study more often is performed at home. In addition, library catalogues are more often used in the library.

### Internet use for studies, educational purposes

%, respondents, who use the Internet

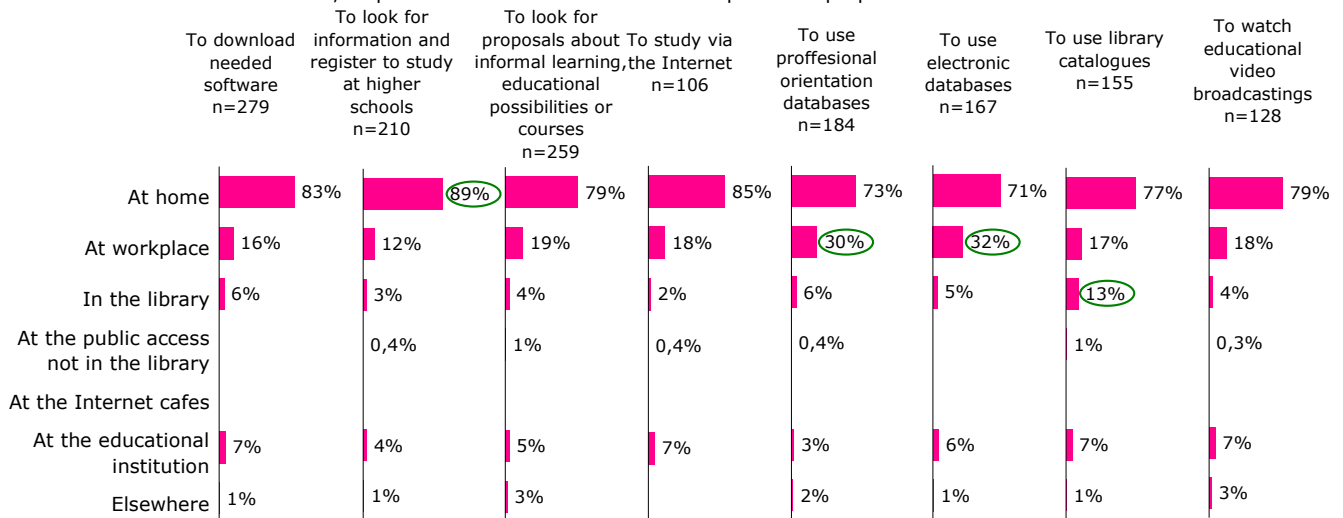
- Use constantly
- Have used it once or several times
- Never use



2009, n=746  
2008, n=658

### Place where the respondent most frequently uses the Internet for studies and educational purposes

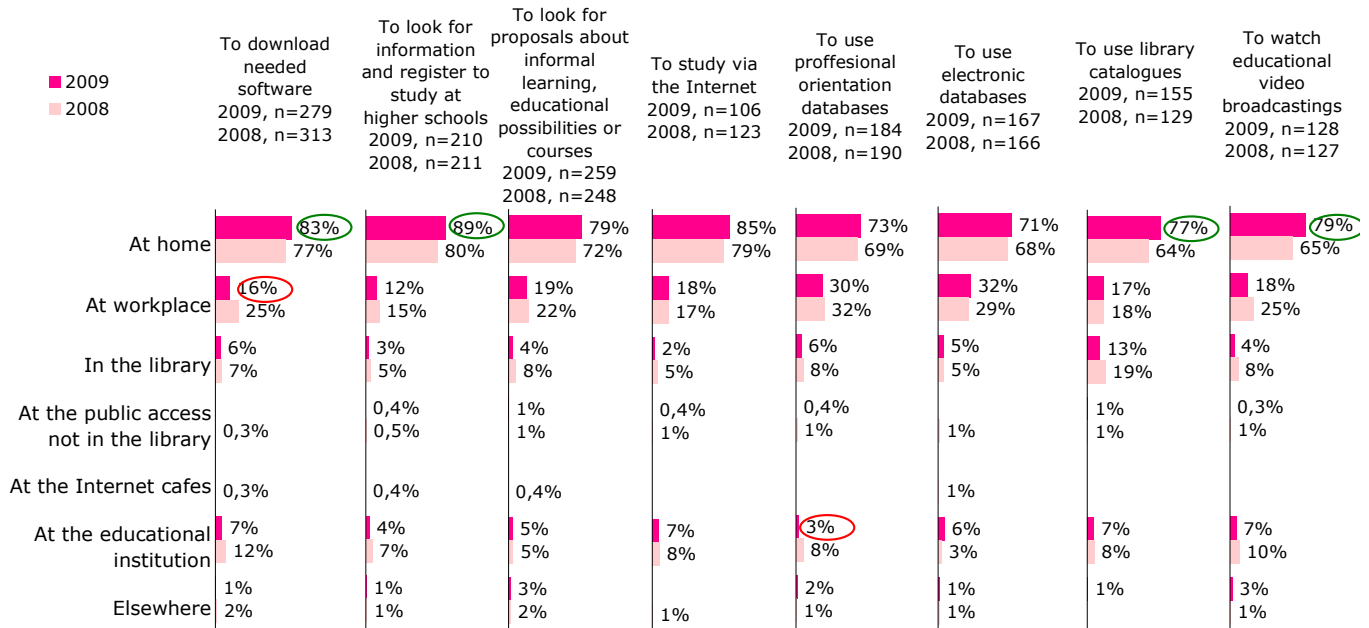
%, respondents who used the Internet for particular purpose at least once



During the current year, more of the surveyed at home downloaded relevant software, looked for information or registered for studies, used library catalogues and watched educational video broadcastings. Meanwhile, the share of those who downloaded relevant software at home or used the databases of professional orientation in academic institutions slightly diminished.

**Place where the respondent most frequently uses the Internet for studies and educational purposes**

%, respondents who used the Internet for particular purpose at least once



**8.5. Health**

- The most often residents look for general information related to health problems in the Internet -

Older people have the greatest concerns about their health and they use the Internet less often, thus, Internet usage for health related purposes is naturally smaller as well.

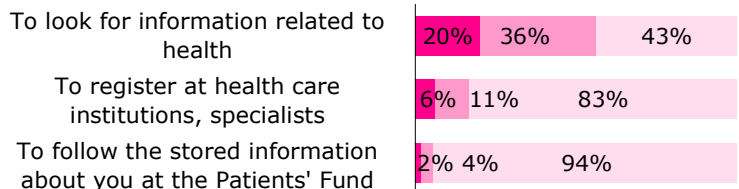
Slightly more than every other Internet user looks for general health related information in the Internet. Only 17% of respondents have registered at health institutions or at the specialists'. Exceptionally few Internet users have followed the information related to them provided by the Patients' Fund. It is likely that it is determined by a low awareness of this opportunity.

People of early and medium maturity (35-44 years old), individuals having university education, specialists, officers, housewives and people using the Internet more often use the Internet more often for health purposes.

**Internet use for health related purposes**

%, respondents who use the Internet, n=746


■ Use constantly  
 ■ Have used it once or several times  
 ■ Never use



Urban residents look for health related information in the Internet more often than the rural residents.

Unemployed people of working age more often stated that they never followed the information about the ill gathered by the Patients' Fund.

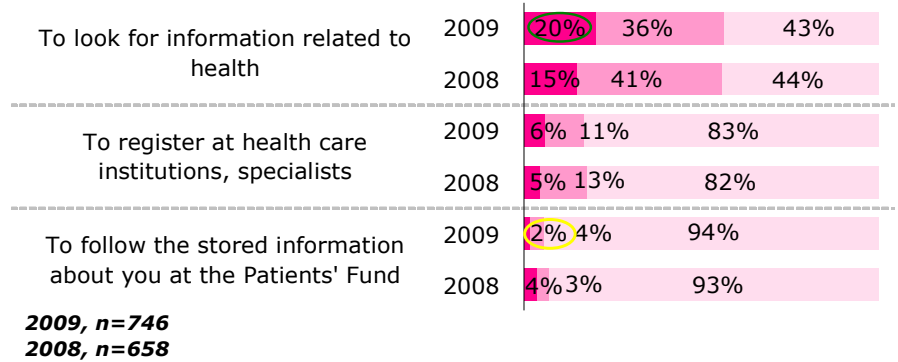
The beginning of positive changes can probably be declared because during the last year the number of residents constantly looking for health information in the Internet increased. Meanwhile, the number of residents constantly checking the information about the ill gathered by the Patients' Fund decreased.

 Internet usage for health related purposes of repeatedly surveyed respondents did not change during (more information in Appendix II, Table 3.5).

### Internet use for health related purposes

%, respondents who use the Internet

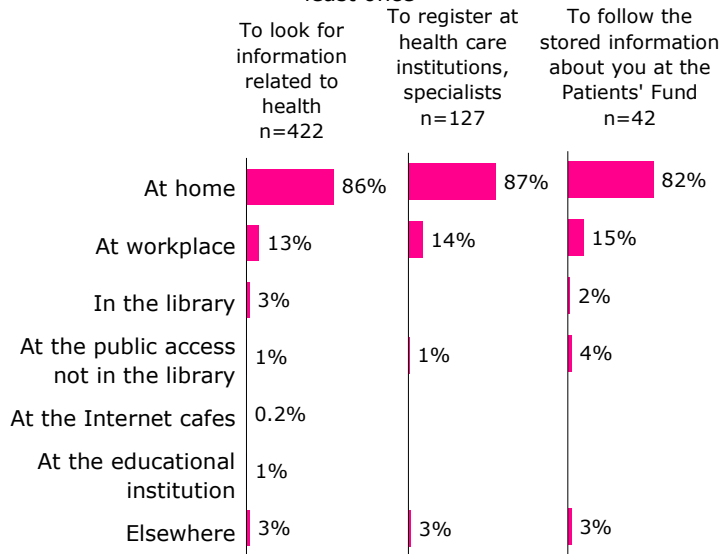
- Use constantly
- Have used it once or several times
- Never use



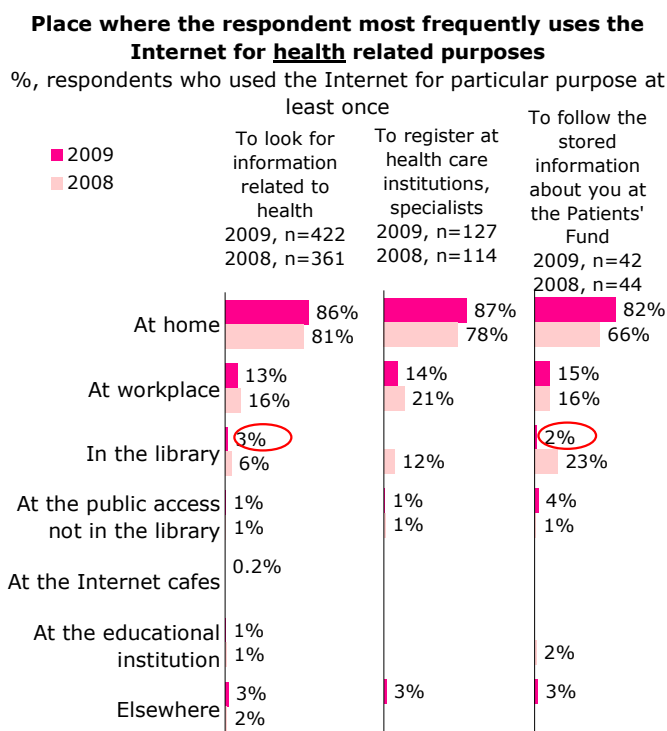
Health related information is searched for in the Internet at home the most often. Slightly more than every tenth surveyed (13%-15%) looks for health related information at work.

### Place where the respondent most frequently uses the Internet for health related purposes

%, respondents who used the Internet for particular purpose at least once



During the last year, there were less residents looking for health related information or checking information gathered by the Patients' Fund in the libraries.



## 8.6. Services of E-government

- The services of e-government, except returning details of one's income, are used the least often -

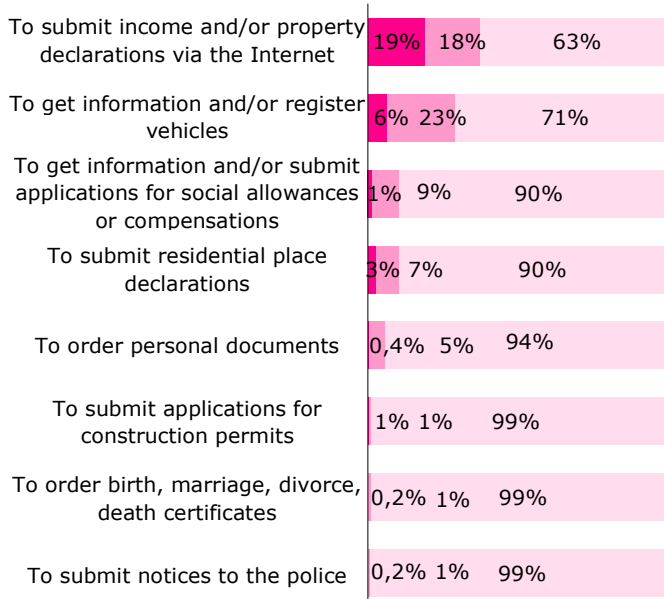
Services of e-government are used the least often of all analyzed Internet provided opportunities. Slightly more Internet users provided income and property declarations electronically (37%) or looked for information about or registered the vehicles (29%). Every tenth Internet user received information on or provided applications for social benefits and compensations and declared the place of living. Meanwhile, only single individuals ordered personal identification documents, fulfilled applications for construction license, ordered birth, marriage, divorce or death certificates and provided reports to the police in the Internet.

People of early maturity (25-34 years old), respondents having university education, people having the greatest disposable income, people using the Internet more often, those having better computer usage skills (professionals and especially adult professionals), specialists, officers and

### Internet use in aim to use e-government 1 services

%, respondents who use the Internet, n=746


■ Use constantly  
 ■ Have used it once or several times  
 ■ Never use



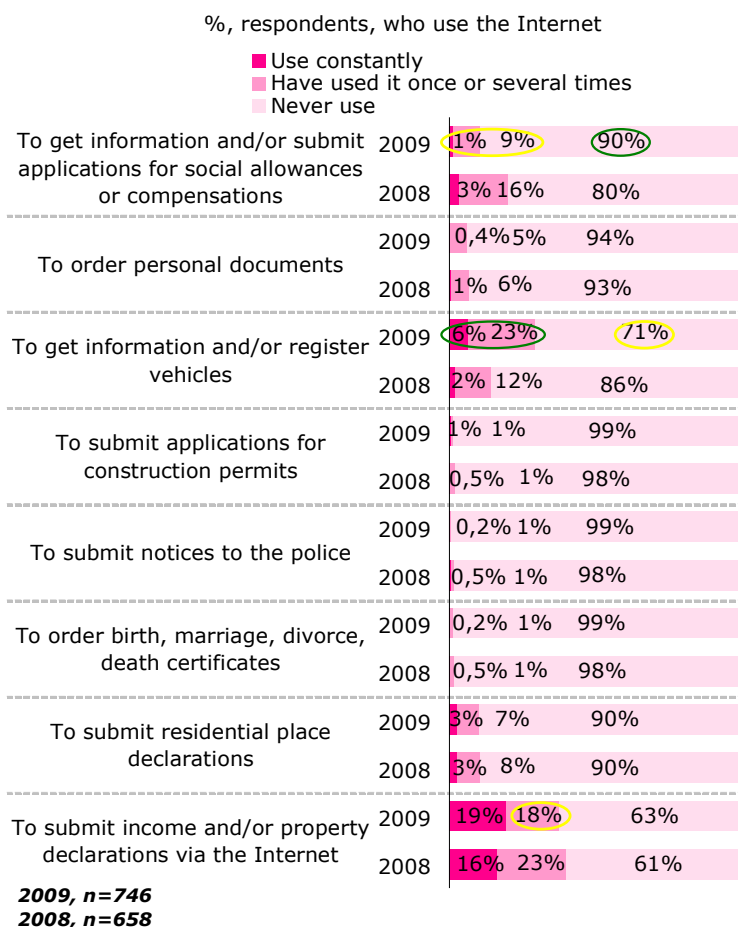
managers more often used the services of e-government.

People living in rural areas and the unemployed look for information about the vehicles or declare their property online less often.

During the last year, the number of people who looked for information about and registered the vehicles increased. However, there were less people who provided applications to get social benefits.

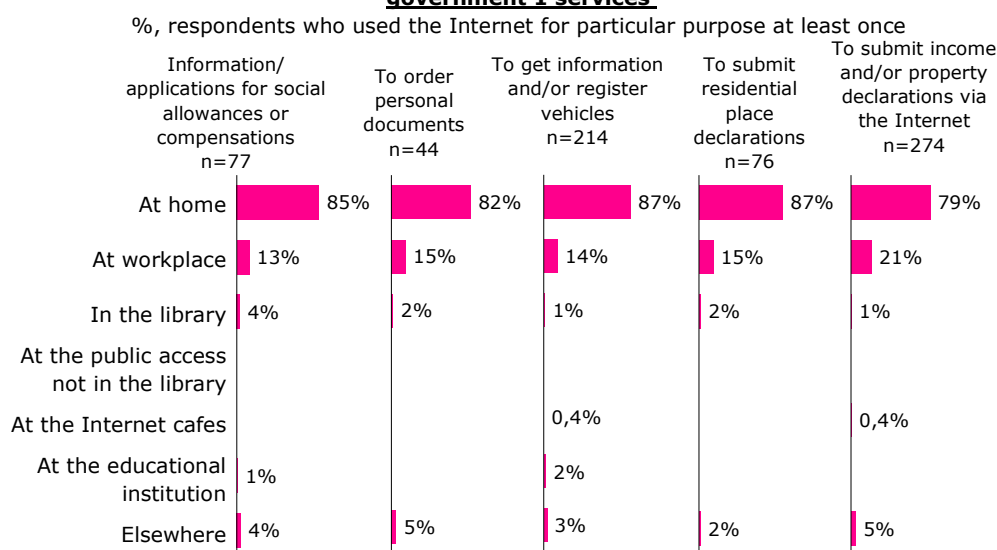
 E-government usage of repeatedly surveyed respondents did not change during the current year (more information in Appendix II, Table 3.6).

### Internet use in aim to use e-government 1 services



The services of e-government in the Internet are used at home, the same as using the Internet in general. One fifth of Internet users used the services of e-government at work.

### Place where the respondent most frequently uses the Internet in aim to use e-government 1 services

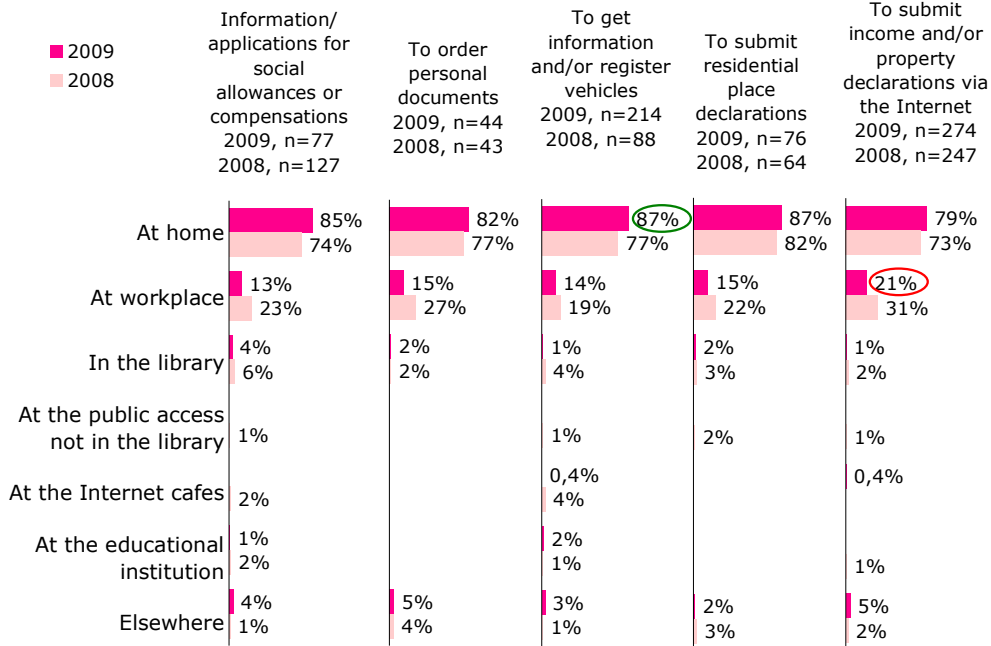


**Note:** because of the small number of respondents, data about the usage of places of the following services are not provided in the graphical illustration: applications for construction license, reports to the police and ordering birth, marriage, divorce and death certificates.

In comparison to the previous year, there were more respondents who looked for information related to the vehicles at home. However, the share of those who declared property online at work diminished.

**Place where the respondent most frequently uses the Internet in aim to use e-government 1 services**

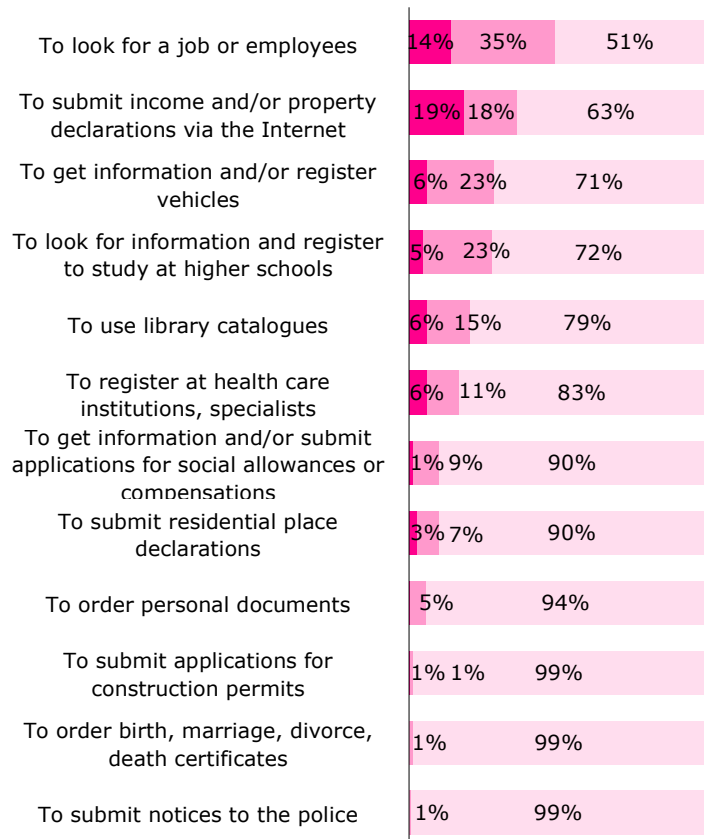
%, respondents who used the Internet for particular purpose at least once



**Internet use in aim to use e-government services (in a broader sense)**

%, respondents who use the Internet, n=746

■ Use constantly  
 ■ Have used it once or several times  
 ■ Never use



While analyzing using the Internet for extended purposes of e-government, the situation is slightly different. The share of residents who use the purposes of general e-government increased to 79% due to two reasons: a more intense usage of search for work and employees online and the fact that expanding the services to a wider spectrum allowed more people to use them.

Most often the respondents use the Internet for looking for a job (49%) or providing the income or property declarations (37%). A quarter of the surveyed (28%-27%) often look for information about the vehicles and register for studies online.

The least often Internet is used for providing reports to the police, ordering documents (e.g., birth, marriage, divorce or death certificates) and applications for construction license.

In broad terms, the services of e-government were more often used by the youngest people, respondents having university education, people disposing the highest income, the employed, people using the Internet more often, individuals having better computer literacy skills (professionals and especially adult professionals), specialists, officers and managers.

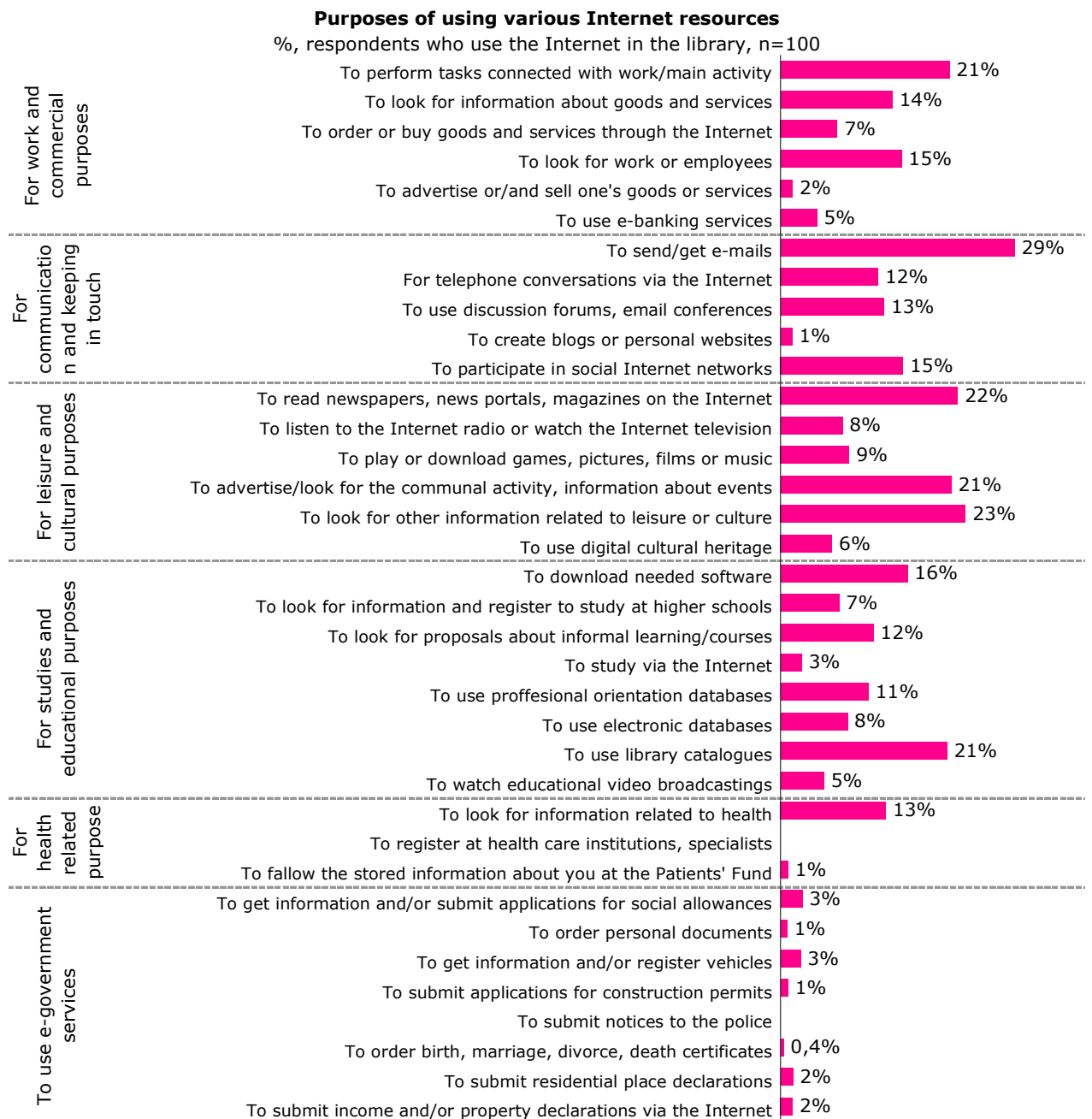
Urban residents use the services of e-government in the Internet more often than people living in rural areas.

The retired use the services of e-government less often than other social groups.

## 8.7. The Purposes of Using the Internet in the Library

Respondents who used the Internet in the library, most often used it for performing the tasks related to their major occupation, wrote emails, read news, performed social activities, looked for other information related with culture and leisure and used library catalogues.

In general, the health related purposes and the services of e-government in the Internet were used the least often in the library.



## 9. Services Provided by the Libraries

### 9.1. Visiting the Library during the Last Year

- Socially active people and the youth visit the libraries more often -

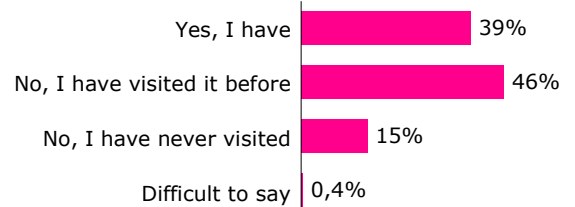
During the last 12 months, more than one third (39%) of Lithuanian residents of 15-74 years old visited the library. Another 46% of residents used the library services before.

