



MARTYNAS MAŽVYDAS NATIONAL
LIBRARY OF LITHUANIA



RIGHT WAY TO FIND THE ANSWER



Bibliotekos pažangai

THE PROJECT “LIBRARIES FOR INNOVATION”

Factual Data Collection About Libraries

(Instrument 12)

THE CLIENT:

**Martynas Mazvydas National Library of Lithuania
UAB “RAIT”**

Naugarduko g. 68B, Vilnius

THE CONTRACTOR:

Tel: +370 5 2691247

Fax: +370 5 2691248

Email: info@rait.lt

REPORT PREPARED BY:

Project manager: Gintaras Sumskas

Assistant: Lina Matonytė

Vilnius

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ii. Summary

The factual survey of libraries (12th tool) is an integral part of the project *Libraries for Innovation*, implemented by the Ministry of Culture of the Republic of Lithuania, the Martynas Mažvydas National Library of Lithuania and Bill & Melinda Gates Foundation, the impact assessment part. The 2011 survey is the 2nd project impact assessment (prior conducted in 2008, baseline analysis, and 1st project impact assessment as of 2009).

Goals and objectives

The main goal of the factual library survey is collecting factual library situation data (February – March 2011) and comparing them to the survey impact assessment indicators of 2009 and 2010.

Major survey objectives:

- Measurement of the number of public Internet access locations, users and computerized places, and assessment of these indicators' change dynamics;
- Evaluation of qualitative changes in the field of staff development (training, training hours);
- Assessment of dynamics of population Internet technology use training number;
- Analysis of changes in the libraries' funding;
- Measurement of the number of libraries having their own Web sites.

Survey methods

Target group: employees of libraries participating in the project *Libraries for Innovation*.

Survey sample: 1,287 libraries - project participants (one employee per library interviewed).

Sampling: continuous sampling (all 1,287 participant libraries), using the Client's list.

Data collection method: online survey (telephone inquiry - in libraries with no Internet access).

Survey: 1,266 (74 of which were interviewed by telephone) libraries (one employee per library interviewed). Survey period: 01/02/2011 - 28/03/2011

Working hours and attendance of libraries / branches

Working hours of libraries / branches

- Libraries are normally open from Tuesdays to Fridays -

According to the data of the factual librarian survey as of 2011, in 2010 the majority (95% and more) of libraries were publicly accessible from Tuesdays to Fridays. On these days libraries are open the longest: more than a half of the libraries were open 8 to 9 hours.

During the reference period of 2008 through 2010, the number of libraries' working hours reduced, i.e. the number of libraries open eight hours per day increased, but the number of libraries open eight to nine hours per day decreased.

During 2008 through 2010 libraries' weekly work schedule in both cities and rural areas suffered no significant changes, except that in 2010 the number of urban libraries, open on Saturdays, decreased: there were 76% of them in 2008, 71% in 2009, and 69% in 2010.

Operating load of libraries / branches

According to the data of the factual librarian survey as of 2011, in 2010 the majority of libraries participating in *Libraries for Innovation* project are open no more than forty hours per week.

During the reference period (2008 through 2010) the number of libraries with the shortest working hours (up to 32 hours per week) increased: 25% in 2008, 36% in 2009 and 41% in 2010.

In 2010, the rural libraries' weekly operating load was lower than the one of the urban libraries': 36% of urban libraries and 95% of rural libraries were open forty hours per week, but 65% of urban libraries and only 6% of rural libraries were open more than forty hours per week. In 2010, year over year, the number of libraries open up to 32 hours per week increased in both cities and rural areas (in cities: 2% in 2008, 3% in 2009 and 9% in 2010; in rural areas: 29% in 2008, 42% in 2009 and 47% in 2010).

According to the data of the factual survey as of 2011, analysis of the urban and rural libraries also revealed that in 2010 the number of working hours reduced to both urban and rural libraries (in 2008 the number of working hours reduced to 1% of urban libraries, in 2009 to 6% of urban libraries, in 2010 to 10% of urban libraries; in 2008 the number of working hours reduced to 1% of rural libraries, in 2009 to 11% of rural libraries, in 2010 to 18% of rural libraries).

Number of the library / branch visits

According to the data of the factual librarian survey as of 2011, 9.937 mln visits to libraries and their branches were registered during 2010, i.e. 1.548 mln visits more than in 2009 (8.389 mln visits), and 1.494 mln visits more than in 2008 (8.443 mln visits).

During the reference period (2008 through 2010) the urban libraries' visitor flows registered were larger than the ones of the rural libraries'. Although the urban libraries make only 15% of all respondent libraries, in the course of 2010 they registered 62% of all library visits (i.e. 6.165 mln visits in total, the average being 32,449 visits). Comparing with the situation in 2009, the number of urban libraries' visits increased 8% (i.e. 1.420 mln visits, the average per a single library being 7,864 visits more, than in 2009). The rural libraries registered 3.771 mln visits in 2010 (the average being 3,661 visits). This data bears no statistically significant difference from the previous year (3.644 mln visits registered in 2009, the average being 3,707 visits).

Internet and public Internet access in libraries

Libraries' Web sites

The number of libraries having their own Web sites remains unchanged - since 2008, one in ten libraries has its own Web site.

The number of libraries having their own separate Web sites, created and administered by the libraries themselves, has remained unchanged three years in a row: in 2008, 11% of libraries had their own Web sites, created and administered by the libraries themselves, in 2009 there were 10% of them, and in 2010 there were 10% of them.

In 2010, like in the previous years (2008 through 2009), a considerably larger number of libraries had their own Web sites: 33% in cities and only 6% in the rural areas. The growth is observed in the urban libraries only: during the period from 2008 to 2010 the number of libraries having their own Web sites increased 5%. No changes were observed in the rural areas.

Rendering of public Internet access (PIA) service

According to the data of the factual librarian survey as of 2011, 85% of libraries and their branches render the public Internet access (PIA) service to their users. When comparing the results to the ones of the 2010 survey, one may notice that the percent of libraries rendering the PIA service to their users, remained almost the same: 83% in 2009 and 85% in 2010. Based on the survey results, the most intense PIA service arrangement fell on 2009: in 2008, there were 53% of libraries rendering the PIA service; in 2009, their percent shot up to 83%.

During the reference period (2008 through 2010), the PIA service was mostly rendered by the urban libraries. This difference became particularly clear in 2008 (78% in cities and 48% in rural areas) and decreased in 2009-2010 (in 2009, the difference between the urban and rural libraries was 14%; in 2010 it decreased to 8%).

Work places with public Internet access

All in all, the respondent libraries, which have participated in the 2011 survey, currently have 5,815 work places meant for the public Internet access. When comparing to the situation of 2009, one may notice that in 2010 the number of PIA work places increased 16% (831 work places), which is much less than in 2008-2009 (increase in the VIP work places 82%).

According to the data of the factual survey as of 2011, the number of libraries having six or more PIA work places arranged, increases: there have been 29% of such libraries in 2010, 20% in 2009, and 13% in 2008.

The numbers of PIA work places in rural libraries increases in higher gear than those in urban libraries. According to the data of the factual librarian survey as of 2011, the urban libraries normally have six or more work places meant for the public Internet access, while there are fewer of such work places in the rural libraries. However, the number

of rural libraries having six or more PIA work places increased during 2010: there were 12% of them in 2009, and 22% in 2010.

Wireless Internet access for visitors

Every other library provides wireless Internet access services. According to the data of the factual librarian survey as of 2011, slightly more than a half (54%) of libraries rendering the public Internet access services, provide their visitors with wireless Internet as well.

A significant growth of number of libraries rendering public and free wireless Internet services was observed in 2009: from 12% in 2008 to 46% in 2009. The growth (albeit less intense) in the number of such libraries was still being observed in 2010: from 12% in 2008 to 46% in 2009.

In 2010, the urban library provided free wireless internet service more often than rural one (71% in cities and 50% in rural areas). This trend has been continuing since 2008, though in 2008 the difference was less evident than in the following years (2008: 19 % in cities and 10% in rural areas; 2009: 23% difference in favour of the urban; 2010: 21% difference in favour of the urban).

Work places with public Internet access for disabled persons

According to the data of the factual librarian survey as of 2011, only 8% of the respondent libraries have PIA work places for disabled persons. Most of them (80%) have only one such specialised work place.

A more intense increase in the number of work places for disabled persons was seen in 2009 (from 3% in 2008 to 9% in 2009). However, no significant differences were noticed in 2010, when compared to the previous year (8% in 2010).

With regard to the PIA work places for disabled persons, marked differences between the urban and rural areas appeared over the comparative period (2008 through 2010): when compared to the rural libraries, the larger part of the urban libraries have equipped specialised work places. This difference becomes particularly clear in 2009-2010, with the increase in 2009 in number of libraries with the PIA working places for disabled persons, though the number of such libraries have been increasing in cities only (in cities: 6% in 2008, 35% in 2009, and 36% in 2010). The number of rural libraries with specialized PIA work places remained unchanged within the three years period.

Public Internet access supervising staffing

According to the data of the factual librarian survey as of 2011, eight out of ten libraries' (80%) PIAs are being supervised by a single staff member, and 20% libraries' PIAs are supervised by two or more staff members.

In 2008, there were more libraries with two or more PIA-supervising staff members (29%); however, in 2009 -2010 their number decreased (19% in 2009 and 20% in 2010). The trend of a single staff member supervising the public Internet access determined computerization of rural libraries and spread of the Internet, as these libraries normally have only one employee.

According to the data of 2010 survey, in the rural libraries PIA is normally supervised by a single staff member (91%). while in the urban it is taken care of two or more staff members (73%). This depends on the size of the library and number of library staff members. During 2008-2010, trends remained the same: including the difference between the urban and rural areas and results of different years.

Number of public Internet access users

During this period (2008-2010 years), the number of registered PIA users has been growing: 191,000 of them were registered during 2008 and 209,000 during 2009. During 2010, the number of registered PIA users increased 17% (i.e. 35,701 users), thus making 245,000.

According to the survey data as of 2011, in 2010 the urban libraries had more registered PIA users than the rural libraries, which was determined by the size of the library and population of the area. Statistically significantly, the rural libraries are more likely to have up to 150 registered PIA users (71% in rural areas and 13% in cities). Statistically significantly, the urban libraries are more likely to have more than 250 registered PIA users (65% in cities and 6% in rural areas).

The public Internet access user training

Organization of IT training for PIA users

The increase in the number of PIA user IT trainings organized by libraries (56% in 2010, 34% in 2009, and 27% in 2008) can be observed during the comparative period of 2008 through 2010.

During the period of 2008 through 2010, the urban libraries' IT training organization scale increased significantly as early as 2009 (from 25% in 2008 to 61% in 2009), but the growth has been observed in 2010 as well (80%). In the rural libraries, more significant changes were taking place during 2010: the number of IT training-organizing libraries increased from 28% in 2009 to 51% in 2010.

Number of users trained to use IT

12,852 PIA users were trained by the libraries during 2010. In 2010, 34% of libraries trained up to eight PIA users to use IT. 30% of libraries trained 9 to 20 users, similar percent (31%) of libraries trained 21 or more PIA users to use IT. Over the reference period of 2008 through 2010, the number of trained users changed differently: in 2008, over 21 users were trained by a half (49%) of libraries and up to 8 users by 16% of libraries; in 2009-2010, the proportion of trained users remained similar.

The average number of users trained is higher in the urban libraries. According to the survey data as of 2011, up to 8 users were trained more often in the rural areas (42%), while 21 or more PIA users (69%) were trained by the urban libraries.

Duration of PIA user IT training

According to the data of the factual librarian survey as of 2011, in 2010, 26% of libraries organizing IT trainings for PIA users allocated up to 20 hours for this purpose. One of three libraries (32%) allocated 21-60 hours for IT trainings, similar number of libraries allocated more than 60 hours for this purpose (32%). Altogether, 43501 hours were allocated for the PIA user IT training in 2010.

Over the reference period of 2008 through 2010 the number of hours allocated for users' IT training increased. The number of libraries allocating up to 20 hours for training, decreased (26% in 2010, 38% in 2009, and 30% in 2008), while the number of libraries allocating more than 21 hours for training, increased (64% in 2010, 48% in 2009, and 51% in 2008).

According to the data of the factual librarian survey as of 2011, in 2010 the urban libraries allocated more hours for the PIA user training than the rural ones (61 hours or more - 60% in cities and 23% in rural areas). Also, a slight decrease in the number of rural libraries, which allocated up to 20 hours for training (30% in 2010 and 44% in 2009) was observed. However, there was an increase in the number of libraries, which allocated 21-60 hours for training (36% in 2010, 27% in 2009, and 26% in 2008).

Staff training

Staff participation in IT training and training duration

The number of library staff participating in IT training was increasing steadily over the reference period of 2008 through 2010 (79% in 2010, 61% in 2009, and 51% in 2008).

According to the survey data as of 2011, in 2010, more of the urban library staff participated in IT training (95%), but their participation changed only slightly in the recent years (95% in 2010 and 97% in 2009); more pronounced differences were observed in 2008-2009 (58% of the library staff participated in IT training in 2008, and 97% in 2009). The growth of the rural library staff participation in IT training became more noticeable only in the recent years (76% in 2010, 54% in 2009, and 49% in 2008).

Number of staff members trained to use IT

According to the data of the factual librarian survey as of 2011, one staff member per library normally participated in training (73%) in 2010. Two staff members of 10% of libraries participated in IT training. Three or more staff members of 11% of libraries participated in IT training.

Over the reference period of 2008 through 2010, the relative numbers of staff members, who were trained to use IT, remained almost unchanged.

In 2008-2009, the number of rural library staff involved in IT training remained unchanged. In accordance with the prevailing tendency, the number of libraries with only one staff member trained, decreases: 29% in 2008, 22% in 2009 and 15% in 2010.

Staff training duration

According to the data of the factual librarian survey as of 2011, slightly more than a third part (36%) of libraries, whose staff participated in training, allocated up to 72 hours for their training; 73 to 78 hours were allocated for IT training of 18% of library staff; 19% of library staff participated in training that lasted 79 hours or longer.

The number of training hours increased. During 2008, the majority of libraries allocated up to 72 hours for their staff training (75%); the situation changed over the next two years, and more than 72 hours were allocated for the staff training (11% in 2008, 45% in 2009, and 37% in 2010). In the recent years, however, the tendency of decrease of hours allocated for the staff IT training has been observed again (28% of libraries allocated up to 72 hours for their staff training in 2009, 36% of libraries in 2010).

In 2009, both urban and rural libraries began allocating larger numbers of hours for IT training of their employees; however, the tendency of decrease has been observed again in the recent years, i.e. situation of both urban and rural libraries falls in line with the general existing trends.

1. Survey presentation

1.1 Factual library survey

The factual survey of libraries (12th instruments) is an integral part of the project *Libraries for Innovation*, implemented by the Ministry of Culture of the Republic of Lithuania, the Martynas Mažvydas National Library of Lithuania and Bill & Melinda Gates foundation, the impact assessment part. The 2011 survey is the 2nd project impact assessment (prior conducted in 2008, baseline analysis, and 1st project impact assessment as of 2009).

1.1.1 Goals and objectives

The main goal of the factual library survey (12th tool) is collecting factual library situation data as of 2010 (the survey was conducted in February through March of 2011) and comparing them to the baseline indicators of 2008 and 1st project impact assessment survey measurement indicators of 2009:

- Measurement of the number of public Internet access locations, users and computerized places, and assessment of these indicators' change dynamics;
- Evaluation of qualitative changes in the field of staff development (training, training hours);
- Assessment of dynamics of population Internet technology use training number;
- Analysis of changes in the libraries' funding;
- Measurement of the number of libraries having their own Web sites.

1.1.2 Impact measurement indicators

The impact measurement indicators examined via the factual library survey:

1. Improved user access and opportunities to use computers and the Internet
1A. Number of libraries/branches/units rendering public Internet access services to their users
1B. Number of computers with public Internet access
1C. Public Internet access hours available to users
1D. Use of computerized work places meant for the public Internet access
1E. Number of public Internet access users
1F. Number of public Internet accesses per 1,000 residents
2. Increased library staff skills and motivation to use information technologies:
2E. Number of librarians with the user training and consulting experience
2F. Number of trained librarians
2G. The librarian information technology training hours
3. Improved public library user skills of information technology use:
3C. Population trained in the field of information technology
3D. The population information technology training hours
5. Improved library representation
5C. Increased number of library visitors (visits)
8. Increased relevant content offer and use
8A. Number of libraries having their own Web sites

1.1.3 Survey methods

Target group

Employees of libraries participating in the project *Libraries for Innovation*.

Survey sample

1,287 libraries - project participants

Sampling

Continuous sampling (all 1,287 participant libraries), using the Client's list.

Data collection method

Online survey (telephone inquiry - in libraries with no Internet access). Invitations to participate were sent by e-mail (with subsequent contacting by telephone), providing a unique access code that allows one to connect to the server and complete the questionnaire (once).

In the absence of possibility of online questionnaire completion, the interviewer shall provide the respondent with a questionnaire.

Field work report

Interviewed	1,266 (74 of which 74 interviewed by telephone)
Not available*	21
Survey period	01/02/2011 - 28/03/2011

*Not available libraries

Code	Library name	Branch name	Cause
1620030	Public lib. of Druskininkai municipality	Ricieliai vil. branch	Temporarily closed branch
1070020	J. Avyžius public lib. of Joniškis reg. municipality	Daukšiai branch	Only the books issuing point remains, the branch was closed
1070050	J. Avyžius public lib. of Joniškis reg. municipality	Lieporiai branch	The branch was closed, leaving only the books issuing centre; no Internet
1680014	Martynas Mažvydas National Library of Lithuania	Palanga branch	Refuse to participate: said they are the books issuing centre rather than library
1200100	J. Paukštelis public lib. of Pakruojis reg. municipality	Titoniai vil. branch library	Temporarily dormant branch
1210082	Public lib. of Panevėžys reg. municipality	Liberiškis branch	Temporarily closed, leaving only the books issuing point
1210070	Public lib. of Panevėžys reg. municipality	Katinai branch	The counsellor informed us that the library staff are either ill or on vacation, and that nobody else will be able to answer
1210132	Public lib. of Panevėžys reg. municipality	Pajstrys branch	The counsellor informed us that the library staff are either ill or on vacation, and that nobody else will be able to answer
1210090	Public lib. of Panevėžys reg. municipality	Linkaučiai branch	The counsellor informed us that the library staff are either ill or on vacation, and that nobody else will be able to answer
1260082	Public lib. of Raseiniai reg. municipality	Lyduvėnai lib.	The library was closed
1260012	Public lib. of Raseiniai reg. municipality	Alėjos lib.	Liquidated
1260046	Public lib. of Raseiniai reg. municipality	Gervinė lib.	Liquidated
1260104	Public lib. of Raseiniai reg. municipality	Pašešuvys lib.	Liquidated
1260130	Public lib. of Raseiniai reg. municipality	Plikiai lib.	Liquidated
1380070	Public lib. of Trakai reg. municipality	Išmoniai vil. branch	Liquidated
1380160	Public lib. of Trakai reg. municipality	Vaickūniškės branch	Liquidated

1390052	V. Šlaitas public lib. of Ukmergė reg. municipality	Labeikiai vil. branch	Liquidated
1390180	V. Šlaitas public lib. of Ukmergė reg. municipality	Tulpiakėmis vil. branch	Liquidated
1900001	Central lib. of Vilnius urban municipality		Liquidated
1430100	Public lib. of Vilnius reg. municipality	Keturiasdešimt Totorių vil. branch	Closed branch
1240130	Public lib. of Prienai reg. municipality	Pieštuvėnai vil. branch library	Could not be contacted

Quality control

The survey was conducted by RAIT UAB in accordance with the requirements of ESOMAR.

