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MARTYNAS  
MAŽVYDAS  
NATIONAL  
LIBRARY OF  
LITHUANIA



## PROJECT "LIBRARIES FOR INNOVATION"

# FACTUAL DATA COLLECTION OF LIBRARIES

## 2012

*(Instrument 12)*

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# 1. Factual Data Collection of Libraries in the Project Context

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

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

The main goals of the research, related to technical provision for public libraries and ensuring its availability to all social groups, have indirect derivative goals which are as important:

- ✓ Expansion of the communication boundaries of Lithuanian population;
- ✓ Expansion of the social and cultural capital of local communities;
- ✓ Reduction of social exclusion of the population in the rural areas, the elderly, the groups at social risk and the disabled;
- ✓ Development of informational abilities among Lithuanian population;
- ✓ Development of the competences of librarians to provide professional assistance to visitors in learning to use technologies by organizing special training programs;
- ✓ Enhancement of the perception of a public library as a cultural, information and technology center.

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

The research data related to such Project supervision indicators (supervision indicators, for which the information during the research was at least partly collected during the factual data collection, is printed in green):

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

### 1A. The number of librarians / sub-divisions / departments providing PIA<sup>1</sup>

### 1B. The number of computers intended for PIA

1C. The number of PIA hours for users

1D. The usage rate of computerized work-stations intended for PIA

### 1E. The number of PIA users

1F. The number of PIA work-stations per 1 000 population

### 1G. The number of libraries providing free-of-charge Internet access via a wireless connection

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

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

2B. Improved librarian representation and public relation skills

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

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

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

### 2F. The number of librarians trained

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

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<sup>1</sup> Public Internet access points hereinafter referred to as PIA in the Report.

### **3. Improved skills of public library visitors to use IT**

3A. Improved knowledge and skills of PIA users to use IT

3B. Varied PIA usage practice

**3C. The number of population trained to use IT**

**3D. The number of hours intended for population IT training**

### **4. Improved access for specific groups and hard to reach social groups**

4A. The percentage of users who do not have an alternative Internet access

4B. The experience of hard-to-reach groups

4C. Activities for which users use PIA in libraries most often

4D. The existence of programs or other mechanisms to involve hard-to-reach groups

### **5. Improved library representation**

5A. The reputation, public perception and profile of the library

5B. Expanded mission and the areas of competence of libraries

5C. Increased number of library visitors (visits)

### **6. Increased local, regional and national library financial support**

6A. Library funding

6B. PIA funding

### **7. Increased social benefit for individuals and communities via IT**

7A. The benefit received by users and its perception

7B. Librarians' perception of the benefit provided to the community by PIA

7C. Other stakeholders' perception of PIA benefit

### **8. Increased supply and usage of relevant content**

**8A. The number of libraries having an Internet website**

8B. New content and services in the library

8C. Increased scope of local content on the Internet

### **9. Innovations emerged in the network of libraries**

9A. Examples of innovations emerged in the libraries due to the Project

### **10. Enhanced assistance to librarians**

10A. Improved technical maintenance in libraries

10B. Improved methodological assistance to librarians

## **2. Research Methodology**

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

### **2.1. Survey Method**

The initial survey of library representatives was conducted online. Personal invitations to participate in the survey were sent by email to all librarians indicated by the Client. The invitations contained a brief introduction of the survey goals, the information about the survey conduction period, indication of factual information data whereof was recommended to be prepared prior to the completion of the questionnaire and the instructions for the completion of the questionnaire online.

The representatives of libraries connected to the Contractor's server via authorised links specified in emails. The representatives of libraries could answer the questions at any time at their convenience; the representatives of libraries were also able to stop completing the questionnaire at any time and connect to it later and continue its completion from the point they stopped.

Libraries with no Internet access or ignoring the invitation to provide information online were intended to be interviewed by telephone.

## 2.2. Survey Target Group, Sample and Sampling

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

According to the Client's requirements for the survey, it was intended to survey the representatives of all 1 276 libraries.

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

## 2.3. Survey Instrument

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

## 2.4. Technical report on Survey Conduction

The survey was started on 1<sup>st</sup> February 2012. It was planned to accomplish it on 15<sup>th</sup> February 2012. It was accomplished on 28<sup>th</sup> February 2012.

Over the period from 1<sup>st</sup> to 10<sup>th</sup> February 2012, the online survey of libraries was performed. Later, having processed the information on the libraries which had participated in the survey and which had not, the telephone survey of libraries was started. The telephone survey of the libraries with no Internet access was started on 13<sup>th</sup> February 2012.

The Client provided contact information of 1 276 libraries to the Contractor. During the survey, 1 260 library representatives were interviewed.

*Technical characteristics of survey conduction:*

Questionnaires completed online .....	<b>956</b>
Questionnaires completed by phone.....	<b>304</b>
Total number of library representatives surveyed.....	<b>1260</b>
Libraries subject to liquidation / closed for an indefinite period of time / inaccessible.....	<b>16</b>

*The list of libraries subject to liquidation / closed for an indefinite period of time / inaccessible:*

1. Liudvika and Stanislovas Didžiuliai Public Library of Anykščiai District Municipality, Andrioniškis branch
2. Liudvika and Stanislovas Didžiuliai Public Library of Anykščiai District Municipality, Burbiškis Branch
3. M. Daukša Public Library of Kėdainiai District Municipality, Surviliškis Branch
4. Žemaitė Public Library of Kelmė District Municipality, Šedbarai rural branch
5. Žemaitė Public Library of Kelmė District Municipality, Šalteniai village – school branch
6. P. Kriaučiūnas Public Library of Marijampolė, Netičkamps branch
7. Public Library of Panevėžys City Municipality
8. M. Katiliškis Public Library of Pasvalys, Diliauskai branch
9. Public Library of Prienai District Municipality, Kunigiškiai Rural Library – branch
10. Public Library of Šakiai District Municipality, Sintautai branch
11. Public Library of Šalčininkai District Municipality, Triboniai Library
12. Public Library of Šalčininkai District Municipality, Akmenynė Library
13. F. Bajoraitis Public Library of Šilutė District Municipality, Pagryniai branch
14. F. Bajoraitis Public Library of Šilutė District Municipality, Ramučiai branch
15. Karolina Praniauskaitė Public Library of Telšiai District Municipality, Degaičiai Rural Library – branch
16. Public Library of Vilkaviškis District Municipality, Vištytis Branch

At the instruction of the Client, Martynas Mažvydas National Library of Lithuania was not included in the survey due to the scope of its activity and uniqueness.

## 2.5. Ensuring Quality Control

The following measures were used to ensure the quality of survey conduction and data:

- ✓ Over the survey conduction period, constant consultations were provided with regard to questionnaire completion to both representatives of libraries and conductors of telephone surveys;
- ✓ The quality of data collected was audited by data analysts using the possibilities provided by SPSS program.

## 2.6. Data Analysis

While analysing the respondents' answers to the questions, general answer distributions and distributions according to various characteristics are presented in the Report.

As in the course of the survey the general population was interviewed, all differences in the answers of libraries staff area statistically significant (the bias equals to 0). Bearing in mind the latter, the comparison of groups and the evaluation of changes become more problematic because it is rather complicated to identify, different responses by several respondents determine significant differences. To facilitate the analysis, greater changes in responses are highlighted in different colours (only for the results of survey conducted in 2012). A green circle denotes significant positive changes (increase in significance) which took place in the course of the year, and red (or yellow) denotes negative changes (decrease in significance).

Statistically significant differences among other groups analysed were calculated using a statistical data processing program SPSS. The variables were cross tabulated. Then, by using  $\chi^2$  criterion it was verified whether statistically significant relation between the variables (significance coefficient p is not greater than 0.05) existed. If a statistically significant relation existed, it was verified in which cells (answer distributions) it existed (by using function *Adjusted Residuals*).

### **3. Summary of Survey Results**

#### ***Working Hours of Libraries and Number of Visits Therein***

##### **Working Hours of Libraries and their Branches**

83 per cent of libraries participating in the project “Libraries for Innovation” work not more than 40 hours per week. On average, libraries work 36 hours per week. Libraries work most often and longest from Tuesday to Friday (97–100 per cent of libraries). Only around a half of libraries are open on Mondays and Saturdays (on Mondays – 61 per cent, on Saturdays – 48 per cent), and nearly all libraries are closed on Sundays (99 per cent).

*2011 vs. 2010:* during 2011 the number of weekly working hours of libraries slightly increased (in 2011: on average 36 hours, in 2010: on average 34 hours) compared to the situation in 2010. This change was partly caused by an increase in the share of libraries open on Mondays (in 2011: 61 per cent, in 2010: 56 per cent), as well as longer working hours on Wednesdays, Thursdays and Fridays.

*2008–2011:* over the project implementation period from 2008 to 2010, the number of library working hours decreased (in 2010: on average 34, in 2008: on average 39 hours), however, in 2011 libraries started working slightly longer than in 2010, and the average weekly number of working hours went back to the level of 2009 (36 hours per week).