Socially more active resident groups visit the library more often. These groups include the youth, specialists, officers and managers. Meanwhile, people of average age and the older ones (35-74 years old), respondents having a university education, workers, the retired and housewives visit the library less often. In other words, they more often claimed that they visited the library more than a year before. The oldest people (55-74 years old), respondents having primary or secondary education, the retired (because of age or disability) more often stated that they did not visit libraries in general.

During the last year, the share of those who visited the library did not change. However, the share of those who never visit the library diminished and there were more residents who visited it more than a year ago.

#### Have the respondent visited the public library during past 12 months?

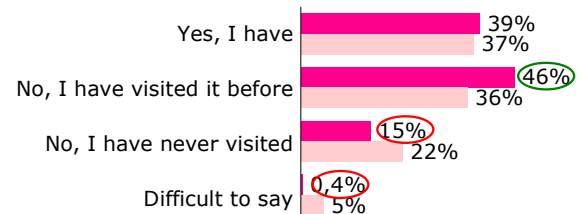
%, all respondents, n=1120



#### Have the respondent visited the public library during past 12 months?

%, all respondents

■ 2009, n=1120  
■ 2008, n=1055



During the current year, repeatedly surveyed respondents visited the library more often than the year before (more information in Appendix II, Table 4.1).

Urban and rural residents visit the library at the same frequency. Moreover, both in urban and rural areas the number of those who never visited the library diminished and the number of those who visited it more than a year before grew.

#### Have the respondent visited the public library during past 12 months?

%, respondents of target groups



## 9.2. Reasons for not Visiting the Library

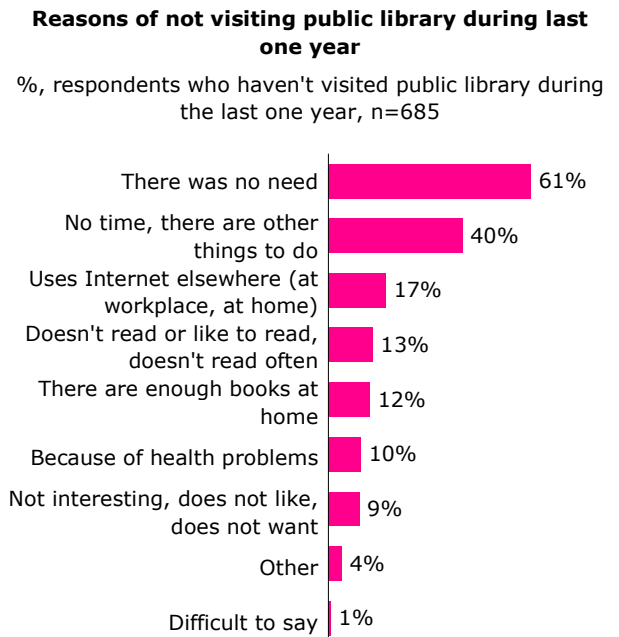
- Most often the library is not visited because there is no need for it or because of the lack of time -

The main reasons why residents do not visit the library include the lack of need and time (61% and 40%, respectively). Another 9% claimed that they do not like visiting the library and that it is not interesting. It is difficult for the library to compete with alternative forms of leisure time of the society today, therefore, library visits are "exchanged" to other activities.

Almost one fifth of people who do not visit the library were motivated to use the Internet elsewhere. Slightly more than one tenth of residents who do not visit the library told that they are doing so because they do not like reading books or have enough books at home (13% and 12%, respectively). Another tenth can not visit the library because of the health problems.

- ➔ People of age 35-44, workers and residents of medium size cities more often do not have time to visit the library.
- ➔ People of early maturity (25-34 years old) and people having university education more often do not feel the need to go to the library.
- ➔ The services provided by the library are more often not interesting to the youth under 24, respondents having primary or secondary education, the unemployed and residents of rural areas.
- ➔ The oldest respondents, people getting medium income, the retired (because of age or disability) and residents of rural areas do not visit the library more often because of the health problems.
- ➔ People of 55-64 years old, respondents having university education, people having the highest disposable income, managers, the disabled and the residents of the biggest cities are satisfied with the books they have at home. Older respondents, people having primary or secondary education and the residents of rural areas do not quite like reading books.
- ➔ It was more often the youth, people having university education, individuals getting the highest income, the employed and schoolchildren who named the opportunity to use the Internet at home or at work.

Data comparison to the previous year is impossible because of the different way to record the answers to the questions. Last year, it was an open question, whereas, during the current year, possible answers were provided.



### 9.3. The Awareness of Library Services

- The best known services provided by the library are the traditional services and public Internet access -

The most well known services of the library are dispense of books (99%), the opportunity to read periodical press (87%) and the opportunity to use the free of charge Internet (70%). Less than half of residents knew the remaining services, such as, the dispense of other publications, the opportunity to use information databases online, watching videos, listening to audio recordings, playing computer games and studying computer literacy.

Other services, which are provided by the library, include copying, events, favorable conditions to use the information for those who are blind, meeting the newspapers editors and writers.

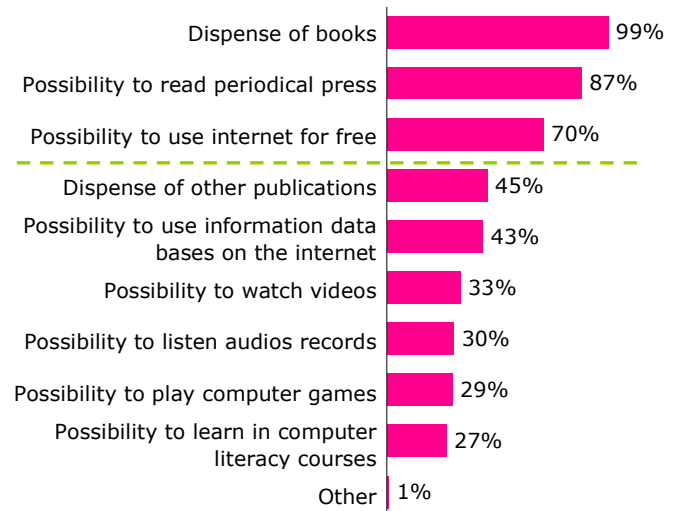
The fact that the library provides free of charge Internet access is more often known by the youth and people of average age, respondents having university education, people having the highest income, the employed (especially specialists and officers), schoolchildren, residents of medium size cities and those who use the Internet more actively and have better computer literacy knowledge (junior professionals).

Rural residents know slightly more often that it is possible to play computer games in the library. Meanwhile, people living in urban areas more often know the service of dispense of other publications and the opportunity to read periodical press.

The retired (because of the age or disability) and the unemployed know all the services provided by the library as much as the other resident groups.

**Services provided by the library**

%, all respondents, n=1120



### 9.4. Library Services Used by the Residents

The most popular service provided in the library is dispensing books. It was used by almost all residents who visited libraries (95%). Every other library visitor reads periodical press (50%) and every fifth visitor uses public Internet access (22%). The remaining services are used by not more than 14% of library visitors.

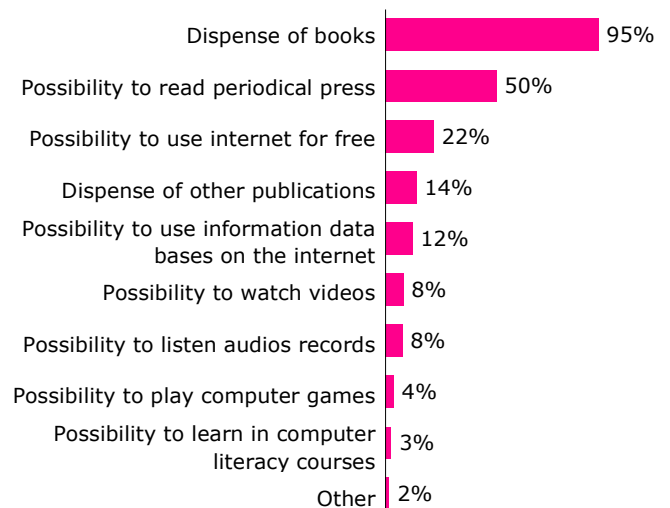
Internet in the library is more often used by the youth and people who use the Internet more often and have better computer usage skills (junior professionals). Moreover, this group of young and active visitors more often uses almost all services provided in the library in general.

The unemployed and the retired (because of the age or disability) use the services provided in the library as often as other resident groups.

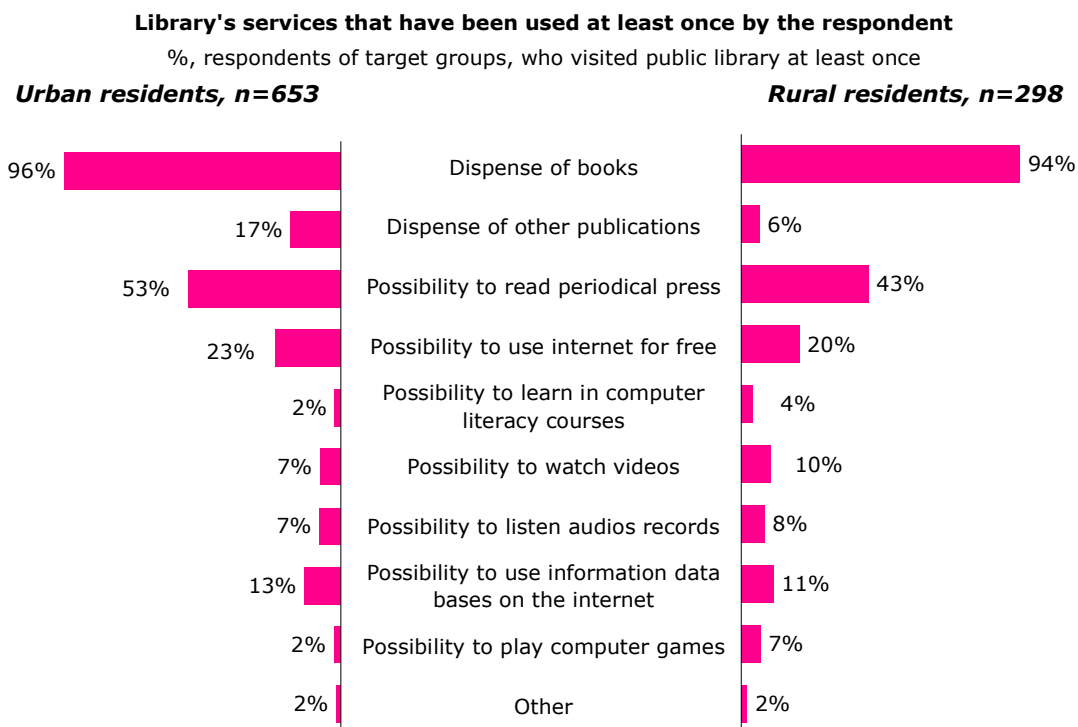
Urban residents use the service of dispense of

**Library's services that have been used at least once by the respondent**

%, respondents who visited public library at least once, n=951



other publications more often than the rural residents. In rural libraries, in turn, computer games are played more often.



## 9.5. The Evaluation of Change of Service Provision and the Material Base

- The services provided by the libraries and the material base improved during the last year -

Around half of Lithuanian residents noticed positive changes in libraries' activities.

While evaluating the assortment of books, periodical press and other publications and also the variety of databases, the opinions of respondents distinguished the most. Even though the assortment of books and periodical press were evaluated as improved by residents who recently visited the library (57% and 47%, respectively), other publications and databases, in the opinion of one third of the surveyed, worsened (35% and 30%, respectively).

The opinion about the atmosphere in the library and the possibility to use a piece of advice and some help from the library's staff is more unanimous. These factors were named as improved more than a half of the surveyed (56% and 55%, respectively).

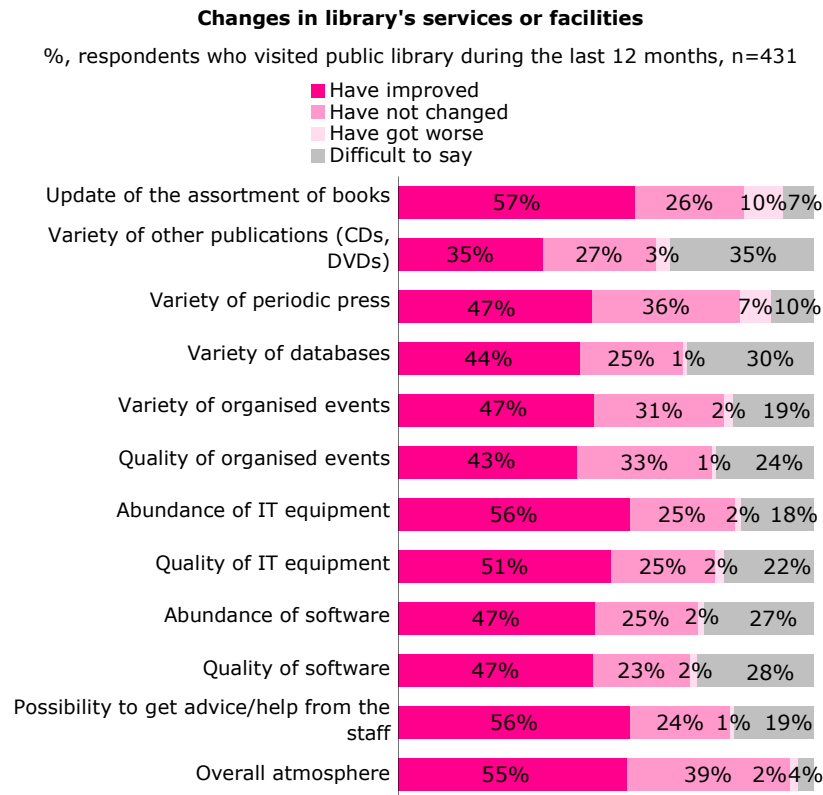
Also, more than a half of the surveyed evaluated the change in quantity and quality of computer technologies positively (56% and 51% of respondents, respectively, stated the improvement). Meanwhile, the quantity and quality of software were evaluated positively by a slightly smaller amount of library visitors who visited the library recently (47% and 47%).

The improvement in variety and quality of organized events was noticed by 47% and 44% of the surveyed, respectively.

The youth and schoolchildren more often thought that the assortment of books improved. People of age 25-34 and respondents getting the highest disposable income more often positively evaluated the change in variety of other publications. The improvement of periodical press and the quality of organized events was more often noticed by the residents of medium size cities. The youth more often were happy with

improved quantity of software and specialists and officers more often regarded to the improved quality of software.

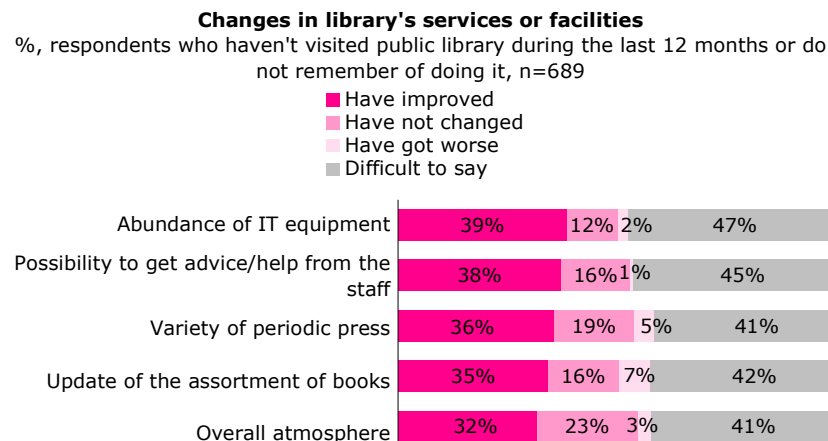
The retired (because of the age or disability) evaluated the change of all library services the same as the general population. Meanwhile, the unemployed more often paid attention to the increased variety of organized events.




During last year, people who did not visit libraries less often thought that the services of the libraries and the material base improved (32%-39%). It does not mean, however, that their opinion about the libraries is worse. Not visiting the libraries more often determines that these residents are unable to evaluate the progress in the library.

Residents receiving the highest income more often believed that the variety of periodical press, the opportunity to get a piece of advice from the libraries' staff and the general atmosphere in the library improved. Individuals of age 35-44 more often stated that the assortment of books improved. People having university education, individuals receiving the highest income and the employed (especially, specialists and managers) more often evaluated the change in the quantity of computer technologies positively.

Residents of small towns more often evaluated all services provided by the libraries and the material base as improved.

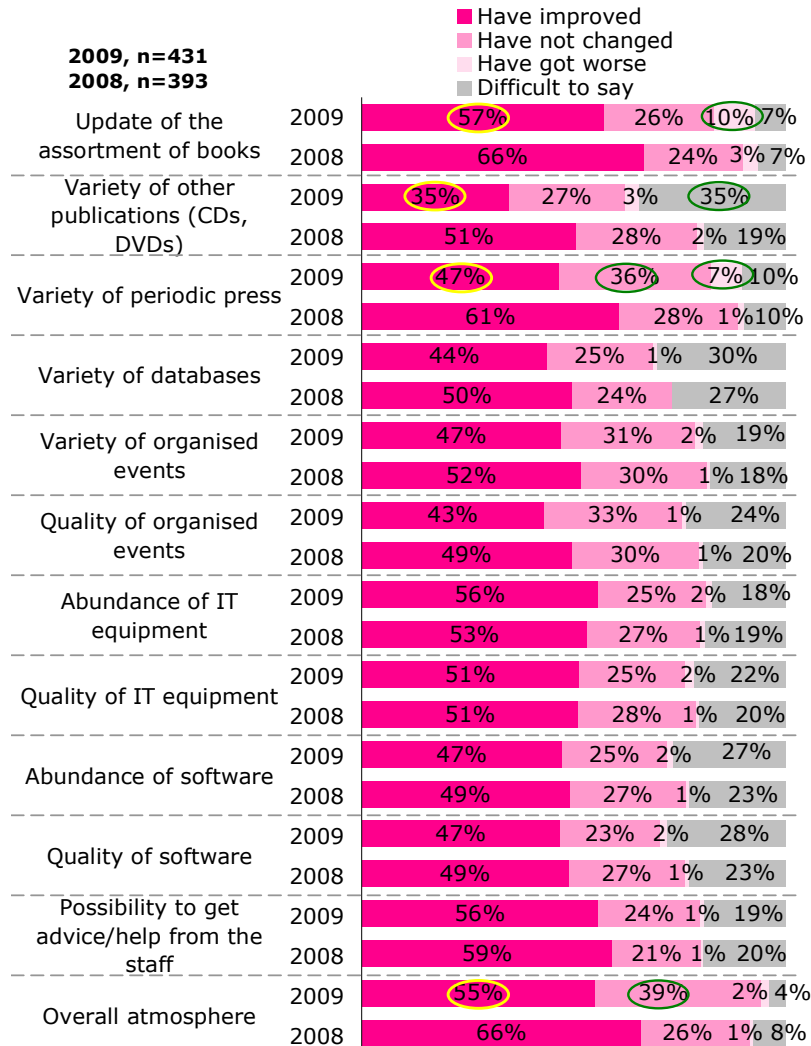


During the current year, the same as last year, most of the services provided by the libraries were improved equally. Nevertheless, the traditional services provided by the libraries, such as the renewal of the assortment of books, the variety of other publications and periodical press, were named as improved not as often as last year. The general atmosphere in the library was named as improved less often as well.

 Repeatedly surveyed respondents recalled the variety of organized events, the quality of computer technologies, the opportunity to get a piece of advice or some help from the libraries' staff and the general atmosphere in the library to be unchanged. The quantity of software was, however, named as improved (more information in Appendix II, Table 4.2).

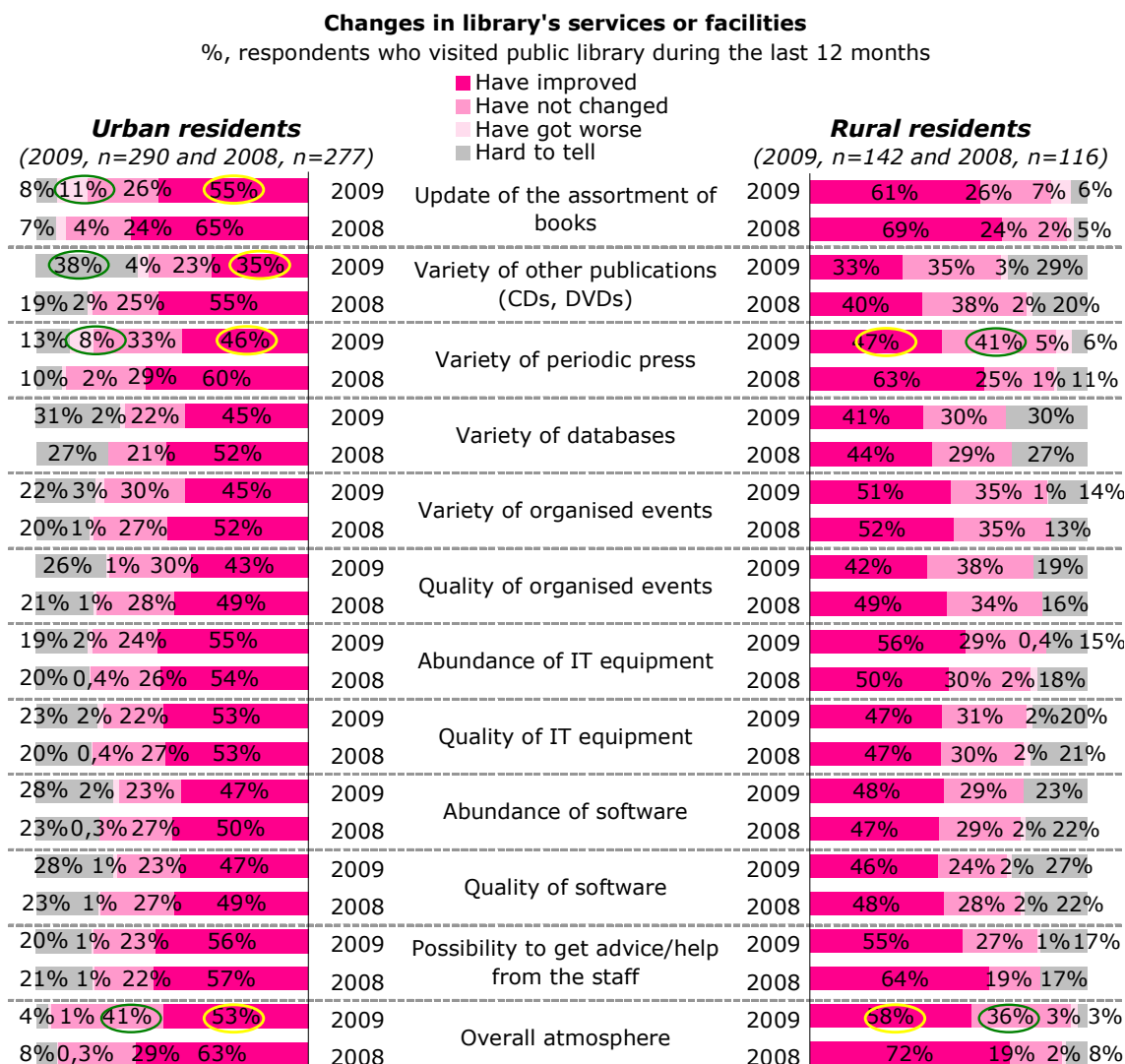
### Changes in library's services or facilities

%, respondents who visited public library during the last 12 months



The improvement of services provided in urban and rural libraries and their material base, in residents' opinion, is similar. Only the variety of other publications in rural libraries was more often reported as unchanged.

In comparison to the previous year, the variety of periodical press and the general atmosphere in urban and rural libraries were named as improved slightly less often. Moreover, in urban areas, in residents' opinion, the improvement of the assortment of books and other publications was slowing down.

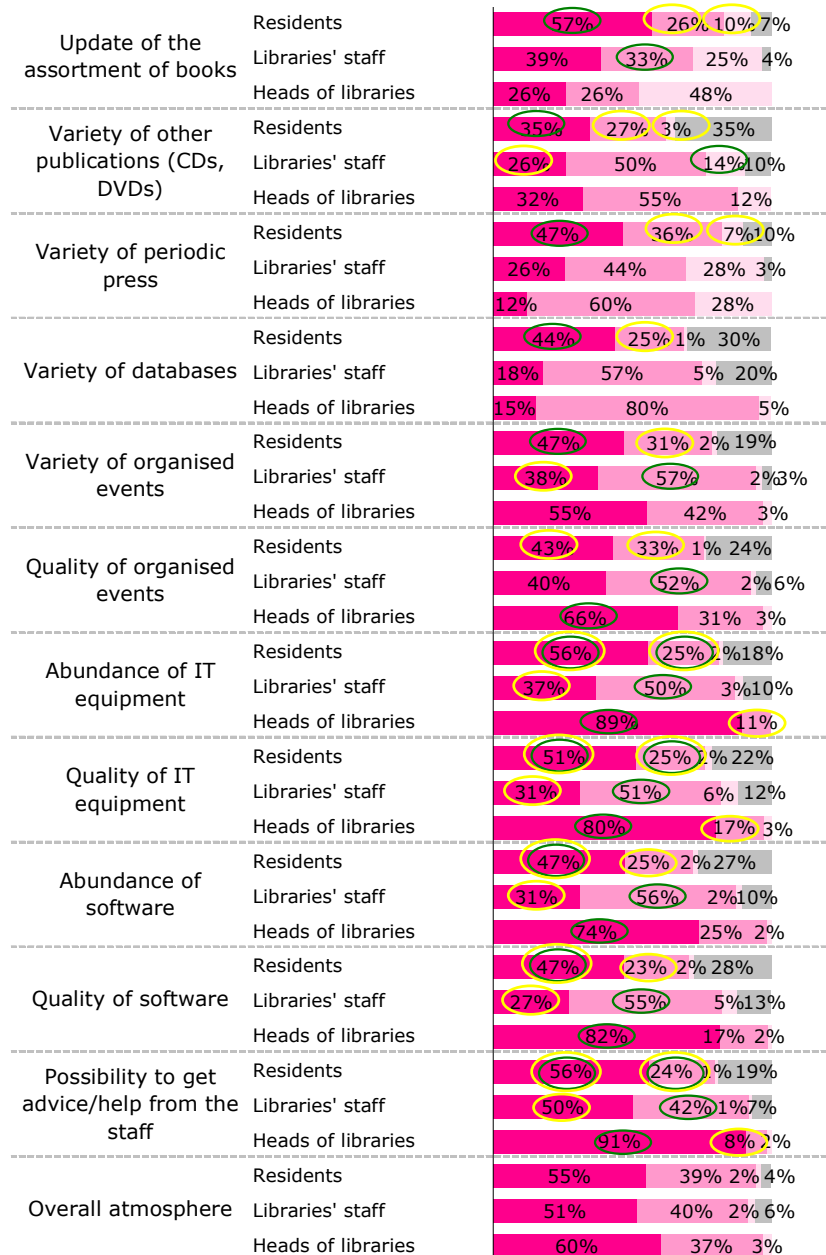


While comparing the evaluations of improvement of libraries' services from libraries' staff, their directors and Lithuanian residents' point of view, we noticed a distinction of opinions. Residents more often evaluated common libraries' services as improved. The services included the assortment of books and the variety of other publications, periodical press, databases and organized events. Meanwhile, the libraries' directors more often claimed that the following services related to public Internet access improved – the quantity and quality of computer technologies and software and the opportunity to receive a piece of advice or some help from the staff. Moreover, libraries' directors evaluated the quality of organized events more positively. The evaluations of the libraries' staff in terms of almost all services provided by the library and its material base were the worst (except the evaluation of the assortment of books, the variety of periodical press and databases and general atmosphere in the library).

### Changes in library's services or facilities

%, respondents of target groups

- Have improved
- Have not changed
- Have got worse
- Difficult to say



Residents, n=431  
 Libraries' staff, n=611  
 Heads of libraries, n=65

# 10. The Demand and Perspectives of Public Internet Access in the Libraries

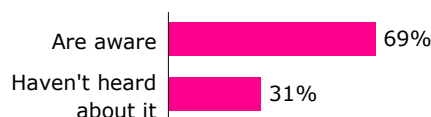
## 10.1. The Awareness of Free of Charge Internet Access

Most (69%) of the Lithuanian residents are aware of the opportunity to use the free of charge Internet in public libraries.

The following groups of residents are the ones who are more often aware of the free of charge public Internet access in the libraries – the youth (schoolchildren and students), people of average maturity (34-44 years old), individuals having a job where a lot of mental activity is required (specialists, officers and managers), people having university degree, persons having the highest disposable income, people using the Internet more often, individuals who have an opportunity to use the Internet at home and residents having better computer usage skills (professionals and passive users).