The work control was applied at all stages of the survey:

- Data reduction (survey was conducted via the programmed questionnaire, thus ensuring 100% reduction control);
- Data encryption (100%), encoding and routing control.

1.2. Methodological notes

The results of the factual library survey as of 2011 were analyzed as follows:

- Comparison of the survey results as of 2011 to results of similar surveys as of 2010 and 2009;
- The major target groups' response spread analysis: cities – rural areas¹.

1.3 Characteristics of library worker respondents to the survey

Most of the libraries participating in the project *Libraries for Innovation* are not large libraries: 78% of respondent libraries and their branches have only one employee.

In 2010, two-thirds of the libraries (65%) recorded up to five thousand visitors. In this case, not the number of visitors, but the number of visits was recorded, i.e. and repeated visits by the same visitor.

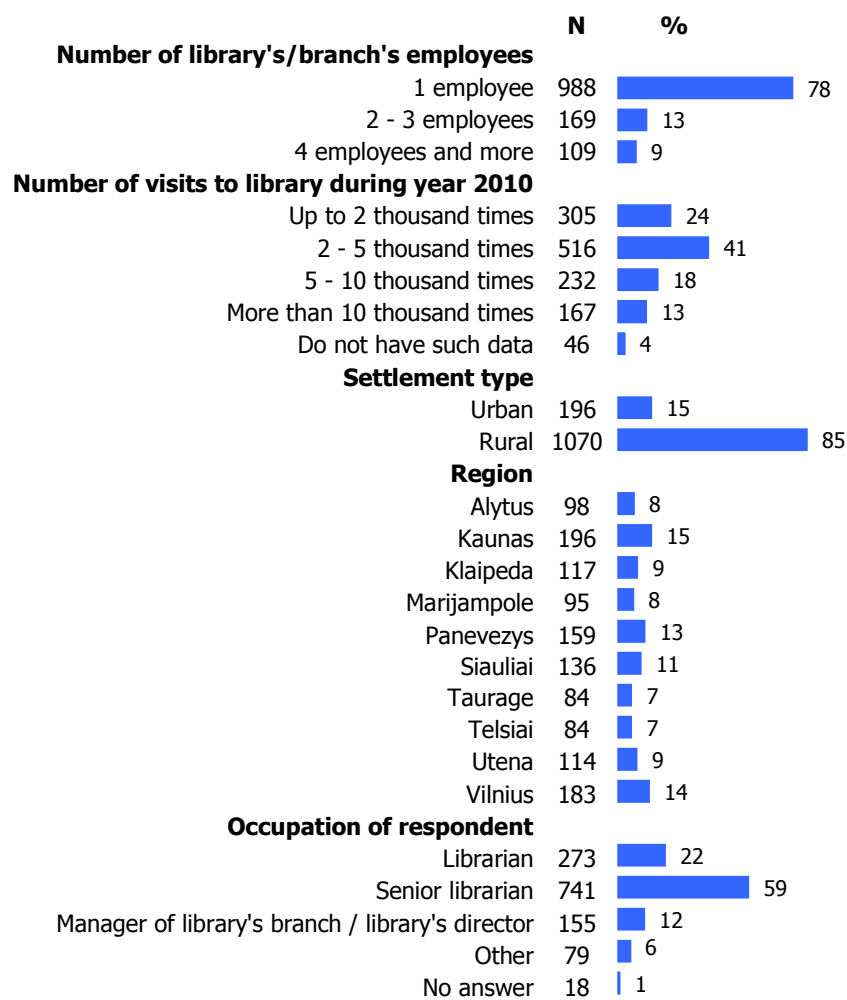
Less than one fifth of the urban libraries participated in the survey (15%); 85% of libraries participating in the project *Libraries for Innovation* service rural population.

Slightly more libraries were interviewed in the Vilnius (14%), Kaunas (15%), Panevėžys (13%) and Šiauliai (11%) regions.

In most cases information on libraries was provided by their head librarians (59%).

¹ Rural areas – up to 3,000 residents.

Fig. 1 Characteristics of library staff member respondents to the survey



2. Working hours and attendance of libraries / branches

This chapter contains description of working hours, operating load and number of attendances of branches under the survey.

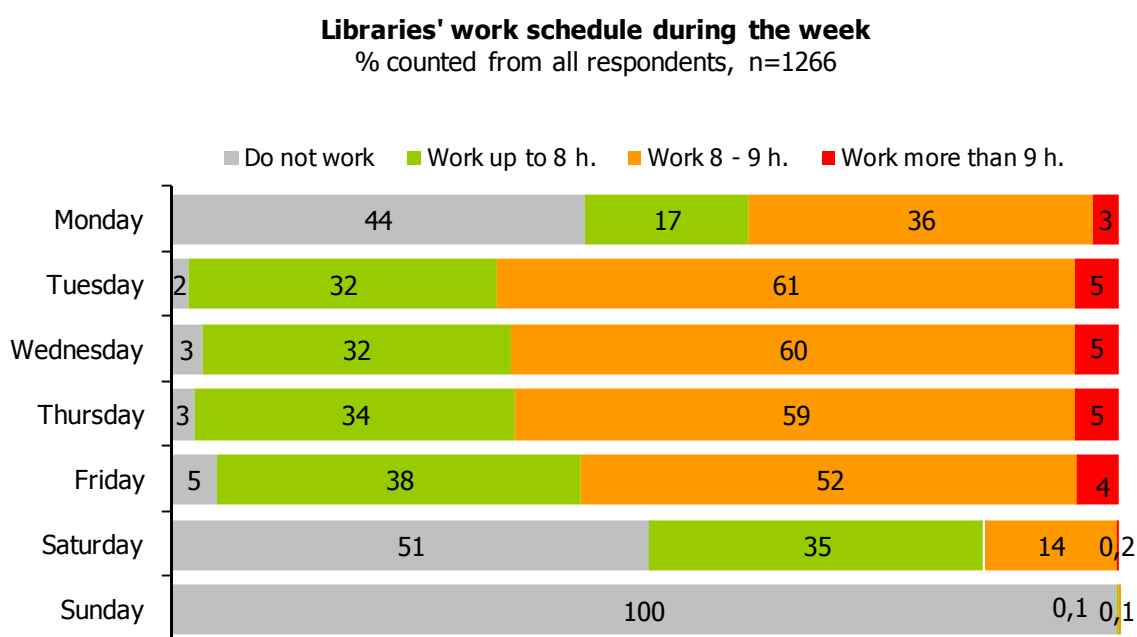
2.1 Working hours of libraries / branches

- Libraries are normally open from Tuesdays to Fridays -

according to the data of the factual librarian survey as of 2011, in 2010 the majority (95% and more) of libraries were publicly accessible from Tuesday to Friday. On these days libraries are open the longest: more than a half of the libraries were open eight to nine hours.

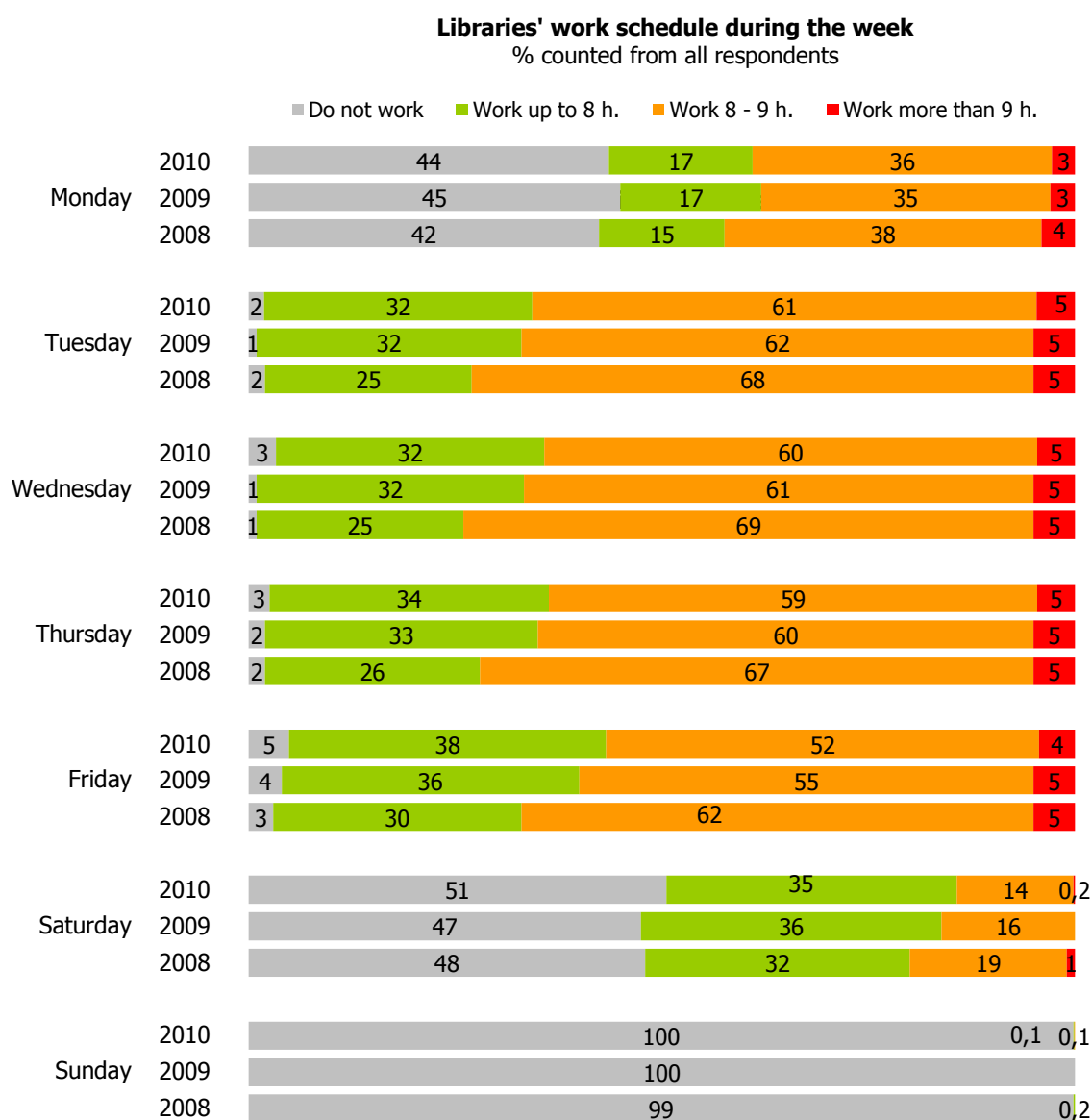
Half of the libraries remained closed on Mondays and Saturdays (44% and 51% respectively). Sundays were normally non-workdays.

Fig. 2 Libraries' working hours on various days of the week



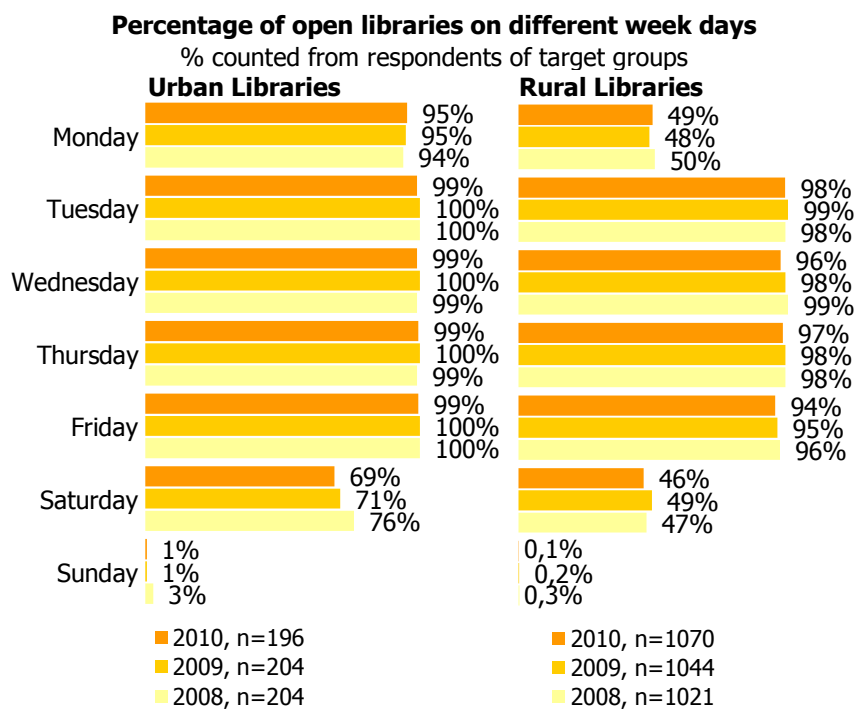
During the reference period of 2008 through 2010, the libraries' working hours reduced, i.e. the number of libraries open eight hours per day increased, but the number of libraries open eight to nine hours per day decreased. Libraries remained publicly accessible from Tuesday to Friday, i.e. in this aspect no changes occurred during the mentioned three years period.

Fig. 3 Libraries' working hours on various days of the week. Comparison of 2008 to 2010 situation



In 2010 the urban libraries were publicly available from Monday to Friday. In addition, more than a half of them were open on Saturdays (69%), and rural libraries met the general tendencies: they were publicly available from Tuesday to Friday. Plus, half of them were open on Mondays (49%) and Saturdays (46%). During 2008 through 2010 the libraries' weekly work schedule in both cities and rural areas suffered no significant changes, except that in 2010 the number of urban libraries, open on Saturdays, decreased: there were 76% of them in 2008, 71% in 2009, and 69% in 2010.

Fig. 4 Libraries' working hours on various days of the week. Comparison of the urban and rural areas



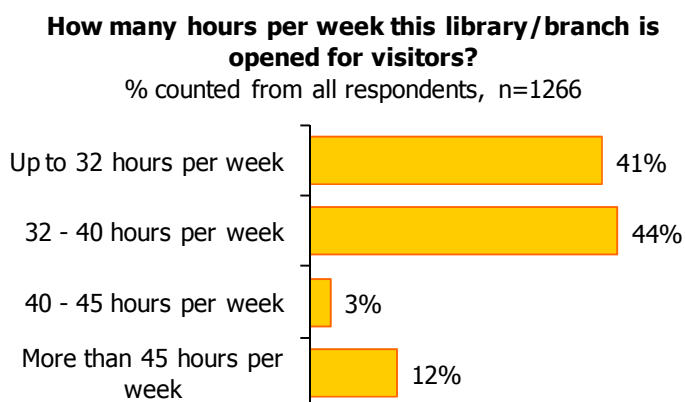
*The target groups include the urban and rural respondents

2.2 Operating load of libraries / branches

According to the data of the factual librarian survey as of 2011, in 2010 the majority of libraries participating in *Libraries for Innovation* project are open no more than forty hours per week, 41% of libraries were publicly available up to 32 hours per week, and 44% of libraries 32-40 hours per week.

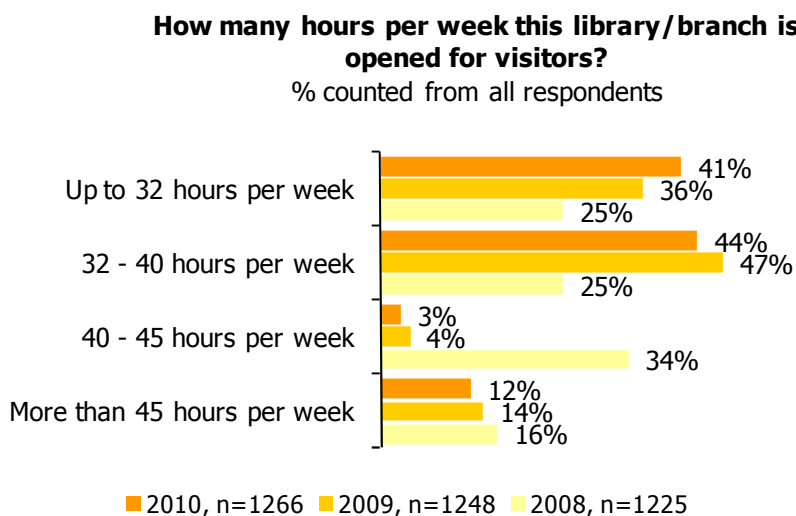
15% of libraries and their branches were open more than 40 hours per week.

Fig. 5 Libraries' operating load in hours



During the reference period (2008 through 2010) the number of libraries with the shortest working hours (up to 32 hours per week) increased: 25% in 2008, 36% in 2009 and 41% in 2010.

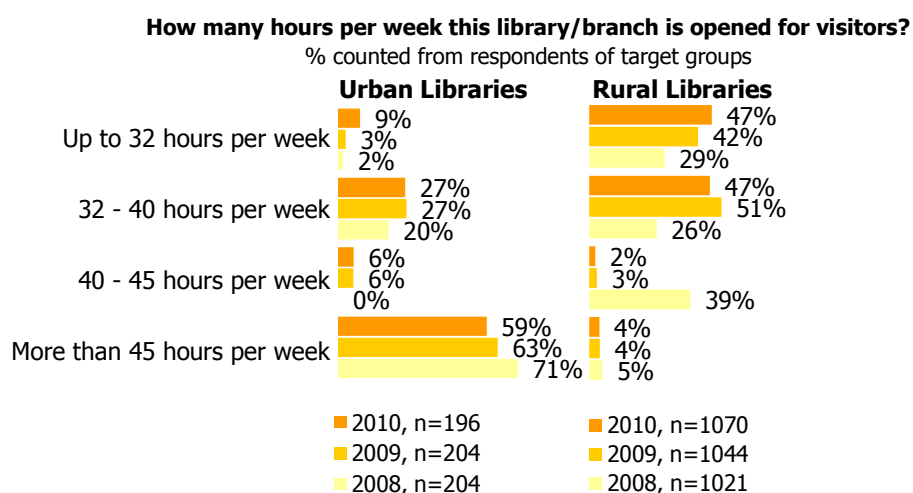
Fig. 6 Libraries' operating load in hours. Comparison of 2008 to 2010 situation



In 2010, the rural libraries' weekly operating load was lower than the one of the urban libraries': 36% of urban libraries and 95% of rural libraries were open forty hours per week, but 65% of urban libraries and only 6% of rural libraries were open more than forty hours per week.

In 2010, year over year, the number of libraries open up to 32 hours per week increased in both cities and rural areas (in cities: 2% in 2008, 3% in 2009 and 9% in 2010; in rural areas: 29% in 2008, 42% in 2009 and 47% in 2010).