*Urban vs. rural:* visitors of urban libraries are served longer than in rural areas (open over 40 hours per week U: 67 per cent, R: 7 per cent). Moreover, rural libraries are less often open on Mondays (U: 95 per cent; R: 54 per cent) and Saturdays (U: 70 per cent; R: 44 per cent).

##### **Number of Library and Branch Visits**

During 2011, 10.586 million library visits were recorded. Over two thirds of libraries recorded less than 5 thousand visits each and merely a third (32 per cent) of libraries recorded greater visitor flows.

*2011 vs. 2010:* during 2011, a larger number of library visits was recorded in comparison to 2010 (in 2011: 10.586 million; in 2010: 9.937 million).

*2008–2011:* the share of libraries recording over 5 thousand visits per year was gradually growing since the beginning of the project implementation (2011:32%, 2008:27%).

*Urban vs. rural:* during 2011, a larger number of visits was recorded in urban libraries than in rural areas (U: 6.176 million; R: 4.410 million).

#### ***Public Internet Access in Libraries***

##### **Internet Website**

Every eighth library (13 per cent) has an Internet website developed and administered by the library.

*2011 vs. 2010:* the number of libraries having their Internet website slightly increased (in 2011: 13 per cent; in 2010: 10 per cent).

*2008–2011:* the number of libraries having their Internet website increased marginally since the start of the project implementation (2011:13%, 2010:11%).

*Urban vs. rural:* urban libraries have the Internet websites developed and administered by themselves more often than rural libraries (U: 37 per cent; R: 8 per cent). In the course of the project implementation, the share of urban libraries having their Internet websites increased significantly (in 2011: 37 per cent, in 2008: 27 per cent).

##### **Provision of Public Internet Access**

In 2011, public internet access was provided by 93 per cent of libraries surveyed (1 775 libraries). Compared to 2010, the share of libraries proving public Internet access increased by 8 percentage points (p.p.), and since the start of the project implementation the number of libraries providing public Internet access doubled (from 638 libraries in 2008 to 1 175 libraries in 2011).

*2011 vs. 2010:* during 2011, the number of libraries having public Internet access increased (in 2011: 93 per cent; in 2010: 85 per cent).

*2008–2011:* the number of libraries providing public Internet access doubled since the start of the project implementation (from 638 libraries in 2009 to 1 175 libraries in 2012).

The majority of urban and rural libraries provide their users with public Internet access. A more significant growth in the number of libraries offering public Internet access is recorded in rural areas compared to 2010 (9 p.p.) and in terms of the change since the start of the project implementation (41 p.p.).

*Urban vs. rural:* in rural areas, there are more libraries without public Internet access than in urban areas (U: 96 per cent; R: 93 per cent). Yet, a more significant growth in the number of libraries providing public Internet access is recorded in rural areas compared to the situation in 2010 (U: 92 per cent, R: 84 per cent) in terms of the change since the start of the project implementation (U: 78 per cent, R: 48 per cent).

### **Workstations of Public Internet Access**

It was established in the course of the research that there were 6 183 workstations intended for public Internet access in the libraries surveyed at the end of 2011. On average, there are 5 workstations for public Internet access in each library. The majority of computerised workstations were set up two years ago or earlier (76 per cent, 4 696 workstations).

*2011 vs. 2010:* the number of workstations intended for public Internet access slightly increased in 2011 (in 2011: 6 183; in 2010: 5 815).

*2008–2011:* the majority (76 per cent) of workstations intended for public Internet access in libraries were set up by 2010 (by 2009 and earlier 44 per cent of the total number of currently available workstations intended for public Internet access were set up in libraries; over 2009–2010 – 32 per cent of the total number of workstations; over 2010–2011 – 15 per cent of workstations, in 2011 – 9 per cent of workstations).

*Urban vs. rural:* in urban libraries, the average number of workstations intended for public Internet access is twice as large as in rural libraries (U: 9; R: 5), however, the total number of workstations intended for Internet access is larger in rural libraries (U: 1 842; R: 4 341).

### **Wireless Internet Access for Visitors**

The service of wireless Internet is provided by 60 per cent (701 libraries in total) of libraries offering public Internet access.

*2011 vs. 2010:* during 2011, the number of libraries providing wireless Internet access increased (in 2011: 701; in 2010: 582).

*2008–2011:* over the period of the project implementation, a consistent and significant growth in the share of libraries providing public Internet access which also provide wireless Internet access has been recorded (in 2011: 60 per cent, in 2008: 12 per cent).

*Urban vs. rural:* the share of urban libraries providing wireless Internet access is greater than that of rural libraries (U: 77 per cent; R: 56 per cent).

### **Workstations of Public Internet Access Intended for People with Disabilities**

Ten per cent of libraries providing public Internet access have computerised workstations adapted to people with disabilities.

*2011 vs. 2010:* during 2011, the number of workstations intended for people with disabilities in libraries increased (in 2011: 177 workstations; in 2010: 114 workstations).

*2008–2011:* a significant growth in the share of libraries providing public Internet access and having computerised workstations adapted to people with disabilities was recorded over the period 2008–2009 (in 2009: 9 per cent, in 2008: 3 per cent), and after 2009 the share of such libraries hardly changed (in 2011: 10 per cent, in 2009: 9 per cent).

*Urban vs. rural:* in urban areas, there are relatively more libraries with computerise workstations adapted to people with disabilities (U: 38 per cent; R: 4 per cent).

## **Means of Internet Connection and Internet Speed**

Forty two per cent of libraries are connected to the Internet by means of a wireless connection. Another 23 per cent of libraries use DSL connection. Libraries mainly use the Internet speed exceeding 769Kbps (57 per cent).

*2011 vs. 2010:* during 2011, the share of libraries connecting to the Internet by means of a wireless connection reduced (in 2011: 42 per cent, in 2010: 52 per cent), yet, the use of cable, optical fibre cable and other alternative connections (e. g. fibre, broadband) to the Internet increased. Moreover, the number of libraries having the Internet speedier than 1.5 Mbps (2011:34%, 2010:24%) was increasing, and the share of libraries with a slower Internet was reducing.

*2008–2011:* a growing use of DSL, LAN, optical fibre cable connections was recorded since the beginning of the project implementation (DSL: in 2011: 23 per cent, in 2008: 18 per cent; LAN: in 2011: 9 per cent, in 2008: 6 per cent; optical fibre cable: in 2011: 12 per cent, in 2008: 4 per cent).

*Urban vs. rural:* in urban libraries , DSL connection is used more often (U: 53 per cent; R: 16 per cent), and in rural areas, the wireless Internet connection is more popular (U: 12 per cent; R: 48 per cent).

## **Public Internet Access Users' Training**

### **Number of Public Internet Access Users**

Slightly more than 397 thousand registered public Internet access users have been recorded in libraries participating in the project "Libraries for Innovation" surveyed.

*2011 vs. 2010:* during 2011, the number of registered public Internet access users increased by 152 thousand (in 2011: 397 thousand, in 2010: 245 thousand).

*2008–2011:* over the period of project implementation, the number of registered public Internet access users doubled (in 2011: 397 thousand, in 2008: 191 thousand).

*Urban vs. rural:* the number of registered public Internet access users in urban areas is lightly higher than in rural areas (U: 222 thousand; R: 175 thousand).

### **Organisation of IT Trainings for Public Internet Access Users**

During 2011, IT trainings for public Internet access users were organised by 74 per cent of libraries providing public Internet access (874 libraries). During 2011, over 128 thousand hours were devoted for these trainings.

*2011 vs. 2010:* during 2011, the number of libraries which organised IT trainings for public Internet access increased considerably (in 2011: 74 per cent; in 2010: 56 per cent). The total number of hours devoted to IT training also went up (in 2011: 128 thousand; in 2010: 43 thousand).

*2008–2011:* the number of libraries which organised IT trainings for public Internet access users increased 5 times since the beginning of the project implementation (in 2011: 874, in 2008: 173).

*Urban vs. rural:* IT trainings in rural libraries were organised as often as in urban libraries (U: 78 per cent; R: 74 per cent); yet, the total number of hours devoted to IT trainings in rural libraries is twice as large as in urban libraries (U: 46 thousand; R: 82 thousand).

### **Number of Users Trained to Use IT**

According to the data of 2011, 40 thousand public Internet access users were trained to use IT in the libraries surveyed.

*2011 vs. 2010:* during 2011, the number public Internet access users trained to use IT went up (in 2011: 40 thousand; in 2010: 13 thousand).

*2008–2011:* the number of PIA users trained to use IT was consistently growing over the period of the project implementation (in 2011: 40 thousand, in 2008:7 thousand). Approximately 68.5 thousand users have been trained to use IT throughout the entire period of the project implementation.

*Urban vs. rural:* a similar number of public Internet access users has been trained to use IT in urban and rural libraries (U: 22 thousand; R: 18 thousand).

## **Staff Training**

### **Number of Employees Supervising Public Internet Access**

The provisions of public Internet access in libraries is maintained by 1 656 employees.

*2011 vs. 2010:* during 2011, the share of employees maintaining public Internet access increased (in 2011: 1 656; in 2010: 1 475).