**Awareness of free of charge public Internet access in the libraries**

%, all respondents, n=1120



- Socially and financially weaker residents' groups know less about the free of charge public Internet access in the libraries -

Socially less active and financially weaker residents' groups know less often about the Internet access. The groups include the retired (because of the age or disability) and the unemployed.

Residents of rural and urban areas know about the opportunities to use the free of charge Internet in the libraries rather similarly (there are no significant differences of awareness).

**Awareness of free of charge public Internet access in the libraries**

%, all respondents

■ 2009, n=1120  
■ 2008, n=1055



It is good that during the last year more Lithuanian residents found out about the free of charge Internet access.



The number of repeatedly surveyed respondents who were aware of the free of charge Internet access in the library did not change (more information in Appendix II, Table 5.1).

## 10.2. Using the Free of Charge Internet Access in the Library

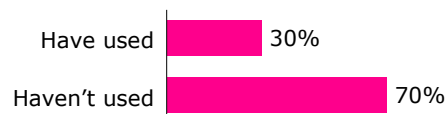
- Every fifth resident has used free of charge Internet in the library -

30% of respondents who are aware of the free of charge Internet access in the library are using it. It constitutes one fifth of all residents of age 15-74 (21%).

Free of charge Internet is more often used by the youth, people having primary or secondary education, respondents having better computer literacy skills and more active Internet users (junior professionals). The retired (because of the age or disability) use the Internet in the library less often.


**The use of free of charge public Internet access in the libraries**

%, respondents who are aware of free of charge public Internet access, n=774

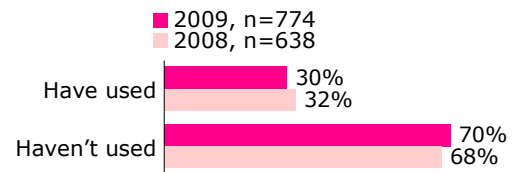


Urban and rural residents use the Internet in the library at a similar frequency.

During the last year, the share of residents using the Internet in the libraries did not change either considering all the residents or urban and rural residents.

 During the current year, respondents who participated in the survey repeatedly used the public Internet access in the libraries as often as the year before (more information in Appendix II, Table 5.2).

**The use of free of charge public Internet access in the libraries**  
%, respondents who are aware of free of charge public Internet access




### 10.3. The History of Using Public Internet Access in the Libraries

- The attraction of new public Internet access users is slow-

17% of respondents using the Internet in the library started using it only during the current year. Every fifth surveyed started using the Internet in the library last year and almost half (42%) of individuals using the Internet in the library started using it earlier before.

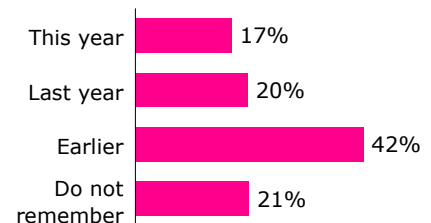
The Internet usage experience in the library of urban and rural residents, the retired (because of the age or disability) and the unemployed is similar to the experience of all the other surveyed respondents.

During the current year, there were more residents who started using the Internet in the libraries in comparison to the previous year. Meanwhile, there were less people who started using the Internet in the libraries more than three years ago. Moreover, there were more people who could not remember when they started using the Internet in the libraries.

 Among the repeatedly surveyed respondents there were more of those who used the Internet for the first time during the current year (more information in Appendix II, Table 5.3).

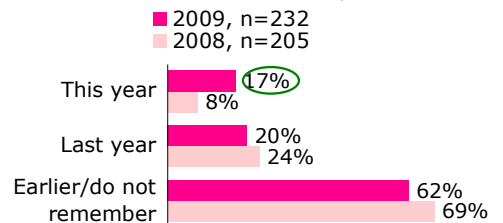
**First time of using public Internet access in the library**

%, respondents who have used public Internet access in the library, n=232



**First time of using public Internet access in the library**

%, respondents who have used public Internet access in the library



### 10.4. Reasons not to Use the Free of Charge Public Internet Access

- Internet penetration to personal lives of the residents does not allow the Internet popularity to grow in libraries -

The main reason not to use the free of charge Internet access is the opportunity to use the Internet elsewhere. 62% of residents who do not use the Internet in the library do not use it exactly because of this reason.

However, it is worth mentioning the more important reasons for the development of public Internet access – inability to use the Internet (21%) and the fact that the nearest library does not provide such a service (2%). The residents who stated these reasons can be named as the unexploited potential of Internet users in the library. These residents may be attracted to use the Internet in the libraries by offering relevant services and knowledge.

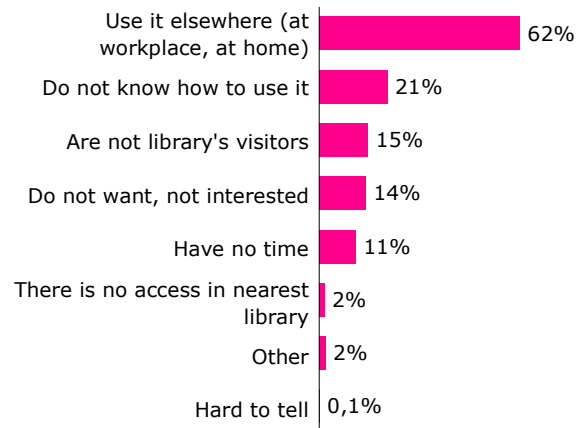
Other reasons why the free of charge Internet is not used in the libraries included not visiting the library, health problems (e.g., poor sight, blindness or disability), slow Internet or inconvenient location of the library (e.g., the library is far away and Internet is not provided in the nearest library).

Those who do not know how to use the Internet more often include the oldest respondents, people having medium or the lowest income, the disabled, housewives, the unemployed of working age and rural residents. Their profile is similar to that of people who are not willing to use the Internet (the oldest people, having average income or the retired because of age or disability). One might get the impression that those who do not know how to use the Internet do not actually need it. However, this is not the case. Only 28% of residents who are not using the Internet stated that they do not have the need for this service. Thus, 72% of residents who are not using the Internet are interested in it.

Internet is used at home or at work more often by the youth and people of medium or late maturity (35-54 years old), respondents having university education, people receiving the highest disposable income, the employed and urban residents (especially in the biggest cities).

### Reasons of not using free of charge public Internet access in the libraries

%, respondents who haven't used free of charge public Internet access in the libraries, n=685



## 10.5. The Evaluation of Public Internet Access Quality

- In residents' opinion, the quality of public Internet access in the libraries is good -

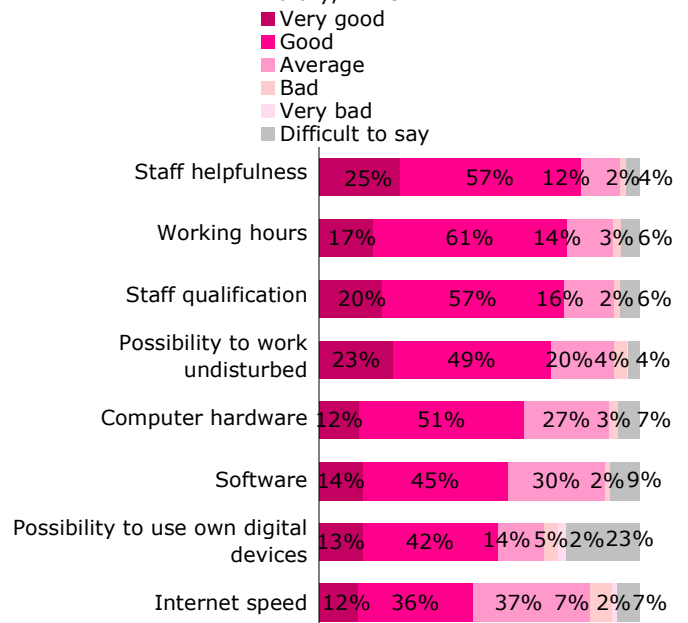
The quality of public Internet access provided in the libraries was evaluated as higher than average. However, only a part (12%-25%) of the surveyed was fully satisfied with the aspects of provision of this service. Most of the surveyed tended to evaluate all the aspects as "Good".

The most positively evaluated aspects were related to the human factor (e.g., complaisance and qualifications of the staff) and actual aspects related to the service (e.g., opening hours and the propriety of surroundings for work). However, public Internet access users evaluated all aspects related to software and computer technologies and the Internet speed worse.

Residents of medium sized cities and people of average age (35-54 years old) evaluated the computer technologies in the libraries slightly better. It is likely that this sort of evaluation is based on the worse knowledge of information technologies. People of early maturity (25-34 years old) evaluated the opportunity to work without being interrupted better. Meanwhile, the Internet speed was more often evaluated by individuals who use the programs requiring Internet of a higher speed (e.g., downloading music, movies and playing games). In other words, the Internet speed was evaluated worse by the schoolchildren.

### Evaluation of the quality of public Internet access services provided in the library

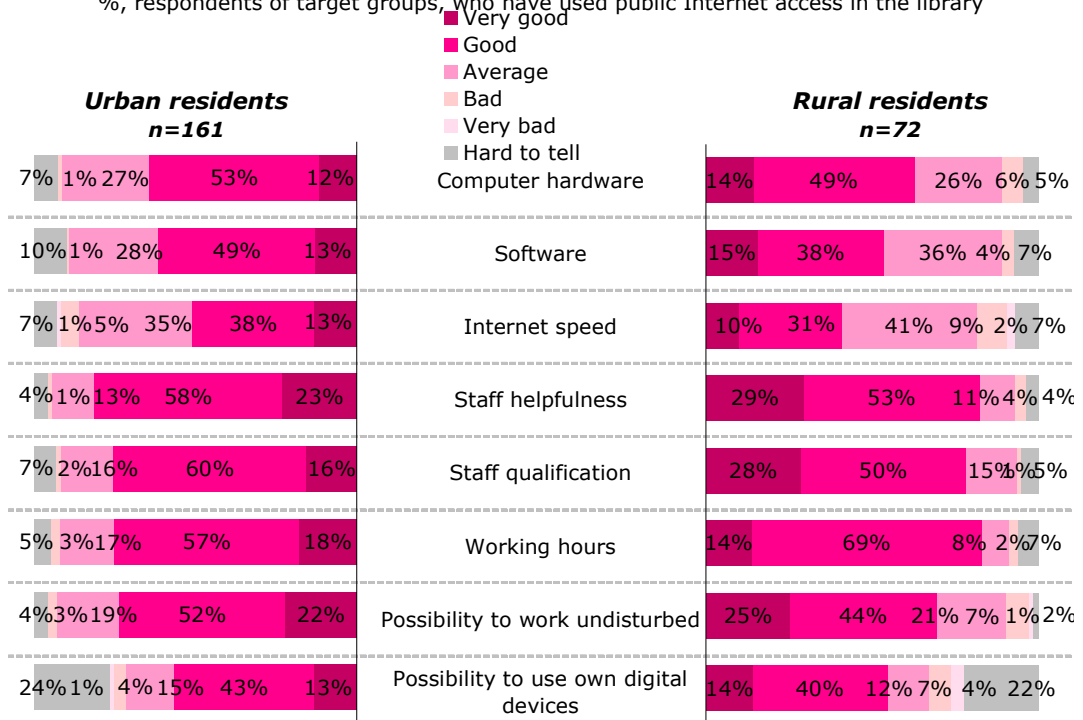
%, respondents who have used public Internet access in the library, n=232



The way urban and rural residents evaluated the aspects of public Internet access service did not differ substantially; only rural residents slightly more often evaluated the qualifications of the libraries' staff very positively.

### Evaluation of the quality of public Internet access services provided in the library

%, respondents of target groups, who have used public Internet access in the library



## 10.6. Intentions to Use Public Internet Access in the Future

- It is likely that every fourth resident who is aware of public Internet access will use it during the next six months

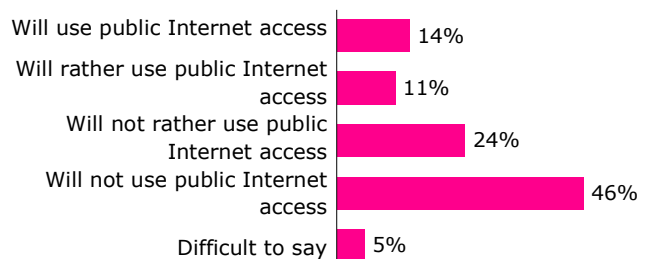
-

During the next six months, every fourth resident who is aware of Internet in the libraries is going to use it (is going to use it or is probably going to use it). The vast majority (68%) of residents do not intend to start using the Internet in the libraries during the next half a year.

Public Internet access in the libraries is intended to be used during the next six months by the youth, rural residents, respondents who already used the Internet in the libraries, residents using the Internet averagely often and people having better Internet usage skills. As it has been mentioned before, socially active people tend to use the Internet more often in general, therefore, public Internet access in the libraries will be more often used by this group of respondents in the future as well.

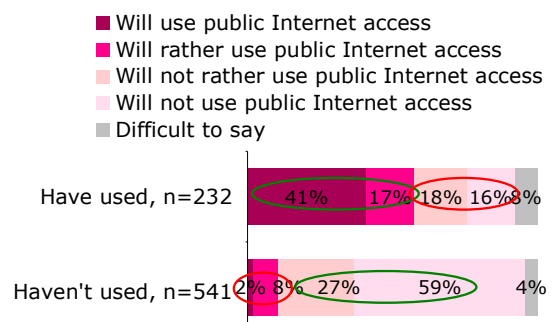
### Intentions to use/start using Internet in the library during the next 6 months

%, respondents who are aware of free of charge public Internet access, n=774



### Intention to use/start using Internet in the library during the next 6 months in relation to the current use of public Internet access

% of target group




The retired (because of the age or disability) and the unemployed intend to use the Internet in the library during the next six months as often as the rest of the surveyed.

During the next six months, public Internet access is going to attract 10% of new residents who have never used it before. However, every third (34%) resident who has already tried it is not going to use it during the next six months. It means that one third of public Internet access visitors are not loyal to this service and 58% users use this service regularly.

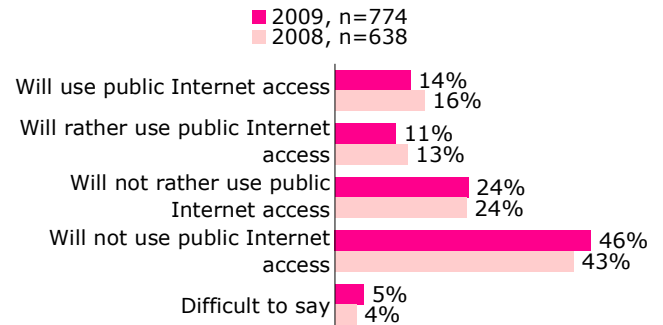
## - Every second person using public Internet access is a loyal user -

During the next six months, the same number of respondents as last year who are aware of the Internet in the libraries are going to use it again.

 In comparison to the previous year, the share of repeatedly surveyed respondents who intend to use public Internet access during the next year did not change (more information in Appendix II, Table 5.4).

### Intentions to use/start using Internet in the library during the next 6 months

%, respondents who are aware of free of charge public Internet access



## 11. Information about Projects for Public Internet Access Establishment

### 11.1. Awareness of Projects

Spontaneous awareness of the project "Libraries for Innovation" is very low - 4%. Bearing in mind the intensive promotional program of the project, it is a rather poor indicator. On the other hand, there is a possibility that it is not that the residents do not identify the project, but it is about not remembering the name of the project and not relating it to the establishment of public Internet access.

Projects	N	%
<b>Libraries for Innovation</b>	44	4%
<b>Window to the Future</b>	39	4%
<b>Computer literacy courses (for various specific groups)</b>	23	2%
<b>Various other courses</b>	16	1%
<b>Free of charge Internet, Internet access</b>	13	1%
<b>RIAP</b>	5	0,5%
<b>Other</b>	21	2%
<b>Difficult to say</b>	973	87%
<b>Have not heard of any projects</b>	8	1%

## - Every fourth Lithuanian resident has heard of the project "Libraries for Innovation" -

"Window to the Future" is the most well known project. 41% of respondents have heard of this project. One fourth of Lithuanian residents are aware of the project "Libraries for Innovation". Again, bearing in mind the intensive advertising campaign of this project, awareness of 25% is surprisingly low.

A similar share of residents (23%) has heard of the RIAP project.

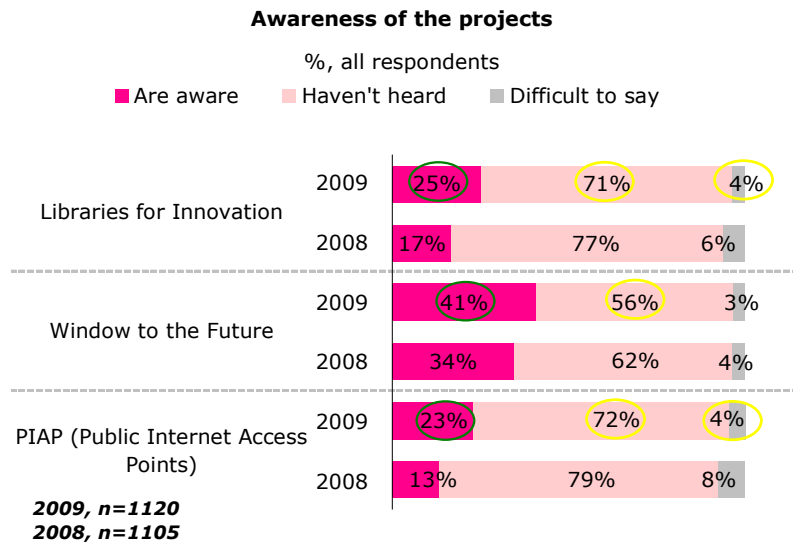
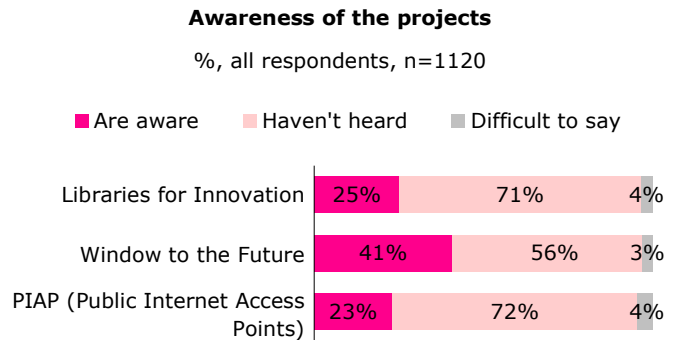
Project "Libraries for Innovation" was slightly more often known by respondents having a higher degree, managers, people using the Internet more often and respondents having a positive attitude towards libraries. Projects "Window to the Future" and RIAP were more known by the youth, people having university education, respondents receiving higher income, people doing a lot of mental activities (specialists, officers and managers), residents who use the Internet more often and those who have better computer literacy skills (adult professionals).

Urban residents were better aware of the project "Window to the Future" (especially in medium sized cities). Meanwhile, rural residents have heard of these projects less often. The urban and rural respondents' awareness of other projects does not differ.

The retired (because of the age or disability) and the unemployed less often are aware of projects "Window to the Future" and RIAP. The mentioned groups' awareness of the project "Libraries for Innovation" does not differ from the whole unit of analyzed respondents.

In comparison to the previous year, the awareness of all projects slightly increased.

☒ Repeatedly surveyed respondents mentioned more often that they were aware of the project "Window to the Future" during the current year (more information in Appendix II, Table 6.1).



## 11.2. Projects' Information Sources

- TV is the most effective source of information for project information -

The main source of information about the analyzed projects is television. More than half of residents (59%) who found out about the "Libraries for Innovation" project heard it on TV. Half of those aware about RIAP and "Window to the Future" found out about these projects on TV as well (47% and 51%, respectively). The second most effective source of information is press. One third of the respondents who are aware of these projects found out about them from the press.

Other means of information, such as advertisements in libraries, the radio, the Internet or outdoor advertisements, provided knowledge about the projects for not more than one fifth of the respondents who were aware of these projects (8%-17%).

A big part of respondents found out about the projects from friends and relatives (17%-20%).

A few respondents mentioned other sources of information. They included leaflets, libraries' staff, the workplace, survey or the academic institution.

→ The youth, respondents having primary education and rural residents more often found out about the project "Libraries for Innovation" from the advertisements in the libraries.

→ People having higher education more often read about this project in the press.

→ The oldest respondents and people having medium disposable income more often heard about this project on the radio.

→ Rural residents and people having medium disposable income more often found out about this project from friends and relatives.

→ People having university education and individuals receiving the highest disposable income more often found information about the project in the Internet.

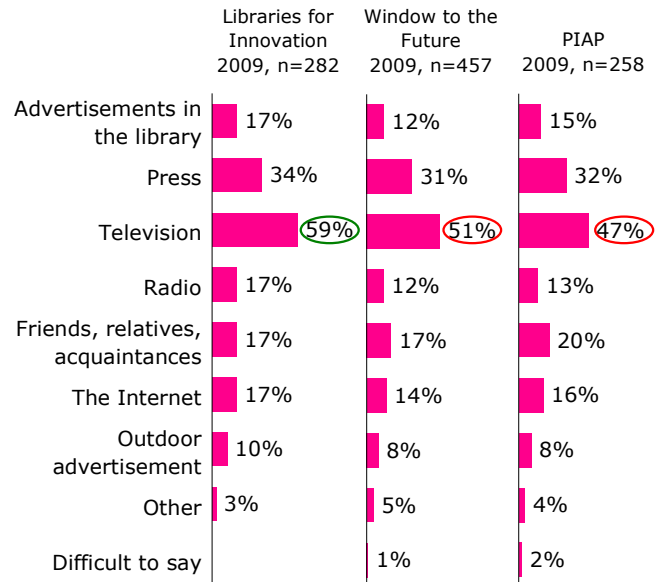
→ Residents of the biggest cities more often noticed the outside advertising.

The sources of information of the retired (because of the age or disability) and the unemployed do not differ from the general population.

In comparison to the previous year, the number of those who found project information in the Internet or from friends and

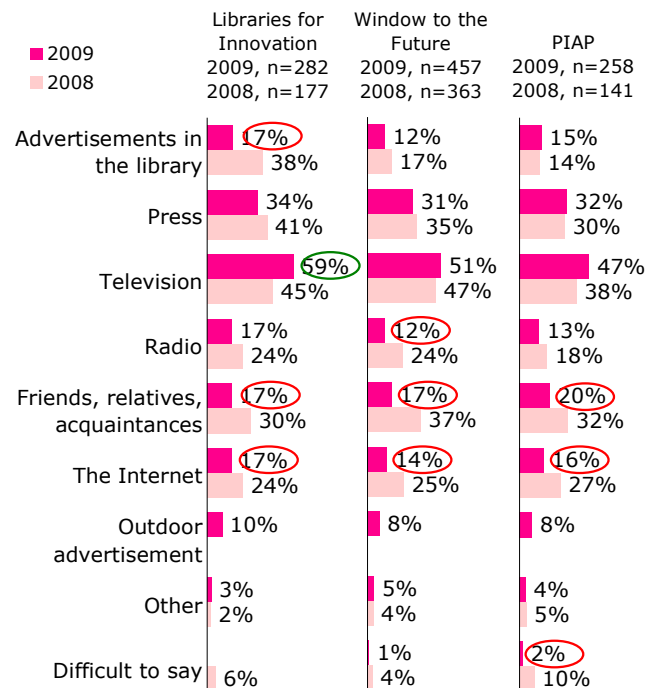
**Sources of information about the projects**

%, respondents who are aware of particular projects



**Sources of information about the projects**

%, respondents who are aware of particular projects



relatives diminished. Residents found out about the project "Libraries for Innovation" less often from the advertisements in the libraries. In addition, residents heard less often about the project "Window to the Future" on the radio.

Project "Libraries for Innovation" was found out on the TV by more residents than during the previous year.

✂ During the current year, repeatedly surveyed respondents slightly more often found out about the project "Window to the Future" in the Internet or from friends and relatives (more information in Appendix II, Table 6.2).

### 11.3. Evaluation of the Project "Libraries for Innovation"

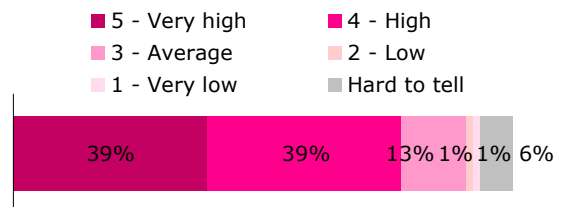
- Project "Libraries for Innovation" was evaluated positively by the residents who were aware of it -

Project "Libraries for Innovation" was evaluated positively – 39% of residents who were aware of it gave it high scores and another 39% of respondents evaluated it well.

The project "Libraries for Innovation" evaluations by urban and rural residents did not differ. The retired (because of the age or disability) and the unemployed evaluated the project "Libraries for Innovation" the same as the general population.

**Evaluation of project "Libraries for Innovation"**

%, respondents who are aware of the project, n=282



### 11.4. Using the Services Provided by the Projects

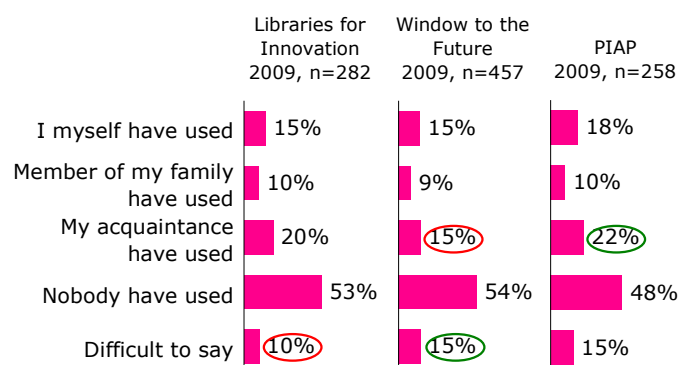
- All projects have attracted similar shares of residents who used the services of the projects -

Around half of the residents who were aware of the projects "Libraries for Innovation", "Window to the Future" and RIAP used the services of these projects themselves or had friends or relatives who used these services.

Less than one fifth (15%-18%) of the residents, who were aware of the projects, used the services provided by the projects themselves. One tenth of respondents had members of the family who used these services and one fifth (15%-22%) claimed that their acquaintances used these services. Thus, the projects were not known often; moreover, only a small part of residents who were aware of the projects used their services and they did not have relatives or acquaintances from their social environment who used these services.

**Experience in ever using free Internet services provided by the projects**

%, respondents who are aware of particular projects



The youth more often stated that they used the public Internet access provided by the project "Libraries for Innovation" themselves. Rural residents more often noted that they had family members or acquaintances who used the Internet in the library. While considering the experience of the retired or the unemployed and of people from their environment, it did not differ from the experience of the general population.

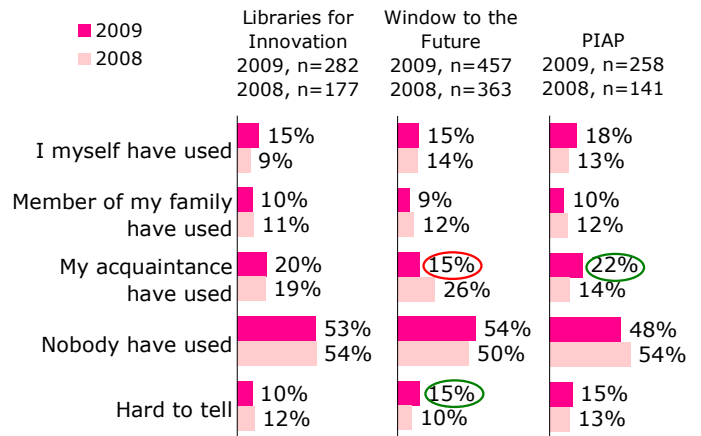
In comparison to the previous year, the share of residents who were aware of the project "Libraries for Innovation" and used its services did not change. However, during this current year there were more residents who were aware of this project, therefore, the share of those who used its services slightly increased as well.

Nevertheless, the strategies of publicizing campaigns did not generate a greater interest in the project of those who were aware of the project.

There were more residents who had acquaintances who had used the services of the RIAP project. During this current year, in comparison to the previous year, there were less respondents surveyed whose acquaintances used the services of the "Window to the Future" project. However, this change may be more related to the increased share of those who were not aware of this project.

### Experience in ever using free Internet services provided by the projects

%, respondents who are aware of particular projects



## 12. Library Image

- Library is not only about books. Library is the unit of opportunities  
-

For Lithuanian residents, library the most often spontaneously associated with books and literature. These associations were named by two thirds of all the surveyed (68%). However, this institution has more "faces" (functions) with which the residents identified it. Every fourth (28%) surveyed the library associated with information and the flow of information/ knowledge. 14% named reading of books and reading rooms. Every tenth respondent named various publications, periodicals and studies, databases and education.