Fig. 7 Libraries' operating load in hours. Comparison of the urban and rural areas

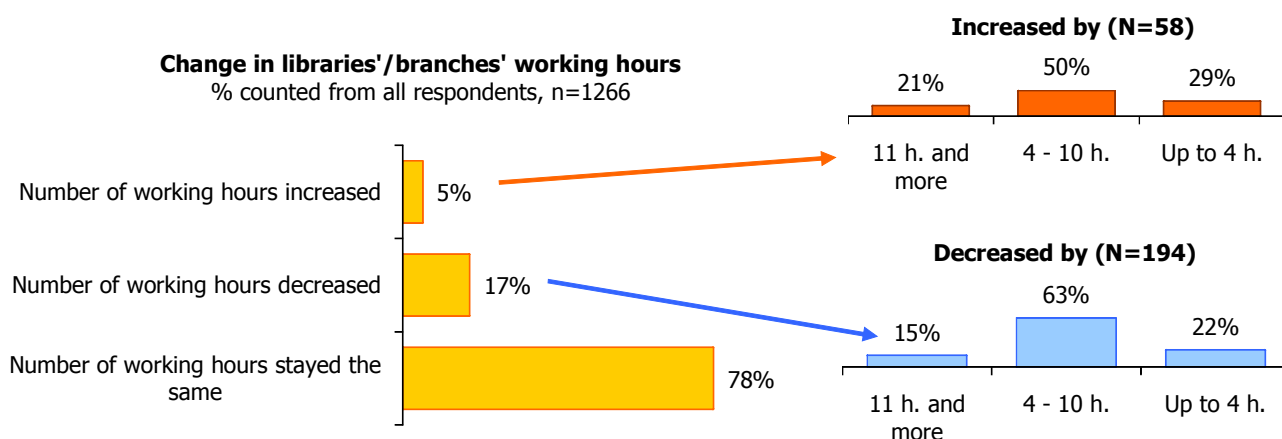


*The target groups include the urban and rural respondents

- in 2011, nearly one in five libraries experienced reduction of the working hours -

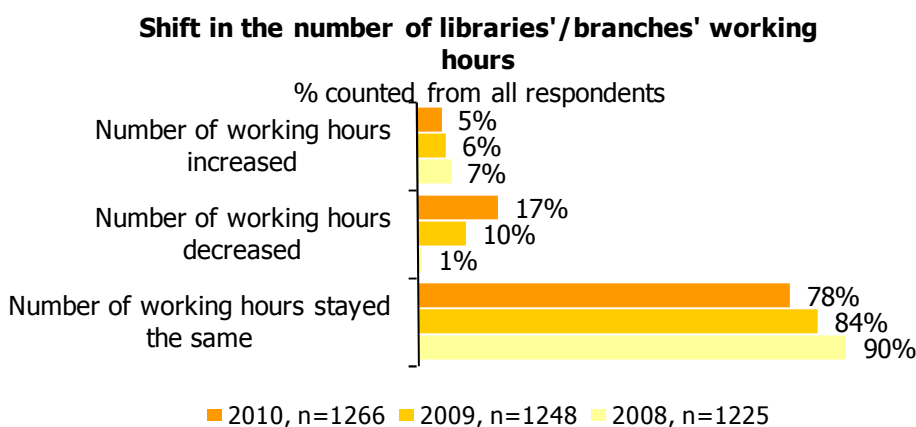
According to the data of the factual librarian survey as of 2011, in 2010 three of four libraries (78%) were open for the same number of hours as in 2009. Nearly one fifth (17%) of them claim that the number of their working hours has reduced. Mostly (in 63% of cases), the weekly number of working hours dropped 4 to 10 hours. The number of working hours of 5% of libraries increased: most often (in 50% of cases), the number of hours increased 4 to 10 hours.

Fig. 8 Shift in the number of libraries' working hours



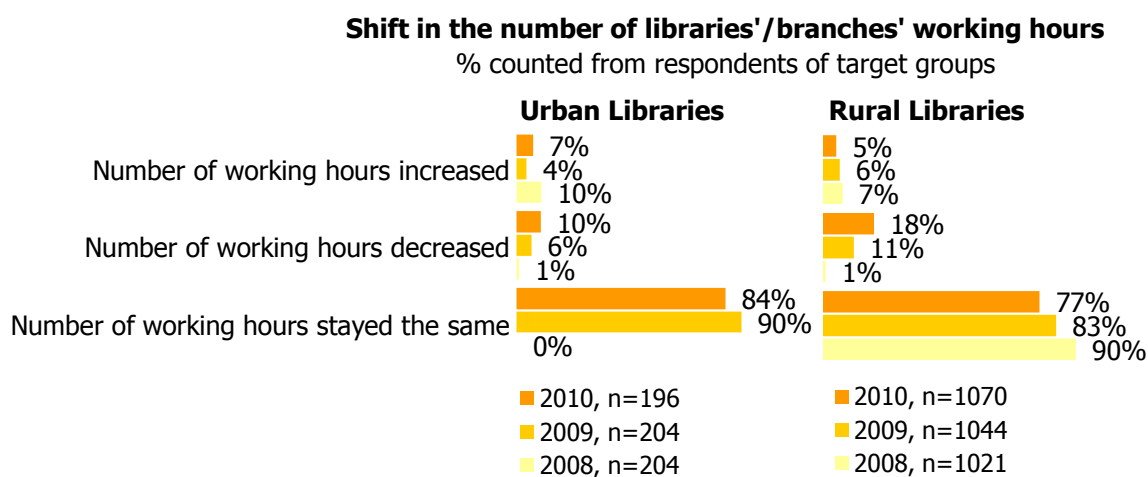
When analyzing the shift in the working hours for three years (2008 through 2010), one can observe the increase in the number of libraries with less working hours: in 2008 (year over year) the number of working hours decreased to 1% of libraries only, in 2009 to 10% of libraries, and in 2010 to 17% of libraries.

Fig. 9 Shift in the number of libraries' working hours. Comparison of 2008 to 2010 situation



According to the data of the factual survey as of 2011, analysis of the urban and rural libraries also revealed that in 2010 the number of libraries with less working hours increased in both cities and rural areas (in 2008 the number of working hours reduced to 1% of urban libraries, in 2009 to 6% of urban libraries, in 2010 to 10% of urban libraries; in 2008 the number of working hours reduced to 1% of rural libraries, in 2009 to 11% of rural libraries, in 2010 to 18% of rural libraries). In addition, the difference between cities and rural areas has become more apparent since 2009: the number of rural libraries with reduced weekly working hours surpassed the one of urban libraries (5% difference in 2009 and 8% difference in 2010).

Fig. 10 Shift in the number of libraries' working hours. Comparison of the urban and rural areas



*The target groups include the urban and rural respondents

2.3. Number of the library / branch visits

- The number of visits to the urban libraries increases -

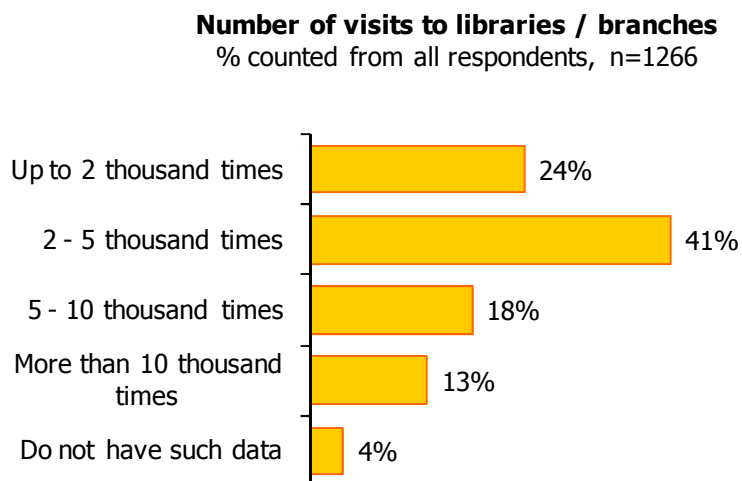
According to the data of the factual librarian survey as of 2011, **9.937 mln** visits to libraries and their branches were registered during 2010, i.e. 1.548 mln visits more than in 2009 (8.389 mln visits), and 1.494 mln visits more than in 2008 (8.443 mln visits). The mentioned total number of library visits is not final as 4% of library staff members could not indicate the number of visits to their libraries (in the absence of such data).

In 2010, up to 5,000 visits were registered in two thirds of libraries (65%). Over 5,000 visits were registered in one third of libraries (31%).

All in all, the average of 8,145 visits was registered by a single library during 2010 (which means that in 2010 a single library was visited on a par 1,011 times more than in 2009 (the average of 7,134 visits was registered by a single library in 2009)).

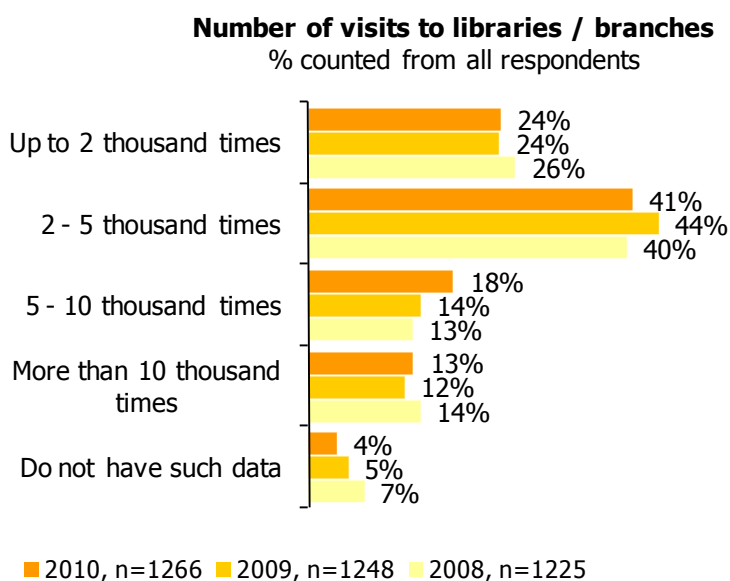
The decreasing libraries' working hours and increasing number of visits signify that the libraries' staff members have to service larger number of visitors in shorter period of time.

Fig. 11 Number of the library / branch visits



When analyzing the relative visiting parts, one can observe that the number of libraries with larger flow of visitors (5,000 to 10,000 visits) increased in 2010: 13% of such libraries in 2008, 14% in 2009, 18% in 2010.

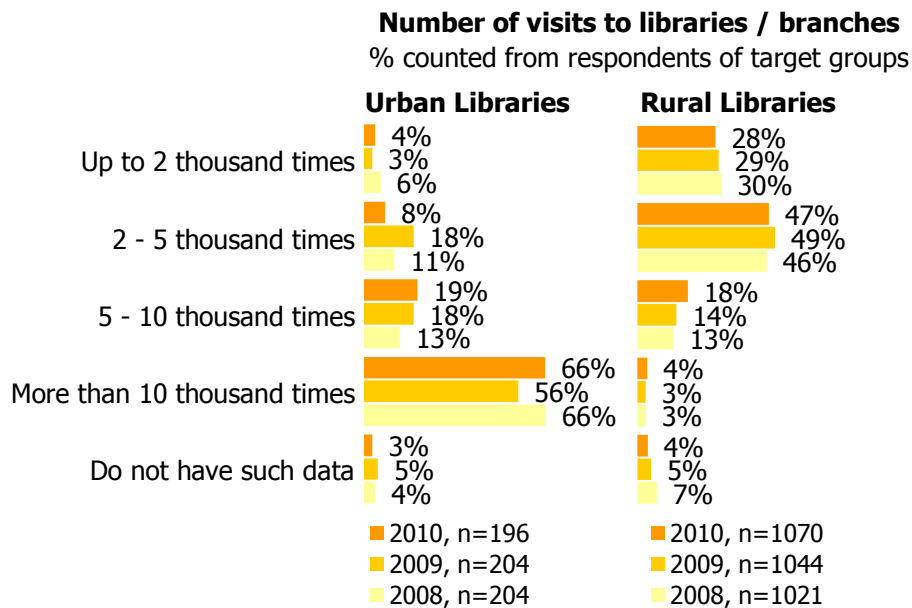
Fig. 12 Number of the library / branch visits. Comparison of 2008 to 2010 situation



During the reference period (2008 through 2010) the urban libraries' visitor flows registered were larger than the ones of the rural libraries'. Although the urban libraries make only 15% of all respondent libraries, in the course of 2010 they registered 62% of all library visits (i.e. 6.165 mln visits in total, the average being 32,449 visits). Comparing with the situation in 2009, the number of urban libraries' visits increased 8% (i.e. 1.420 mln visits, the average per a single library being 7,864 visits more, than in 2009). The rural libraries registered 3.771 mln visits in 2010 (the average being 3,661 visits). This data bears no statistically

significant difference from the previous year (3.644 mln visits registered in 2009, the average being 3,707 visits).

Fig. 13 Number of the library / branch visits. *Comparison of the urban and rural areas*



*The target groups include the urban and rural respondents

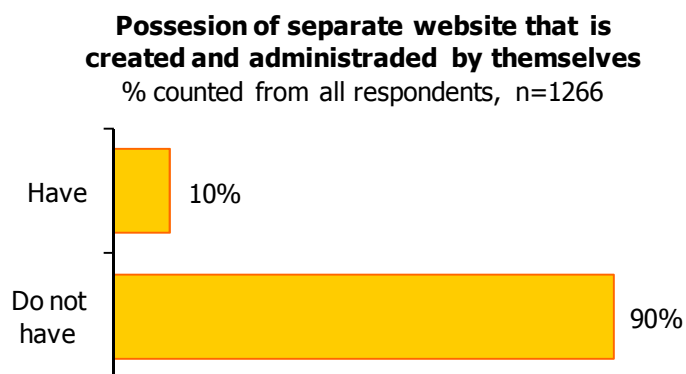
3. Internet and public Internet access in libraries

The chapter provides analysis of the public Internet accesses arranged in libraries.

3.1 Libraries' Web sites

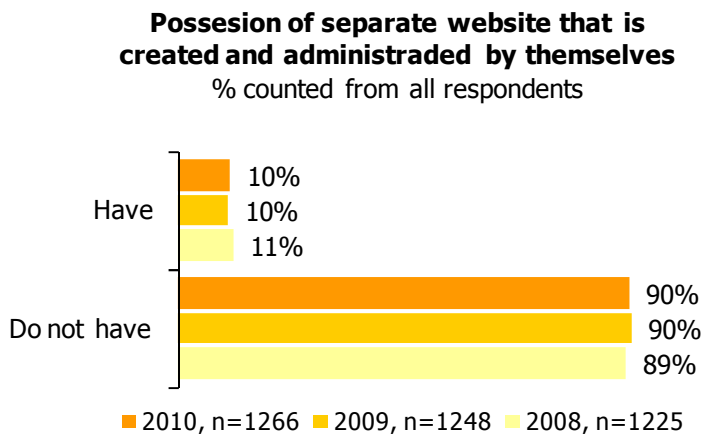
- The number of libraries having a Web site remains unchanged - one in ten libraries has its own Web site -
 According to the data of the factual librarian survey as of 2011, 10% of libraries have their own separate Web sites, created and administered by libraries themselves.

Fig. 14 Possession of separate Web sites created and administered by libraries themselves



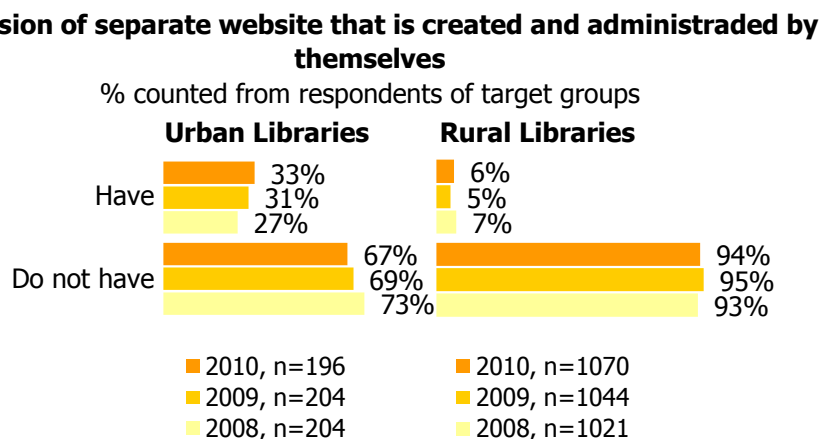
The number of libraries having their own separate Web sites, created and administered by the libraries themselves, has remained unchanged three years in a row: in 2008, 11% of libraries had their own Web sites, created and administered by the libraries themselves; in 2009, there were 10% of them; in 2010, there were 10% of them.

Fig. 15 Possession of separate Web sites created and administered by libraries themselves. *Comparison of 2008 to 2010 situation*



In 2010, like in the previous years (2008 through 2009), a considerably larger number of libraries had their own Web sites: 33% in cities and only 6% in the rural areas. The growth is observed in the urban libraries only: during the period from 2008 to 2010 the number of libraries having their own Web sites increased 5%. No changes were observed in the rural areas.

Fig. 16 Possession of separate Web sites created and administered by libraries themselves. *Comparison of the urban and rural areas*



*The target groups include the urban and rural respondents

3.2 Rendering of public Internet access services

According to the data of the factual librarian survey as of 2011, 85% of libraries and their branches render the PIA service to their users. When comparing the results to the ones of the 2010 survey, one may notice that the percent of libraries rendering the PIA service to their users remained almost the same: 83% in 2009 and 85% in 2010. Based on the survey results, the most intense PIA service arrangement fell on 2009: in 2008, there were 53% of libraries rendering the PIA service; in 2009, their percent shot up to 83%.