*2008–2011:* over the period of the project implementation, the number of library employees supervising public Internet access increased by a third (in 2011: 1 656, in 2008: 1 042).

*Urban vs. rural:* there are more employees maintaining public Internet access in rural libraries (U: 591; R: 1 065).

### **Participation by Employees in IT Training and Number of Hours Devoted to Training**

Eighty four per cent of libraries organised IT training for their employees (1 059 libraries). During 2011, nearly 45 thousand hours were devoted to these trainings.

*2011 vs. 2010:* during 2011, the number of libraries whose employees participated in IT trainings increased slightly (in 2011: 84 per cent; in 2010: 79 per cent); the number of hours devoted to the training reduced in 2011 compared to 2010 (in 2011: 45 thousand; in 2010: 52 thousand).

*2008–2011:* the share of libraries whose employees participated in IT training was growing consistently since the start of the project implementation (in 2011: 84 per cent, in 2008: 51 per cent).

In 2011, the share of libraries which organised IT training for their employees reduced in urban areas, and increased in rural areas. In 2011, IT trainings for employees were organised in the same share of urban and rural libraries (87 and 83 per cent).

*Urban vs. rural:* although the employees of urban and rural libraries attended IT trainings with the same frequency (U: 87 per cent; R: 83 per cent), the number of hours devoted to employee training is much higher in rural libraries than in urban (U: 16 thousand; R: 28 thousand).

### **Number of Employees Trained to Use IT**

During 2011, 2 785 library employees were trained to use IT.

*2011 vs. 2010:* the number of employees trained to use IT went up (in 2011: 2 785; in 2010: 2 112).

*2008–2011:* the number of employees trained to use IT was growing consistently since the start of the project implementation (2011:2785, 2008:1061).

*Urban vs. rural:* during 2011, slightly more employees in rural libraries were trained to use IT than in urban libraries (U: 1 128; R: 1 657).

## 4. Characteristics of Libraries and Employees Surveyed

Seventy seven per cent 77% of libraries or their branches with public Internet access surveyed have one employee each.

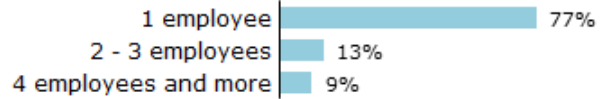
More than two thirds of libraries (63 per cent) recorded up to 5 thousand visits in 2011. In this case, the number of visits, not the number of visitors, was recorded, i.e. repeated visits by the same visitor were included.

In urban areas, less than a fifth of libraries was surveyed (17 per cent), while 83 per cent of libraries participating in the project "Libraries for Innovation" serve rural residents.

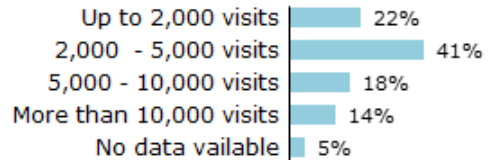
Slightly more libraries were surveyed in Kaunas (16 per cent), Vilnius (13 per cent), Panevėžys (13 per cent), Šiauliai (11 per cent) Counties.

Information about libraries for the survey was usually provided by senior librarians (61 per cent).

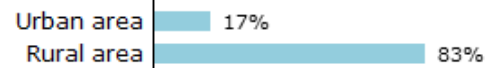
### Number of library/branch employees



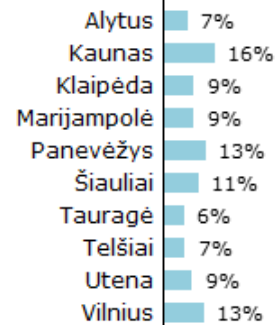
### Number of library/branch visits during 2011



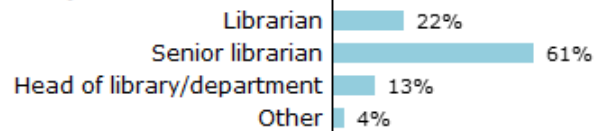
### Locality



### County



### Position of respondent



## 5. Working Hours of Libraries and their Branches and Number of Visits Therein

### 5.1. Working Hours of Libraries and their Branches

- Over the period 2008-2010, the working hours of libraries shrank, and in 2011, the number of weekly working hours in libraries went back to the level of 2009 in a week -

The majority of libraries participating in the project 'Libraries for Innovation' work up to 40 hours a week. Thirty six per cent of libraries serve their visitors during up to 32 hours and another 47 per cent - 32-40 hours per week. Less than a fifth of libraries or their branches (17 per cent) are open to their visitors longer than 40 hours per week.

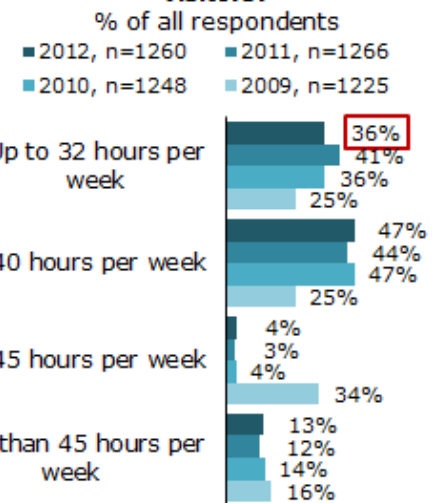
During 2011, weekly working hours of libraries were slightly longer than in 2010: the number of libraries working up to 32 hours per week slightly reduced, however, the number of libraries working 32-40 hours per week went up slightly.

Weekly working hours of larger libraries in Vilnius, Kaunas and Klaipėda are more often longer.

The analysis of the change in weekly working hours of libraries over the period of the project implementation shows that during the first three months of the project implementation, weekly working hours of libraries were shortened, however, the data for 2011 already reflect a different trend: weekly working hours of libraries are already longer than in 2010, and the average number of working hours went back to the level of 2009 in a week (36 hours per week).

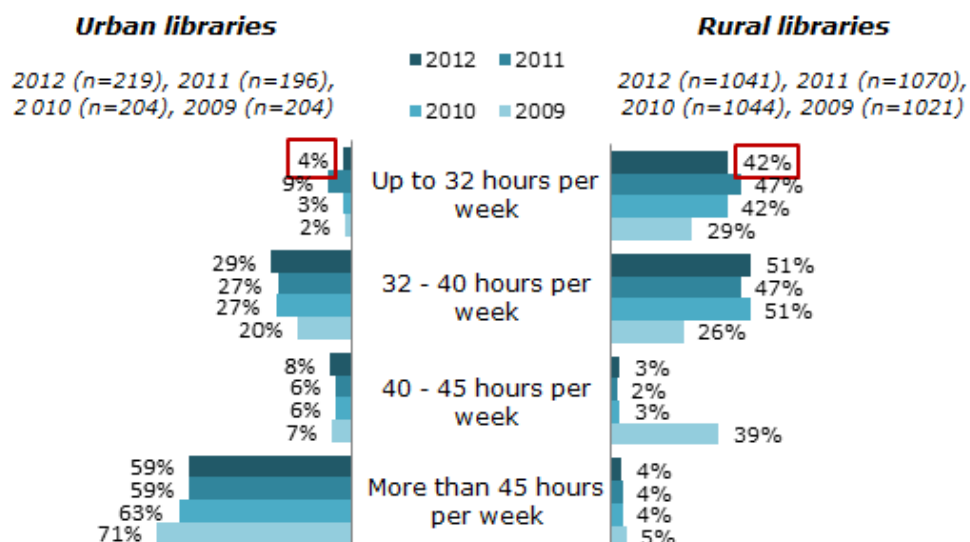
Rural libraries have shorter weekly working hours than urban libraries. Compared to 2010, both in urban and rural areas the number of libraries working shorter than 32 hours per week went down.

**How many hours per week libraries/branches are open to visitors?**



**How many hours per week libraries/branches are open to visitors?**

% of all target group respondents

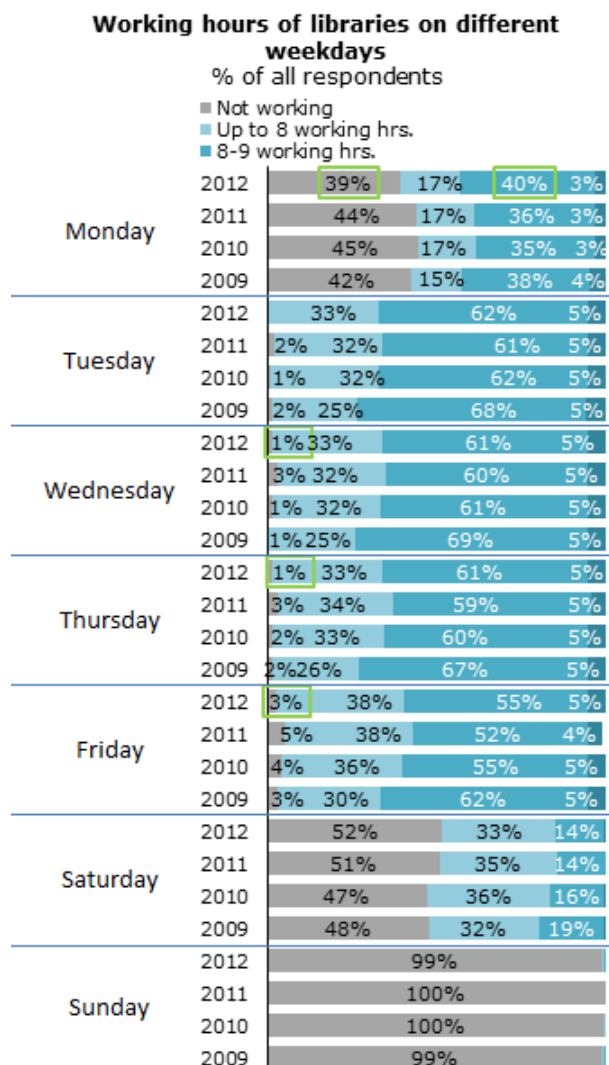


## - The majority of libraries can be visited from Tuesday to Friday

A major part of libraries work from Tuesday to Friday. More than a half of libraries work for 8 to or 9 hours on these days.