Library was associated with computers and Internet access by 12% of the surveyed.

The general presentation of associations hides the positive emotions which were obvious while reading individual answers. For example, library was called "the house of light", "a temple", "food for the soul", "the centre of culture", "calm, silence and concentration" and "home". The respect for the library expressed by the residents was felt. One can get an impression that the library is not only a functionally important institution in a person's life. The opportunities the library provides inspire hope to know and develop, in spite of the material, social or demographic status of an individual. A person does not feel too old or too young, poor or "undesirable" in any other way.

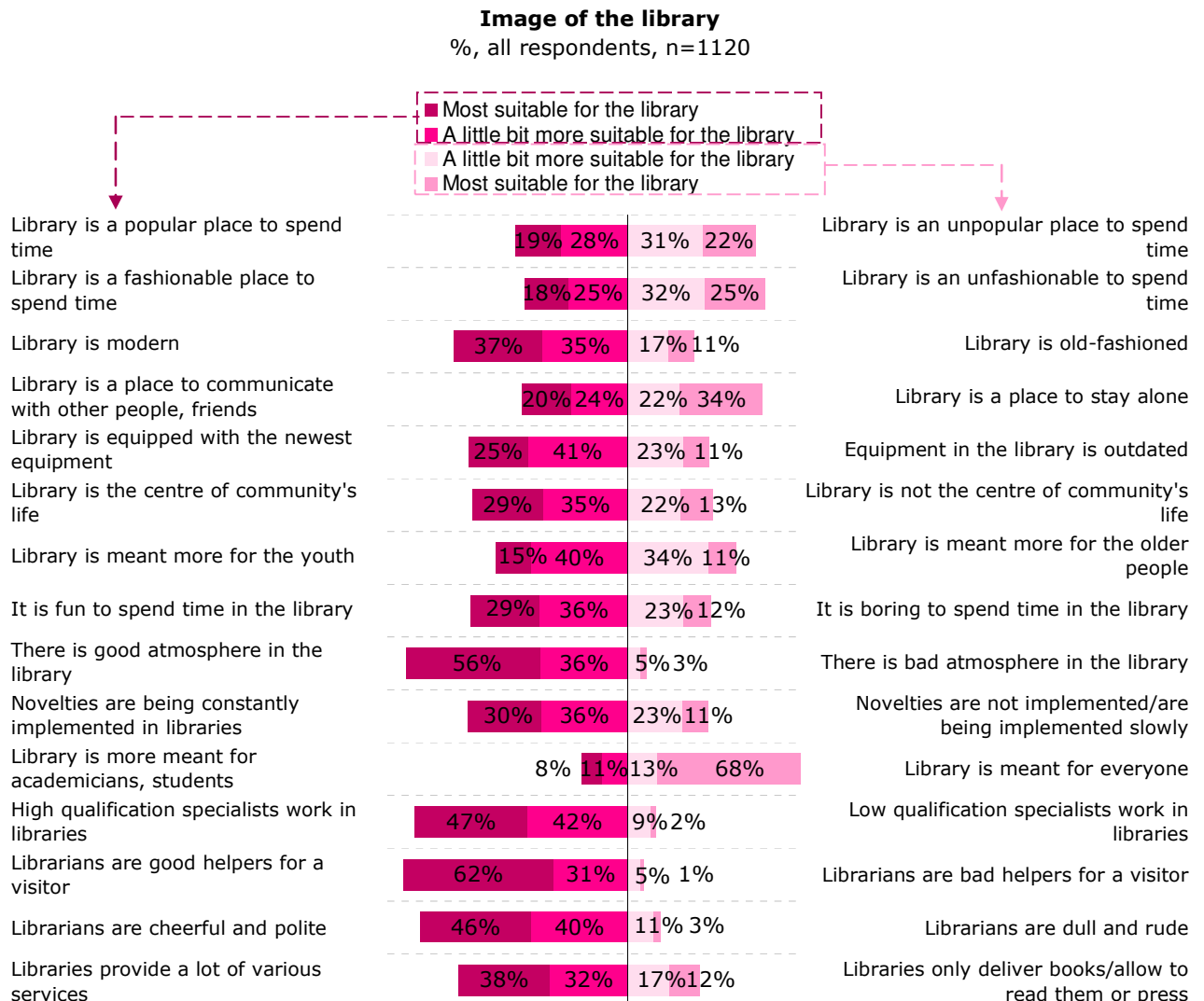
<b>Associations</b>	<b>N</b>	<b>%</b>
<b>Books, various literature</b>	759	68%
<b>Information, a source of knowledge</b>	319	28%
<b>Reading books, reading room</b>	162	14%
<b>Computers, the Internet</b>	139	12%
<b>Various publications, periodicals</b>	114	10%
<b>Studies, databases, education</b>	102	9%
<b>A good place for spending leisure time: good atmosphere, events</b>	37	3%
<b>A centre of culture</b>	36	3%
<b>A place for communication, meeting various people</b>	21	2%
<b>Improvement</b>	15	1%
<b>Other</b>	53	5%
<b><i>Does not associate with anything</i></b>	7	1%
<b><i>Difficult to say</i></b>	26	2%

Residents were provided with a few statements and were asked which statements fit to describe the library. We noticed that residents perceived the library more often as a place which has a positive atmosphere and where qualified, cheerful and helpful staff works. Moreover, in residents' opinion, library was a place intended for everyone. Today's library is rather modern, even though it slightly lacks popularity and fashion. One can spend some time on his/ her own in the library.

Rural residents more often than the urban residents consider the library to be popular, fashionable place intended for communication, where more often the youth gathers and where cheerful and polite staff works. Meanwhile, urban residents more often identify the library with an unpopular, unfashionable place intended more for older people where one can spend some time on his/ her own.


The retired and the disabled more often believe that library is a popular and fashionable place intended for communication with friends. In their opinion, library is the centre of community life and it is fun to spend time in the library. The disabled slightly more often pointed that library is more intended for older people. The retired slightly more often think that highly qualified staff works in libraries and the library only dispenses books and allows reading the press.

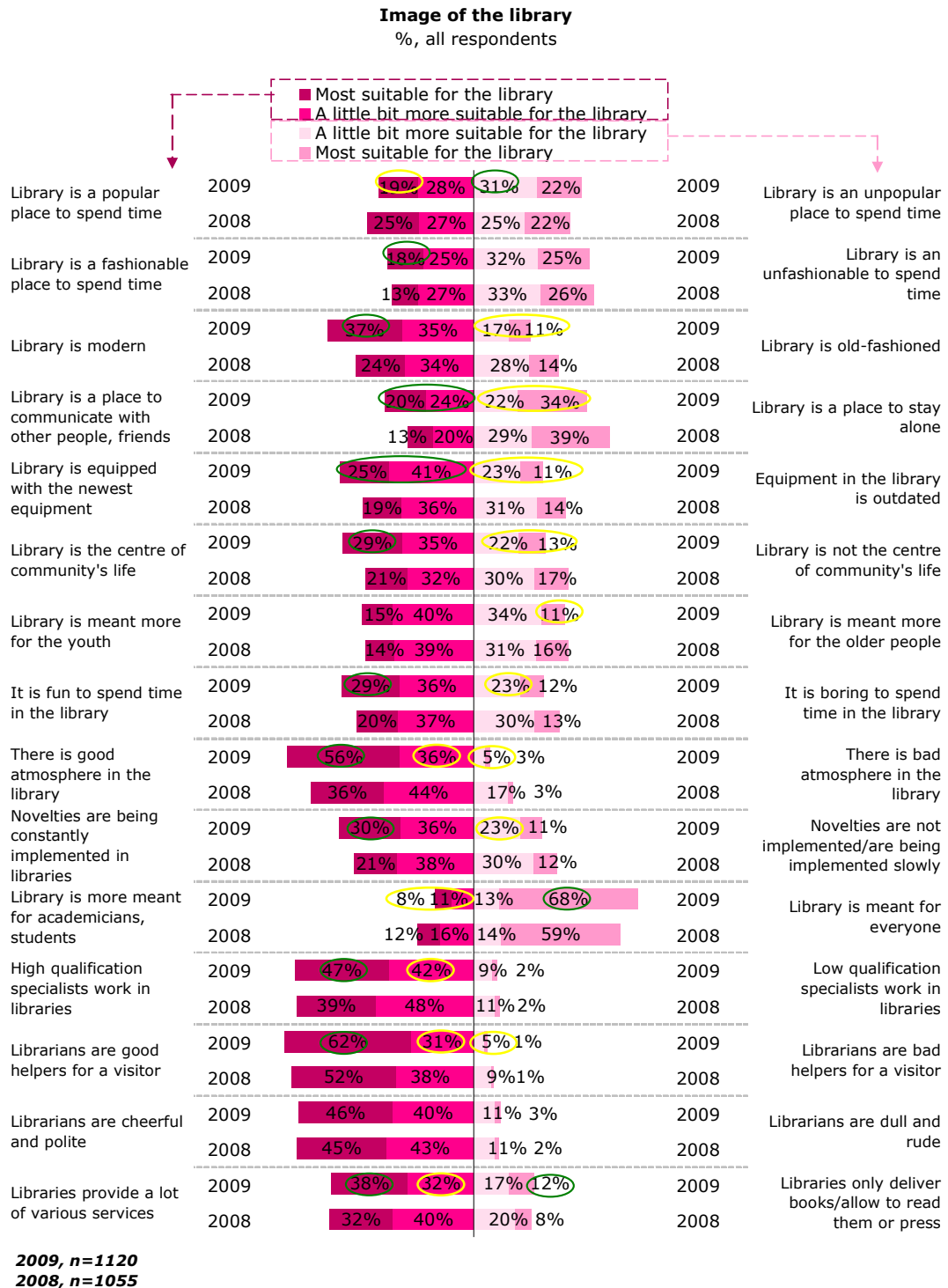
The unemployed more often imagine the library as a popular place, where cheerful and polite staff is employed.



## - Positive change of the library image is closely related to the development of public Internet access -

During last year, library was more and more often considered as a fashionable and modern place equipped with the newest equipment. Furthermore, more and more people thought that it was fun to spend time in the library, it had good atmosphere, it was a place intended for communication with friends and it was a place intended for everyone.

 Repeatedly surveyed respondents, during the current year, identified the library more often with good atmosphere and a place intended for everyone. Moreover, they more often thought that librarians' are cheerful, polite and good helpers to visitors (more information in Appendix II, Table 7.1).

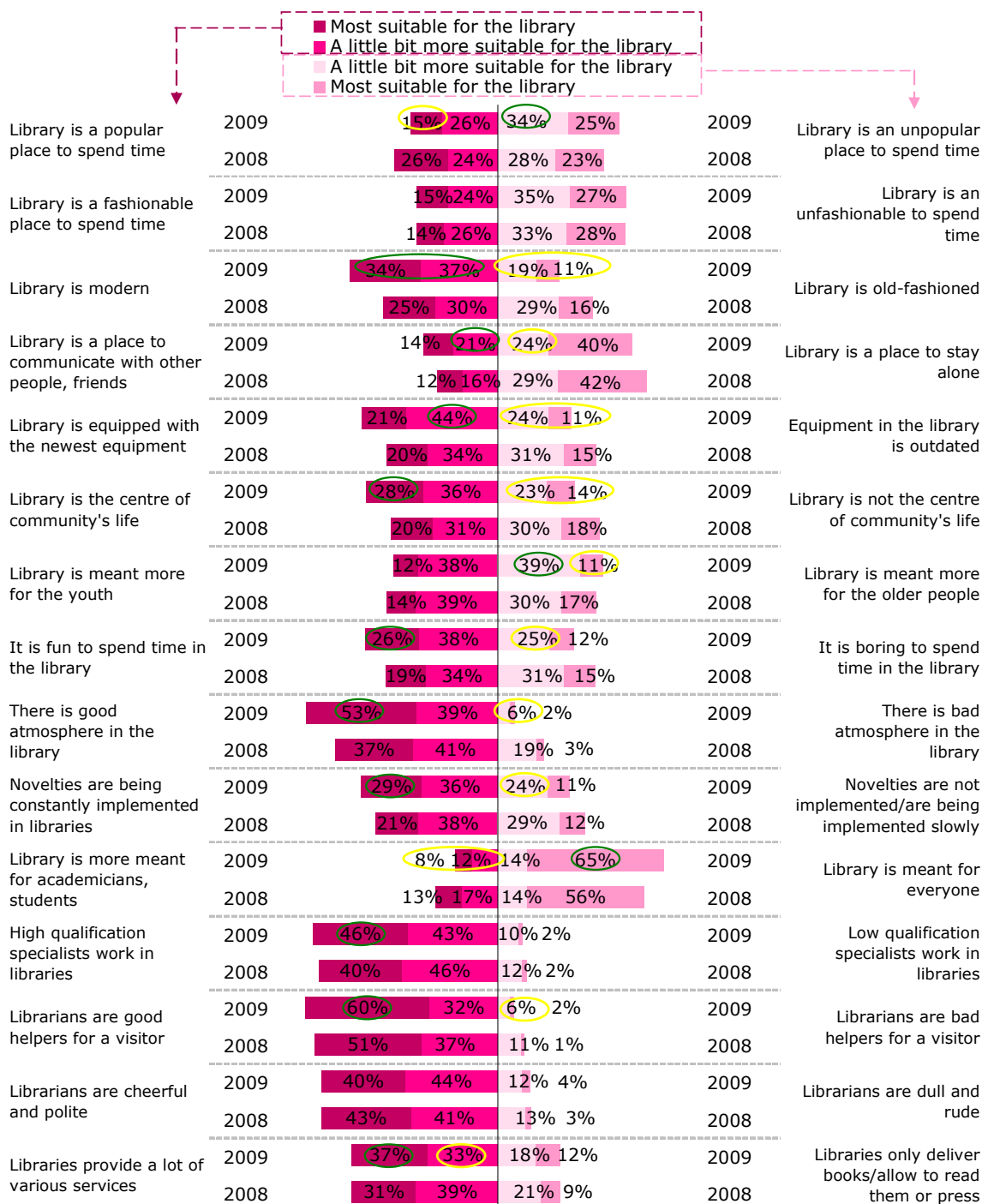


While analyzing the opinion of urban and rural residents separately, positive changes were noticed in both areas.

During the current year, urban residents perceived the library more often as a modern place equipped with the newest equipment and a place intended for communication with friends where there was good atmosphere, where highly qualified staff who can help the visitors worked and which was intended for everyone. By urban citizens library was more often seen as the centre of the community life.

### Image of the library (opinion of the residents of urban area)

%, respondents residing in urban area



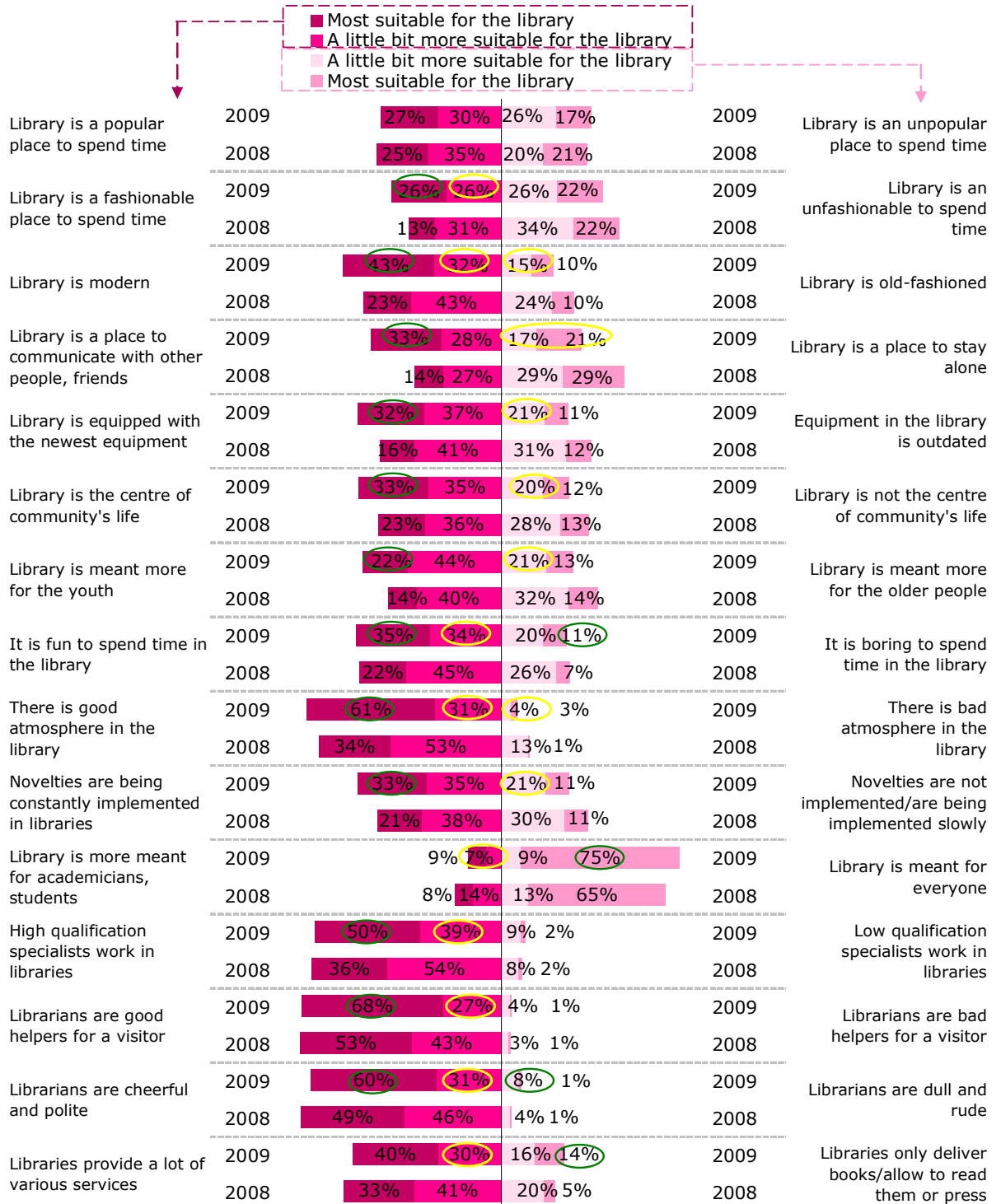
2009, n=768

2008, n=745

During the current year, rural residents more often identified the library with a fashionable and modern place which established innovations and was equipped with the newest equipment and was more intended for youth. It is fun to spend time there and communicate with other people. Library was more often perceived as intended for the general public – it was seen as the centre of the community life.

**Image of the library (opinion of the residents of rural area)**

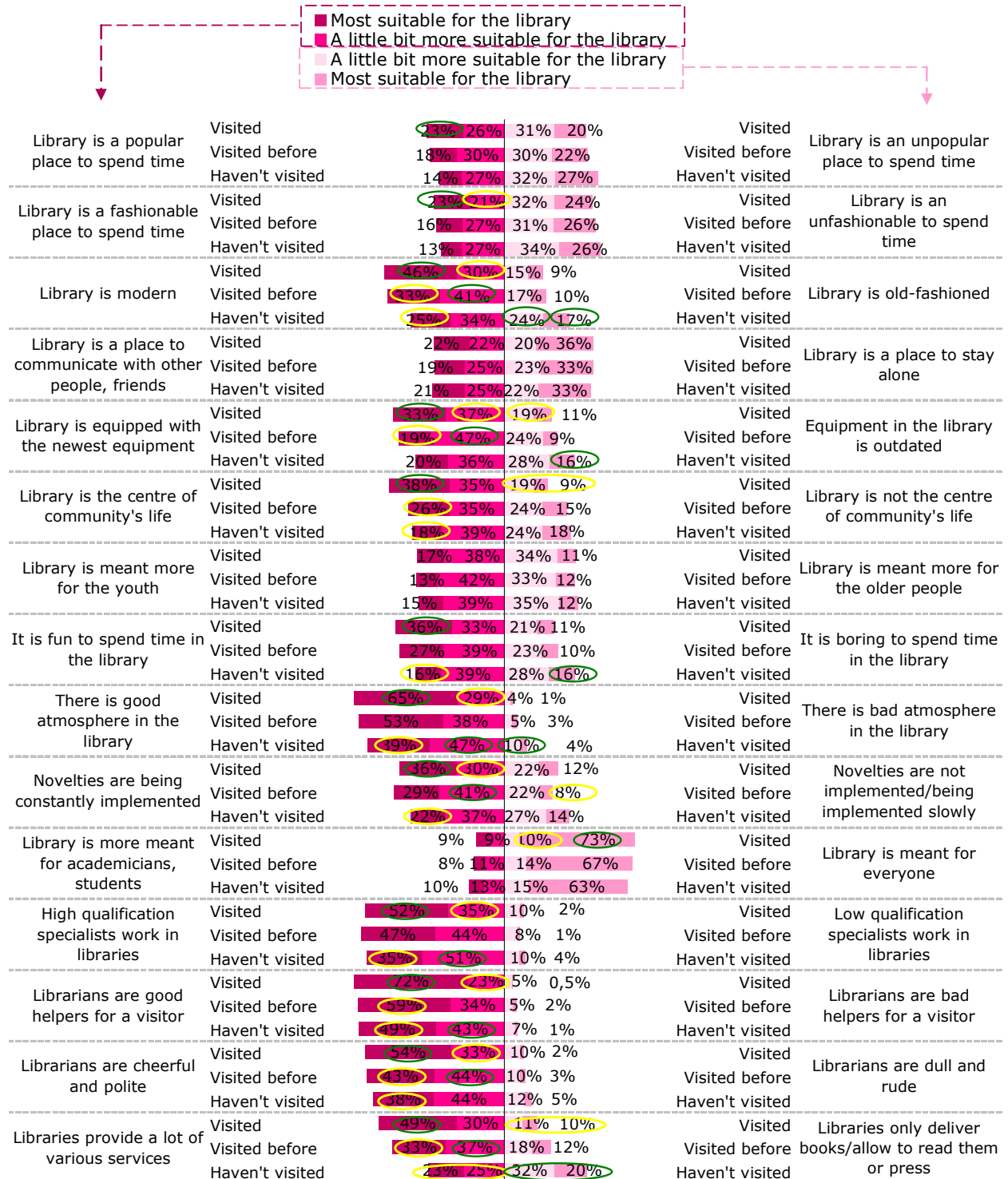
%, respondents residing in rural area



2009, n=352  
2008, n=310

The evaluation of library's image is related with residents' visits. People, who have visited libraries, perceived it more positively. They more often considered this institution to be a fashionable, modern and popular place having a good atmosphere and where it is fun to spend time and which can be called the centre of the community life. Moreover, library visitors more often perceived the library as a place equipped with the newest equipment and providing a lot of services. Meanwhile, those, who have not visited libraries, more often perceived the library as an old-fashioned place with dated equipment, where it is boring to spend time and which only dispenses books and allows reading the press.

**Image of the library in relation to if the respondent have visited the library during past 12 months**  
%, respondents of target groups



Visited, n=431

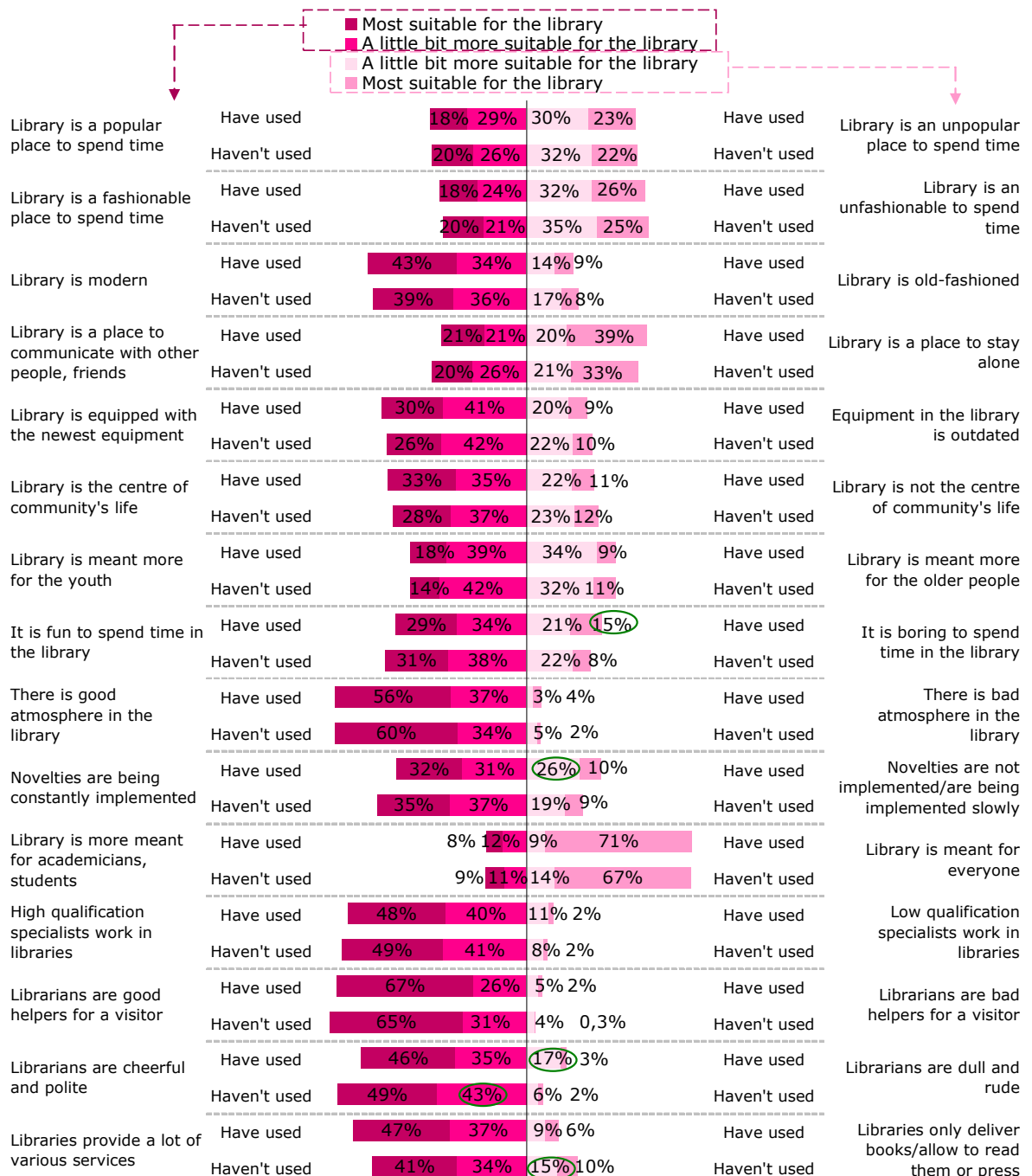
Visited before than during past 12 months, n=516

Haven't visited, n=169

Using public Internet access in the library does not have positive influence on the perception of the image of the library. People, who have used the free of charge Internet in the library, more often perceived the library as not as cheerful institution, which rarely introduces novelties and its staff is rather not cheerful or polite.

It is important to note that people who have used public Internet access, more rarely perceived the library as a place where various services were provided.