Fig. 17 Rendering of PIA service

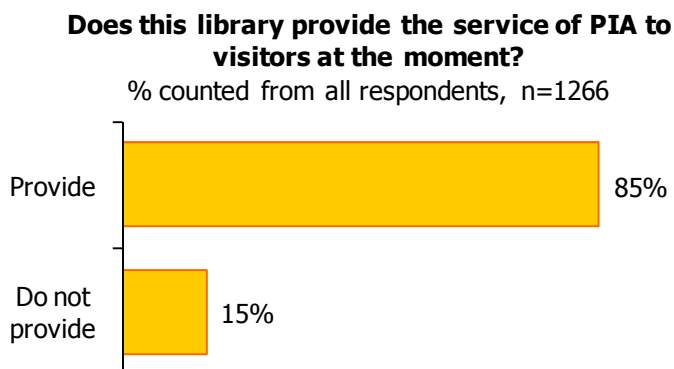
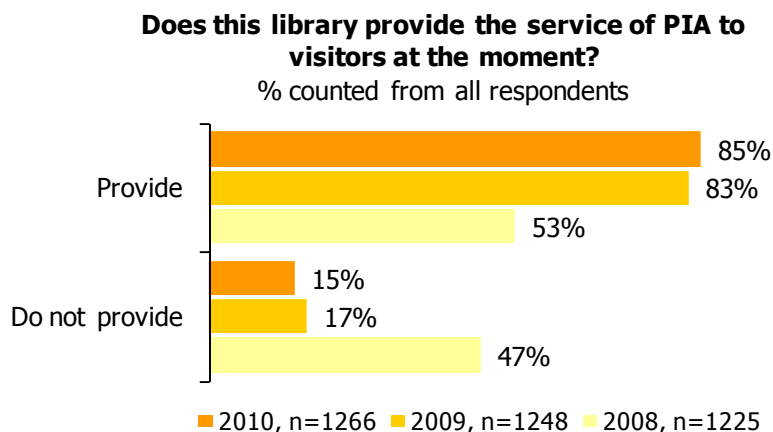
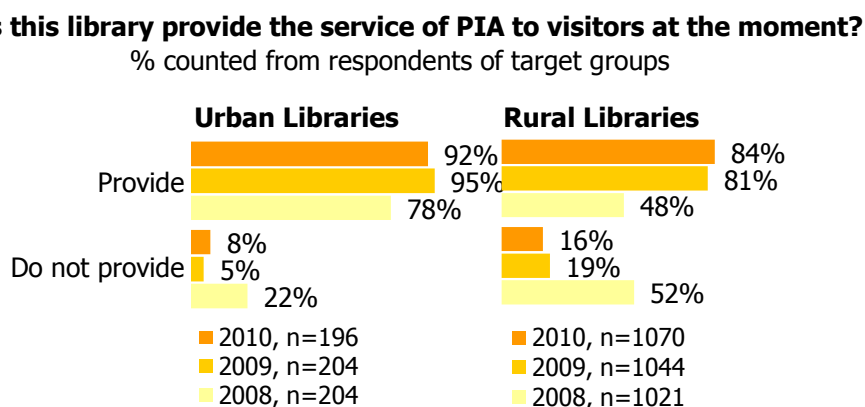


Fig. 18 Rendering of PIA service. Comparison of 2008 to 2010 situation



During the reference period (2008 through 2010), the PIA service was mostly rendered by the urban libraries. This difference became particularly clear in 2008 (78% in cities and 48% in rural areas) and decreased in 2009-2010 (in 2009, the difference between the urban and rural libraries was 14%; in 2010 it decreased to 8%).

Fig. 19 Rendering of PIA service. Comparison of the urban and rural areas



*The target groups include the urban and rural respondents

3.3. Work places with public Internet access

All in all, the respondent libraries, which have participated in the 2011 survey, currently have 5,815 work places meant for the public Internet access. When comparing to the situation of 2009, one may notice that in 2010 the number of PIA work places increased 16% (831 work places), which is much less than in 2008-2009 (increase in the PIA work places 82%).

According to the data of the factual survey as of 2011, the number of libraries having six or more PIA work places arranged increases: there have been 29% of such libraries in 2010, 20% in 2009, and 13% in 2008.

Fig. 20 Total number of PIA work places

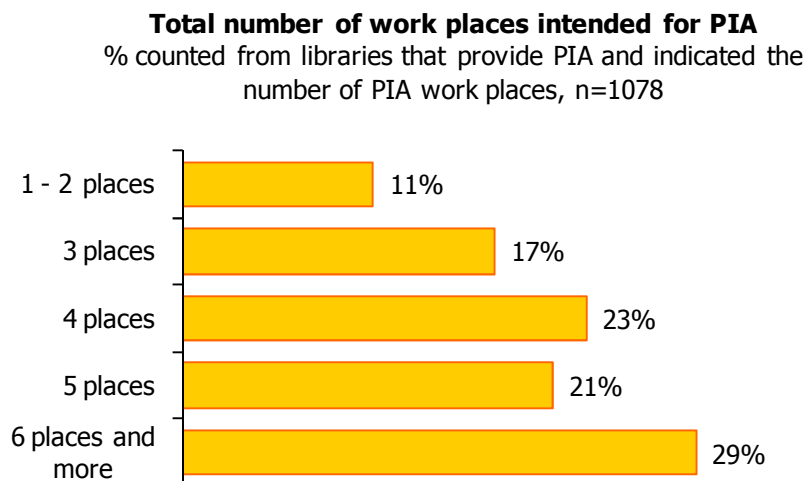


Fig. 21 Total number of PIA work places. Comparison of 2008 to 2010 situation

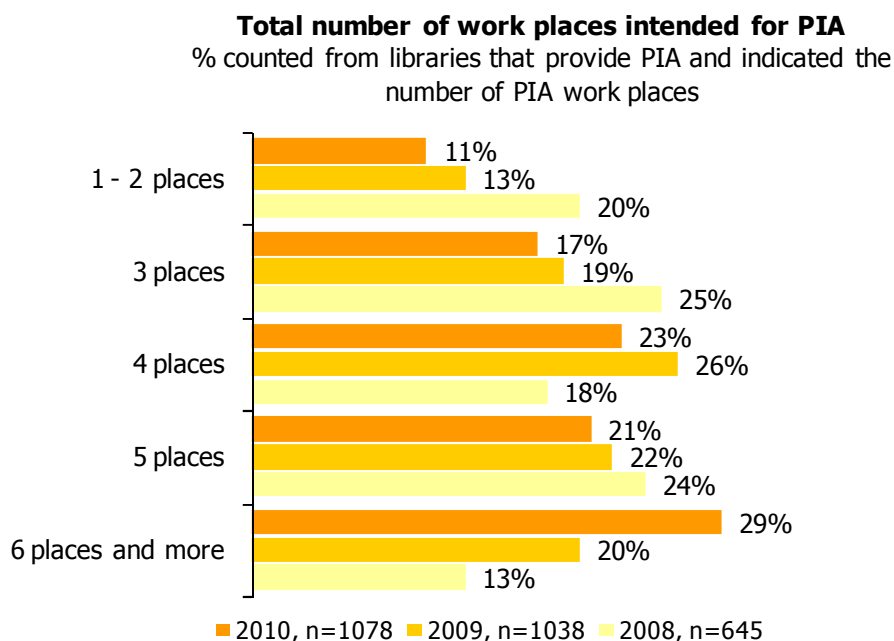


Table 1. Major indicators, marking the number of PIA work places in 2008-2010

	2010	2009	2008
Average	5	5	7
Sum	5815	4984	221
Median	4	4	5
Standard deviation	4.8	4.0	7.7
Lowest value	1	1	1
Highest value	81	60	30

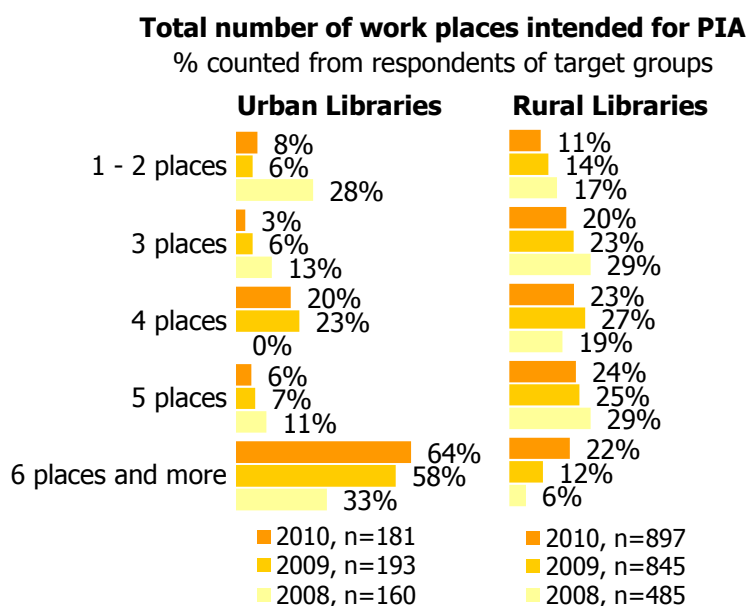
- The numbers of PIA work places in rural libraries increases in higher gear than those in urban libraries -

According to the data of the factual librarian survey as of 2011, the urban libraries normally have six or more work places meant for the public Internet access, while there are fewer of such work places in the rural libraries. However, the number of rural libraries having six or more PIA work places increased during 2010: there were 12% of them in 2009, and 22% in 2010.

In total, the urban currently has 1,678 work places meant for the public Internet access, i.e. 29% of all work places meant for the public Internet access. A single urban library has the average of nine PIA work places. To compare the situation of 2010 with the one of 2009, the number of urban libraries' PIA work places increased 8% (in 2009, there were 1,547 PIA work places, the average being eight PIA work places), and in 2008 it increased 82% (926 PIA work places in 2008, the average being six PIA work places).

4.137 PIA work places were recorded in the rural libraries in 2010, with the average of five PIA work places per a single library. Since 2009, the number of the rural libraries' PIA work places increased 20% (in 2009, there were 3,437 PIA work places, the average being four PIA work places), and since 2008, it increased 128% (in 2008, there were 1,810 PIA work places, the average being four PIA work places).

Fig. 22 Total number of PIA work places. Comparison of the urban and rural areas

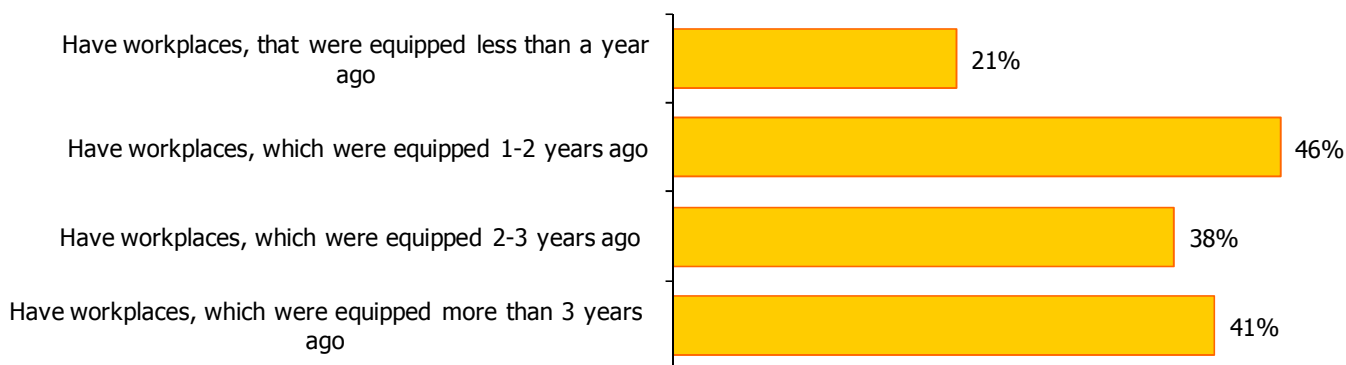


*The target groups include the urban and rural respondents

According to the data of the factual librarian survey as of 2011, nearly half of libraries (46%) had the Internet access work places arranged 1-2 years ago, another 79% of libraries two or more years ago. During the last (2010) year, the PIA work places were arranged in a fifth part (21%) of all libraries.

Fig. 23 Number of PIA work places and their arrangement dates

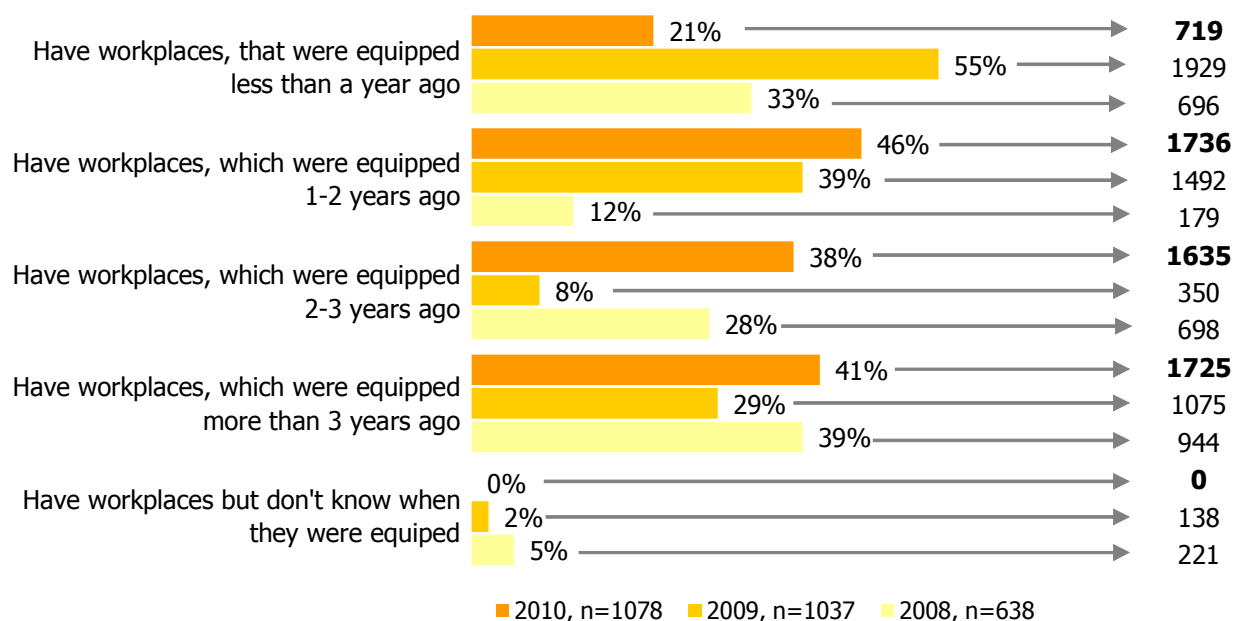
Workplaces intended for PIA with indication when they were equipped
 % counted from libraries that provide PIA and indicated the number of PIA work places, n=1078



When comparing the three years' results, one may notice that the most intense arrangement of PIA work places fell on 2009 (55% of libraries had PIA work places arranged during 2009). A third part (33%) of all libraries had PIA work places arranged in 2008, and a fifth part (21%) in 2010.

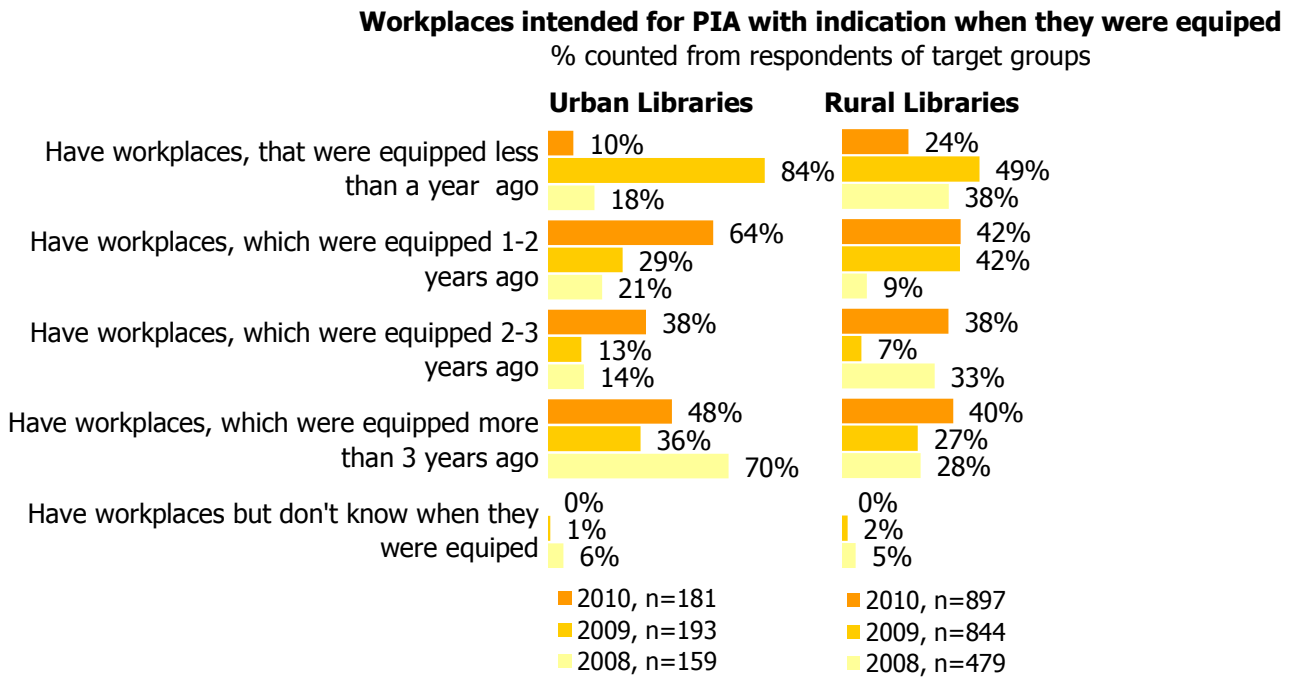
Fig. 24 Number of PIA work places and their arrangement dates. Comparison of 2008 to 2010 situation

Workplaces intended for PIA with indication when they were equipped
 % counted from libraries that provide PIA and indicated the number of PIA work places **Total number**



During 2010, the most intense arrangement of PIA work places took place in the rural libraries (10% in cities and 24% in the rural areas). However, the most intense arrangement of PIA work places in both cities and rural areas fell on 2009, although more emphasis was put on the urban libraries (84% in cities and 49% in the rural areas). In 2008 the attention was diverted to the rural libraries: that year rural libraries were more active arranging PIA work places, than the urban ones (18% of urban libraries and 38% of rural libraries).

Fig. 25 Number of PIA work places and their arrangement dates. *Comparison of the urban and rural areas*



*The target groups include the urban and rural respondents

3.4 Wireless Internet access for visitors

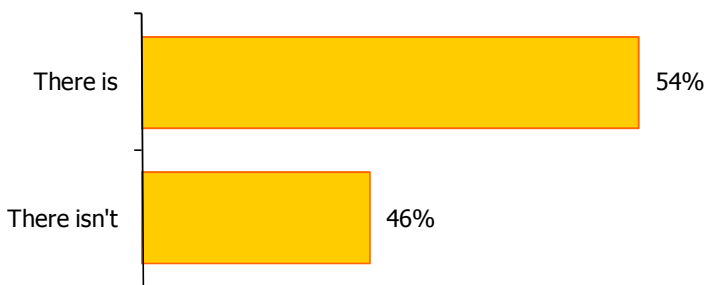
- Every other library provides wireless Internet access services -

According to the data of the factual librarian survey as of 2011, slightly more than a half (54%) of libraries rendering the public Internet access services, provide their visitors with wireless Internet as well.

Fig. 26 Wireless Internet access for visitors

Is there public and free of charge wireless internet for visitors with portable computer, etc.?