On Mondays and Saturdays, nearly a half of libraries are closed (39 and 52 per cent respectively). Sunday is a day off for libraries.

It is notable that in 2011, slightly more libraries started providing services on Mondays; the number of libraries closed on Wednesdays, Thursdays or Fridays decreased.



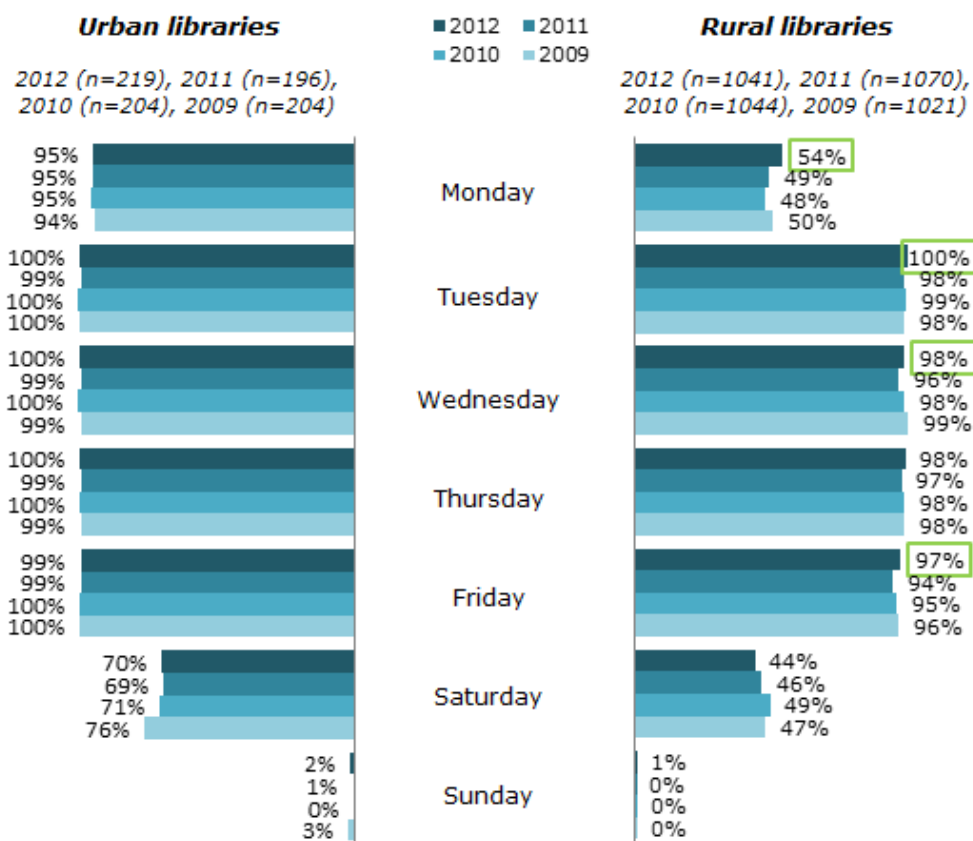
\* 2011 (n=1260), 2010 (n=1266),  
2009 (n=1248), 2008 (n=1225)

The comparison of the work of urban and rural libraries on different weekdays shows that the branches of rural libraries less often than urban libraries work on Mondays. It is normally a usual working day for urban libraries. Moreover, more urban libraries work on Saturdays.

Over recent years, the number of rural libraries working on Mondays, Tuesdays, Wednesdays and Fridays increased.

## The share of libraries working on different weekdays

% of all target group respondents



- During 2011, the number of working hours in the majority of libraries did not change, 7 per cent of libraries extended their working hours -

The number of working hours did not change in the majority of libraries (90 per cent) in 2011<sup>2</sup>. Seven per cent of libraries increased the number of their working hours, 4 per cent of libraries decreased it.

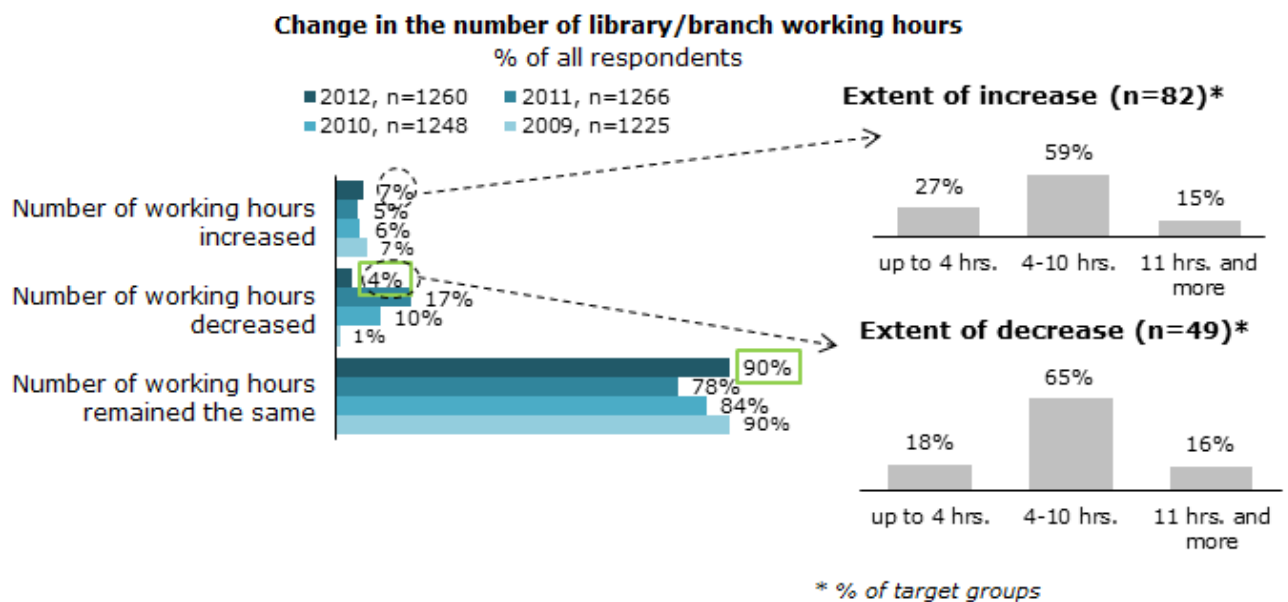
Twenty seven per cent of libraries which increased the number of working hours in 2011 prolonged their working time not more than by four hours. More than a half (59 per cent) of such libraries started serving their visitors by 4–10 hours longer, and 15 per cent of libraries prolonged their working hours by 11 hours or more.

Libraries where the number of working hours was reduced usually started working less by 4–10 hours (65 per cent). Nearly a fifth (18 per cent) of such libraries shortened their working hours by four hours, and 16 per cent shortened their working time by 11 hours or more.

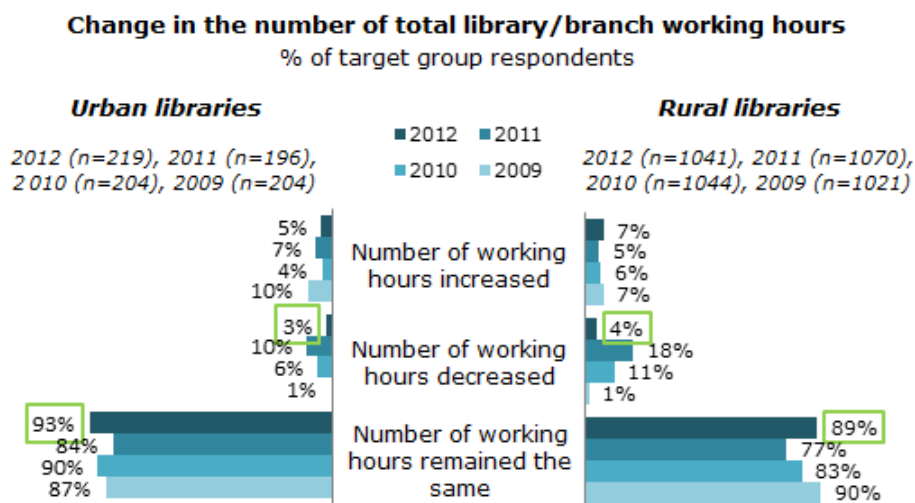
The number of working hours increased in Panevėžys, Šiauliai and Vilnius County libraries. Working hours were more often reduced in Kaunas County and libraries with one employee.