**Image of the library in relation to the use of public Internet access in the library**  
%, respondents of target groups

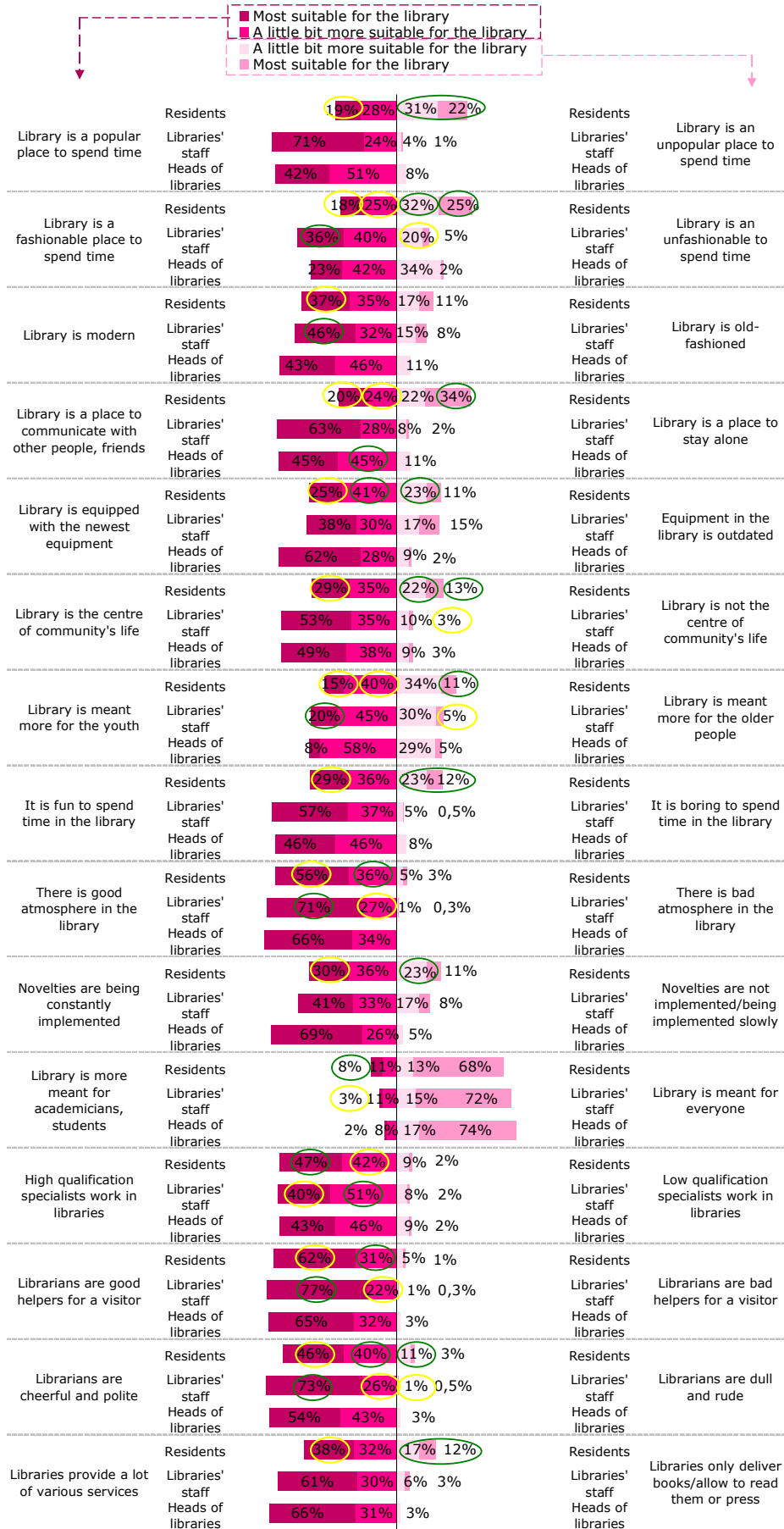


**Have used, n=232**  
**Haven't used, n=541**

Residents more often perceive the library as a place with good atmosphere and where qualified, cheerful and helpful staff is employed. Library is a place intended for everyone. Today's library is sufficiently modern, even though it lacks popularity and fashion. One can spend some time on his/ her own in the library.

### Image of the library

%, respondents who answered the question



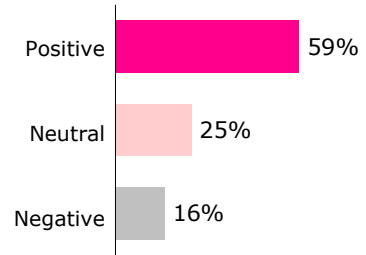
Residents, n=1120  
Libraries' staff, n=611  
Heads of libraries, n=65

After summarizing how often residents attributed positive qualities to libraries, we can group the residents into three groups<sup>11</sup>:

- Residents having a more positive attitude towards libraries.
- Residents having a more neutral attitude towards libraries (both positive and negative attitude were common).
- Residents having a more negative attitude towards libraries.

**Residents segmentation according their perception of library's image**

%, all respondents, n=1120



Residents more often having a positive attitude towards the library are commonly of age of 35-74, people having the lowest disposable income, the retired and Internet non-users or passive users.

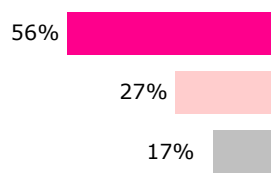
Meanwhile, the youth, residents receiving the highest income and active Internet and computer users (junior professionals) have a more skeptical attitude towards the libraries.

Among rural residents, there are slightly more people having a positive attitude towards the library. Meanwhile, there are more people having both positive and negative attitude towards the library among urban residents.

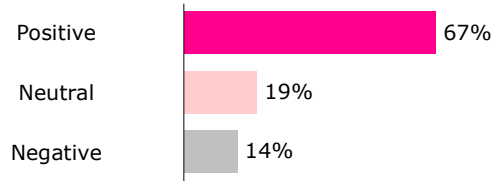
**Residents segmentation according their perception of library's image**

%, respondents of target groups

**Urban residents, n=768**



**Rural residents, n=352**



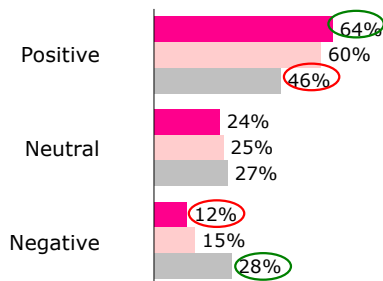
As it has been mentioned before, the perception of the library is closely related with visiting it. Residents who visited it during the last year perceived it more positively. Meanwhile those, who have never visited it, evaluated the library more negatively.

Using public Internet access in the library does not influence the general perception of the library's image.

**Residents segmentation according their perception of library's image**

% of target group

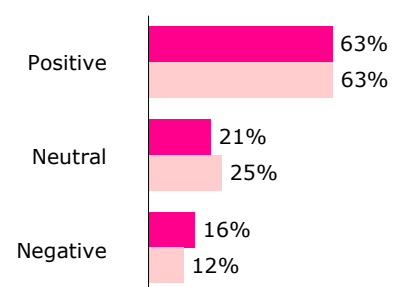
- Visited, n=431
- Visited earlier, n=516
- Never visited, n=169



**Residents segmentation according their perception of library's image**

% of target group

- Have used public Internet access, n=431
- Haven't used public Internet access, n=516



<sup>11</sup> The groups were distinguished while calculating how many times (out of 13 possible) the resident chose the positive side of the imagery quality while describing the library. Residents having a more positive attitude towards libraries attributed 13-9 positive qualities. Residents having a more neutral attitude towards libraries attributed 6-8 positive qualities. Residents having a more negative attitude towards libraries attributed 5-0 positive qualities.

## 13. Conclusions and Generalizations

### ***Using the Computer and the Internet***

Using the Internet is closely related with computer literacy. Commonly, individuals having better computer literacy skills more often use the Internet and more often have opportunities to do it.

Two thirds of Lithuanian residents have the opportunity to use the Internet at home or at work. Those, who do not have such an opportunity, usually do not use the Internet at all. People who do not use the Internet experience certain informational isolation and lose some opportunities. These people more often risk to be pushed out to groups at social risk. More often rural residents, the retired, the disabled and the unemployed are included into this risk group.



The retired, the disabled and the unemployed by not using the Internet appear at the peripheries of the society

### ***Using Public Internet Access***

Public Internet access is one of the alternatives which could reduce the informational isolation of residents who do not have Internet access at home or at work. However, it is not as popular as one might expect. Even though relatively a lot of residents (two thirds) know about the opportunity to use the Internet in the library, only 3.6% of Lithuanian residents started using public Internet access during the last year. During the next six months, 5% of new users are planning to start using it. Moreover, Internet in the libraries is most often used by those who have the opportunity to use the Internet elsewhere. Meanwhile, people, who do not use the Internet elsewhere, use the Internet in the library rarely as well.

While encouraging the public Internet access usage, more attention should be paid to those resident groups which do not have Internet access. Of course, it is important to consider that there are not many potential users in these groups – a big part of residents who are not using the Internet simply do not feel the need for it.



The potential of public Internet access in the libraries is not immense

### ***Internet Benefits Provided to Residents***

The benefit which the residents receive while using the Internet does not depend on where the Internet is used – it does not matter whether it is used at home, at work or in the library. The Internet benefit the most often is related with leisure time, work or financial issues and communication.

New benefit opportunities which residents could receive while using the functional Internet resources (e.g., health, education and e-government) are not yet exploited. This tendency was noticed for using the Internet both in the library and other places of Internet access.



Unexploited (still could be named as “niche”) Internet resource opportunities should be communicated both to people at large and to public Internet access users

### ***Expanded Mission of the Libraries***

Public Internet access in the libraries partly expanded the mission of libraries. Even though dispense of books remains as the main function of the library, new opportunities appeared among common services provided by the libraries. It helped to attract new libraries’ visitors (7%) and encouraged current visitors to use the new service (4%). Public Internet access in the libraries is already used by one fifth of the libraries’ visitors.



Expanded mission of the libraries helped to attract new libraries' visitors

### ***Information about Projects for Public Internet Access Establishment***

Even though the awareness of the project "Libraries for Innovation" is not high, most (70%) of the residents are aware of the opportunity to use the Internet in the libraries.



The opportunity to use the free of charge Internet in the libraries was fully communicated

### ***Library Image***

In general, residents perceive the library positively. However, their opinion about libraries is more skeptical in comparison to that of the libraries' staff.

Furthermore, the opinion of residents who visit libraries is more positive than the opinion of those who do not visit libraries. The opinion of the latter is shaped by the media and information provided by the public discourse.



Library seen at a close range is evaluated more positively than the one which is discussed in the public discourse

# Appendix I: the Summary of the Tabulation Results According Various Characteristics

	Age			Income			Specific groups		
	The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed
<b>Computer literacy</b>									
Evaluation of computer literacy	more often <b>sufficient</b> or <b>fully sufficient</b>	more often <b>insufficient</b>	more often <b>fully insufficient</b>	more often <b>insufficient</b>		more often <b>fully sufficient</b>	more often <b>fully insufficient</b>		
The computer usage skills of family members who live together	more often <b>a few or all members of the family</b> know how to use the computer	more often <b>all members of the family</b> know how to use the computer	more often <b>none of the family members</b> knows how to use the computer or the respondent <b>lives alone</b>	more often <b>none of the family members</b> knows how to use the computer	more often <b>none of the family members</b> knows how to use the computer or the respondent <b>lives alone</b>	more often <b>all members of the family</b> know how to use the computer	more often <b>none of the family members</b> knows how to use the computer or the respondent <b>lives alone</b>		more often <b>none of the family members</b> knows how to use the computer
The place where the respondents learnt/ are learning to use the computer	more often <b>at secondary school, higher school, university, learnt individually or from friends and relatives</b>	more often <b>at special computer literacy courses, other special courses or at work</b>	more often stated <b>that they do not know how to use the computer</b>	more often stated <b>that they do not know how to use the computer</b>		more often <b>at high school, university, special computer literacy courses, at work, learnt individually or from friends, acquaintances and relatives</b>	more often stated <b>that they do not know how to use the computer</b>		
The organizer of the courses where the respondents learnt how to use the computer or improved computer usage skills	more often <b>other than indicated</b>					more often <b>the workplace</b>			

Age			Income			Specific groups		
The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed

**Computer literacy skills**

<b>Individually performed activities related with using the computer</b>	more often stated that they individually <b>copied or moved files, used the functions of copying or moving text in a text document, used formulas in documents, compressed documents, attached and installed new devices, wrote computer programs, connected computers to a local network or identified and solved computer problems</b>	more often did not perform <b>any of the mentioned</b> activities	more often did not perform <b>any of the mentioned</b> activities		more often stated that they individually <b>copied or moved files, used the functions of copying or moving text in a text document, used formulas in documents, compressed documents, attached and installed new devices, wrote computer programs, connected computers to a local network or identified and solved computer problems</b>	more often did not perform <b>any of the mentioned</b> activities		

	<i>Location</i>		<i>Groups of users</i>			
	<i>Urban area</i>	<i>Rural area</i>	<i>Junior professionals</i>	<i>Adult professionals</i>	<i>Passive users</i>	<i>Non-users</i>
<b>Computer literacy</b>						
<b>The evaluation of computer literacy</b>		more often <b>fully insufficient</b>	more often <b>sufficient</b> or <b>fully sufficient</b>	more often <b>sufficient</b> or <b>fully sufficient</b>	more often <b>insufficient</b>	more often <b>fully insufficient</b>
<b>Abilities of the family members, who live together, to use the computer</b>	more often <b>all members of the family</b> know how to use the computer	more often <b>none of the family members</b> knows how to use the computer or the respondent <b>lives alone</b>	more often <b>a few</b> or <b>all members of the family</b> know how to use the computer	more often <b>all members of the family</b> know how to use the computer	more often <b>a few</b> or <b>all members of the family</b> know how to use the computer	more often <b>none of the family members</b> knows how to use the computer or the respondent <b>lives alone</b>
<b>The place where the respondents learnt/ are learning to use the computer</b>	more often <b>learnt individually</b>	more often stated that they <b>did not know how to use the computer</b>	more often at <b>secondary school, higher school, university, learnt individually</b> or from <b>friends, acquaintances or relatives</b>	more often at <b>higher school, university, special computer literacy courses</b> or other <b>special courses, at work; learnt individually</b> or from <b>friends, acquaintances or relatives</b>	more often learnt from <b>friends, acquaintances or relatives</b>	more often stated that they <b>did not know how to use the computer</b>
<b>The organizer of computer literacy courses where respondents learnt how to use the computer or improved their computer usage knowledge</b>					more often <b>the Labor exchange</b>	

	<i>Location</i>		<i>Groups of users</i>			
	<i>Urban area</i>	<i>Rural area</i>	<i>Junior professionals</i>	<i>Adult professionals</i>	<i>Passive users</i>	<i>Non-users</i>
<b>Computer literacy skills</b>						
<b>Individually performed activities related to using the computer</b>		more often did not perform <b>any of the mentioned activities</b> individually	more often stated that they individually <b>copied or moved files, used the functions of copying or moving text in a text document, used formulas in documents, compressed documents, attached and installed new devices, wrote computer programs, connected computers to a local network</b> or identified and solved computer problems	more often stated that they individually <b>copied or moved files, used the functions of copying or moving text in a text document, used formulas in documents, compressed documents, attached and installed new devices, wrote computer programs, connected computers to a local network</b>	more often did not perform <b>any of the mentioned activities</b> individually	

Age			Income			Specific groups		
The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed

**Evaluation of information technologies' skills**

General computer usage skills	rather sufficient	rather insufficient	rather insufficient				rather insufficient		
Using the main computer programs				rather insufficient	rather insufficient	rather sufficient			
Eliminating the main technical problems				rather insufficient					
Using the Internet for general purposes				rather insufficient	rather insufficient	rather sufficient			
Sending emails with attached documents				rather insufficient	rather insufficient	rather sufficient			
Using Internet search engines				rather insufficient					
Using online databases			rather insufficient						
Creating an Internet website	rather sufficient	rather insufficient	rather insufficient						
Using Internet for telephone conversations				rather insufficient					
Participating in chats in Internet websites and forums				rather insufficient	rather insufficient				
Using the file exchange programs				rather insufficient					

	<i>Location</i>		<i>Groups of users</i>				
	<i>Urban area</i>	<i>Rural area</i>	<i>Junior professionals</i>	<i>Adult professionals</i>	<i>Passive users</i>	<i>Non-users</i>	
<b><i>Evaluation of information technologies' skills</i></b>							
<b>General computer usage skills</b>			<b>rather sufficient</b>	<b>rather sufficient</b>	<b>rather insufficient</b>	<b>rather insufficient</b>	
<b>Using the main computer programs</b>							
<b>Eliminating the main technical problems</b>							
<b>Using the Internet for general purposes</b>		<b>rather insufficient</b>					
<b>Sending emails with attached documents</b>							
<b>Using Internet search engines</b>							
<b>Using online databases</b>							
<b>Creating an Internet website</b>							
<b>Using Internet for telephone conversations</b>							<b>rather insufficient</b>
<b>Participating in chats in Internet websites and forums</b>					<b>rather sufficient</b>		
<b>Using the file exchange programs</b>							

Age			Income			Specific groups		
The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed

**Internet usage habits**

<b>Having a computer connected to the Internet and having the opportunity to use it (but not necessarily using it)</b>	more often have it <b>at home</b>	more often have it <b>at work</b>	more often <b>do not have it either at home or at work</b>	more often <b>do not have it either at home or at work</b>		more often have it <b>at home or at work</b>	more often <b>do not have it either at home or at work</b>	
<b>Opportunity to use wireless Internet</b>	more often are able to use it <b>at home or elsewhere, but not at home and not at work</b>		more often <b>do not know what it is</b>		more often <b>do not have such an opportunity</b>	more often are able to use it <b>at home or at work</b>	more often <b>do not know what it is</b>	
<b>Places where the computer connected to the Internet is used</b>	more often <b>at home, in the library, at public Internet access places not in the library, in Internet cafes, at Wi-Fi access points or at academic institutions</b>	more often <b>at work</b>	more often stated that they <b>are not using a computer connected to the Internet</b>	more often stated that they <b>are not using a computer connected to the Internet</b>		more often <b>at work, at home, at public Internet access places not in the library or at Wi-Fi access points</b>	more often stated that they <b>are not using a computer connected to the Internet</b>	
<b>Places where the computer connected to the Internet is used the most often</b>	more often <b>at home</b>		more often <b>elsewhere</b>			more often <b>at work</b>		
<b>Frequency of Internet usage</b>	more often use <b>actively</b>		more often use <b>passively</b>	more often use <b>averagely actively or passively</b>	more often use <b>passively</b>	more often use <b>actively</b>		more often use <b>passively</b>

	<b>Location</b>		<b>Groups of users</b>			
	<b>Urban area</b>	<b>Rural area</b>	<b>Junior professionals</b>	<b>Adult professionals</b>	<b>Passive users</b>	<b>Non-users</b>
<b>Internet usage habits</b>						
<b>Having a computer connected to the Internet and having the opportunity to use it (but not necessarily using it)</b>	more often have it <b>at home</b> or <b>at work</b>	more often <b>do not have it either at home or at work</b>	more often have it <b>at home</b>	more often have it <b>at home</b> or <b>at work</b>	more often have it <b>at home</b>	more often <b>do not have it either at home or at work</b>
<b>Opportunity to use wireless Internet</b>		more often <b>do not know what it is</b>	more often can use it <b>at home</b> or <b>elsewhere, but not at home or at work</b>	more often can use it <b>at home</b> or <b>at work</b>		more often <b>do not have such opportunity</b> or <b>do not know what it is</b>
<b>Places where the computer connected to the Internet is used</b>	more often <b>at work</b> or <b>at home</b>	more often stated that they <b>are not using a computer connected to the Internet</b>	more often <b>at home, in the library, at public Internet access places not in the library, in Internet cafes or academic institutions</b>	more often <b>at work, at home</b> or <b>at Wi-Fi access points</b>	more often <b>at home</b> or <b>elsewhere</b>	more often stated that they <b>are not using a computer connected to the Internet</b>
<b>Places where the computer connected to the Internet is used the most often</b>		more often <b>in the library</b> or <b>elsewhere</b>	more often <b>at home</b>	more often <b>at work</b>	more often <b>in the library</b> or <b>elsewhere</b>	
<b>Frequency of Internet usage</b>		More often use <b>averagely actively</b>	more often use <b>actively</b>	more often use <b>actively</b>	more often use <b>averagely actively</b> or <b>passively</b>	more often use <b>passively</b>

Age			Income			Specific groups		
The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed

**Knowledge about the aspects of safe computer and Internet usage**

Restrictions for advertisements of illegal contents in the Internet	more often know a lot and could use the computer and the Internet safely/ would know how to protect	more often do not know anything about it							
Impact on health				more often do not know anything about it					more often do not know anything about it
Privacy			more often do not know anything about it						
Other possible threats		more often know something about it, but would not know how to use the computer and the Internet safely /protect or do not know anything about it							

	Location		Groups of users			
	Urban area	Rural area	Junior professionals	Adult professionals	Passive users	Non-users
<b>Knowledge about the aspects of safe computer and Internet usage</b>						
Restrictions for advertisements of illegal contents in the Internet			more often know a lot and could use the computer and the Internet safely/ would know how to protect		more often <b>do not know anything about it</b>	more often <b>do not know anything about it</b>
Impact on health		more often <b>do not know anything about it</b>			more often <b>know something about it, but would not know how to use the computer and the Internet safely /protect</b>	
Privacy					more often <b>do not know anything about it</b>	
Other possible threats					more often <b>know something about it, but would not know how to use the computer and the Internet safely /protect or do not know anything about it</b>	

Age			Income			Specific groups		
The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed

**Using the Internet for work and commercial purposes**

Have the respondents ever used the Internet for work and commercial purposes?			more often have not used it	more often have not used it	more often have not used it	more often have used it			
---	--	--	-----------------------------	-----------------------------	-----------------------------	-------------------------	--	--	--

**The frequency of using the Internet for work and commercial purposes**

Fulfilling tasks related to work/ major occupation				more often stated that they <b>never use it</b>		more often stated that they <b>use it constantly</b>			more often stated that they <b>never use it</b>
Searching for information about goods and services	more often stated that they <b>use it constantly</b>	more often stated that they <b>used it a few times</b>	more often stated that they <b>never use it</b>						
Ordering and buying goods or services in the Internet				more often stated that they <b>never use it</b>		more often stated that they <b>used it a few times</b>			
Search for work or employees									more often stated that they <b>use it constantly</b>
Advertising and/or selling one's goods or services						more often stated that they <b>used it a few times</b>			
Using the services of online banking				more often stated that they <b>never use it</b>		more often stated that they <b>use it constantly</b>			more often stated that they <b>never use it</b>

Age			Income			Specific groups		
The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed

**The location of using the Internet for work and commercial purposes**

<b>Fulfilling tasks related to work/ major occupation</b>	more often <b>at the academic institution</b>	more often <b>at work</b>		more often <b>in the library</b>	more often <b>elsewhere</b>	more often <b>at work</b>			
<b>Searching for information about goods and services</b>									
<b>Ordering and buying goods or services in the Internet</b>									
<b>Search for work or employees</b>									more often <b>at the academic institution or elsewhere</b>
<b>Advertising and/or selling one's goods or services</b>									
<b>Using the services of online banking</b>						more often <b>at work</b>			

	<i>Location</i>		<i>Groups of users</i>			
	<i>Urban area</i>	<i>Rural area</i>	<i>Junior professionals</i>	<i>Adult professionals</i>	<i>Passive users</i>	<i>Non-users</i>
<b>Using the Internet for work and commercial purposes</b>						
Have the respondents ever used the Internet for work and commercial purposes?		more often <b>have not used it</b>		more often <b>have used it</b>		more often <b>have not used it</b>
<b>The frequency of using the Internet for work and commercial purposes</b>						
Fulfilling tasks related to work/ major occupation				more often stated that they <b>use it constantly</b>	more often stated that they <b>never use it</b>	more often stated that they <b>never use it</b>
Searching for information about goods and services		more often stated that they <b>never use it</b>	more often stated that they <b>use it constantly</b>	more often stated that they <b>used it once or a few times or use it constantly</b>	more often stated that they <b>never use it or used it once or a few times</b>	
Ordering and buying goods or services in the Internet					more often stated that they <b>used it once or a few times or use it constantly</b>	
Search for work or employees						
Advertising and/or selling one's goods or services				more often stated that they <b>used it once or a few times or use it constantly</b>	more often stated that they <b>never use it</b>	
Using the services of online banking	more often stated that they <b>use it constantly</b>	more often stated that they <b>never use it</b>		more often stated that they <b>use it constantly</b>		

	<i>Location</i>		<i>Groups of users</i>			
	<i>Urban area</i>	<i>Rural area</i>	<i>Junior professionals</i>	<i>Adult professionals</i>	<i>Passive users</i>	<i>Non-users</i>
<b><i>The location of using the Internet for work and commercial purposes</i></b>						
<b>Fulfilling tasks related to work/ major occupation</b>		more often <b>in the library or at the academic institution</b>	more often <b>at home, or at the academic institution</b>	more often <b>at work</b>	more often <b>in the library, at the academic institution or elsewhere</b>	
<b>Searching for information about goods and services</b>		more often <b>in the library or elsewhere</b>	more often <b>at home</b>		more often or <b>at the academic institution or elsewhere</b>	
<b>Ordering and buying goods or services in the Internet</b>						
<b>Search for work or employees</b>			more often <b>at home or at the academic institution</b>		more often <b>elsewhere</b>	
<b>Advertising and/or selling one's goods or services</b>			more often <b>at home</b>			
<b>Using the services of online banking</b>						

Age			Income			Specific groups		
The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed

**Using the Internet for communication and keeping in touch**

Have the respondents ever used Internet for communication or keeping in touch?	more often have used it	more often have not used it		more often have not used it					more often have not used it
--	-------------------------	-----------------------------	--	-----------------------------	--	--	--	--	-----------------------------

**The frequency of using the Internet for communication and keeping in touch**

Sending/ receiving emails	more often stated that they <b>use it constantly</b>	more often stated that they <b>never use it</b>	more often stated that they <b>used it once or a few times or never used it</b>	more often stated that they <b>used it once or a few times or never used it</b>	more often stated that they <b>use it constantly</b>	more often stated that they <b>use it constantly</b>			more often stated that they <b>use it constantly</b>
Telephone conversations in the Internet	more often stated that they <b>use it constantly</b>	more often stated that they <b>never use it</b>							more often stated that they <b>used it once or a few times or never used it</b>
Using the discussion forums, email conferences	more often stated that they <b>used it once or a few times or use it constantly</b>	more often stated that they <b>never use it</b>	more often stated that they <b>never use it</b>	more often stated that they <b>never use it</b>					more often stated that they <b>never use it</b>
Creating blogs or personal websites	more often stated that they <b>use it constantly</b>								
Participating in social websites					more often stated that they <b>never use it</b>				

Age			Income			Specific groups		
The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed

***The location of using the Internet for communication and keeping in touch***

<b>Sending/ receiving emails</b>	more often <b>at the academic institution</b>	more often <b>at work</b>		more often <b>in the library</b>					
<b>Telephone conversations in the Internet</b>						more often <b>at work</b>			
<b>Using the discussion forums, email conferences</b>		more often <b>at work</b>							
<b>Creating blogs or personal websites</b>									
<b>Participating in social websites</b>		more often <b>at work</b>							

	<b>Location</b>		<b>Groups of users</b>			
	<b>Urban area</b>	<b>Rural area</b>	<b>Junior professionals</b>	<b>Adult professionals</b>	<b>Passive users</b>	<b>Non-users</b>
<b>Using the Internet for communication and keeping in touch</b>						
<b>Have the respondents ever used Internet for communication or keeping in touch?</b>		more often <b>have not used it</b>	more often <b>have used it</b>		more often <b>have not used it</b>	
<b>The frequency of using the Internet for communication and keeping in touch</b>						
<b>Sending/ receiving emails</b>			more often stated that they <b>use it constantly</b>		more often stated that they <b>used it once or a few times or never use it</b>	more often stated that they <b>never use it</b>
<b>Telephone conversations in the Internet</b>						
<b>Using the discussion forums, email conferences</b>			more often stated that they <b>used it once or a few times or use it constantly</b>		more often stated that they <b>never use it</b>	
<b>Creating blogs or personal websites</b>						
<b>Participating in social websites</b>			more often stated that they <b>use it constantly</b>			
<b>The location of using the Internet for communication and keeping in touch</b>						
<b>Sending/ receiving emails</b>			more often <b>at home or at the academic institution</b>	more often <b>at work</b>	more often <b>in the library or elsewhere</b>	
<b>Telephone conversations in the Internet</b>		more often <b>in the library or at the academic institution</b>		more often <b>at home or at work</b>	more often <b>at the academic institution or elsewhere</b>	
<b>Using the discussion forums, email conferences</b>			more often <b>at home</b>	more often <b>at work</b>	more often <b>in the library, at the academic institution or elsewhere</b>	
<b>Creating blogs or personal websites</b>						
<b>Participating in social websites</b>		more often <b>in the library</b>		more often <b>at work</b>	more often <b>in the library or at the academic institution</b>	

	Age			Income			Specific groups			
	The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed	
<b>Using the Internet for leisure time and culture</b>										
Have the respondents ever used Internet for purposes related with leisure time and culture?	more often have used it		more often have not used it	more often have not used it		more often have used it			more often have not used it	
<b>The frequency of using the Internet for leisure time and culture</b>										
Reading newspapers, news portals and magazines in the Internet				more often stated that they <b>never use it</b>		more often stated that they <b>use it constantly</b>			more often stated that they <b>never use it</b>	
Listening to the radio or watching TV in the Internet	more often stated that they <b>use it constantly</b>	more often stated that they <b>never use it</b>	more often stated that they <b>never use it</b>							
Playing games or downloading pictures, movies or music										more often stated that they <b>never use it</b>
Using the Internet for community activities and publication and search for information about events						more often stated that they <b>never use it</b>		more often stated that they <b>used it once or a few times or use it constantly</b>		
Search for other information related to culture and leisure time				more often stated that they <b>never use it</b>		more often stated that they <b>use it constantly</b>				
Using the digitalized culture heritage										