% counted from respondents whose library provides service of PIA, n=1078

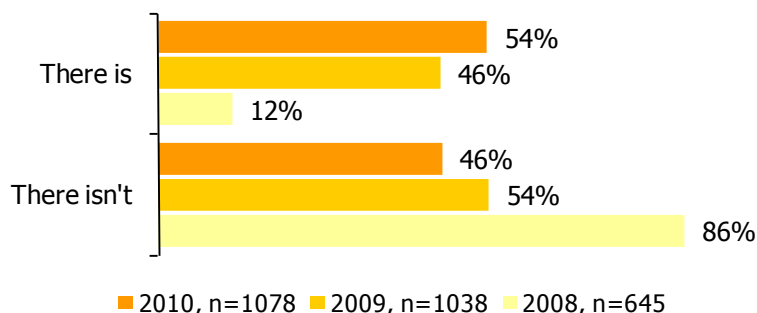


A significant growth in the number of libraries rendering public and free wireless Internet services was observed in 2009: from 12% in 2008 to 46% in 2009. The growth (albeit less intense) in the number of such libraries was still being observed in 2010 (from 46% in 2009 to 54% in 2010).

Fig. 27 Wireless Internet access for visitors. *Comparison of 2008 to 2010 situation*

Is there public and free of charge wireless internet for visitors with portable computers, etc.?

% counted from respondents whose library provides service of PIA

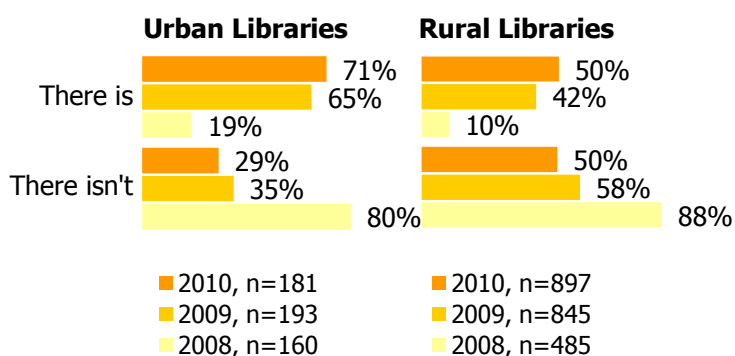


In 2010, the urban library provided free wireless Internet service more often than rural one (71% in cities and 50% in rural areas). This trend has been continuing since 2008, though in 2008 the difference was less evident than in the following years (2008: 19 % in cities and 10% in rural areas; 2009: 23% difference in favour of the urban; 2010: 21% difference in favour of the urban).

Fig. 28 Wireless Internet access for visitors. *Comparison of the urban and rural areas*

Is there public and free of charge wireless internet for visitors with portable computers, etc.?

% counted from respondents of target groups

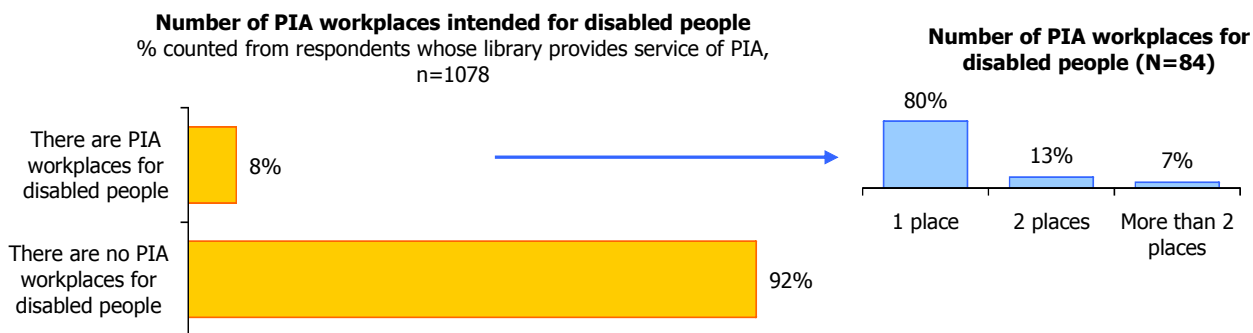


*The target groups include the urban and rural respondents

3.5. Work places with public Internet access for disabled persons

According to the data of the factual librarian survey as of 2011, only 8% of the respondent libraries have PIA work places for disabled persons. Most of them (80%) have only one such specialized work place. Overall, 114 PIA work places for disabled persons were documented during 2010.

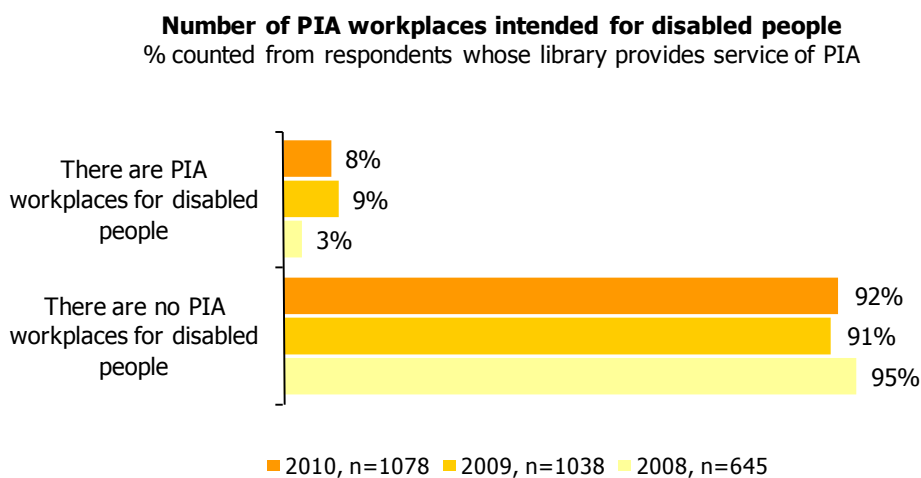
Fig. 29 Number of PIA work places for disabled persons



A more intense increase in the number of work places for disabled persons was seen in 2009 (from 3% in 2008 to 9% in 2009). However, no significant differences were noticed in 2010, when compared to the previous year (8% in 2010).

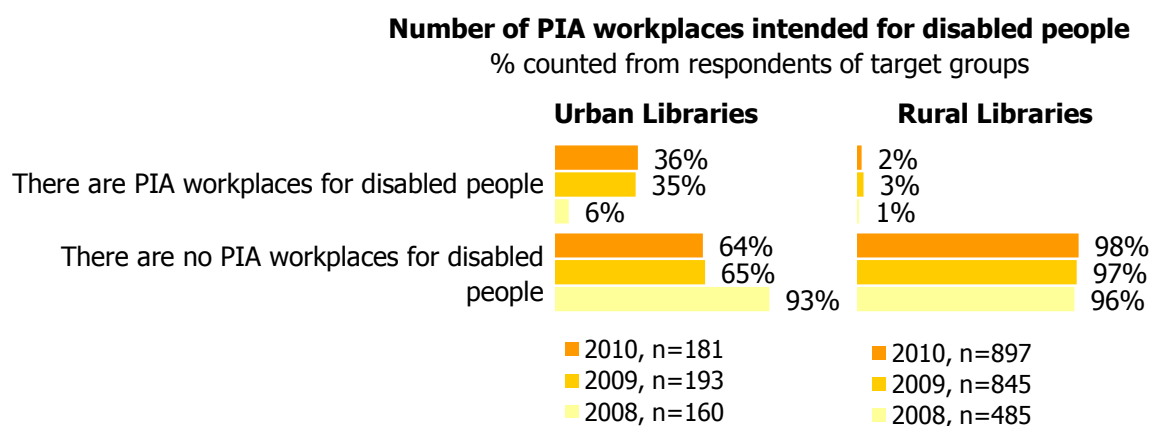
When comparing absolute numbers, one may notice that after a sharp increase in the number of PIA work places in 2009 (from 40 specialized work places in 2008 to 131 such work places in 2009), the number of such work places fell slightly in 2010 (to 114 PIA work places for disabled persons, i.e. fell by 13%).

Fig. 30 Number of PIA work places for disabled persons. Comparison of 2008 to 2010 situation



With regard to the PIA work places for disabled persons, marked differences between the urban and rural areas appeared over the reference period (2008 through 2010): when compared to the rural libraries, the larger part of the urban libraries have equipped specialised work places. This difference becomes particularly clear in 2009-2010, with the increase in number of libraries with the PIA working places for disabled persons in 2009, given that the number of such libraries have been increasing in cities only (in cities: 6% in 2008, 35% in 2009, and 36% in 2010). The number of rural libraries with specialized PIA work places remained unchanged within the three years period.

Fig. 31 Number of PIA work places for disabled persons. *Comparison of the urban and rural areas*



*The target groups include the urban and rural respondents

3.6. Instantaneous occupation of public Internet access work places

During the factual librarian survey as of 2011, the respondent staff members of libraries possessing public Internet access (N = 74) were asked (via phone), how many computerized work places are currently occupied in their libraries. On average, one work place per library has been reported to be occupied. The largest reported number of work places occupied: five.

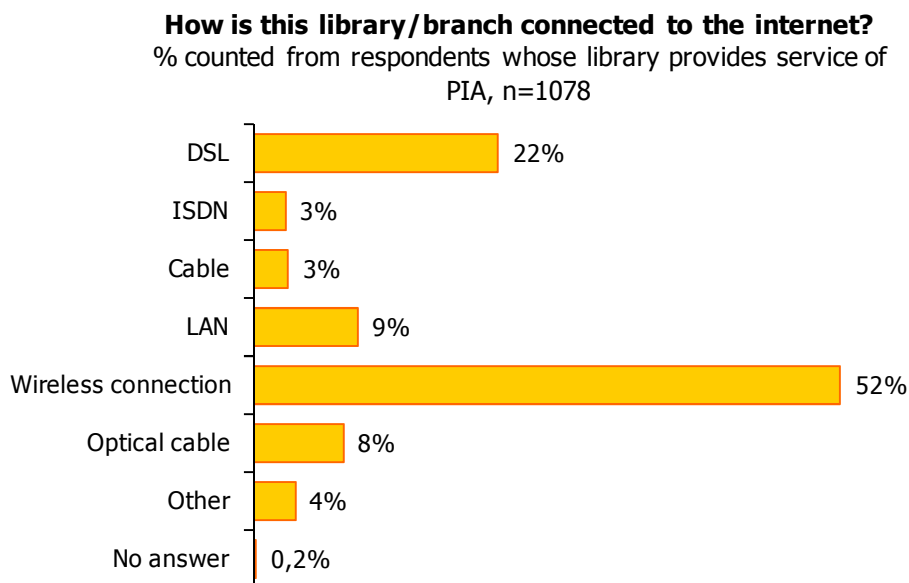
Fig. 32 Instantaneous occupation of PIA work places

	How many PIA work places are taken in this library/branch at this moment?
Mean	1,3
Median	1
Standard deviation	1,5
Minimum	0
Maximum	5

3.7. Internet access methods and Internet speed

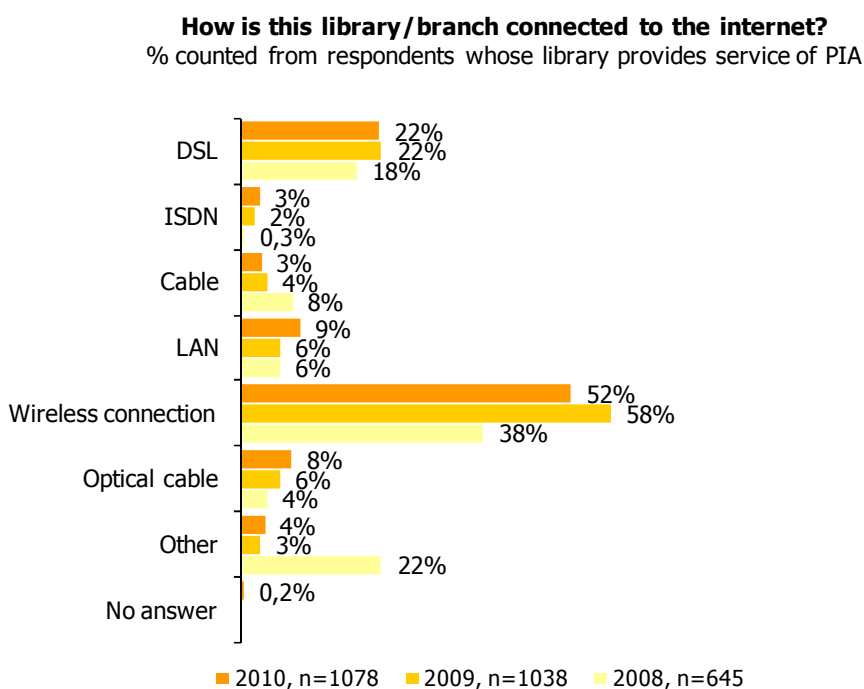
According to the data of the factual librarian survey as of 2011, most (52%) libraries with the public Internet access use wireless connection to access the Internet. One fifth (22%) of libraries accesses the Internet via DSL. 9% of libraries access the Internet via LAN, 8% via optical cable, not more than 4% of the libraries use other access methods.

Fig. 33 Internet access methods in libraries.



During the reference period (2008 through 2010), one may observe decrease in the number of libraries with the cable Internet connection (from 8% in 2008 to 4% in 2009 and 3% in 2010), and increase in the number of libraries with LAN Internet connection (from 6% in 2008 and 2009 to 9% in 2010) and optical cable Internet connection (from 4% in 2008 to 6% in 2009 and 8% in 2010). Wireless connection remains the most popular method of accessing the Internet: In 2009, this access method was spreading extensively (from 38% in 2008 to 58% in 2009); however, the number of libraries accessing the Internet in this way decreased slightly over the last year (52% in 2010).

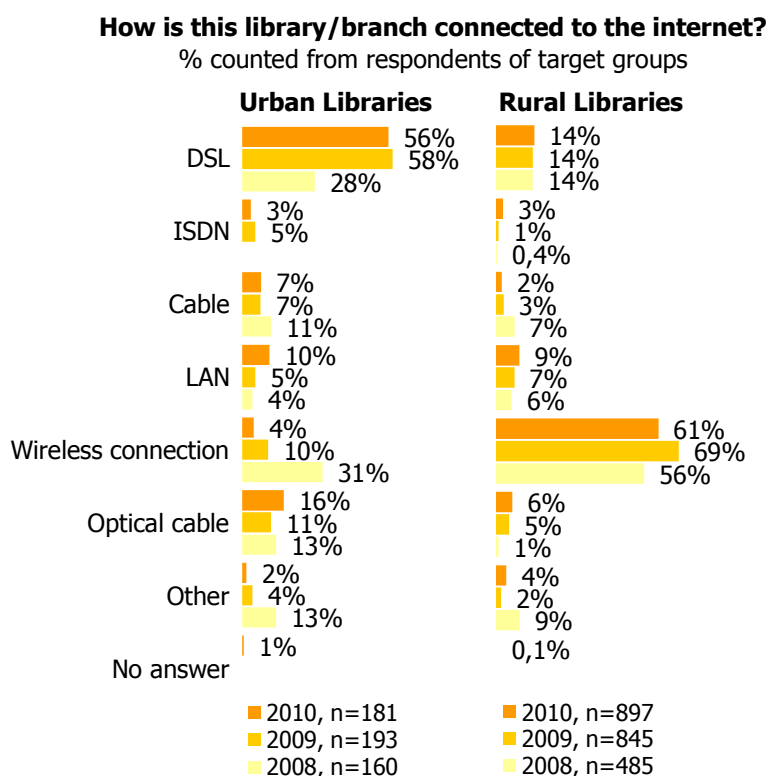
Fig. 34 Internet access methods in libraries. Comparison of 2008 to 2010 situation



According to the data of the factual librarian survey as of 2011, in 2010 the number of libraries accessing the Internet via LAN (4% in 2008, 5% in 2009, and 10% in 2010) and optical cables (13% in 2008, 11% in 2009, and 16% in 2010) increased in urban areas; however, decreased the number of libraries using the wireless connection (31% in 2008, 10% in 2009, and 4% in 2010). Unlike in the urban, during these three years wireless connection has remained the most popular Internet access method in the rural areas (56% in 2008, 69% in 2009, and 61% in 2010).

In general, it is notable that during the past two years of the reference three-year period the urban libraries have moved from the wireless Internet connection to DSL, while in rural areas wireless connection still remains the most popular Internet access method.

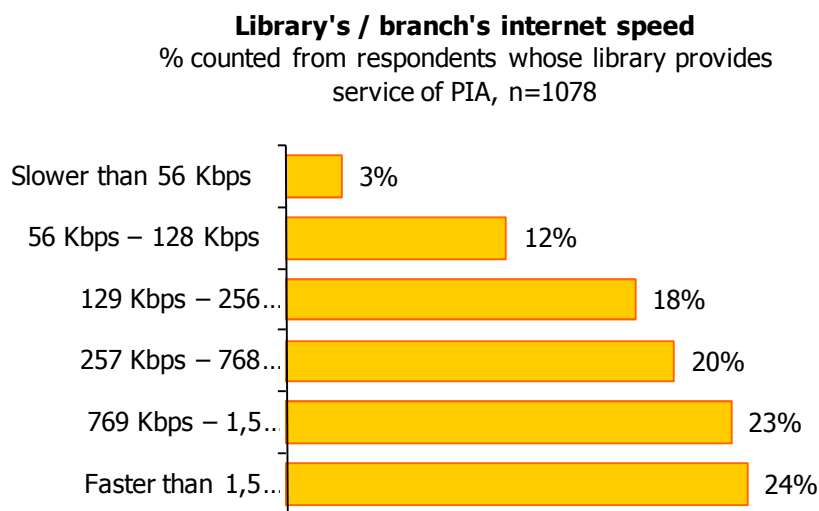
Fig. 35 Internet access methods in libraries. *Comparison of the urban and rural areas*



*The target groups include the urban and rural respondents

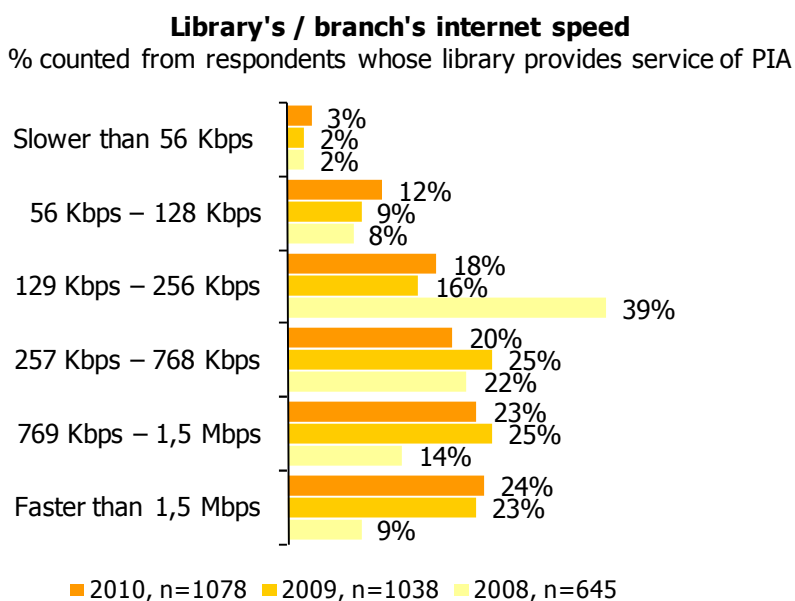
According to the data of the factual librarian survey as of 2011, the Internet speed at a third part (33%) of libraries providing the PIA service reaches 256 kilobits per second (Kbps). 43% of libraries use Internet, the speed of which is 257 Kbps to 1.5 Mbps. The Internet speed at 24% of libraries reaches over 1.5 Mbps.