This year, part of libraries where the number of yearly working hours remained the same went back to the level of 2009. Over the period 2010–2011, the share of such libraries was smaller as the number of libraries where the number of working hours was reduced increased.

<sup>2</sup> The survey conduction year is indicated in the diagrams. During the survey in 2012, information about 2011 was collected, in 2011m. – about 2010, in 2010 – about 2009, in 2009 – about 2008.



In principle, the fluctuations of working hours in urban and rural libraries do not differ. Working hours were shortened in a much smaller share of both urban and rural libraries in 2011 compared to 2010; the number of working hours remained the same in the majority of urban and rural libraries.



## 5.2. Number of Library and their Branch Visits

- The number of library visits basically did not change over the period 2008–2011

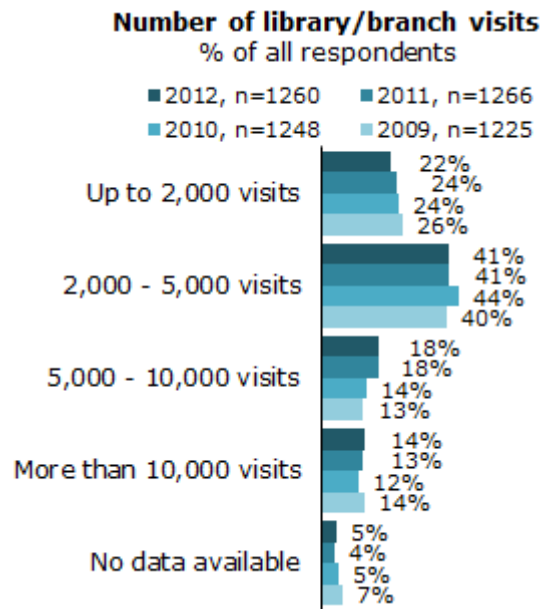
During 2011, in total, 10.586 million<sup>3</sup> library and their branch visits were recorded. It is nearly 65 thousand visits more than in 2010 (9.937 million). When explaining this change it may be assumed that this change was partly caused by longer working hours in libraries.

Two thirds of libraries (63 per cent) recorded up to 5 thousand visits in 2011. Merely a third of libraries (32 per cent) recorded over 5 thousand visits. In general, 8 814 visits were recorded in one library on average in 2011.

In comparison to the previous year, the relative shares of library visits do not differ.

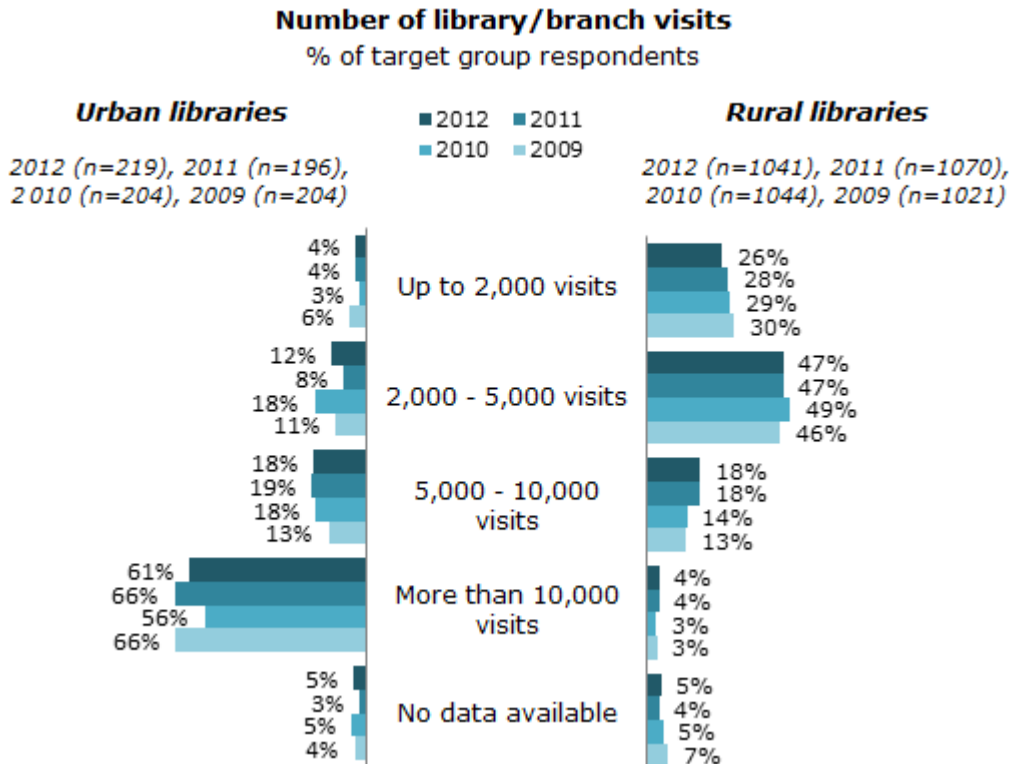
<sup>3</sup> The total number of library visits is not final as 5 per cent of library employees surveyed do not have any data about the number of visits in their libraries.

The share of libraries recording more than 5 thousand visits per year was gradually growing since the start of the project implementation.



More visits were recorded in Kaunas, Klaipėda, Vilnius and Utena County libraries. Moreover, the number of library visits is usually also related to the number of employees in libraries: the greater the flow of visitors is recorded in libraries, the more staff the library has.

Urban libraries record greater visitor flows than rural libraries. Although urban libraries constitute only 17 per cent of all libraries surveyed, in 2011 they recorded 58 per cent of all visits (6.176 million visits, average per library: 29 549 visits). In 2011, rural libraries recorded 4.410 million visits (average per library: 4 446 visits).



## 6. Public Internet Access in Libraries

### 6.1. Possession of Internet Website

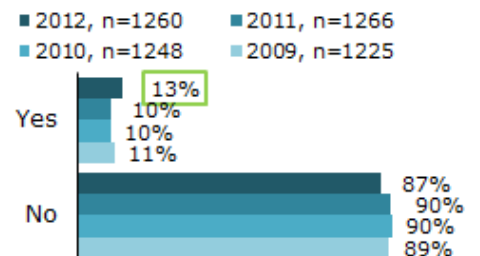
- The share of libraries having Internet websites increased slightly

Approximately every eighth library (163 libraries) have separate Internet websites developed and administered themselves. The largest libraries (with the largest number of employees and visitors) more often have their Internet websites. Urban libraries more often have Internet websites.

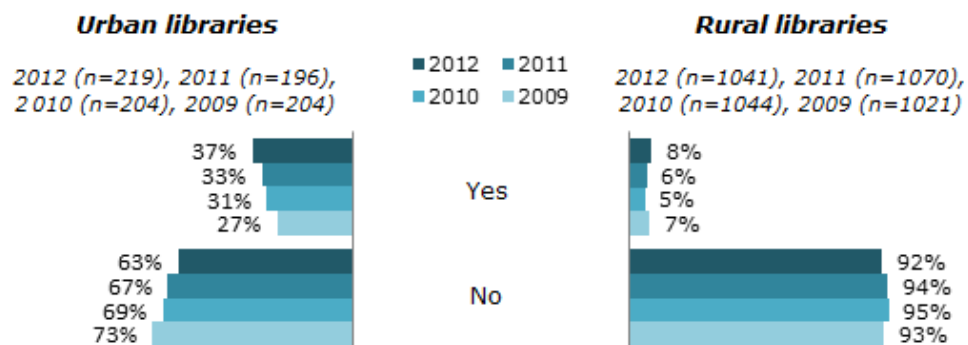
The number of libraries having their Internet websites has increased slightly over recent years.

In 2011, slightly more urban libraries (in comparison to rural ones) developed their Internet website.

**Possession of a website developed and administered by the library**  
% of all respondents



**Possession of a website developed and administered by the library**  
% of target group respondents



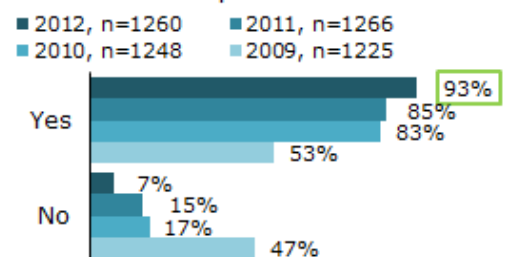
### 6.2. Provision of Public Internet access

- At the end of 2011, public Internet access was provided in 93 per cent of libraries -

Public Internet access is provided by 93 per cent of libraries (1 775 libraries). In comparison to 2010, the share of libraries providing public Internet access increased by 8 percentage points (p.p.), and since the beginning of the project implementation the number of libraries having public Internet access nearly doubled (from 638 libraries in 2008 to 1 775 libraries in 2011).