Age			Income			Specific groups		
The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed

**The location of using the Internet for leisure time and culture**

Reading newspapers, news portals and magazines in the Internet	more often at home or at the academic institution	more often at work		more often in the library	more often elsewhere			
Listening to the radio or watching TV in the Internet						more often at work		more often elsewhere
Playing games or downloading pictures, movies or music				more often at the academic institution or elsewhere	more often in the library			
Using the Internet for community activities and publication and search for information about events		more often at work				more often at home or at work		
Search for other information related to culture and leisure time				more often in the library	more often elsewhere	more often at work		
Using the digitalized culture heritage								

	<i>Location</i>		<i>Groups of users</i>			
	<i>Urban area</i>	<i>Rural area</i>	<i>Junior professionals</i>	<i>Adult professionals</i>	<i>Passive users</i>	<i>Non-users</i>
<b>Using the Internet for leisure time and culture</b>						
Have the respondents ever used Internet for purposes related with leisure time and culture?			more often <b>have used it</b>			more often <b>have not used it</b>
<b>The frequency of using the Internet for leisure time and culture</b>						
Reading newspapers, news portals and magazines in the Internet				more often stated that they <b>use it constantly</b>	more often stated that they <b>used it once or a few times</b> or <b>never used it</b>	more often stated that they <b>never use it</b>
Listening to the radio or watching TV in the Internet			more often stated that they <b>use it constantly</b>		more often stated that they <b>never use it</b>	
Playing games or downloading pictures, movies or music						
Using the Internet for community activities and publication and search for information about events		more often stated that they <b>never use it</b>	more often stated that they <b>use it constantly</b>	more often stated that they <b>use it constantly</b>	more often stated that they <b>never use it</b>	
Search for other information related to culture and leisure time						
Using the digitalized culture heritage						

	<b>Location</b>		<b>Groups of users</b>			
	<b>Urban area</b>	<b>Rural area</b>	<b>Junior professionals</b>	<b>Adult professionals</b>	<b>Passive users</b>	<b>Non-users</b>
<b><i>The location of using the Internet for leisure time and culture</i></b>						
<b>Reading newspapers, news portals and magazines in the Internet</b>			<b>more often at home</b>	<b>more often at work</b>	<b>more often in the library or elsewhere</b>	
<b>Listening to the radio or watching TV in the Internet</b>					<b>more often at the academic institution or elsewhere</b>	
<b>Playing games or downloading pictures, movies or music</b>	<b>more often at home</b>	<b>more often in the library or at the academic institution</b>			<b>more often in the library, at the academic institution or elsewhere</b>	
<b>Using the Internet for community activities and publication and search for information about events</b>		<b>more often in the library or elsewhere</b>			<b>more often in the library or elsewhere</b>	
<b>Search for other information related to culture and leisure time</b>		<b>more often in the library</b>			<b>more often in the library or elsewhere</b>	
<b>Using the digitalized culture heritage</b>					<b>more often at the academic institution</b>	

Age			Income			Specific groups		
The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed

**Using the Internet for studies and education**

Have the respondents ever used Internet for purposes related with studies and education?	more often have used it	more often have not used it		more often have not used it	more often have used it			more often have not used it
--	-------------------------	-----------------------------	--	-----------------------------	-------------------------	--	--	-----------------------------

**The frequency of using the Internet for studies and education**

Downloading freely advertised software for studying	more often stated that they used it once or a few times or use it constantly	more often stated that they never use it	more often stated that they never use it		more often stated that they never use it			more often stated that they never use it
Search for information and registering for studies in high schools	more often stated that they used it once or a few times					more often stated that they used it once or a few times		
Search for information about informal learning or development opportunities	more often stated that they used it once or a few times							
Learning a particular subject in online courses								
Using professional orientation (improving the qualifications) databases					more often stated that they used it once or a few times			
Using online databases		more often stated that they never use it	more often stated that they never use it	more often stated that they never use it	more often stated that they used it once or a few times or use it constantly			
Using libraries' catalogues				more often stated that they never use it	more often stated that they used it once or a few times			
Watching educational video broadcasts					more often stated that they used it once or a few times			

Age			Income			Specific groups		
The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed

**The location of using the Internet for studies and education**

Downloading freely advertised software for studying		more often at work			more often at the academic institution	more often at work			
Search for information and registering for studies in high schools		more often at work		more often at the academic institution					
Search for information about informal learning or development opportunities						more often at work			
Learning a particular subject in online courses									
Using professional orientation (improving the qualifications) databases		more often at work				more often at work			
Using online databases		more often at work							
Using libraries' catalogues									
Watching educational video broadcasts									

	<b>Location</b>		<b>Groups of users</b>			
	<b>Urban area</b>	<b>Rural area</b>	<b>Junior professionals</b>	<b>Adult professionals</b>	<b>Passive users</b>	<b>Non-users</b>
<b>Using the Internet for studies and education</b>						
<b>Have the respondents ever used Internet for purposes related with studies and education?</b>			more often <b>have used it</b>		more often <b>have not used it</b>	more often <b>have not used it</b>
<b>The frequency of using the Internet for studies and education</b>						
<b>Downloading freely advertised software for studying</b>			more often stated that they <b>used it once or a few times or use it constantly</b>		more often stated that they <b>never use it</b>	more often stated that they <b>never use it</b>
<b>Search for information and registering for studies in high schools</b>						
<b>Search for information about informal learning or development opportunities</b>						
<b>Learning a particular subject in online courses</b>			more often stated that they <b>use it constantly</b>			
<b>Using professional orientation (improving the qualifications) databases</b>						
<b>Using online databases</b>		more often stated that they <b>never use it</b>	more often stated that they <b>use it constantly</b>	more often stated that they <b>used it once or a few times</b>		
<b>Using libraries' catalogues</b>			more often stated that they <b>used it once or a few times or use it constantly</b>			
<b>Watching educational video broadcasts</b>						

	<i>Location</i>		<i>Groups of users</i>				
	<i>Urban area</i>	<i>Rural area</i>	<i>Junior professionals</i>	<i>Adult professionals</i>	<i>Passive users</i>	<i>Non-users</i>	
<b><i>The location of using the Internet for studies and education</i></b>							
<b>Downloading freely advertised software for studying</b>		more often <b>at the academic institution</b>	more often <b>at home</b>	more often <b>at work</b>	more often <b>in the library or at the academic institution</b>		
<b>Search for information and registering for studies in high schools</b>							
<b>Search for information about informal learning or development opportunities</b>		more often <b>in the library or at the academic institution</b>					
<b>Learning a particular subject in online courses</b>							
<b>Using professional orientation (improving the qualifications) databases</b>		more often <b>in the library or at the academic institution</b>	more often <b>at home</b>	more often <b>at work</b>	more often <b>at the academic institution or elsewhere</b>		
<b>Using online databases</b>							
<b>Using libraries' catalogues</b>							
<b>Watching educational video broadcasts</b>			more often <b>at home</b>				

	Age			Income			Specific groups		
	The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed
<b>Using the Internet for health related purposes</b>									
Have the respondents ever used Internet for purposes related health?									
<b>The frequency of using the Internet for health related purposes</b>									
Search for health related information									
Registration in health institutions, at specialists'									
Following the information about oneself gathered by the Patients' Fund									more often stated that they <b>never use it</b>
<b>The location of using the Internet for health related purposes</b>									
Search for health related information				more often in the library					
Registration in health institutions, at specialists'									
Following the information about oneself gathered by the Patients' Fund									

	<b>Location</b>		<b>Groups of users</b>			
	<b>Urban area</b>	<b>Rural area</b>	<b>Junior professionals</b>	<b>Adult professionals</b>	<b>Passive users</b>	<b>Non-users</b>
<b>Using the Internet for health related purposes</b>						
<b>Have the respondents ever used Internet for purposes related to health?</b>		more often <b>have not used it</b>		more often <b>have used it</b>	more often <b>have not used it</b>	
<b>The frequency of using the Internet for health related purposes</b>						
<b>Search for health related information</b>		more often stated that they <b>never use it</b>	more often stated that they <b>used it once or a few times</b>	more often stated that they <b>use it constantly</b>	more often stated that they <b>never use it</b>	more often stated that they <b>never use it</b>
<b>Registration in health institutions, at specialists'</b>				more often stated that they <b>used it once or a few times or use it constantly</b>		
<b>Following the information about oneself gathered by the Patients' Fund</b>						
<b>The location of using the Internet for health related purposes</b>						
<b>Search for health related information</b>		more often <b>in the library</b>	more often <b>at home</b>	more often <b>at work</b>	more often <b>in the library or elsewhere</b>	
<b>Registration in health institutions, at specialists'</b>						
<b>Following the information about oneself gathered by the Patients' Fund</b>						

	Age			Income			Specific groups		
	The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed
<b>Using the Internet while appealing to public institutions</b>									
Have the respondents ever used Internet while appealing to public institutions?			more often have not used it		more often have not used it	more often have used it			more often have not used it
<b>The frequency of using the Internet while appealing to public institutions</b>									
Receiving information and/ or presenting applications for social benefits									
Ordering personal documents		more often stated that they <b>never use it</b>			more often stated that they <b>never use it</b>	more often stated that they <b>used it once or a few times</b>			
Search for information about the vehicles and/ or registering them			more often stated that they <b>never use it</b>						more often stated that they <b>never use it</b>
Presenting applications for construction license									
Presenting reports to the police									
Ordering birth, marriage, divorce and death certificates									
Presenting declaration of the place of residence			more often stated that they <b>never use it</b>			more often stated that they <b>used it once or a few times</b>			
Presenting the declaration of income and/ or property online				more often stated that they <b>never use it</b>		more often stated that they <b>used it once or a few times or use it constantly</b>			more often stated that they <b>never use it</b>

Age			Income			Specific groups		
The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed

***The location of using the Internet while appealing to public institutions***

Receiving information and/ or presenting applications for social benefits								
Ordering personal documents								
Search for information about the vehicles and/ or registering them								
Presenting applications for construction license								
Presenting reports to the police								
Ordering birth, marriage, divorce and death certificates								
Presenting declaration of the place of residence								
Presenting the declaration of income and/ or property online		more often <b>at work</b>						

	<b>Location</b>		<b>Groups of users</b>			
	<b>Urban area</b>	<b>Rural area</b>	<b>Junior professionals</b>	<b>Adult professionals</b>	<b>Passive users</b>	<b>Non-users</b>
<b>Using the Internet while appealing to public institutions</b>						
<b>Have the respondents ever used Internet while appealing to public institutions?</b>		more often <b>have not used it</b>		more often <b>have used it</b>	more often <b>have not used it</b>	
<b>The frequency of using the Internet while appealing to public institutions</b>						
<b>Receiving information and/ or presenting applications for social benefits</b>				more often stated that they <b>use it constantly</b>	more often stated that they <b>never use it</b>	
<b>Ordering personal documents</b>						
<b>Search for information about the vehicles and/ or registering them</b>		more often stated that they <b>never use it</b>		more often stated that they <b>used it once or a few times</b>	more often stated that they <b>never use it</b>	
<b>Presenting applications for construction license</b>						
<b>Presenting reports to the police</b>						
<b>Ordering birth, marriage, divorce and death certificates</b>						
<b>Presenting declaration of the place of residence</b>				more often stated that they <b>use it constantly</b>	more often stated that they <b>never use it</b>	
<b>Presenting the declaration of income and/ or property online</b>	more often stated that they <b>use it constantly</b>	more often stated that they <b>never use it</b>	more often stated that they <b>never use it</b>	more often stated that they <b>used it once or a few times or use it constantly</b>	more often stated that they <b>never use it</b>	

	<i>Location</i>		<i>Groups of users</i>			
	<i>Urban area</i>	<i>Rural area</i>	<i>Junior professionals</i>	<i>Adult professionals</i>	<i>Passive users</i>	<i>Non-users</i>
<b><i>The location of using the Internet while appealing to public institutions</i></b>						
Receiving information and/ or presenting applications for social benefits						
Ordering personal documents						
Search for information about the vehicles and/ or registering them			more often <b>at home</b>	more often <b>at work</b>	more often <b>elsewhere</b>	
Presenting applications for construction license						
Presenting reports to the police						
Ordering birth, marriage, divorce and death certificates						
Presenting declaration of the place of residence						
Presenting the declaration of income and/ or property online			more often <b>at home</b>			

Age			Income			Specific groups		
The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed

**Visiting the library**

<b>Visiting the library during the last 12 months</b>	more often stated that they <b>visited it</b>	more often stated that they <b>visited it before</b>	more often stated that they <b>visited it before or have not visited it at all</b>				more often stated that they <b>visited it before or have not visited it at all</b>		
<b>Reasons not to visit the library during the last year</b>	more often stated that they <b>did not need it</b> , there was no need or <b>they use the Internet elsewhere</b>		more often stated that they have had <b>health problems</b> or <b>do not read, do not like reading or read rarely</b>		more often stated that they have had <b>health problems</b>	more often stated that they <b>have a sufficient amount of books at home</b> or <b>do not read, do not like reading or read rarely</b>	more often stated that they have had <b>health problems</b>	more often stated that they have had <b>health problems</b> or <b>have a sufficient amount of books at home</b>	more often stated that it is <b>not interesting, they do not like it and do not want it</b>

**Services provided by the library**

<b>Services currently provided in the library</b>	more often believe that it includes <b>dispense of other publications</b> , opportunities to use <b>free of charge Internet</b> , watch <b>videos</b> , listen to <b>audio recordings</b> , use <b>information databases online</b> or <b>play computer games</b>	more often believe that it includes reading <b>periodical press</b> and <b>use the free of charge Internet</b>				more often believe that it includes <b>dispense of other publications</b> , opportunities to use <b>free of charge Internet</b> , watch <b>videos</b> , listen to <b>audio recordings</b> , use <b>information databases online</b>			
---	---	--	--	--	--	---	--	--	--

	Age			Income			Specific groups		
	<i>The youth (15-34)</i>	<i>Mature people (35-54)</i>	<i>Older people (55-74)</i>	<i>0 – 600 Lt</i>	<i>601 – 900 Lt</i>	<i>901 Lt and more</i>	<i>The retired</i>	<i>The disabled</i>	<i>The unemployed</i>
<b>Services used by respondents at least once</b>	More often stated that they used <b>dispense of other publications</b> , opportunities to use the <b>free of charge Internet</b> , watch <b>videos</b> , listen to <b>audio recordings</b> , use <b>information databases online</b> or <b>play computer games</b>								

	<i>Location</i>		<i>Groups of users</i>			
	<i>Urban area</i>	<i>Rural area</i>	<i>Junior professionals</i>	<i>Adult professionals</i>	<i>Passive users</i>	<i>Non-users</i>
<b>Visiting the library</b>						
<b>Visiting the library during the last 12 months</b>			more often stated that they <b>visited it</b>			more often stated that they <b>visited it before or have not visited it at all</b>
<b>Reasons not to visit the library during the last year</b>		more often stated that <b>it is not interesting, they do not like it and do not want it or do not read, do not like reading or read rarely</b>	more often stated that they <b>use the Internet elsewhere</b>	more often stated that they <b>did not need it</b> , there was no need or they <b>use the Internet elsewhere</b>	more often stated that they <b>use the Internet elsewhere</b>	more often stated that they had <b>health problems</b> or <b>it is not interesting, they do not like it and do not want it</b>
<b>Services provided by the library</b>						
<b>Services currently provided in the library</b>	more often believe that it includes <b>dispense of other publications</b> and the opportunity to read <b>periodical press</b>	more often believe that it includes the opportunity to <b>play computer games</b>	more often believe that it includes <b>dispense of other publications</b> , opportunity to use <b>the free of charge internet</b> , watch <b>videos</b> , use <b>information databases online</b> or <b>play computer games</b>	more often believe that it includes <b>dispense of other publications</b> , opportunity to use <b>the free of charge internet</b> , read <b>periodical press</b> , learn at <b>computer literacy courses</b> , watch <b>videos</b> , listen to <b>audio recordings</b> or use <b>information databases online</b>	more often believe that it includes opportunity to use <b>the free of charge internet</b> , watch <b>videos</b> , listen to <b>audio recordings</b> , use <b>information databases online</b> or <b>play computer games</b>	
<b>Services used by respondents at least once</b>	more often stated that they used <b>dispense of other publications</b>	more often stated that they used the opportunity to <b>play computer games</b>	more often stated that they used <b>dispense of other publications</b> , opportunity to use <b>the free of charge internet</b> , watch <b>videos</b> , use <b>information databases online</b> or <b>play computer games</b>	more often stated that they used <b>dispense of other publications</b> or the opportunity to use <b>periodical press</b>	more often stated that they used the opportunity to listen to <b>audio recordings</b>	

	Age			Income			Specific groups		
	The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed
<b>The services provided by the library and their evaluation (library visitors during the last 12 months)</b>									
Renewal of the assortment of books	more often improved	more often worsened							
Variety of other publications (CD, DVD)						more often improved			
Variety of periodical press		more often worsened					more often worsened		
Variety of databases	more often remained the same								
Variety of events organized									more often improved
Quality of computer technologies						more often improved			
Quantity of software	more often improved								
<b>The services provided by the library and their evaluation (did not visit the library during the last 12 months)</b>									
Variety of periodical press						more often improved			
Quantity of software	more often remained the same			more often worsened or remained the same					
Opportunity to get a piece of advice or some help from the staff while using the computer or the Internet				more often remained the same					
General atmosphere				more often worsened					

	Location		Groups of users			
	Urban area	Rural area	Junior professionals	Adult professionals	Passive users	Non-users
<b>The services provided by the library and their evaluation (library visitors during the last 12 months)</b>						
Renewal of the assortment of books			more often <b>improved</b>	more often <b>worsened</b>		
Variety of other publications (CD, DVD)		more often <b>remained the same</b>			more often <b>remained the same</b>	
Variety of periodical press				more often <b>worsened</b>		
Quantity of computer technologies					more often <b>improved</b>	
Quantity of software						
Quality of software						
Opportunity to get a piece of advice or some help from the staff while using the computer or the Internet						more often <b>remained the same</b>
<b>The services provided by the library and their evaluation (did not visit the library during the last 12 months)</b>						
Renewal of the assortment of books					more often <b>remained the same</b>	
Variety of periodical press					more often <b>remained the same</b>	
Quantity of computer technologies			more often <b>remained the same</b>	more often <b>improved</b>	more often <b>worsened</b> or <b>remained the same</b>	
Opportunity to get a piece of advice or some help from the staff while using the computer or the Internet					more often <b>remained the same</b>	
General atmosphere						more often <b>worsened</b>

	Age			Income			Specific groups		
	The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed
<b>Public Internet access, its awareness and usage</b>									
<b>The awareness of public Internet access</b>	more often stated they <b>have heard of it</b>		more often stated they <b>have not heard of it</b>	more often stated they <b>have not heard of it</b>		more often stated they <b>have heard of it</b>	more often stated they <b>have not heard of it</b>		
<b>Public Internet access usage</b>	more often stated they <b>have used it</b>	more often stated they <b>have not used it</b>			more often stated they <b>have not used it</b>		more often stated they <b>have not used it</b>		
<b>Reasons not to use public Internet access in the library</b>	more often <b>use it elsewhere</b> (at home, at work)		more often stated that they <b>do not want to, are not interested or do not know how to use it</b>	more often stated that they <b>do not know how to use it</b>	more often stated that they <b>do not want to, are not interested or do not know how to use it</b>	more often <b>use it elsewhere</b> (at home, at work)	more often stated that they <b>do not want to, are not interested or do not know how to use it</b>	more often stated that they <b>do not want to, are not interested or do not have time to use it</b>	more often stated that they <b>do not know how to use it</b>
<b>The first time the respondent used public Internet access in the library</b>		more often stated that they <b>do not remember it</b>							
<b>Intentions to use public Internet access during the next 6 months</b>	more often stated they <b>intend to</b>		more often stated they <b>do not intend to</b>				more often stated they <b>do not intend to</b>		
<b>Evaluation of public Internet access services in the library</b>									
<b>Computer technologies</b>		evaluate <b>well</b>							

	<i>Location</i>		<i>Groups of users</i>			
	<i>Urban area</i>	<i>Rural area</i>	<i>Junior professionals</i>	<i>Adult professionals</i>	<i>Passive users</i>	<i>Non-users</i>
<b><i>Public Internet access, its awareness and usage</i></b>						
<b>The awareness of public Internet access</b>			More often stated they <b>have heard of it</b>			more often stated they <b>have not heard of it</b>
<b>Public Internet access usage</b>			more often stated they <b>have used it</b>			more often stated they <b>have not used it</b>
<b>Reasons not to use public Internet access in the library</b>	more often <b>use it elsewhere</b> (at home, at work)	more often stated that they <b>do not want to, are not interested</b> or <b>do not have time to use it</b>	more often <b>use it elsewhere</b> (at home, at work)			more often stated that they <b>do not want to, are not interested, do not have time to use it</b> or <b>do not visit the library</b>
<b>Intentions to use public Internet access during the next 6 months</b>		more often stated they <b>intend to</b>	more often stated they <b>intend to</b>	more often stated they <b>do not intend to</b>		more often stated they <b>do not intend to</b>
<b><i>Evaluation of public Internet access services in the library</i></b>						
<b>Software</b>			evaluate <b>averagely</b>			

	Age			Income			Specific groups		
	<i>The youth (15-34)</i>	<i>Mature people (35-54)</i>	<i>Older people (55-74)</i>	<i>0 – 600 Lt</i>	<i>601 – 900 Lt</i>	<i>901 Lt and more</i>	<i>The retired</i>	<i>The disabled</i>	<i>The unemployed</i>
<b>The awareness of projects</b>									
<b>Libraries for Innovation</b>									
<b>Window to the Future</b>	more often heard of it		more often have not heard of it			more often heard of it	more often have not heard of it		
<b>RIAP (Development of Rural Internet Access Points network)</b>				more often have not heard of it					
<b>Information sources about the projects</b>									
<b>Libraries for Innovation</b>	more often advertisements in the library		more often the radio		more often the radio or friends, relatives and acquaintances				
<b>Window to the Future</b>					more often friends, relatives and acquaintances		more often the radio		
<b>RIAP (Development of Rural Internet Access Points network)</b>				more often friends, relatives and acquaintances	more often the press				
<b>Using the free of charge Internet services provided by the project</b>									
<b>Libraries for Innovation</b>	more often used by his/her-self				more often the acquaintances used it				
<b>Window to the Future</b>									
<b>RIAP (Development of Rural Internet Access Points network)</b>	more often used by his/her-self								

	Location			Groups of users		
	Urban area	Rural area	Junior professionals	Adult professionals	Passive users	Non-users
<b>The awareness of projects</b>						
Libraries for Innovation				more often <b>heard of it</b>		more often <b>have not heard of it</b>
Window to the Future		more often <b>have not heard of it</b>	more often <b>heard of it</b>			
RIAP (Development of Rural Internet Access Points network)						
<b>Information sources about the projects</b>						
Libraries for Innovation		more often <b>the advertisements in the library</b>	more often <b>the advertisements outside</b>	more often <b>the Internet</b>		more often <b>the TV</b>
Window to the Future			more often <b>the advertisements in the library</b>			
RIAP (Development of Rural Internet Access Points network)		more often <b>friends, relatives and acquaintances</b>				
<b>Using the free of charge Internet services provided by the project</b>						
Libraries for Innovation		more often <b>the acquaintances</b> used it	more often <b>used by his/her-self</b>			
Window to the Future						
RIAP (Development of Rural Internet Access Points network)		more often <b>the members of the family or acquaintances</b> used it	more often <b>used by his/her-self</b>			

	Age			Income			Specific groups		
	The youth (15-34)	Mature people (35-54)	Older people (55-74)	0 – 600 Lt	601 – 900 Lt	901 Lt and more	The retired	The disabled	The unemployed
<b>Imagery qualities of the library</b>									
<b>Library is a popular place to spend time</b>	more often believe it is <b>unpopular</b>	more often believe it is <b>popular</b>		more often believe it is <b>popular</b>		more often believe it is <b>unpopular</b>	more often believe it is <b>popular</b>		
<b>Library is a fashionable place to spend time</b>	more often believe it is <b>not fashionable</b>		more often believe it is <b>fashionable</b>	more often believe it is <b>fashionable</b>		more often believe it is <b>not fashionable</b>	more often believe it is <b>fashionable</b>		
<b>Library is modern</b>				more often believe it is <b>modern</b>					
<b>Library is a place for communication</b>	more often believe it is a place <b>to spend some time alone</b>		more often believe it is a place for <b>communication</b>	more often believe it is a place for <b>communication</b>		more often believe it is a place <b>to spend some time alone</b>	more often believe it is a place for <b>communication</b>		
<b>Library is the centre of the community life</b>	more often believe it is <b>not the centre of the community life</b>				more often believe it is <b>the centre of the community life</b>	more often believe it is <b>not the centre of the community life</b>	more often believe it is <b>the centre of the community life</b>		
<b>Library is intended for the youth</b>								more often believe that it is more intended for <b>older people</b>	
<b>It is fun to spend time in the library</b>	more often believe that it is <b>boring to spend time</b> there	more often believe that it is <b>fun to spend time</b> there		more often believe that it is <b>fun to spend time</b> there			more often believe that it is <b>fun to spend time</b> there		
<b>Atmosphere in the library</b>	more often believe there is <b>bad atmosphere</b>				more often believe there is <b>good atmosphere</b>				

	Age			Income			Specific groups		
	<i>The youth (15-34)</i>	<i>Mature people (35-54)</i>	<i>Older people (55-74)</i>	<i>0 – 600 Lt</i>	<i>601 – 900 Lt</i>	<i>901 Lt and more</i>	<i>The retired</i>	<i>The disabled</i>	<i>The unemployed</i>
<b>Imagery qualities of the library</b>									
<b>Innovations are constantly introduced in the library</b>	more often believe that <b>innovations are not introduced/introduced slowly</b>	more often believe that <b>innovations are introduced constantly</b>			more often believe that <b>innovations are introduced constantly</b>				
<b>Library is intended for everyone</b>						more often believe that it is intended to <b>academics and students</b>			
<b>Qualification of libraries' staff</b>	more often believe in <b>low qualification</b>	more often believe in <b>high qualification</b>					more often believe in <b>high qualification</b>		
<b>Libraries' staff is helpful to visitors</b>				more often believe that the <b>staff is helpful</b>					
<b>The personalities of libraries' staff</b>	more often believe they are <b>dull and impolite</b>	more often believe they are <b>cheerful and polite</b>		more often believe they are <b>cheerful and polite</b>					more often believe they are <b>cheerful and polite</b>
<b>Services provided by the libraries</b>		more often believe <b>a lot of various services are provided</b>	more often believe that <b>the services are limited</b> (books and press)			more often believe <b>a lot of various services are provided</b>	more often believe that <b>the services are limited</b> (books and press)		

	<i>Location</i>		<i>Groups of users</i>			
	<i>Urban area</i>	<i>Rural area</i>	<i>Junior professionals</i>	<i>Adult professionals</i>	<i>Passive users</i>	<i>Non-users</i>
<b>Imagery qualities of the library</b>						
<b>Library is a popular place to spend time</b>	more often believe it is <b>unpopular</b>	more often believe it is <b>popular</b>	more often believe it is <b>unpopular</b>			more often believe it is <b>popular</b>
<b>Library is a fashionable place to spend time</b>	more often believe it is <b>not fashionable</b>	more often believe it is <b>fashionable</b>	more often believe it is <b>not fashionable</b>	more often believe it is <b>not fashionable</b>		more often believe it is <b>fashionable</b>
<b>Library is modern</b>			more often believe it is <b>dated</b>			
<b>Library is a place for communication</b>	more often believe it is a place <b>to spend some time alone</b>	more often believe it is a place for <b>communication</b>	more often believe it is a place <b>to spend some time alone</b>	more often believe it is a place <b>to spend some time alone</b>		more often believe it is a place for <b>communication</b>
<b>Library is the centre of the community life</b>						more often believe it is <b>the centre of the community life</b>
<b>Library is intended for the youth</b>	more often believe that it is more intended for <b>older people</b>	more often believe that it is more intended for <b>the youth</b>				
<b>It is fun to spend time in the library</b>			more often believe that it is <b>boring to spend time</b> there			more often believe that it is <b>fun to spend time</b> there
<b>Atmosphere in the library</b>			more often believe there is <b>bad atmosphere</b>			
<b>Innovations are constantly introduced in the library</b>			more often believe that <b>innovations are not introduced/ introduced slowly</b>			
<b>Library is intended for everyone</b>				more often believe that it is intended to <b>academics and students</b>		
<b>Qualification of libraries' staff</b>						more often believe in <b>high qualification</b>
<b>The personalities of libraries' staff</b>		more often believe they are <b>cheerful and polite</b>	more often believe they are <b>dull and impolite</b>			more often believe they are <b>cheerful and polite</b>
<b>Services provided by the libraries</b>						more often believe that <b>the services are limited</b> (books and press)