Fig. 36 Libraries' Internet speed



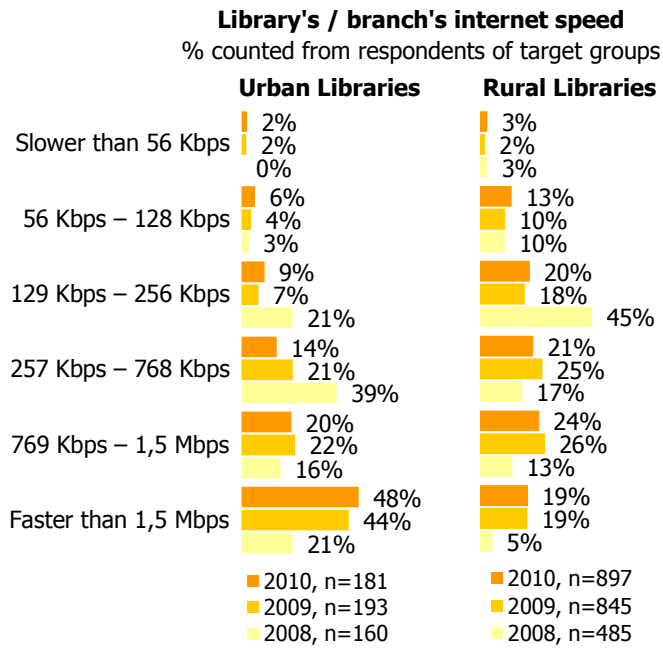
When comparing the results of 2008 through 2011 surveys, one may notice that the library Internet became faster, particularly notable improvements took place in 2009, while in 2010 no significant speed changes from the year-earlier period occurred.

Fig. 37 Libraries' Internet speed. Comparison of 2008 to 2010 situation



According to the data of the factual librarian survey as of 2011, the urban libraries' Internet is faster (48% of urban libraries and 19% of rural libraries and their branches have the Internet speed of over 1.5 Mbps); such difference between cities and rural areas remained stable throughout the entire reference period (2008 through 2010).

Fig. 38 Libraries' internet speed. *Comparison of the urban and rural area*

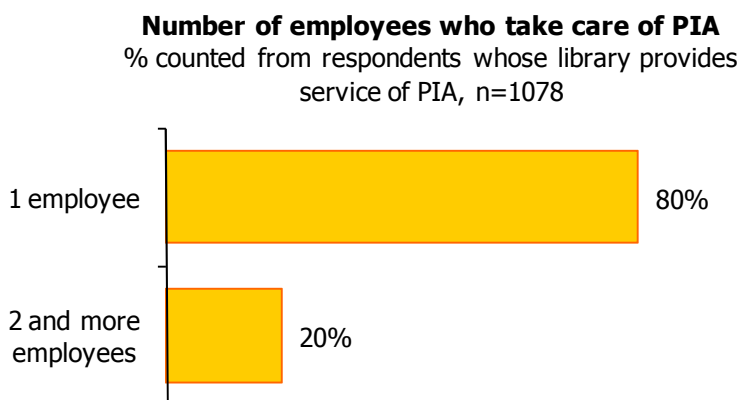


*The target groups include the urban and rural respondents

3.8 Public Internet access supervising staffing

According to the data of the factual librarian survey as of 2011, eight out of ten libraries' (80%) PIAs are being supervised by a single staff member, and 20% libraries' PIAs are supervised by two or more staff members. Overall, 1,475 PIA-supervising library staff members were recorded during 2010.

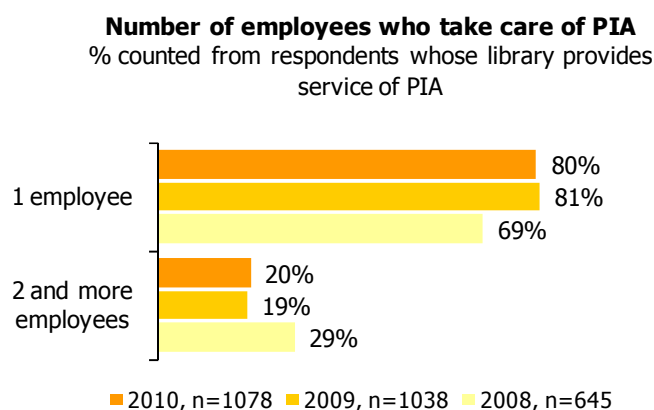
Fig. 39 PIA supervising staffing



In 2008, there were more libraries with two or more PIA-supervising staff members (29%); however, in 2009 -2010 their number decreased (19% in 2009 and 20% in 2010). The trend of a single staff member supervising the public Internet access determined computerization of rural libraries and spread of the Internet, as these libraries normally have only one employee.

The number of PIA-supervising staff members increased over the reference period of 2008 through 2010: 1,042 staff members in 2008, 1.430 staff members in 2009, and 1,475 staff members in 2010.

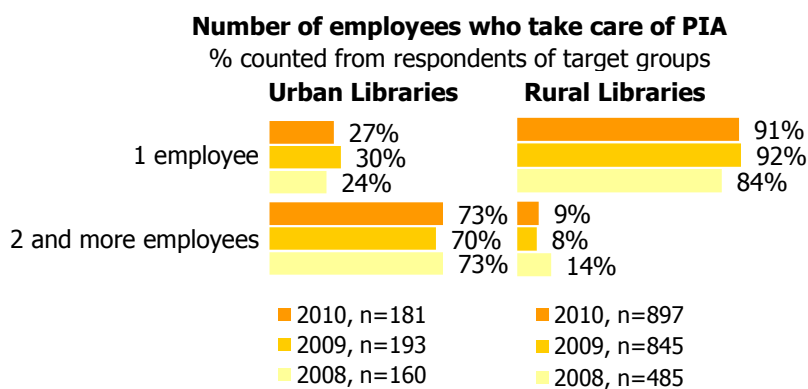
Fig. 40 PIA supervising staffing. *Comparison of 2008 to 2010 situation*



According to the data of 2010 survey, in the rural libraries PIA is normally supervised by one staff member (91%), while in the urban it is taken care of two or more staff members (73%). This depends on the size of the library and number of library staff members. During 2008-2010, trends remained the same, including the difference between the urban and rural areas and results of different years.

When analyzing absolute numbers, it becomes evident that in 2009-2010 the number of PIA-supervising staff members remained almost unchanged in both cities and rural areas: (in cities: 513 staff members in 2009, 504 staff members in 2010; in rural areas: 917 staff members in 2009, 972 staff members in 2010).

Fig. 41 PIA supervising staffing. *Comparison of the urban and rural areas*



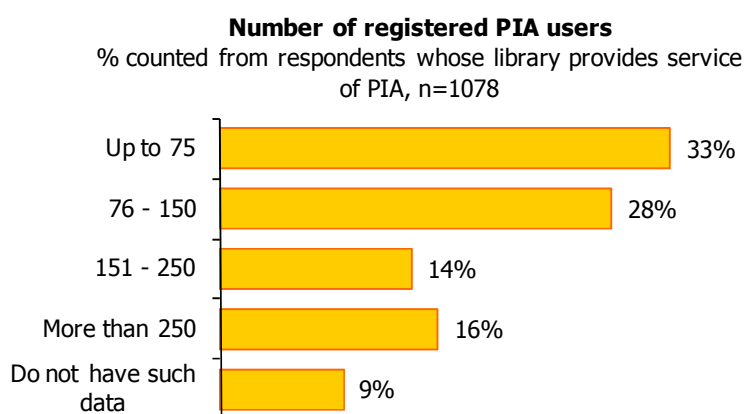
*The target groups include the urban and rural respondents

3.8 Number of public Internet access users

According to the data of the factual librarian survey as of 2011, one of three libraries (33%) has 75 registered public Internet access users. 28% of libraries have 75 to 150 registered PIA users. Nearly third part of libraries have over 150 PIA users (14% of libraries have 151 to 250 users; 16% of libraries have more than 250 users). 9% of libraries had no information on the matter.

Public libraries have 245,065 registered PIA users (i.e. 8% of Lithuania's population)².

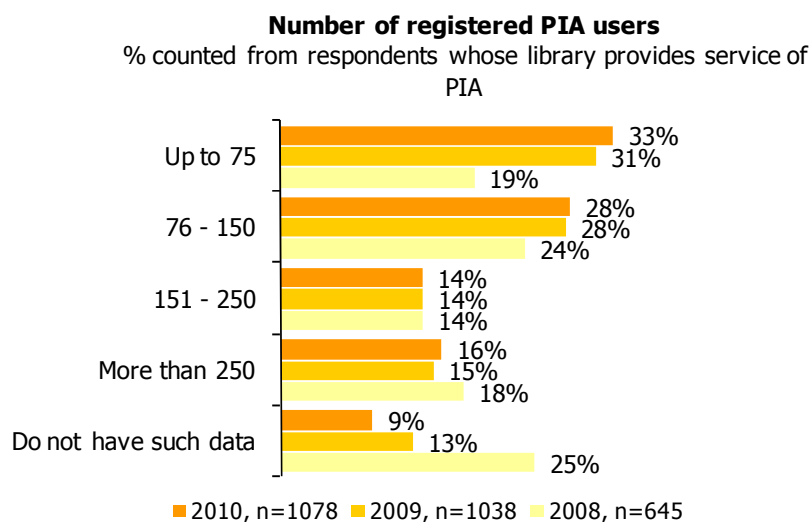
Fig. 42 Number of registered PIA users



² According to the data of the Department of Statistics, at the beginning of 2011 Lithuania's population was 3,244,900.

During this period (2008-2010 years), the number of registered PIA users has been growing: 191,000 of them were registered during 2008 and 209,000 during 2009. During 2010, the number of registered PIA users increased 17% (i.e. 35,701 users), thus making 245,000.

Fig. 43 Number of registered PIA users. Comparison of 2008 to 2010 situation



According to the survey data as of 2011, in 2010 the urban libraries had more registered PIA users than the rural libraries, which was determined by the size of the library and population of the area. Statistically significantly, the rural libraries are more likely to have up to 150 registered PIA users (71% in rural areas and 13% in cities). Statistically significantly, the urban libraries are more likely to have more than 250 registered PIA users.

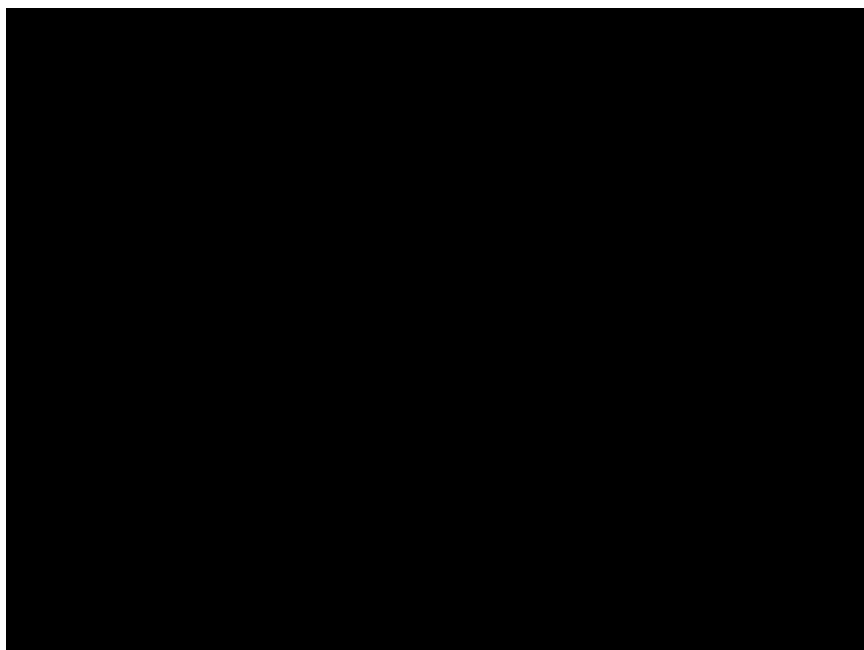
The increase in the number of the urban libraries with more than 250 PIA users (65% in 2010, 46% in 2009, and 44% in 2008) can be observed during the reference period of 2008 through 2010.

When comparing absolute numbers, one may also notice that during the past (i.e. 2010) year growth in the number of registered PIA users has been observed only in the cities (during 2009 through 2010 their number increased by 36%). In the rural areas growth was observed during 2008 through 2009: the number of users increased by 67%. Over the year 2010, however, the number of users in the rural areas remained virtually unchanged.

In cities: 126,980 users in 2008, 101,820 users in 2009, and 138,374 users in 2010.

In rural areas: 64,432 users in 2008, 107,549 users in 2009, and 106,691 users in 2010.

Fig. 44 Number of registered PIA users. *Comparison of the urban and rural areas*



*The target groups include the urban and rural respondents

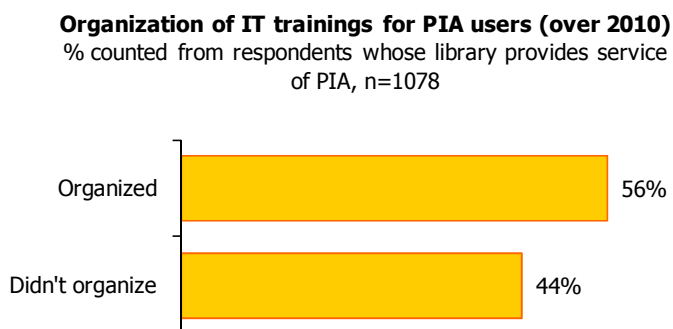
4. The public Internet access user training

This chapter provides the analysis of the public Internet access usage statistics.

4.1 Organizing IT trainings for PIA users

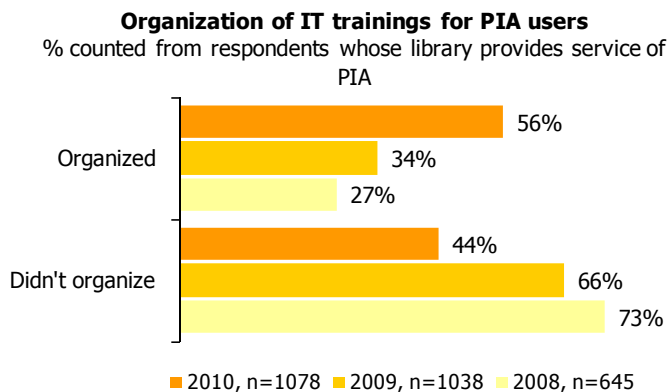
According to the data of the factual librarian survey as of 2011, in 2010 every second (56%) public library organized IT trainings for its PIA users.

Fig. 45 Organizing IT trainings for PIA users



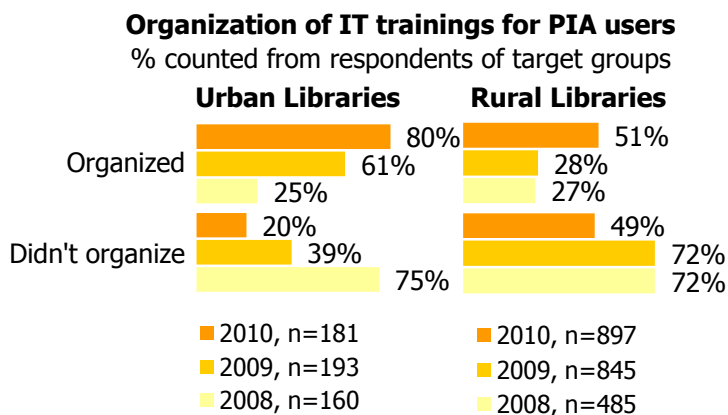
The increase in the number of PIA user IT trainings organized by libraries (56% in 2010, 34% in 2009, and 27% in 2008) can be observed during the reference period of 2008 through 2010.

Fig. 46 Organizing IT trainings for PIA users. *Comparison of 2008 to 2010 situation*



According to the survey data as of 2011, 80% of the urban library organized IT trainings for their PIA users. In the rural areas, IT trainings for PIA users were organized by every second library (51%). During the period of 2008 through 2010, the urban libraries' IT training organization scale increased significantly as early as 2009 (from 25% in 2008 to 61% in 2009), but its growth has been observed in 2010 as well (80%). In the rural libraries, more significant changes were taking place during 2010: the number of IT training-organizing libraries increased from 28% in 2009 to 51% in 2010.

Fig. 47 Organizing IT trainings for PIA users. *Comparison of the urban and rural areas*

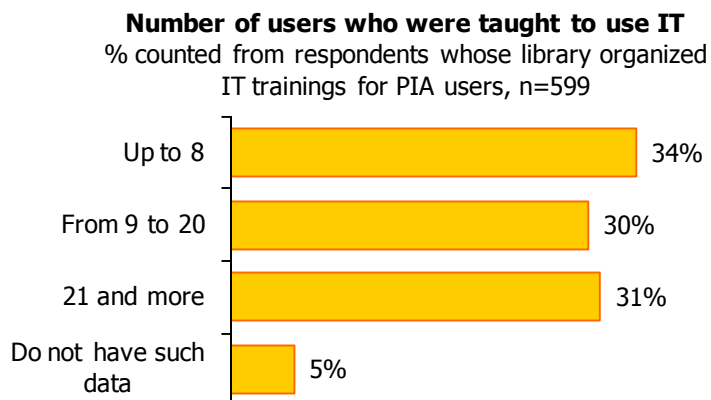


*The target groups include the urban and rural respondents

4.2 Number of users trained to use IT

According to the data of the factual librarian survey as of 2011, 34% of libraries trained up to eight PIA users to use IT. 30% of libraries trained 9 to 20 users, similar percent (31%) of libraries trained 21 or more PIA users to use IT. 12,852 PIA users were trained by the libraries during 2010.

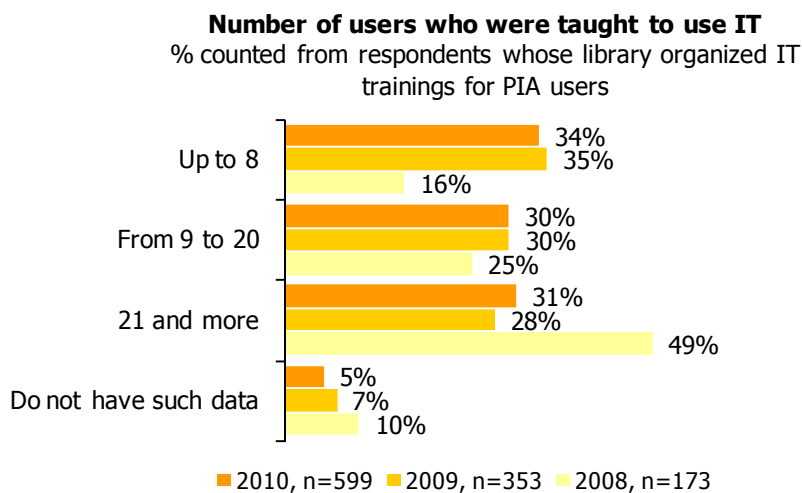
Fig. 48 Number of users trained to use IT



Over the reference period of 2008 through 2010, the number of trained users changed differently: in 2008, over 21 users were trained by a half (49%) of libraries and up to 8 users by 16% of libraries; in 2009-2010, the proportion of trained users remained similar.