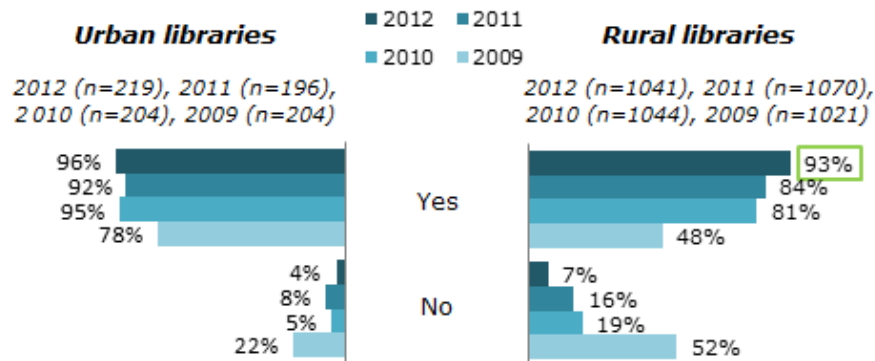
Public Internet access is provided to users by the majority of both urban and rural libraries. However, the number of rural libraries providing public Internet access increased more considerably in comparison of the situation in 2010 (9 p.p.) and in terms of the change since the start of the project implementation (41 p.p.).

**Is PIA service provided to visitors at the moment?**  
% of all respondents



### Is PIA service provided to visitors at the moment?

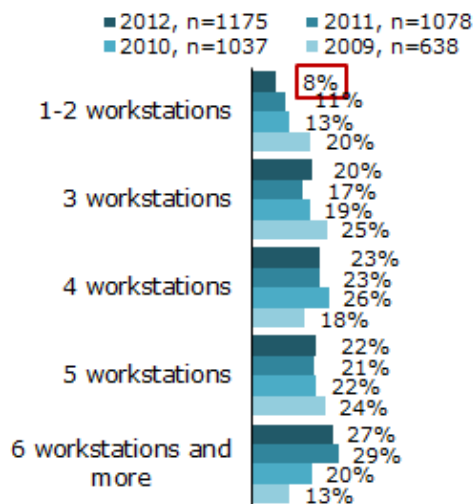
% of target group respondents



### 6.3. Public Internet Access Workstations

- The greatest increase in the number workstations intended for public Internet access was recorded over the period 2008–2009, later, the growth slightly slowed down –

**Total number of PIA workstations**  
% of library employees having indicated that PIA is available in their library



In total, currently there are 6 183 workstations intended for public Internet access in libraries which participated in the survey. This number increased by 6 percentage points (368 workstations) compared to 2010 (5 815 workstations). The growth of the number of workstations intended for public Internet access have slowed down since 2009 (over the period 2008–2009, the number of PIA workstations increased in 82 per cent, 2009–2010 – in 16 per cent of libraries).

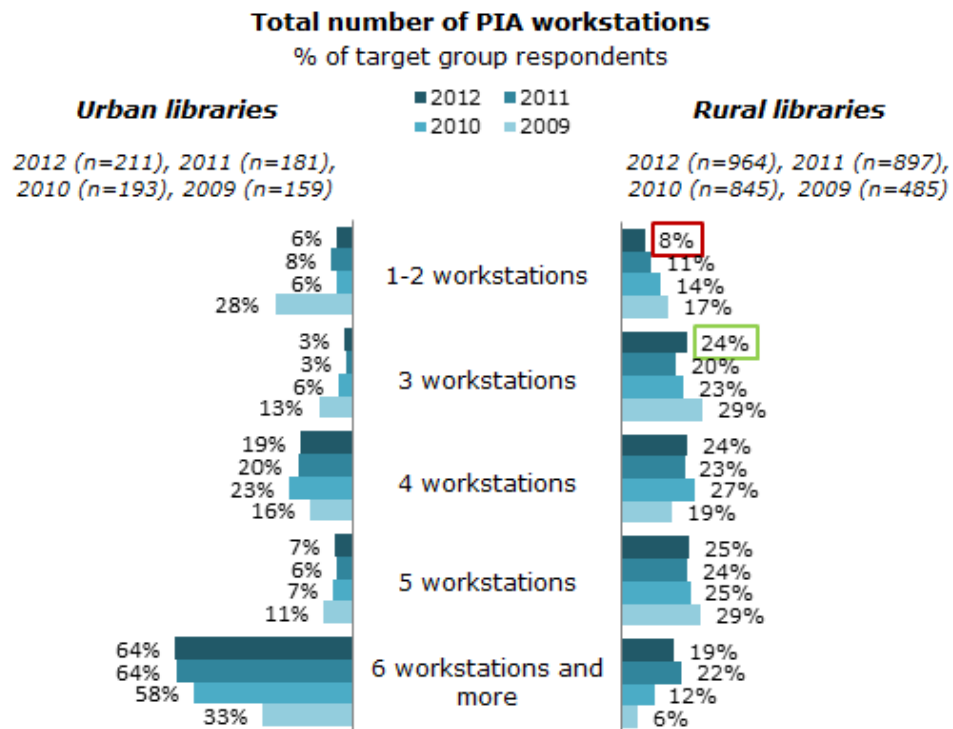
The number of workstations intended for public Internet access is increasing not only due to the growth in the number of libraries providing public Internet access but also due to the growth in the number of workstations intended for Internet access in libraries. The number of libraries having up to three workstations intended for public Internet access has been relatively decreasing since the start of the project implementation, and the share of libraries with four and more workstations intended for public Internet access is going up.

Twenty eight per cent of libraries have up to three workstations intended for public Internet access. Forty five per cent of libraries have 4–5 workstations intended for public Internet access, and six or more workstations intended for public Internet access are available for users in yet another quarter (27 per cent) of libraries.

In urban libraries, there are six and more workstations intended for public Internet access, while in rural libraries, libraries with public Internet access usually have a smaller number of workstations intended for Internet access. In comparison to data for 2010, the number of libraries with up to three workstations intended for public Internet access reduced in 2011, and the number of libraries with three workstations intended for public Internet access increased. It is important to note that while the number of rural libraries having public Internet access was generally increasing more rapidly over the period 2008–2011, the number of workstations intended for public Internet access was increasing more rapidly in libraries in urban areas.

In total, currently there are 1 842 workstations intended for public Internet access in urban areas. They account for 30 per cent of all workstations intended for public Internet access (urban libraries constitute 17 per cent of all libraries which participated in the project “Libraries for Innovation”). The number of workstations intended for public Internet access has increased by 10 per cent over recent years (164

workstations, there were 1 678 workstations in 2010). Rural libraries recorded 4 341 workstations intended for public Internet access. In comparison to 2010, their number increased by 5 per cent (204 workstations, there were 4 137 workstations last year).



Every second library providing PIA (53 per cent) has workstations intended for public Internet access set up more than three years ago. A slightly smaller share of libraries (43 per cent) has PIA workstations set up 2–3 years ago. Twenty six per cent of libraries providing PIA service have workstations intended for public Internet access set up 1–2 years ago. New PIA workstations were set up 15 per cent of libraries with public Internet access in 2011.

In 2011, less new workstations intended for public Internet access were set up than in 2010 or previous years of the project implementation.

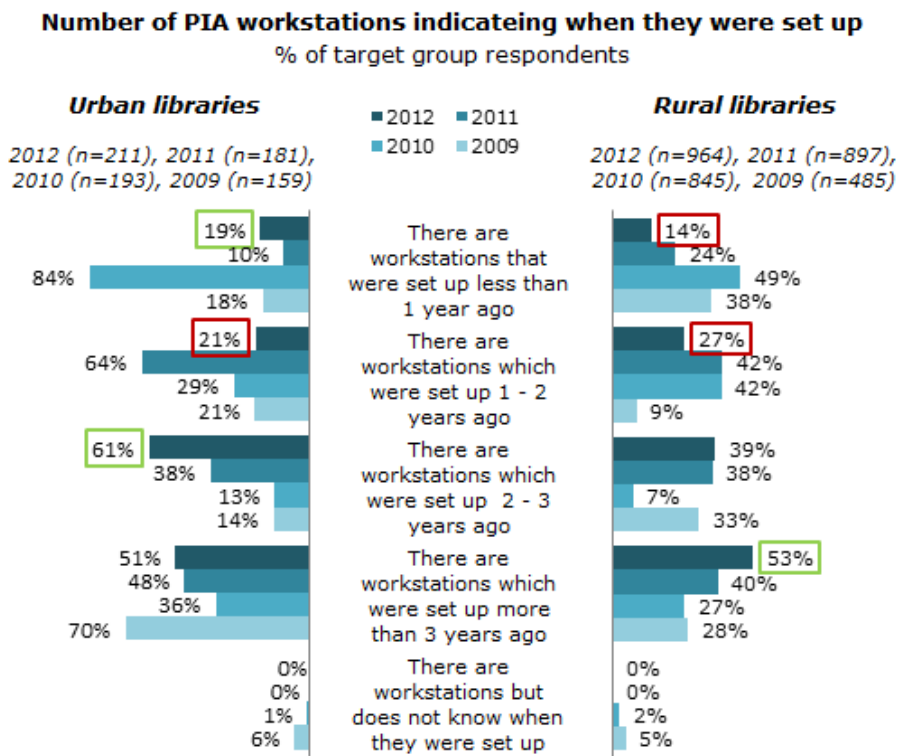
While considering the time of establishment of workstations intended for public Internet access in absolute numbers, we see that the greatest share of Internet workstations was set up more than three years ago (2 715 workstations). Two to three years

ago, 1 981 workstations were established. Another 936 workstations were set up 2–3 years. 551 workstations intended for public Internet access are new set up less than a year ago.