# Appendix II: the Comparison of Repeatedly Surveyed Respondents' Answers

## Computer Usage Skills and Places of Learning

1.1. Table. Abilities of family members to use the computer

	2009	2008
ONLY the RESPONDENT knows how to use it	8%	17%
A FEW members of the family know how to use it	38%	41%
ALL members of the family know how to use it	42%	34%
NONE of the family members knows how to use it	3%	8%
The respondent lives alone	8%	
The respondent does not live with his/ her family members		

1.2. Table. Places of learning how to use the computer

	2009	2008
Secondary school	24%	25%
Higher school, university	17%	11%
Special computer literacy courses	28%	25%
Special courses (not computer literacy)	4%	4%
At work	18%	10%
Learnt individually	38%	52%
Learnt from friends, acquaintances and relatives	18%	
Elsewhere	3%	3%
The respondent does not know how to use the computer	14%	18%

1.3. Table. Organizers of computer literacy courses

	2009	2008
Labor exchange		11%
Public library		11%
Alliance "Window to the Future"	15%	22%
Work	50%	
Other	35%	50%

1.4. Table. Evaluation of computer usage skills

	2009	2008
Fully insufficient	10%	17%
Insufficient	23%	19%
Sufficient	46%	51%
Fully sufficient	21%	13%

1.5. Table. Individually performed activities using the computer

	2009	2008
Copying or moving a file	85%	78%
Using the functions of text editing and copying/ moving in a text document	77%	66%
Using formulas in documents	62%	40%
Compressing documents (files)	69%	60%
Connecting and installing new devices	56%	45%
Writing computer programs	21%	12%
Connecting computers to a local network	31%	19%
Identifying and solving computer problems	23%	29%
None of the above	7%	12%

1.6. Table. Evaluation of information technologies' skills

	2009				2008			
	Fully insufficient	Insufficient	Sufficient	Fully sufficient	Fully insufficient	Insufficient	Sufficient	Fully sufficient
General computer usage skills	15%	10%	37%	38%	14%	12%	37%	37%
Using the main computer programs	28%	17%	32%	23%	12%	22%	43%	23%
Eliminating the main technical problems	37%	21%	31%	11%	23%	23%	31%	22%
Using the Internet for general purposes	17%	11%	37%	35%	16%	16%	30%	39%
Sending email with an attached document	20%	21%	20%	39%	17%	16%	27%	41%
Using Internet search engines	15%	10%	34%	41%	13%	13%	30%	45%
Using Internet databases	30%	27%	25%	18%	24%	24%	27%	24%
Creating and Internet webpage	61%	23%	13%	4%	51%	33%	10%	6%
Using the Internet for telephone conversations	21%	23%	35%	21%	21%	30%	22%	27%
Participating in chats in Internet websites or forums	32%	23%	24%	21%	27%	19%	29%	25%
Using the file exchange programs	39%	18%	21%	21%	27%	25%	25%	22%

# Using the Internet: Penetration and Usage Intensity

2.1. Table. Opportunity to use the Internet at home or at work

	2009	2008
At work	38%	32%
At home	73%	62%
Does not have it either at home or at work	23%	32%

2.2. Table. Locations of using the Internet

	2009	2008
At work	35%	32%
At home	72%	59%
In the library	14%	17%
Public Internet access not in the library	7%	3%
Internet cafes	4%	6%
Wi-Fi access points	3%	
Academic institution	11%	20%
Elsewhere	8%	6%
Does not use a computer connected to the Internet	18%	24%

2.3. Table. Opportunity to use wireless Internet

	2009	2008
Has the opportunity to use it at work	8%	8%
Has the opportunity to use it at home	18%	23%
Has the opportunity to use it elsewhere	11%	15%
Does not have such an opportunity	69%	48%
Does not know what it is	4%	10%

2.4. Table. Internet usage habits

	2009	2008
Uses it actively	71%	72%
Uses it averagely actively	21%	20%
Uses it passively	9%	7%

2.5. Table. Habits of using the Internet in the library

	2009	2008
Once a week and more often	67%	42%
Once or a few times per month	33%	33%
More rarely		25%

# The Purposes of Using the Internet

3.1. Table. Using the Internet for work and commercial purposes

	2009			2008		
	I constantly use it	I used it once or a few times	I have never used it	I constantly use it	I used it once or a few times	I have never used it
Fulfilling work/ major occupation related tasks	45%	21%	34%	43%	28%	30%
Looking for information about goods and services	36%	62%	2%	33%	50%	17%
Ordering or buying goods and services online	5%	41%	53%	2%	33%	65%
Looking for a job or employees	16%	36%	48%	9%	39%	52%
Advertising and/ or selling one's goods or services	7%	28%	66%		25%	75%
Using the services of online banking	55%	21%	24%	46%	26%	28%

3.2. Table. Using the Internet for communication and keeping in touch

	2009			2008		
	I constantly use it	I used it once or a few times	I have never used it	I constantly use it	I used it once or a few times	I have never used it
Sending/ receiving emails	66%	24%	10%	69%	17%	15%
Telephone conversations in the Internet	45%	31%	24%	37%	26%	37%
Using discussion forums, email conferences	21%	24%	55%	15%	32%	53%
Creating blogs or personal Internet websites	3%	10%	86%	9%	11%	80%
Participating in social websites in the Internet	21%	28%	52%	9%	22%	69%

3.3. Table. Using the Internet for leisure and culture related purposes

	2009			2008		
	I constantly use it	I used it once or a few times	I have never used it	I constantly use it	I used it once or a few times	I have never used it
Reading newspapers, news portals or magazines online	66%	28%	7%	44%	43%	13%
Listening to the radio or watching TV online	28%	33%	40%	19%	30%	51%
Playing or downloading computer games, pictures, movies or music	34%	29%	36%	39%	29%	31%
Advertising or looking for information about events or community activities	31%	48%	21%	30%	48%	22%
Looking for other culture and leisure time related information	28%	59%	14%	34%	38%	28%
Using digitalized cultural heritage	2%	34%	64%	15%	33%	52%

3.4. Table. Using the Internet for studies and education related purposes

	2009			2008		
	I constantly use it	I used it once or a few times	I have never used it	I constantly use it	I used it once or a few times	I have never used it
Downloading relevant software	14%	28%	59%	21%	36%	43%
Looking for information, registering to study in universities	3%	31%	66%	4%	32%	64%
Looking for proposals to study, develop, attend courses		36%	64%	6%	38%	57%
Distance learning	3%	19%	78%	4%	21%	75%
Using professional orientation databases	3%	26%	71%	12%	29%	60%
Using electronic databases	3%	21%	76%	12%	27%	61%
Using libraries' catalogues	12%	21%	67%	8%	22%	71%
Watching training video translations	9%	21%	71%	6%	21%	73%

3.5. Table. Using the Internet for health related purposes

	2009			2008		
	I use it constantly	I used it once or a few times	I have never used it	I use it constantly	I used it once or a few times	I have never used it
Looking for health related information	14%	59%	28%	11%	62%	26%
Registering to health institutions, at specialists'	2%	14%	84%	2%	12%	86%
Following the information about you gathered by the Patients' Fund		10%	90%	2%	2%	96%

3.6. Table. Using the Internet for using the e-government services

	2009			2008		
	I use it constantly	I used it once or a few times	I have never used it	I use it constantly	I used it once or a few times	I have never used it
Receiving information, providing applications for social benefits	2%	7%	91%	2%	17%	81%
Ordering personal documents		12%	88%	2%	12%	87%
Searching for information about the vehicles, registering them	5%	19%	76%		23%	77%
Providing applications for construction licenses		2%	98%		2%	98%
Providing reports to the police			100%	2%		98%
Ordering birth, marriage, divorce and death certificates			100%		2%	98%
Providing place of residence declarations	2%	5%	93%		12%	88%
Providing online declarations of income and property	22%	22%	55%	12%	33%	56%

# Services Provided by Libraries

4.1. Table. Visiting the library during the last year

	2009	2008
Yes	69%	45%
No, I visited it earlier	30%	31%
No, I have never visited it	1%	17%
Difficult to say		7%

4.2. Table. The evaluation of change of service provision and the material base

	2009				2008			
	Worsened	Did not change	Improved	Difficult to say	Worsened	Did not change	Improved	Difficult to say
Renewal of the assortment of books	12%	37%	51%			25%	55%	20%
Variety of other (CD, DVD) publications	8%	35%	39%	18%		27%	42%	31%
Variety of periodical press	16%	43%	37%	4%		24%	55%	21%
Variety of databases	2%	18%	45%	35%		23%	45%	32%
Variety of organized events	2%	39%	49%	10%		23%	52%	25%
Quality of organized events	2%	39%	45%	14%		30%	44%	27%
Quantity of computer technologies		27%	59%	14%	3%	17%	55%	25%
Quality of computer technologies		35%	55%	10%	3%	21%	51%	25%
Quantity of computer software		31%	47%	22%	3%	28%	37%	32%
Quality of computer software	2%	35%	45%	18%	3%	27%	38%	32%
An opportunity to get a piece of advice/ some help from staff while using the computer or the Internet		33%	59%	8%		21%	54%	25%
General atmosphere	4%	45%	51%			24%	61%	15%

# The Demand and Perspectives of Public Internet Access in the Libraries

5.1. Table. Awareness of free of charge public Internet access

	2009	2008
Yes, they heard of it	83%	72%
No, they have not heard of it	17%	28%

5.2. Table. Using public Internet access in the library

	2009	2008
Used the public Internet access in the library	36%	29%
Did not use the public Internet access in the library	64%	71%

5.3. Table. The history of using public Internet access in the library

	2009	2008
During the current year	10%	
Last year	24%	20%
Earlier	57%	67%
I do not remember	10%	13%

5.4. Table. Intentions to use the public Internet access in the future

	2009	2008
Will use it	19%	20%
Most probably will use it	25%	10%
Most probably will not use it	17%	24%
Will not use it	39%	45%
Difficult to say		2%

# Information about Projects Devoted for Public Internet Access Establishment

6.1. Table. Project awareness

	2009			2008		
	I have heard of it	I have not heard of it	Difficult to say	I have heard of it	I have not heard of it	Difficult to say
Libraries for Innovation	23%	72%	6%	20%	75%	6%
Window to the Future	76%	21%	3%	48%	49%	3%
RIAP (Development of Rural Internet Access Points network)	25%	66%	8%	24%	68%	8%

6.2. Table. Information sources about the projects

		About the project "Libraries for Innovation"	About the project "Window to the Future"	About the project "RIAP"
Advertisements in the library	2009	31%	13%	28%
	2008	36%	18%	6%
Press	2009	44%	31%	39%
	2008	57%	41%	47%
TV	2009	31%	43%	39%
	2008	36%	26%	35%
Radio	2009	13%	6%	11%
	2008	29%	18%	24%
Friends and relatives	2009	13%	17%	11%
	2008	7%	41%	29%
Internet	2009	19%	7%	11%
	2008	14%	32%	24%
Outdoor advertisements	2009		6%	
	2008			
Other	2009	13%	13%	17%
	2008		9%	12%
Difficult to say	2009		2%	
	2008	7%		12%

# Library Image

7.1. Table. Library image

	2009				2008				
	The statement on the left fits to describe library the most	The statement on the left fits to describe library more	The statement on the right fits to describe library more	The statement on the right fits to describe library the most	The statement on the left fits to describe library the most	The statement on the left fits to describe library more	The statement on the right fits to describe library more	The statement on the right fits to describe library the most	
Library is a popular place to spend time	30%	20%	30%	21%	29%	26%	26%	20%	Library is an unpopular place to spend time
Library is a fashionable place to spend time	24%	13%	38%	25%	13%	22%	31%	34%	Library is an unfashionable place to spend time
Library is modern	49%	28%	10%	13%	29%	37%	21%	13%	Library is old-fashioned
Library is a place to communicate with friends and other people	15%	10%	15%	59%	9%	19%	22%	51%	Library is a place to spend some time alone
Library is provided with the newest equipment	38%	32%	15%	14%	22%	34%	31%	13%	Library's equipment is old
Library is the centre of the community life	48%	25%	17%	10%	22%	35%	26%	17%	Library is not the centre of community's life
Library is more intended for youth	18%	38%	30%	14%	9%	53%	25%	13%	Library is more intended for older people
It is fun to spend time in the library	48%	28%	17%	7%	29%	30%	24%	17%	It is boring to spend time in the library
The atmosphere is good in the library	76%	23%		1%	52%	28%	17%	3%	The atmosphere is bad in the library
Novelties are constantly introduced in the libraries	44%	18%	18%	20%	27%	34%	27%	11%	Novelties are not introduced or introduced slowly in the libraries
Library is more intended for academics and students	8%	4%	11%	76%	7%	18%	18%	56%	Library is intended for everyone
Highly qualified staff works in the library	65%	21%	10%	4%	38%	49%	10%	3%	Low qualified staff works in the library
Librarians are good helpers to visitors	76%	23%	1%		58%	30%	11%	1%	Librarians are bad helpers to visitors
Librarians are cheerful and polite	65%	30%	3%	3%	42%	44%	10%	4%	Librarians are dull and rude
Libraries provide a lot of various services	56%	24%	10%	10%	36%	36%	19%	9%	Libraries only dispense books or allows to read them or other periodicals

## Appendix III. Charts of Summarized Data

In order to make the data comparison easier, some information in this Appendix is provided in generalized charts.

### IT Usage Skills

Chart 1

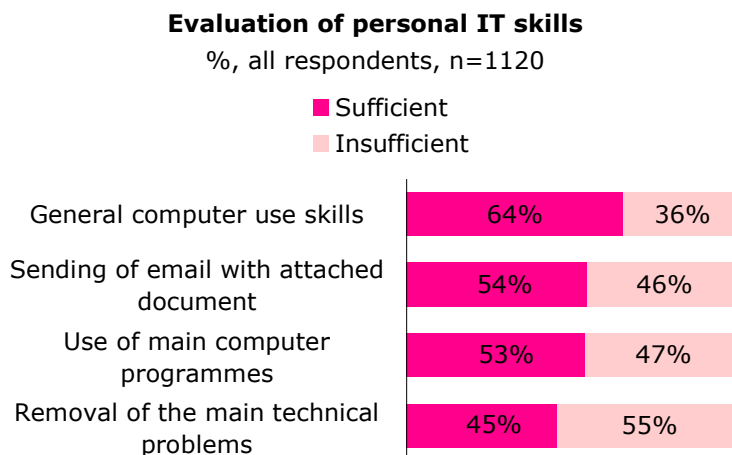


Chart 2

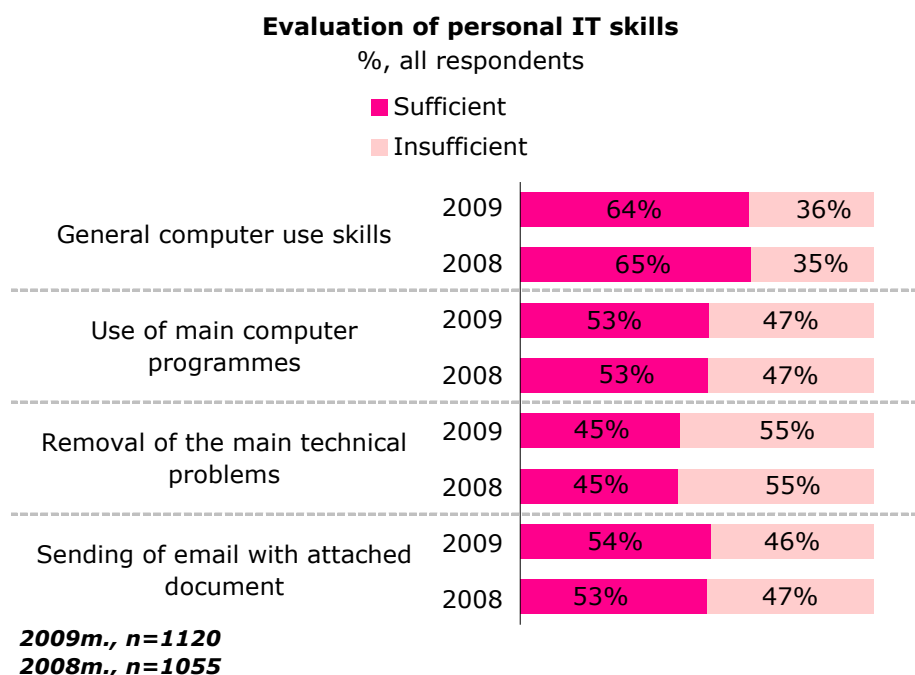


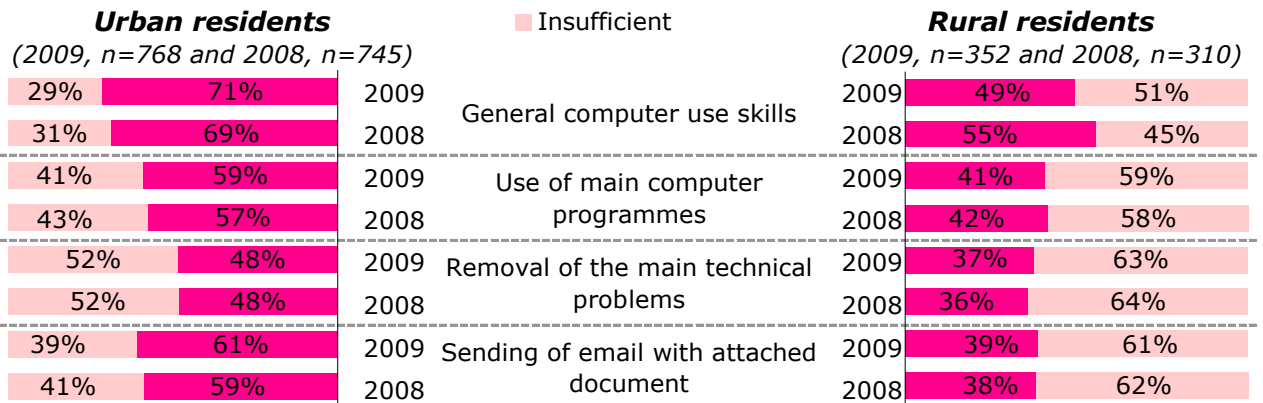
Chart 3

**Evaluation of personal IT skills**

%, respondents of target groups

■ Sufficient

■ Insufficient



# Evaluation of Internet resources' skills

Chart 4

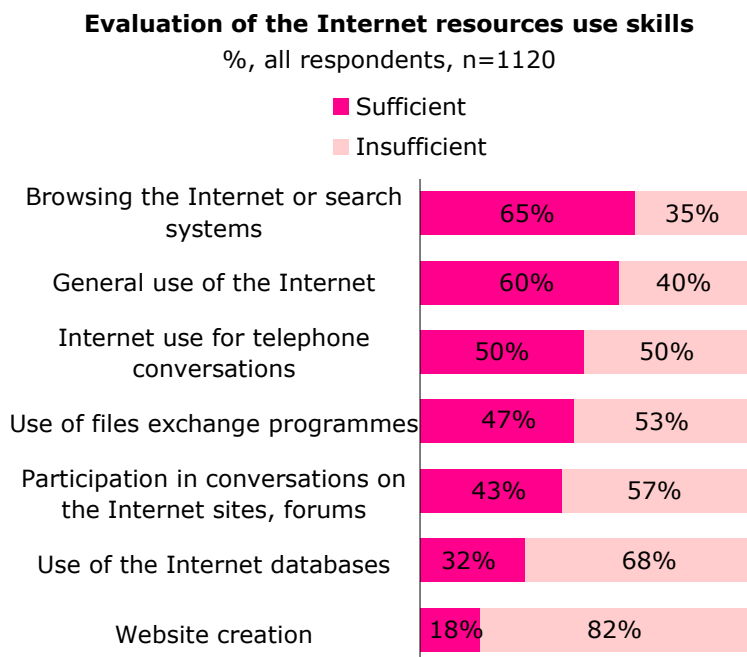


Chart 5

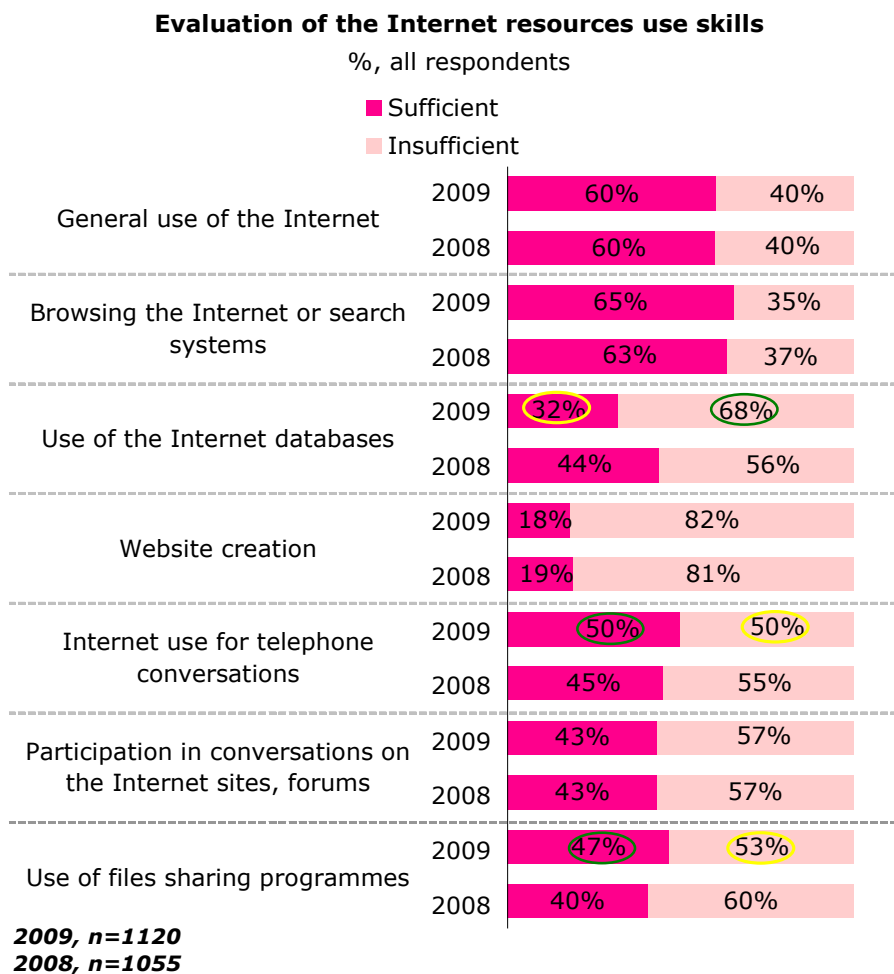
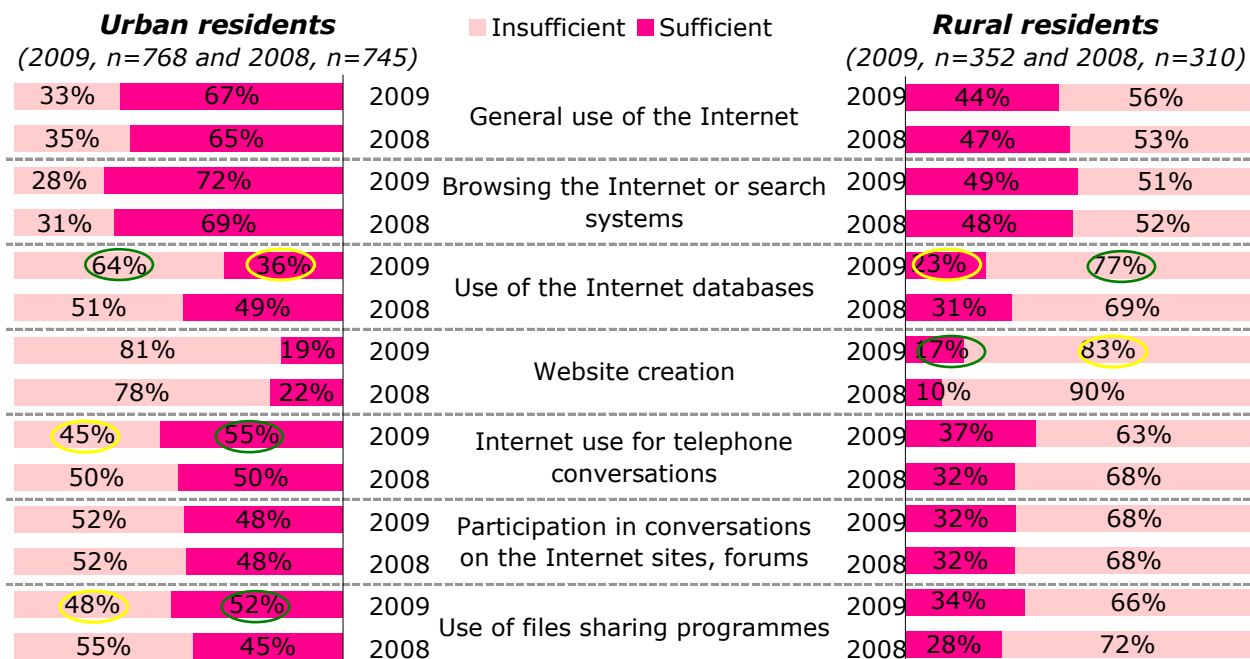