When analyzing absolute numbers, it becomes clear that number of trained users has been increasing during the reference period of 2008 through 2010: 6,947 PIA users were trained during 2008, 8,444 PIA users during 2009, and 12,852 PIA users during 2010. Therefore, from 2008 to 2010 number of trained PIA users increased 85%.

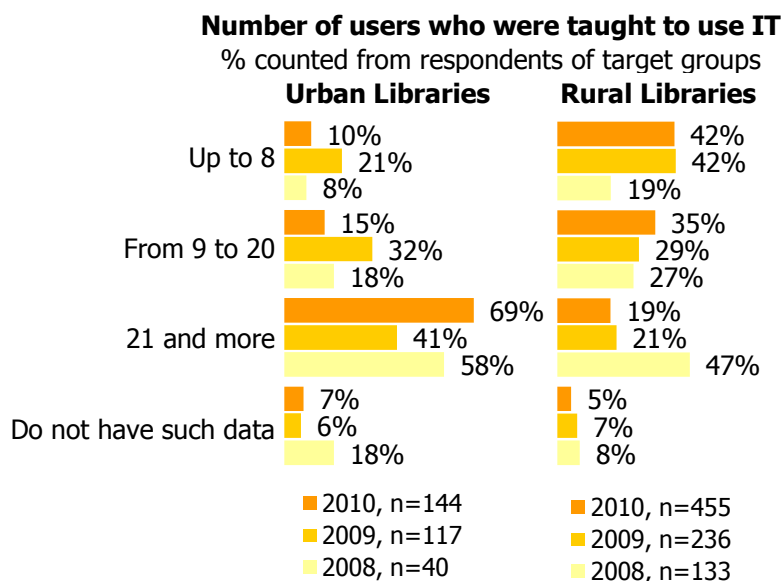
Fig. 49 Number of users trained to use IT. *Comparison of 2008 to 2010 situation*



According to the survey data as of 2011, up to 8 users were trained more often in the rural areas (42%), while 21 or more PIA users (69%) were trained by the urban libraries. In 2009, the number of libraries training 21 or more PIA users decreased (from 58% in 2008 to 41% in 2009), but in 2010 the number of libraries training over 21 PIA users increased again (69% in 2010). A significant decrease of libraries training

over 21 PIA users was observed in the rural areas in 2009 (from 47% in 2008 to 21% in 2009), while no significant change was observed in 2010 (19%).

Fig. 50 Number of users trained to use IT. *Comparison of the urban and rural areas*

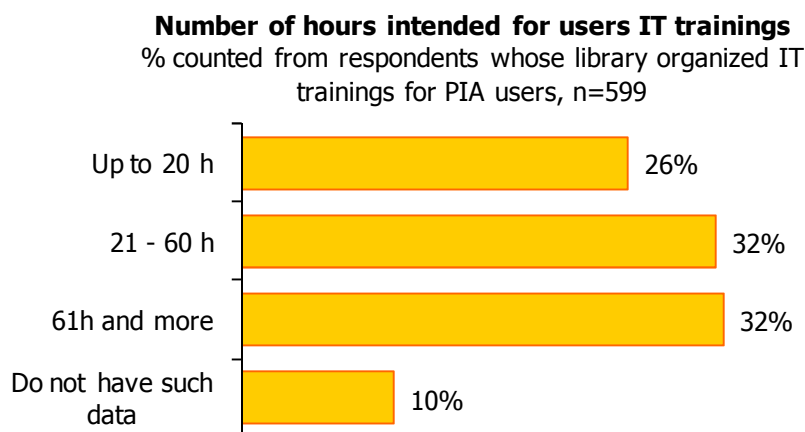


*The target groups include the urban and rural respondents

4.3 Duration of IT trainings for PIA users

According to the data of the factual librarian survey as of 2011, in 2010, 26% of libraries organizing IT trainings for PIA users allocated up to 20 hours for this purpose. One of three libraries (32%) allocated 21 to 60 hours for IT trainings, similar number of libraries allocated more than 60 hours for this purpose (32%). Altogether, 43,501 hours were allocated for the PIA user IT training in 2010.

Fig. 51 Number of hours allocated for users' IT training

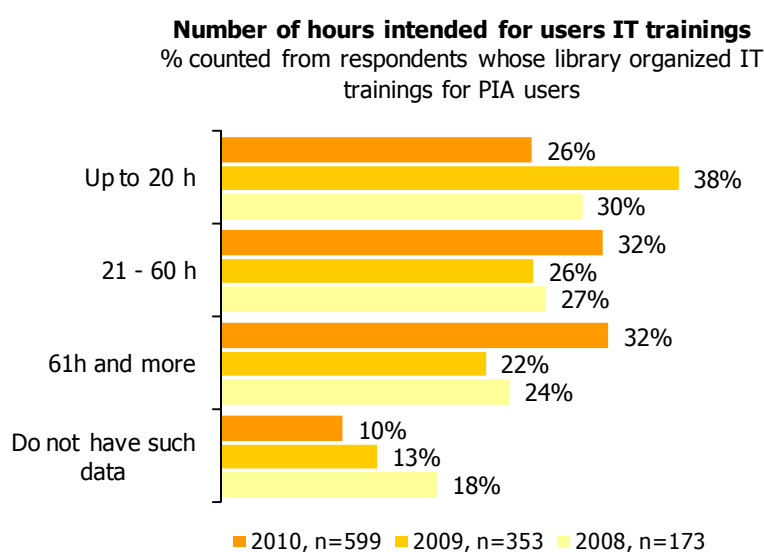


Over the reference period of 2008 through 2010 the number of hours allocated for users' IT training increased. The number of libraries allocating up to 20 hours for training, decreased (26% in 2010, 38% in 2009, and 30% in 2008), while the number of libraries allocating more than 21 hours for training, increased (64% in 2010, 48% in 2009, and 51% in 2008).

When measuring in absolute numbers, one may also notice that upon the increase in the number of trained PIA users, the number of training hours also increased: 12,310 hours were allocated for the PIA user IT training in 2008,

19,035 hours in 2009, and 43,501 hours in 2010.

Fig. 52 Number of hours allocated for users' IT training. *Comparison of 2008 to 2010*



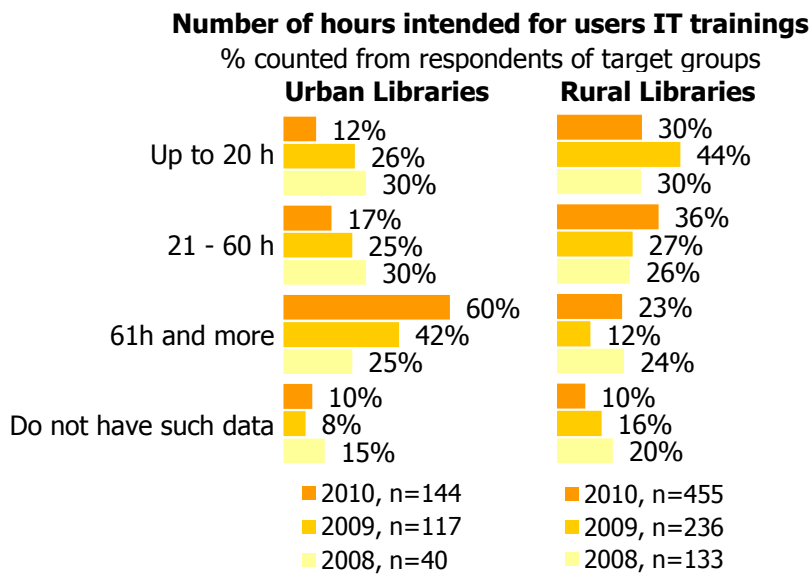
According to the data of the factual librarian survey as of 2011, in 2010 the urban libraries allocated more hours for the PIA user training than the rural ones (61 hours or more - 60% in cities and 23% in rural areas). Also, a slight decrease in the number of rural libraries, which allocated up to 20 hours for training (30% in 2010 and 44% in 2009) was observed. However, there was an increase in the number of libraries, which allocated 21-60 hours for training (36% in 2010, 27% in 2009, and 26% in 2008).

When analyzing absolute numbers, it becomes evident that over the past year the number of hours allocated to users' IT training increased significantly in both urban and rural areas:

In the urban libraries: 4,061 hours in 2008, 11,276 hours in 2009, and 22,808 in 2010.

In the rural libraries: 8,249 hours in 2008, 7,759 hours in 2009, and 22,693 in 2010.

Fig. 53 Number of hours allocated for users' IT training. *Comparison of the urban and rural areas*



*The target groups include the urban and rural respondents

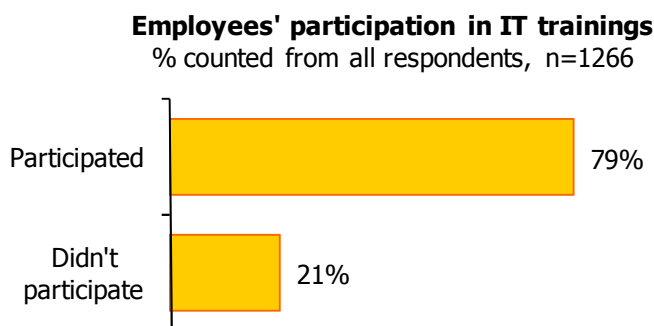
5. Staff training

This chapter deals with the library staff training.

5.1 Staff participation in IT training and training duration

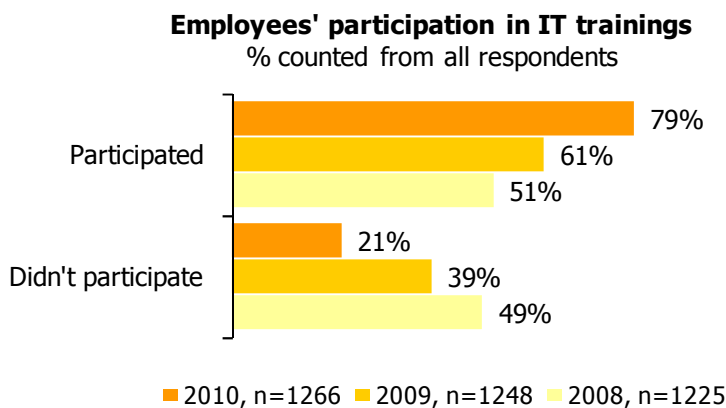
According to the data of the factual library staff survey as of 2011, in 2010 nearly eight of ten (79%) staff members participated in IT training.

Fig. 54 Staff participation in IT training



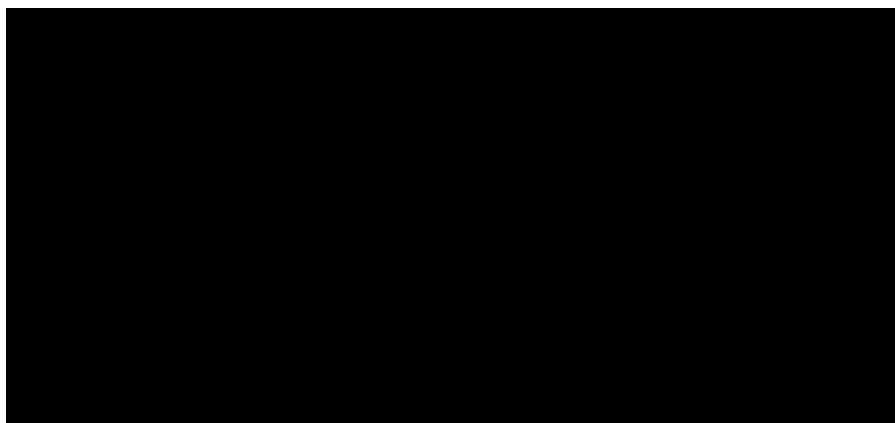
The number of library staff participating in IT training was increasing steadily over the reference period of 2008 through 2010 (79% in 2010, 61% in 2009, and 51% in 2008).

Fig. 55 Staff participation in IT training. *Comparison of 2008 to 2010*



According to the survey data as of 2011, more of the urban library staff participated in IT training (95%), but their participation changed only slightly in the recent years (95% in 2010 and 97% in 2009); more pronounced differences were observed in 2008-2009 (58% of the library staff participated in IT training in 2008, and 97% in 2009). The increase in the rural library staff participation in IT training became more noticeable only in the recent years (76% in 2010, 54% in 2009, and 49% in 2008).

Fig. 56 Staff participation in IT training. *Comparison of the urban and rural areas*

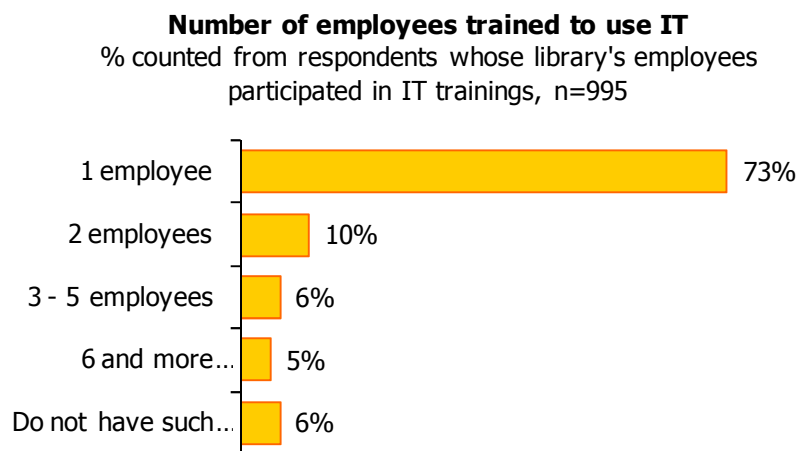


*The target groups include the urban and rural respondents

5.2. Number of staff members trained to use IT

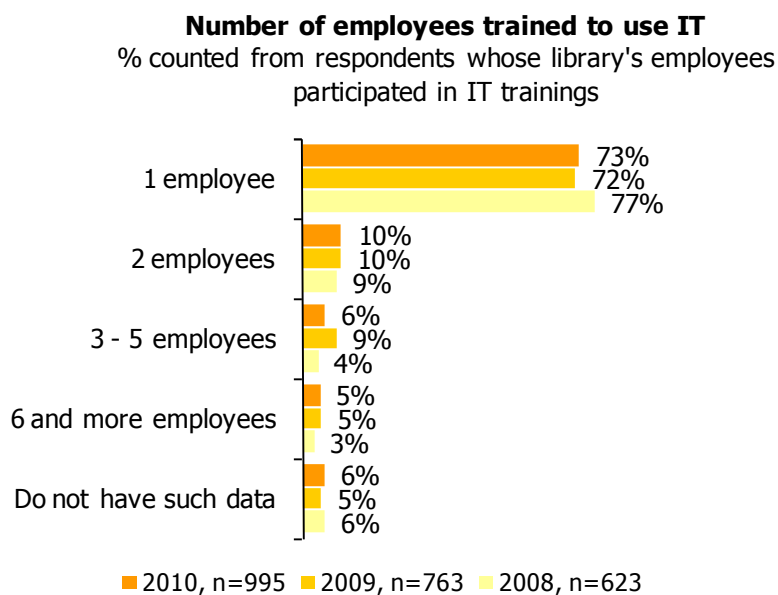
According to the data of the factual librarian survey as of 2011, one staff member per library normally participated in training (73%) in 2010. Two staff members of 10% of libraries participated in IT training. Three or more staff members of 11% of libraries participated in IT training. Overall, 2,112 library staff members were trained in the IT field in 2010.

Fig. 57 Number of staff members trained to use IT



Over the reference period of 2008 through 2010, the relative numbers of staff members, who were trained to use IT, remained almost unchanged. However, when comparing absolute numbers, one may observe the increase in the number of IT-trained staff members by 43%, compared to the year 2009 (1,475 employees were trained over 2009). Compared to the year 2008, in 2010 the number of trained staff members doubled, i.e. 99% (1,061 employees were trained over 2008).

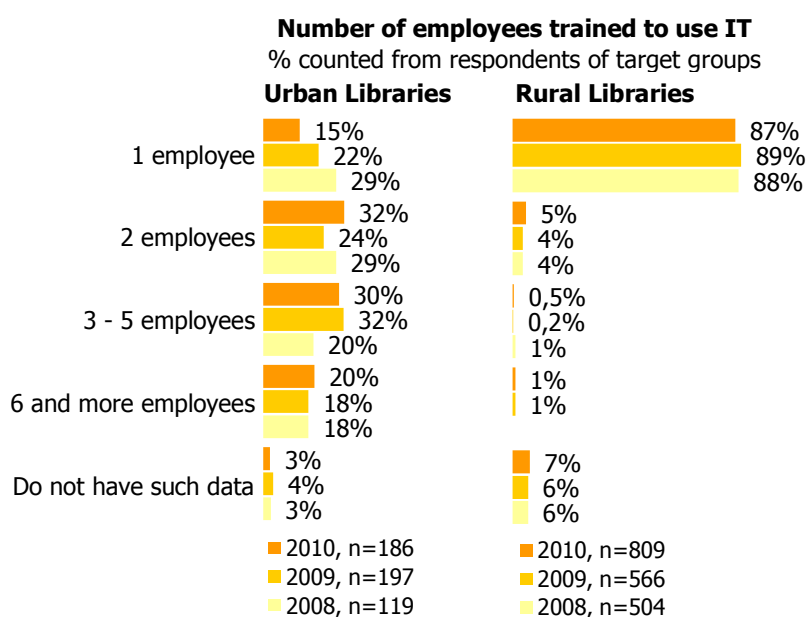
Fig. 58 Number of staff members trained to use IT. *Comparison of 2008 to 2010 situation*



According to the survey data as of 2011, statistically significantly, one employee per rural library was normally involved in IT training (87%); two or more employees per urban library were normally involved in IT training (82%). In 2008-2009, the number of rural library staff involved in IT training remained unchanged. In accordance with the prevailing tendency, the number of libraries with only one staff member trained, decreases: 29% in 2008, 22% in 2009 and 15% in 2010.

Overall, 917 staff members were trained in 2010, which is 3% more than in 2009 (889 employees); 1,195 library staff members were trained in rural areas during 2010, which is twice more (103%) than in the previous year (586 employees in 2009).