- In rural areas, the majority of workstations intended for public Internet access were set up more than three years ago, in urban areas – 2–3 years ago –

The majority of workstations intended for public Internet access in urban libraries (61 per cent) were set up 2–3 years ago and only a fifth (19 per cent) – less than a year ago. Whereas, in rural areas, every second (53 per cent) library has workstations which were set up more than three years ago, and only a sixth (14 per cent) of workstations intended for public Internet access in rural libraries were set up less than a year ago.

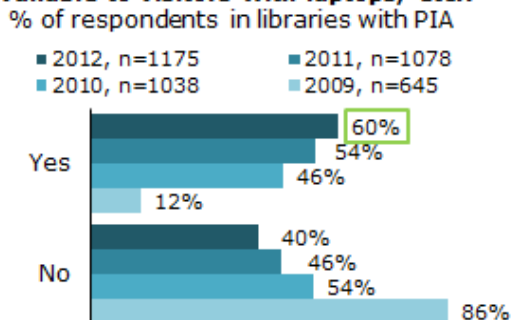
In comparison to 2010, new workstations intended for public Internet access were set up in a large share of urban libraries in 2011, whereas, in rural areas the share of libraries having set up workstations intended for public Internet use shrank. In the context of the entire project implementation, the largest number of workstations intended for public Internet access both in urban and rural libraries were set up in 2009, the smallest number – in 2011.



## 6.4. Wireless Internet Access for Visitors

- The share of libraries providing wireless Internet access increased five times from the beginning of the project implementation -

### Is public, free-of-charge wireless Internet available to visitors with laptops, etc.?



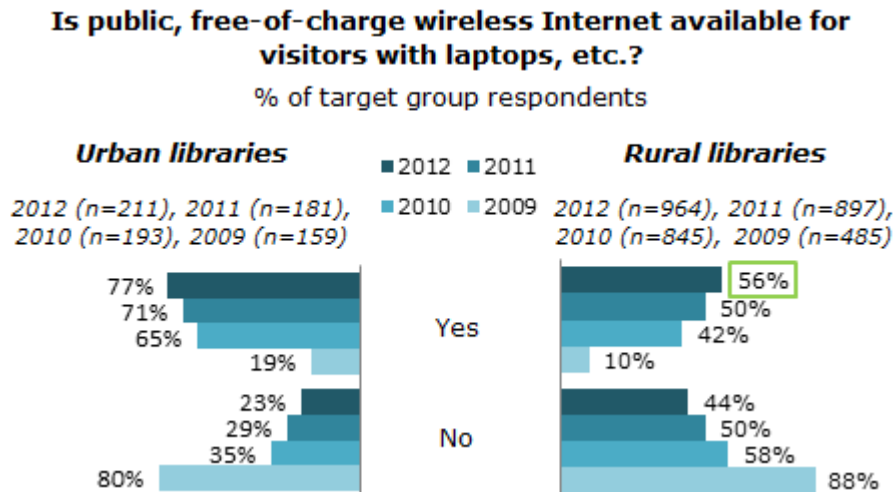
Over a half (60 per cent, 701 libraries) of libraries providing public Internet access for their visitors provide the service of wireless Internet as well. More often they are Panevėžys County libraries and the largest libraries (with four or more employees and over 10 thousand visits in 2011).

In comparison to 2010, the share of libraries with wireless Internet access increased by 6 p.p. in 2011. This development is recorded only in rural libraries.

Over the period of the project implementation, a consistent growth in the share of libraries providing public Internet access which provide the service of wireless

Internet as well has been recorded. This trend is recorded both in urban and rural areas.

There are more libraries providing wireless Internet access in urban areas than in rural ones.

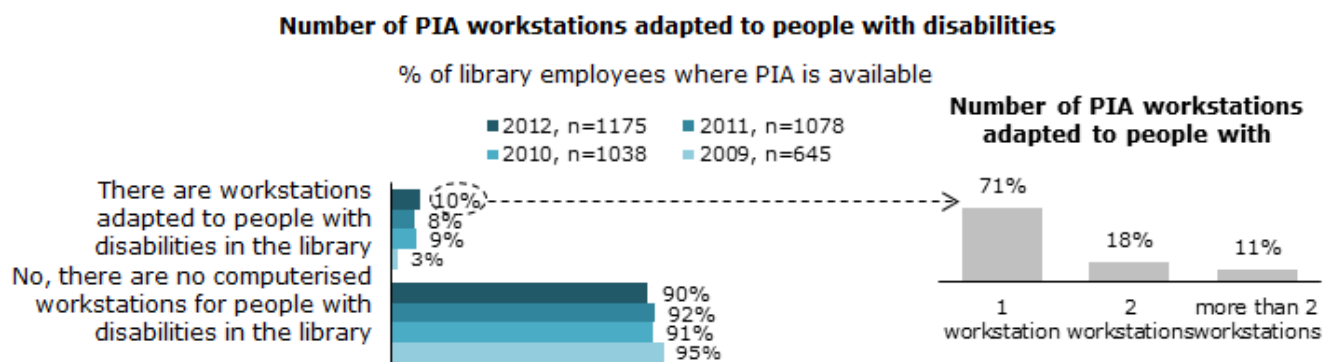


## 6.5. Workstations Intended for Public Internet Access and Adapted for people with Disabilities

- The number of libraries with workstations intended for public Internet access and adapted to people with disabilities increased over the period of the project implementation -

People with disabilities are able to use public Internet access in one tenth of libraries providing public Internet access (10 per cent). In comparison to 2010, the share of such libraries did not change considerably, although the factual number of such libraries increased (according to the data for 2010, there were 84 libraries having workstations for public Internet access adapted to people with disabilities, and according to the data for 2011 there were 118 such libraries).

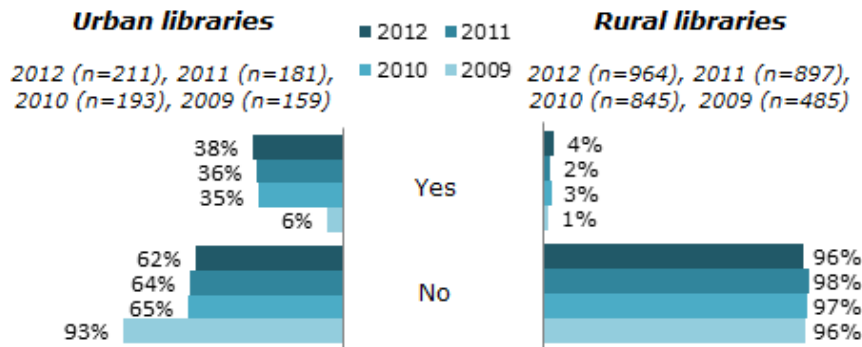
Each library usually has one workstation for public Internet access adapted to people with disabilities.



\* percentage of the staff who answered the question (%)

Workstations for public Internet access adapted to people with disabilities are more often found in the largest libraries with at least four employees and over 10 thousand visits recorded over recent years. In urban areas, the share of libraries with workstations adapted to people with disabilities is relatively greater.

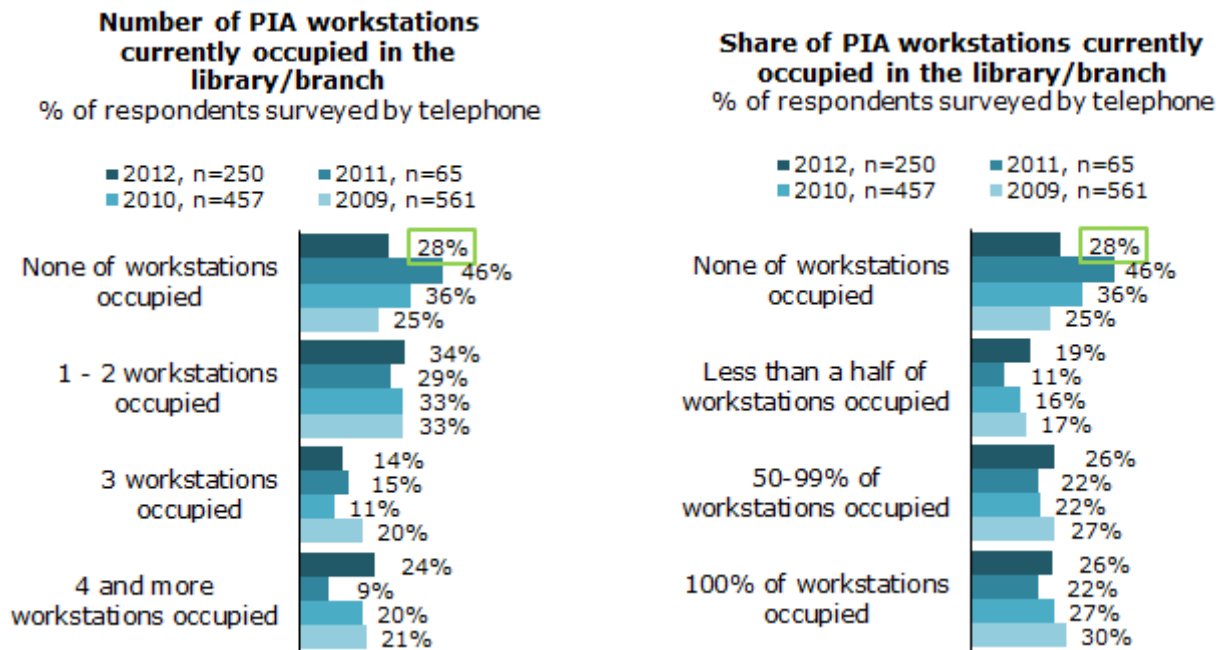
**Number of PIA workstations adapted to people with disabilities**  
 % of target group respondents