Chart 6

**Evaluation of the Internet resources use skills**

%, respondents of target groups



# Purposes of Using the Internet

Chart 7

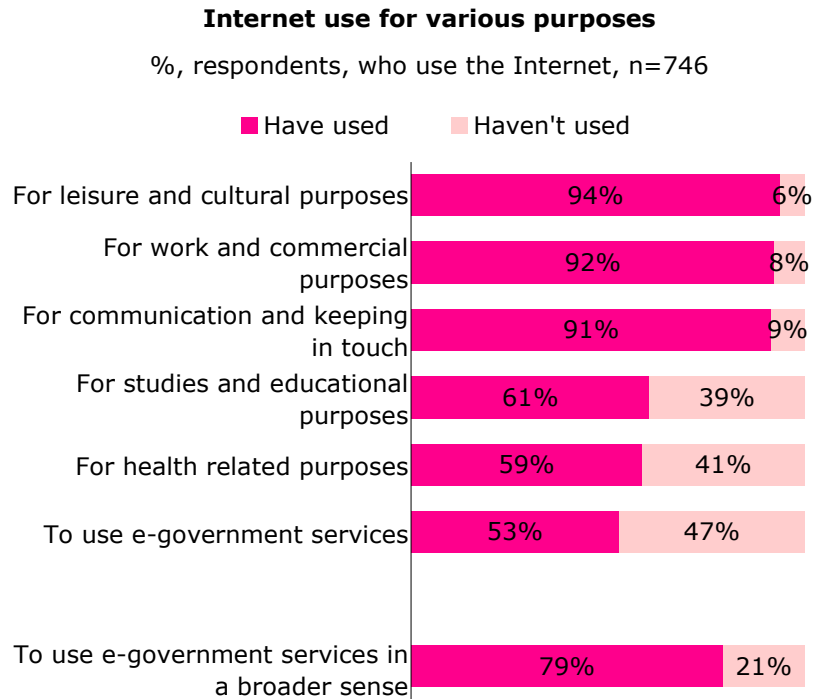


Chart 8

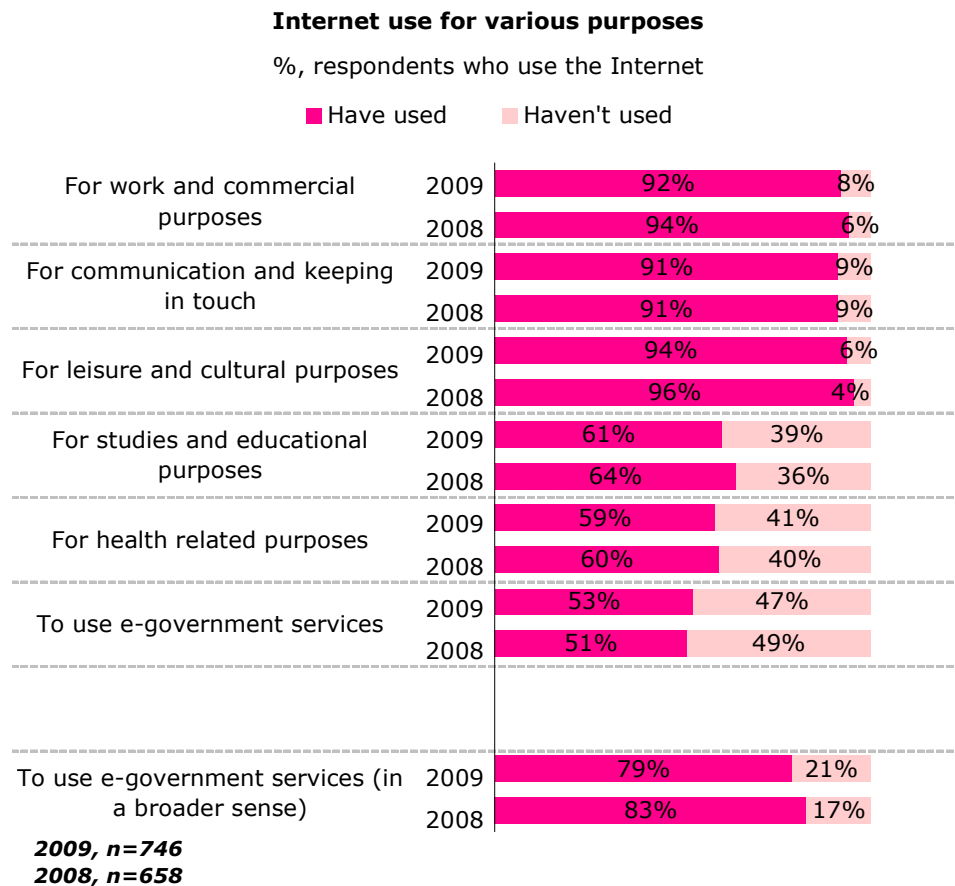
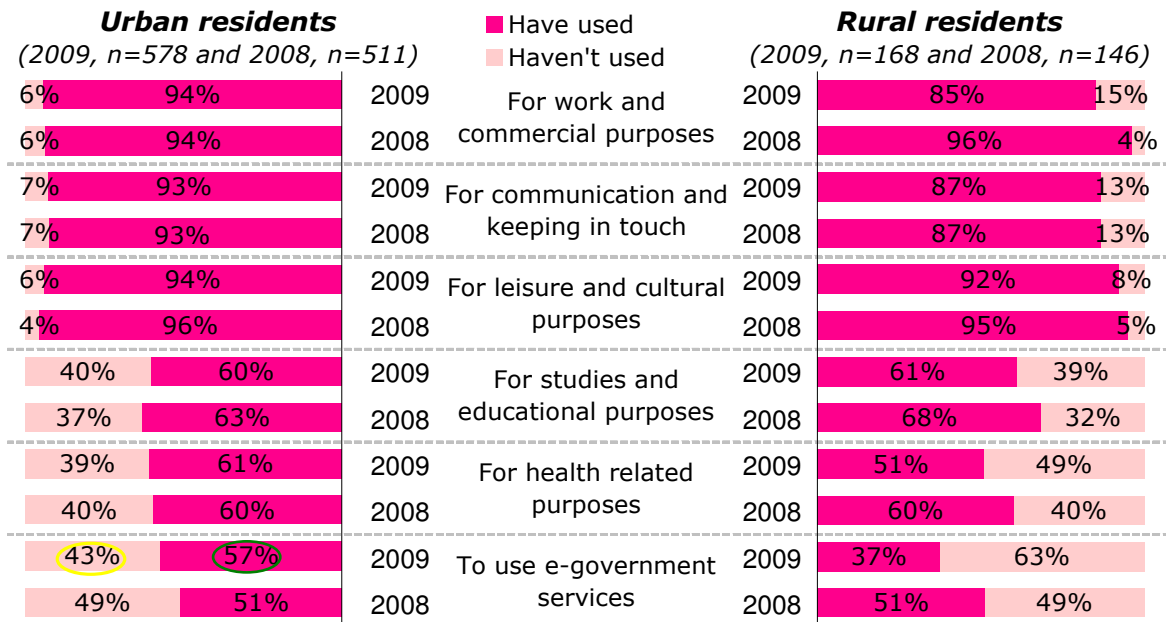


Chart 9

**Internet use for various purposes**  
%, respondents of target groups



# Leisure and Culture

Chart 10

## Internet use for leisure, cultural purposes

%, respondents who use the Internet, n=746

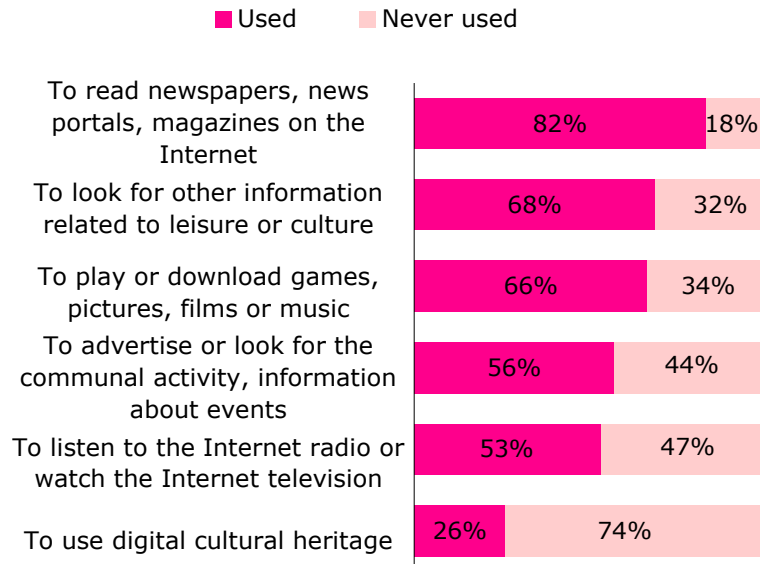
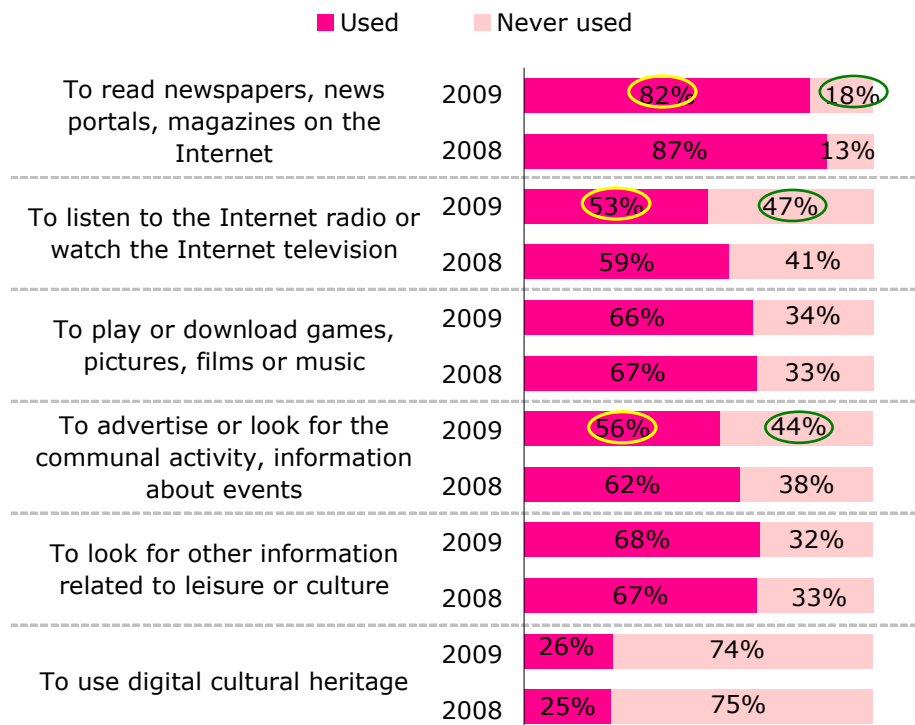


Chart 11

## Internet use for leisure, cultural purposes

%, respondents who use the Internet



**2009, n=746**

**2008, n=658**

# Work and Commercial Purposes

Chart 12

## Internet use for work and commercial purposes

%, respondents who use the Internet, n=746

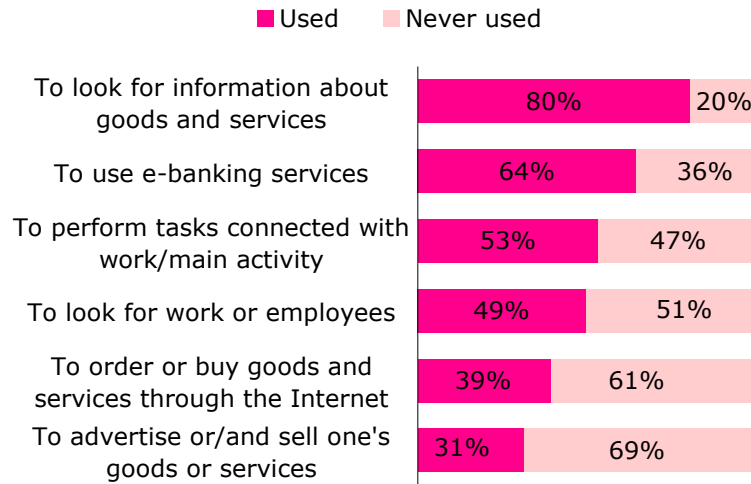
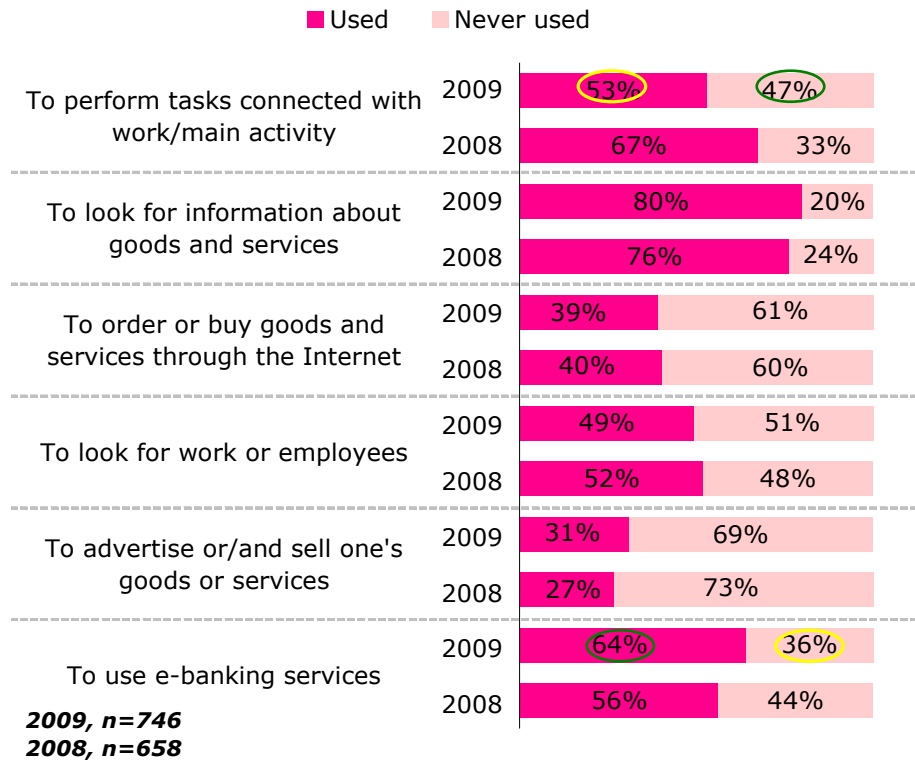


Chart 13

## Internet use for work and commercial purposes

%, respondents who use the Internet



# Communication and Keeping in Touch

Chart 14

## Internet use for communication and keeping in touch

%, respondents who use the Internet, n=746

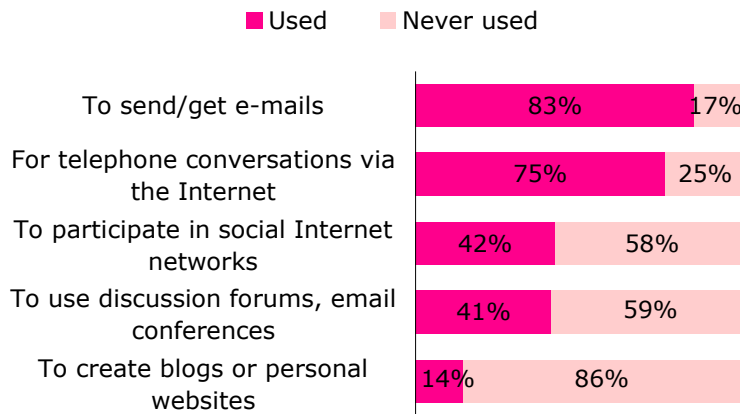
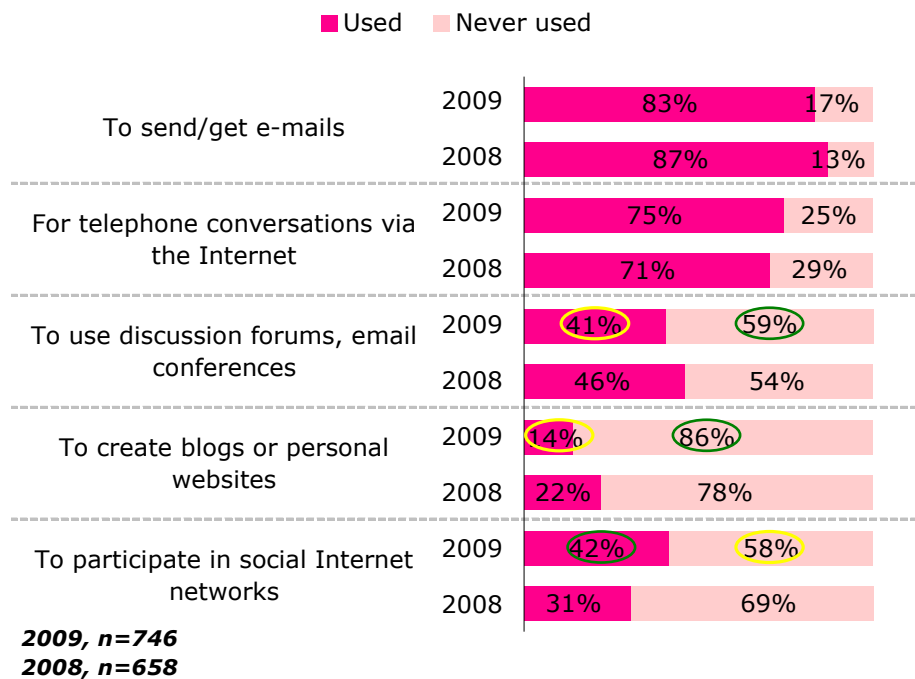


Chart 15

## Internet use for communication and keeping in touch

%, respondents who use the Internet



# Studies and Education

Chart 16

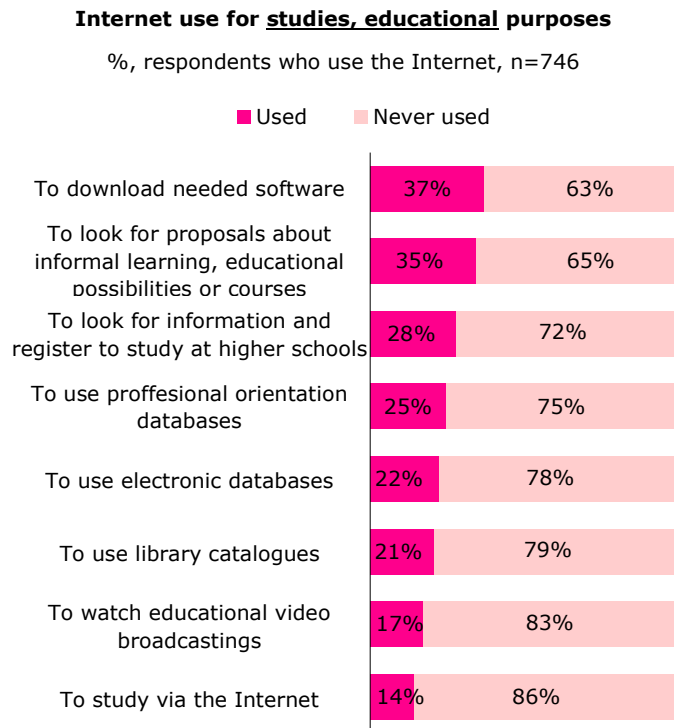
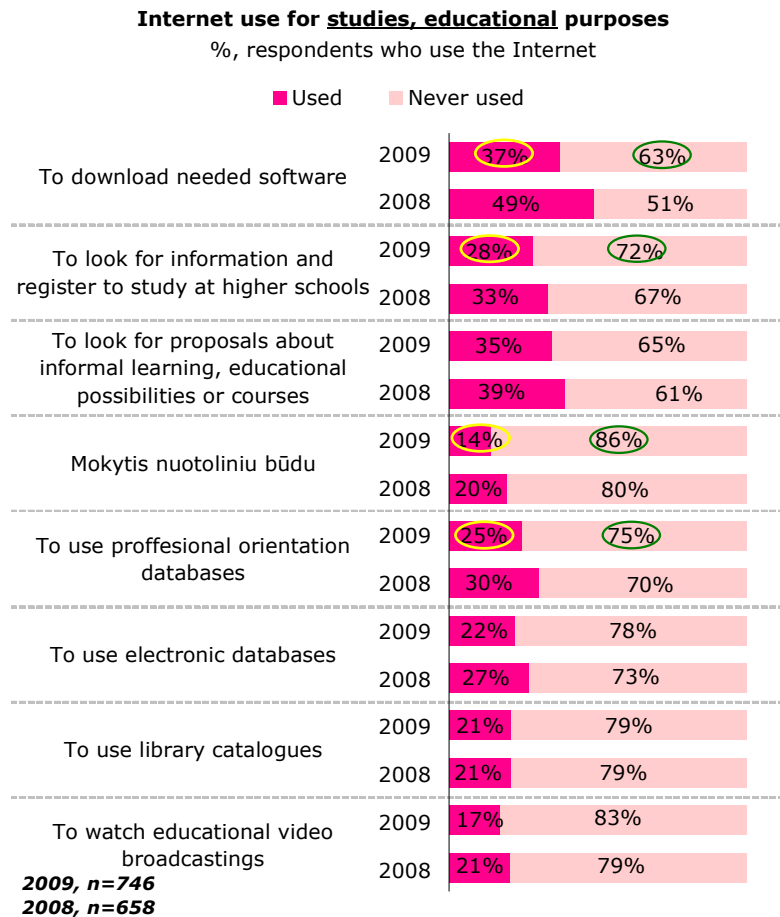


Chart 17



# Health

Chart 18

## Internet use for health related purposes

%, respondents who use the Internet, n=746

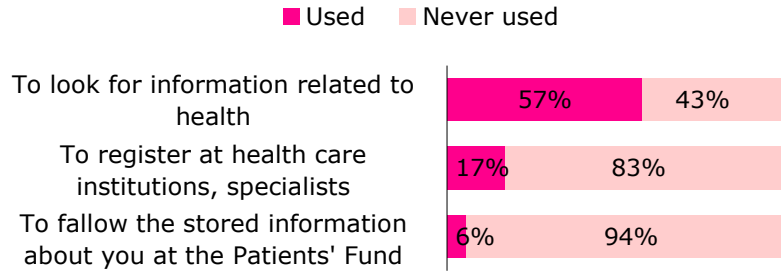
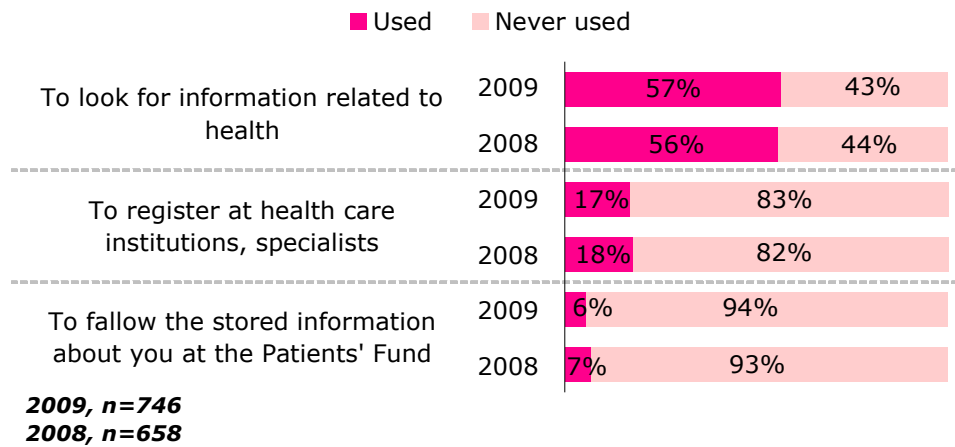


Chart 19

## Internet use for health related purposes

%, respondents who use the Internet



# E-government Services

Chart 20

## Internet use in aim to use e-government 1 services

%, respondents who use the Internet, n=746

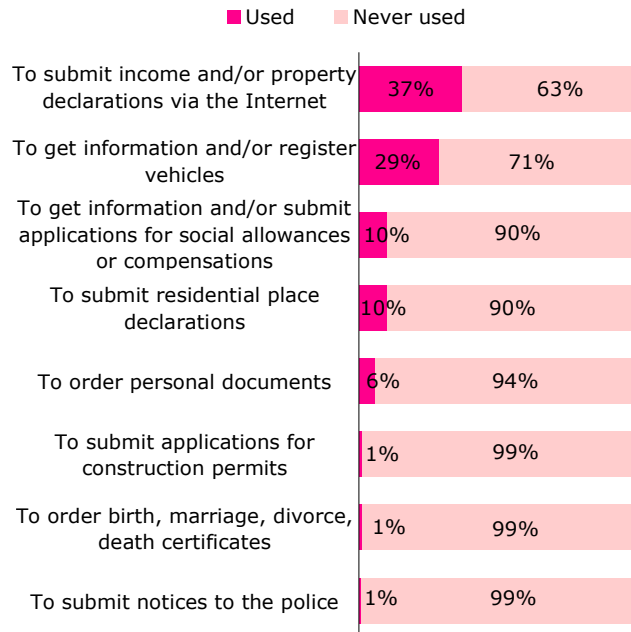


Chart 21

## Internet use in aim to use e-government 1 services

%, respondents who use the Internet

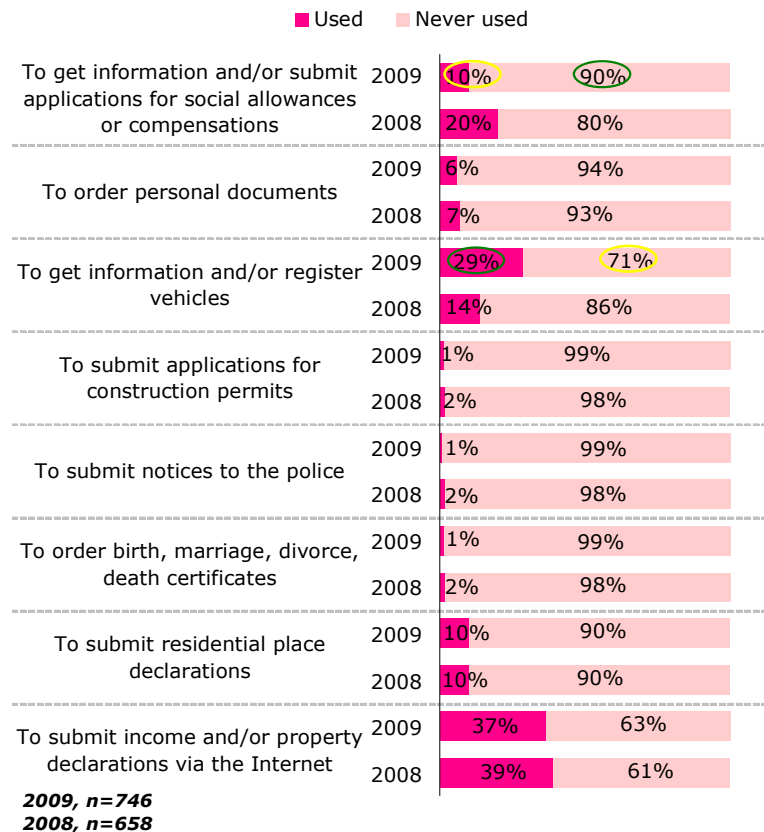
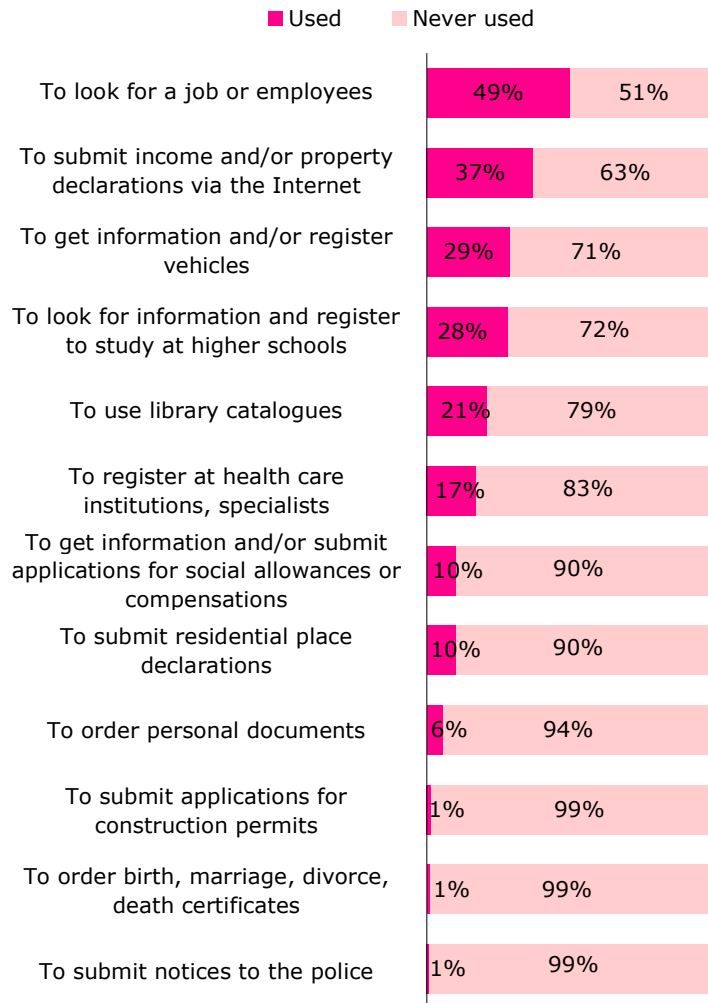


Chart 22

**Internet use in aim to use e-government services (in a broader sense)**

%, respondents who use the Internet, n=746



# Purposes of Using the Internet in the Library

Chart 23

## Usage of the Internet access in the library for various purposes

%, respondents who use the Internet in the library, n=100

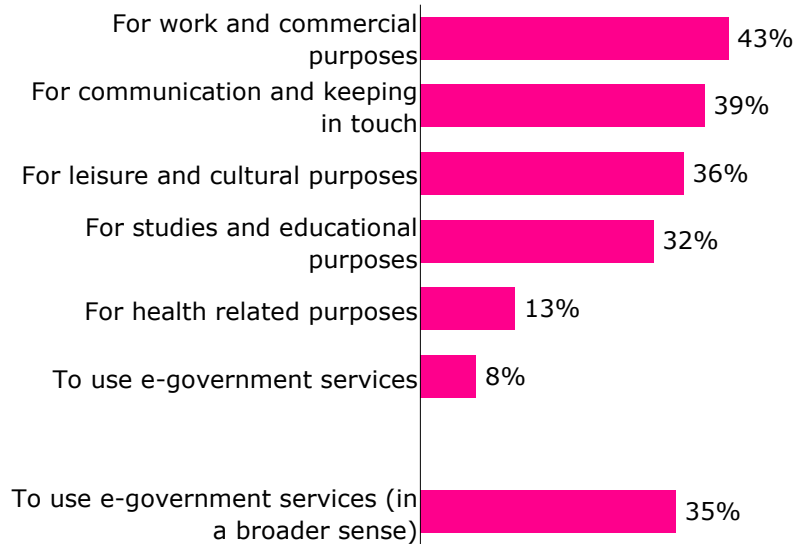


Chart 24

## Usage of the Internet access in the library for various purposes

%, respondents who use the Internet in the library