Fig. 59 Number of staff members trained to use IT. *Comparison of the urban and rural area*

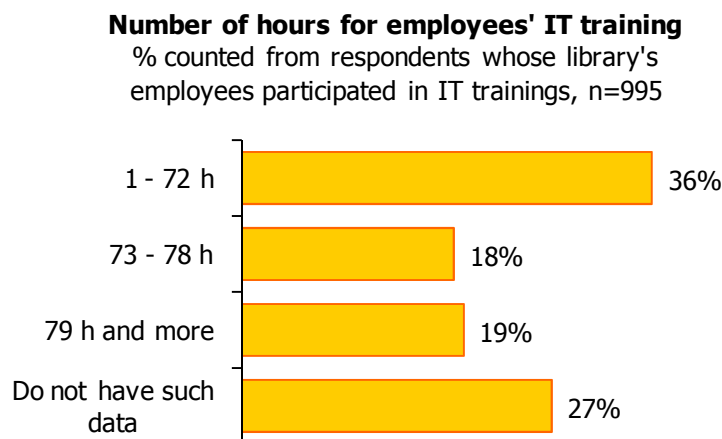


*The target groups include the urban and rural respondents

5.3 Staff training duration

According to the data of the factual librarian survey as of 2011, slightly more than a third part (36%) of libraries, whose staff participated in training, allocated up to 72 hours for their training; 73 to 78 hours were allocated for IT training of 18% of library staff; 19% of library staff participated in training that lasted 79 hours or longer. 27% of libraries, whose staff participated in training, had no information on their staff training hours. The total number of library staff IT training hours in 2010: 52,398 hours.

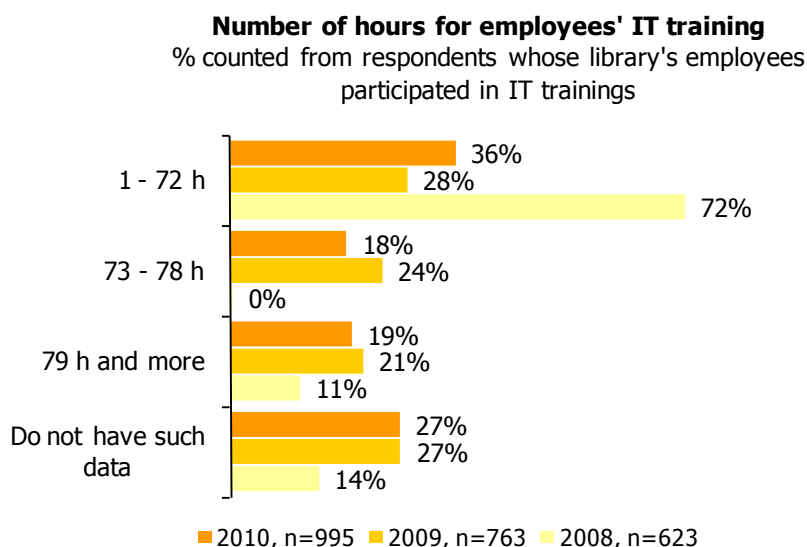
Fig. 60 Number of hours allocated for staff IT training



During 2008, the majority of libraries allocated up to 72 hours for their staff training (75%); the situation changed over the next two years, and more than 72 hours were allocated for the staff training (11% in 2008, 45% in 2009, and 37% in 2010). In the recent years, however, the tendency of decrease of hours allocated for the staff IT training has been observed again (28% of libraries allocated up to 72 hours for their staff training in 2009, 36% of libraries in 2010).

When assessing absolute numbers of training hours, it becomes clear that more significant changes in the field of employee training took place in 2009: In 2009, when compared with the previous year (23,031 hours in 2008, 50,349 hours in 2009), a double number of hours were allocated for the staff IT training (118%); from 2009 to 2010, however, change was less pronounced: 4% more hours were allocated for training in 2010, than in 2009 (52,398 hours in 2010).

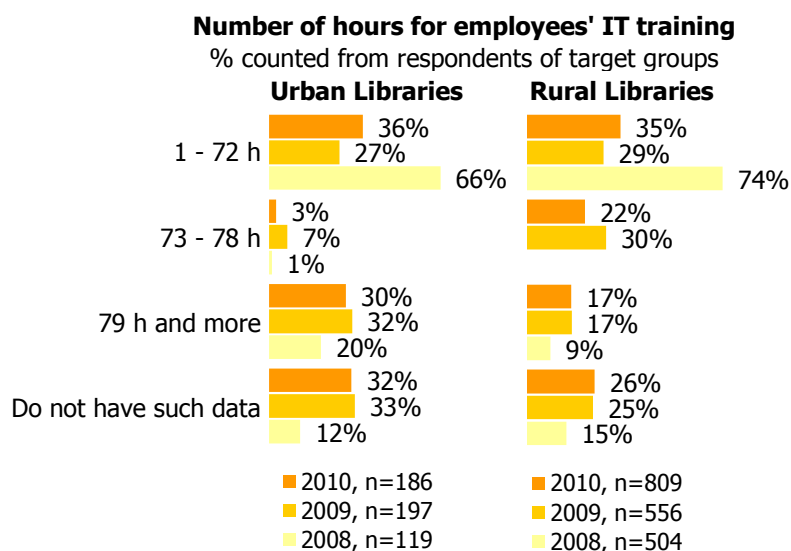
Fig. 61 Number of hours allocated for staff IT training. *Comparison of 2008 to 2010 situation*



When analyzing the differences between the urban and rural libraries, it becomes clear that the greater part of the urban libraries allocates more hours for their staff IT training (in 2010, 79 hours or more were allocated by 30% of urban libraries and by 17% of rural libraries). In 2009, both urban and rural libraries began allocating larger numbers of hours for IT training of their employees; however, the tendency of decrease has been observed again in the recent years, i.e. situation of both urban and rural libraries is in line with the general trends.

During 2010, 14,098 hours were allocated for the urban library staff IT training, which is 36% less than in 2009 (21,990 hours). In the rural areas, 38,300 hours were allocated for training in 2010, which is 35% more than in 2009 (28,359 hours). Therefore, it becomes obvious that during 2010 more attention was paid to the rural libraries and their staff IT training.

Fig. 62 Number of hours allocated for staff IT training. *Comparison of the urban and rural area*



*The target groups include the urban and rural respondents

6. Summing up results

1. Improved user access and opportunities to use computers and the Internet

1A. Number of libraries/branches/units rendering public Internet access services to their users

During the last (i.e. 2011) year the number of library branches, rendering PIA service, remained stable.

When comparing the results to the ones of the 2010 survey, one may notice that the percent of libraries rendering the PIA service to their users, remained almost the same: 83% in 2009 and 85% in 2010. Based on the survey results, the most intense PIA service arrangement fell on 2009: in 2008, there were 53% of libraries rendering the PIA service; in 2009, their percent shot up to 83%.

During the reference period (2008 through 2010), the PIA service was mostly rendered by the urban libraries. This difference became particularly clear in 2008 (78% in cities and 48% in rural areas) and decreased in 2009-2010 (in 2009, the difference between the urban and rural libraries was 14%; in 2010 it decreased to 8%).

1B. Number of computers with public Internet access

Number of computers with public Internet access in the respondent branches: 5,815

In total, the urban currently has 1,678 work places meant for the public Internet access, i.e. 29% of all work places meant for the public Internet access. A single urban library has the average of nine PIA work places. To compare the situation of 2010 with the one of 2009, the number of urban libraries' PIA work places increased 8% (in 2009, there were 1,547 PIA work places, the average being eight PIA work places), and in 2008 it increased 82% (926 PIA work places in 2008, the average being six PIA work places).

4,137 PIA work places were recorded in the rural libraries in 2010, with the average of five PIA work places per one library. Since 2009, the number of the rural libraries' PIA work places increased 20% (in 2009, there were 3,437 PIA work places, the average being four PIA work places), and since 2008, it increased 128% (in 2008, there were 1,810 PIA work places, the average being four PIA work places).

1C. Public Internet access hours available to users

Most libraries are open and render the public Internet access service at an average of 40 hours per week.

The rural libraries' weekly operating load was lower than the one of the urban libraries': 36% of urban libraries and 95% of rural libraries were open forty hours per week, but 65% of urban libraries and only 6% of rural libraries were open more than forty hours per week. According to the data of the factual librarian survey as of 2011, in 2010 three of four libraries (78%) were open for the same number of hours as in 2009. Nearly one fifth (17%) of them claim that the number of working hours has reduced.

1E. Number of public Internet access users

Public libraries have 245,065 registered PIA users (i.e. 8% of Lithuania' population)³.

According to the survey data as of 2011, in 2010 the urban libraries had more registered PIA users than the rural libraries, which was determined by the size of the library and population of the area. Statistically significantly, the rural libraries are more likely to have up to 150 registered PIA users (71% in rural areas and 13% in cities). Statistically significantly, the urban libraries are more likely to have more than 250 registered PIA users.

During this period (2008-2010 years), the number of registered PIA users has been growing: 191,000 of them were registered during 2008 and 209,000 during 2009. During 2010, the number of registered PIA users increased 17% (i.e. 35,701 users), thus making 245,000.

1F. Number of public Internet accesses per 1,000 residents

All in all, the respondent libraries currently have 5,815 work places meant for the public Internet access: 1.79 PIA places per 1,000 residents of Lithuania.

When comparing to the situation of 2009, one may notice that in 2010 the number of PIA work places increased 16% (831 work places), which is much less than in 2008-2009 (increase in the PIA work places 82%).

The urban libraries normally have six or more work places meant for the public Internet access, while there are fewer of such work places in the rural libraries. However, the number of rural libraries having six or more PIA work places increased during 2010: there were 12% of them in 2009, and 22% in 2010.

2. Increased library staff skills and motivation to use information technologies:

2F. Number of trained librarians

During 2010, one staff member per library normally participated in training (73%). Two staff members of 10% of libraries participated in IT training. Three or more staff members of 11% of libraries participated in IT training.

The number of library staff participating in IT training was increasing steadily over the reference period of 2008 through 2010 (79% in 2010, 61% in 2009, and 51% in 2008).

According to the survey data as of 2011, more of the urban library staff participated in IT training (95%), but their participation changed only slightly in the recent years (95% in 2011 and 97% in 2010); more pronounced differences were observed in 2008-2009 (58% of the library staff participated in IT training in 2008, and 97% in 2009). The growth of the rural library staff participation in IT training became more noticeable only in the recent years (76% in 2010, 54% in 2009, and 49% in 2008).

³ According to the data of the Department of Statistics, at the beginning of 2011 Lithuania's population was 3,244,900.

2G. The librarian information technology training hours

Slightly more than a third part (36%) of libraries, whose staff participated in training, allocated up to 72 hours for their training; 73 to 78 hours were allocated for IT training of 18% of library staff; 19% of library staff participated in training that lasted 79 hours or longer. 27% of libraries, whose staff participated in training, had no information on their staff training hours.

During 2008, the majority of libraries allocated up to 72 hours for their staff training (75%); the situation changed over the next two years, and more than 72 hours were allocated for the staff training (11% in 2008, 45% in 2009, and 37% in 2010). In the recent years, however, the tendency of decrease of hours allocated for the staff IT training has been observed again (28% of libraries allocated up to 72 hours for their staff training in 2009, 36% of libraries in 2010). When analyzing the differences between the urban and rural libraries, it becomes clear that the greater part of the urban libraries allocates more hours for their staff IT training (in 2010, 79 hours or more were allocated by 30% of urban libraries and by 17% of rural libraries).

3. Improved public library user skills of information technology use:

3C. Population trained in the field of information technology

According to the survey, 34% of libraries trained up to eight PIA users to use IT. 30% of libraries trained 9 to 20 users, similar percent (31%) of libraries trained 21 or more PIA users to use IT.

Over the reference period of 2008 through 2010, the number of trained users changed differently: in 2008, over 21 users were trained by a half (49%) of libraries and up to 8 users by 16% of libraries; in 2009-2010, the proportion of trained users remained similar.

3D. The population information technology training hours

The average number of population training hours: 20.

According to the data of the factual librarian survey as of 2011, in 2010, 26% of libraries organizing IT trainings for PIA users allocated up to 20 hours for this purpose. Over the reference period of 2008 through 2010 the number of hours allocated for users' IT training increased. The number of libraries allocating up to 20 hours for training, decreased (26% in 2010, 38% in 2009, and 30% in 2008), while the number of libraries allocating more than 21 hours for training, increased (64% in 2010, 48% in 2009, and 51% in 2008). In 2010 the urban libraries allocated more hours for the PIA user training than the rural ones (61 hours or more - 60% in cities and 23% in rural areas). Also, a slight decrease in the number of rural libraries, which allocated up to 20 hours for training (30% in 2010 and 44% in 2009) was observed. However, there was an increase in the number of libraries, which allocated 21-60 hours for training (36% in 2010, 27% in 2009, and 26% in 2008).

5. Improved library representation

5C. Increased number of library visitors (visits)

According to the data of the factual librarian survey as of 2011, 9.937 million visits were recorded by libraries and their branches.

According to the data of the factual librarian survey as of 2011, 9.937 mln visits to libraries and their branches were registered during 2010, i.e. 1.548 mln visits more than in 2009 (8.389 mln visits), and 1.494 mln visits more than in 2008 (8.443 mln visits).

During the reference period (2008 through 2010) the urban libraries' visitor flows registered were larger than the ones of the rural libraries'.

8. Increased relevant content offer and use

8A. Number of libraries having their own Web sites

The number of libraries having their own Web sites has not changed over the previous years

The number of libraries having their own separate Web sites, created and administered by the libraries themselves, has remained unchanged three years in a row: in 2008, 11% of libraries had their own Web sites, created and administered by the libraries themselves, in 2009 there were 10% of them, and in 2010 there were 10% of them. In 2010, like in the previous years (2008 through 2009), a considerably larger number of libraries had their own Web sites: 33% in cities and only 6% in the rural areas.

APENDIX A. Survey Questionnaire

12 instrument

WORKING HOURS

0. Questionnaire filling date: SPECIFY: 2011 year _____ month ____ day

1. How many hours per week in total this library/branch is opened for visitors? (SPECIFY THE NUMBER OF HOURS IN ACCURACY OF HALF AN HOUR)

_____ hours per week (ex., 30, 30,5)

2. How did the number of Library's working hours per week change in 2010 comparing with 2009? Has the total number of hours for visitors increased, decreased or stayed the same? In how many hours? (WRITE THE NUMBER OF HOURS)

1. In comparison to 2009 year the number of hours for visitors INCREASED in _____ hours (please provide as precise number as possible)
2. In comparison to 2009 year the number of hours for visitors DECREASED in _____ hours (please provide as precise number as possible)
3. The number of hours for visitors stayed the same like in 2009 year.

3. Could You please indicate at what time this library/branch is opened for visitors?

(SPECIFY WORKING HOURS NEXT TO EACH DAY OR MARK VARIANT NOT WORKING)

- | | | |
|---------------|-----------------------------|----------------|
| 1. Monday: | from _____ h. till _____ h. | 0. Not working |
| 2. Tuesday: | from _____ h. till _____ h. | 0. Not working |
| 3. Wednesday: | from _____ h. till _____ h. | 0. Not working |
| 4. Thursday: | from _____ h. till _____ h. | 0. Not working |
| 5. Friday: | from _____ h. till _____ h. | 0. Not working |
| 6. Saturday: | from _____ h. till _____ h. | 0. Not working |
| 7. Sunday: | from _____ h. till _____ h. | 0. Not working |

INTERNET AND PUBLIC INTERNET ACCESS (PIA)

4. Does this library/branch have its own website that is created and administrated by this library/branch? If You are filling the questioner about branch, does it has its own independed from center library website that is created and administrated by this branch?

(Having in mind both: the website intended for library or, for example, website about regional studies, etc., created and administrated by you)

1. Yes
2. No

5. Does this library provide the service of public internet access to visitors at the moment?

1. Yes
2. No -> SKIP TO QUESTION 16

6. Please indicate how many workplaces (computers) for public internet accesses are there at this library/branch and when it was equipped? Please also provide the total number of workplaces.

(WRITE THE RESPECTIVE NUMBERS AT THE EMPTY PLACES)

1. Library/branch has _____ workplaces, which were equipped less than a year
2. Library/branch has _____ workplaces, which were equipped 1-2 years ago
3. Library/branch has _____ workplaces, which were equipped 2-3 years ago
4. Library/branch has _____ workplaces, which were equipped more than 3 years ago
5. Library/branch has _____ workplaces

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

1. Yes
2. No

8. Is there any workplaces of public internet access for incapable people (with adjusted hardware and/or software) in this library?

1. There are (WRITE A NUMBER) _____ workplaces of public internet access for incapable people.
2. There is no workplace of public internet access for incapable people at the library.

THIS QUESTION IS ASKED ONLY OVER THE PHONE. IN THE WEB SURVEY WE DO NOT ASK THIS QUESTION

9. How many PIA work places are taken in this library/branch at this moment? (WRITE THE NUMBER)

10. How is this library/branch connected to the internet? (SINGLE ANSWER)

1. DSL
2. ISDN
3. Cable (internet via cable television network)
4. LAN (*local area network*)
5. Wireless connection
6. Optical cable
7. Other way (*SPECIFY*): _____

11. Please indicate the maximum connection speed of this library/branch public internet access:

(SINGLE ANSWER):

1. Slower than 56 Kbps (kilobytes per second)
2. 56 Kbps – 128 Kbps
3. 129 Kbps – 256 Kbps
4. 257 Kbps – 768 Kbps
5. 769 Kbps – 1,5 Mbps (megabytes per second)
6. Faster than 1,5 Mbps

12. How many registered public internet access users has this library/branch? Please calculate all registered users including those who have and who don't have the reader's certificate of this library/branch.

1. The Library/branch has (*WRITE A NUMBER*) _____ registered public internet access users.
2. Have no such data.

12.1. How many employees of this library/branch look after public internet access?

(WRITE A NUMBER): _____

USERS TRAINING

13. Has this library/branch organized trainings about information technologies for users of public internet access during 2010 year?

1. Yes
2. No -> SKIP TO QUESTION 16

14. How many users of this library/branch where thought how to use information technologies during 2010 year?

1. At the library/branch there were thought (*WRITE A NUMBER*) _____ users during 2010 year.
2. Have no such data.

15. How many hours were intended for users' trainings about information technologies during 2010 year?

1. There were intended (*WRITE A NUMBER*) _____ hours at the library/branch during 2010 year.
2. Have no such data

EMPLOYEES TRAINING

16. Did the employees of library / branch participate in the trainings about information technology, i.e. they themselves were taught during the 2010 year?

1. Yes
2. No -> SKIP TO QUESTION 19

17. How many employees of this library/branch participated in trainings about information technologies during 2010 year?

1. There were (*WRITE A NUMBER*) _____ employees who participated in the trainings about information technologies.
2. Have no such data.

QUESTION 18 IS ONLY FOR THOSE WHO IN QUESTION 17.1 INDICATED MORE THAN „0“ MEAN

18. How many hours where intended for employees' trainings about information technologies at this library/branch during 2010 year?

1. (*WRITE A NUMBER*) _____ hours were intended for employees' trainings about information technologies.
2. Have no such data.

FEW GENERAL QUESTIONS

19. How many employees in general work at this library/branch? Count yourself to that library/branch where you work.

(*WRITE A NUMBER*): _____

22. How many visits were at this library/branch during 2010 years? Please count not visitors, but their visits, including repeated visits of the same visitor.

1. The number of visits (*WRITE A NUMBER*) _____ during 2010 year.
2. Have no such data.

23. The occupation of the employee who filled the questionnaire: (*SPECIFY*) _____

THANK YOU!