## 6.6. Occupancy of Workstations Intended for Public Internet Access

- During the telephone survey, a half or more of workstations intended for public Internet access were used in every second library -

The employees of libraries providing public Internet access were asked on the phone how many computerised workstations were occupied at the time of the interview. Twenty eight per cent of respondents claimed that all workstations intended for public Internet access were vacant. Another third of respondents (34 per cent) mentioned that 1–2 workstations were occupied. Three and more workstations were occupied in 38 per cent of libraries.



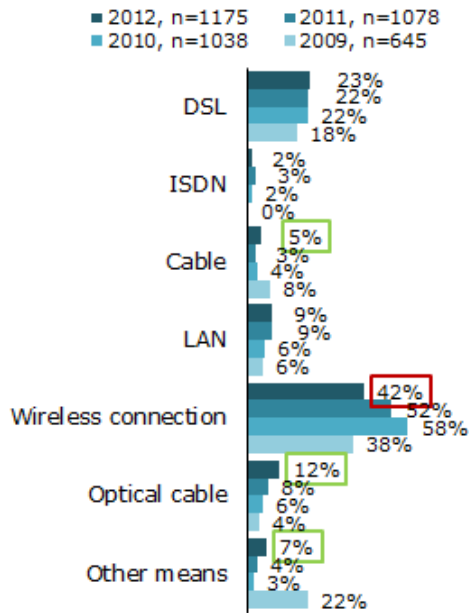
Having analysed the relative share of occupied workstations intended for public Internet access, we see that in a half of libraries 50 per cent or more computerised workstations were occupied at the time of survey (in 26 per cent of libraries 50–99 per cent of workstations were occupied and in another 26 per cent – 100 per cent of workstations).

In comparison to the data of the research carried out in 2011, the share of libraries where at least one workstation intended for public Internet access was occupied at the time of the telephone interview has increased this year.

## 6.7. Internet Connection Means and Internet Speed

- Urban libraries are more often connected to the Internet via DSL connection, and rural ones via wireless Internet connection -

**Means by which the library/branch is connected to the Internet**  
% of respondents who work in the library with PIA



Most often (42 per cent, 493 libraries), libraries having public Internet access are connected to the Internet by means of wireless Internet. Another fifth (23 per cent, 269 libraries) of libraries connect to the Internet via DSL connection. Every tenth library providing the service of public Internet access connects to the Internet by means of optical cable (12 per cent) or LAN (9 per cent). Other means to connect to the Internet are used not more than by 7 per cent of libraries.

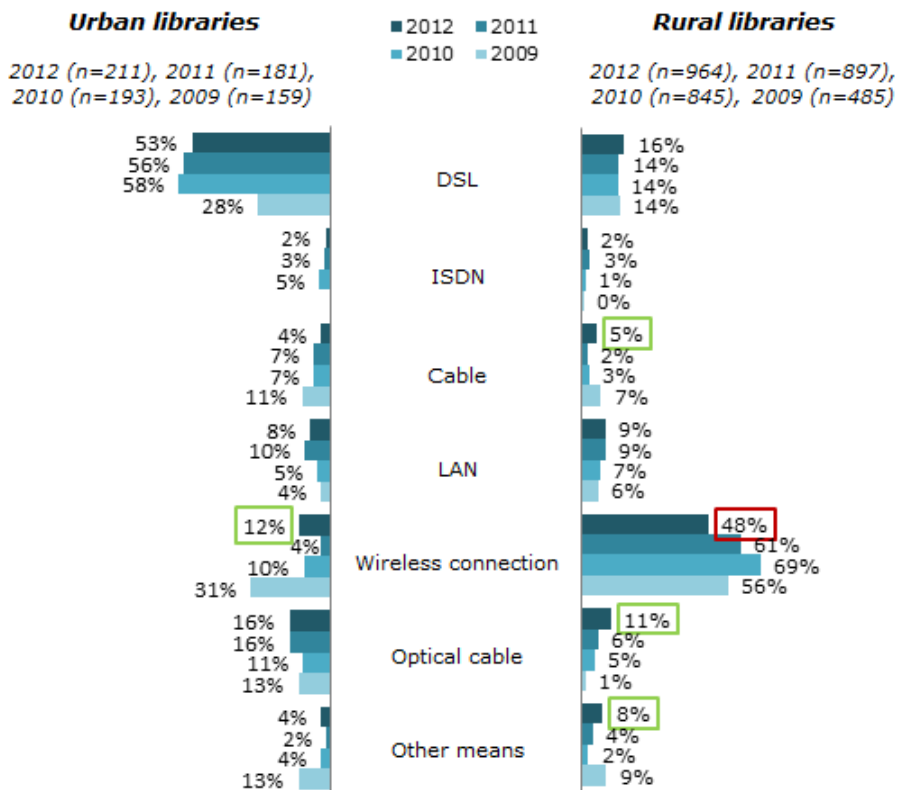
Wireless Internet is the most common connection among small rural libraries. DSL connection is more common in urban libraries.

In comparison to the data for 2010, the number of libraries connecting to the Internet by means of wireless connection reduced in 2011, however, the use of cable, optical cable and other Internet connection alternatives (e.g.: fibre cable, broadband connection) slightly increased.

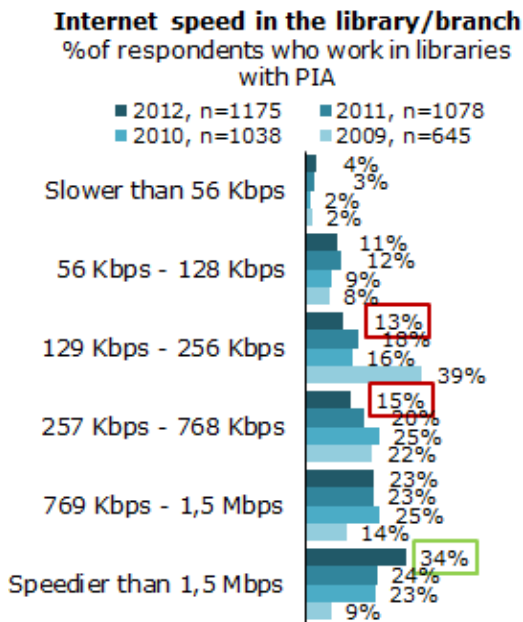
Since the beginning of the project implementation, a growing use of DSL, LAN, optical cable as alternatives to wireless Internet connection has been recorded.

In 2011, more urban libraries connected to the Internet by means of wireless connection, and in rural areas increasingly more libraries connect to the Internet by means of a cable or optical cable.

**Means by which the library/branch is connected to the Internet**  
% of respondents who work in libraries with PIA



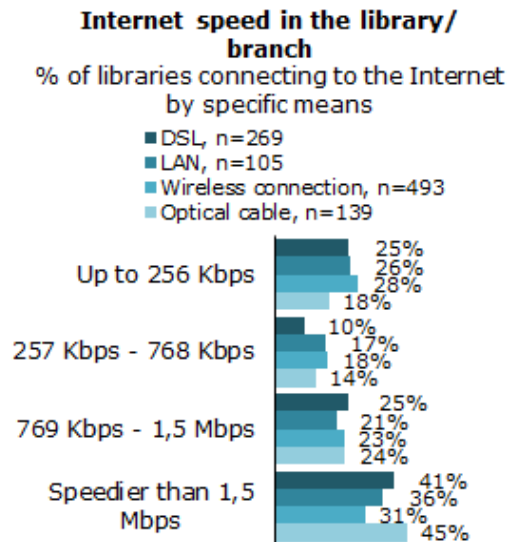
- Increasingly more libraries have speedier Internet -



In slightly more than a quarter (28 per cent) of libraries, the Internet speed is up to 256 kilobytes per second (Kbps). Two fifths of libraries (38 per cent) are using the Internet with the speed of 257 Kbps – 1.5 Mbps. Another 34 per cent of libraries can offer their visitors an Internet speed over 1.5 Mbps.

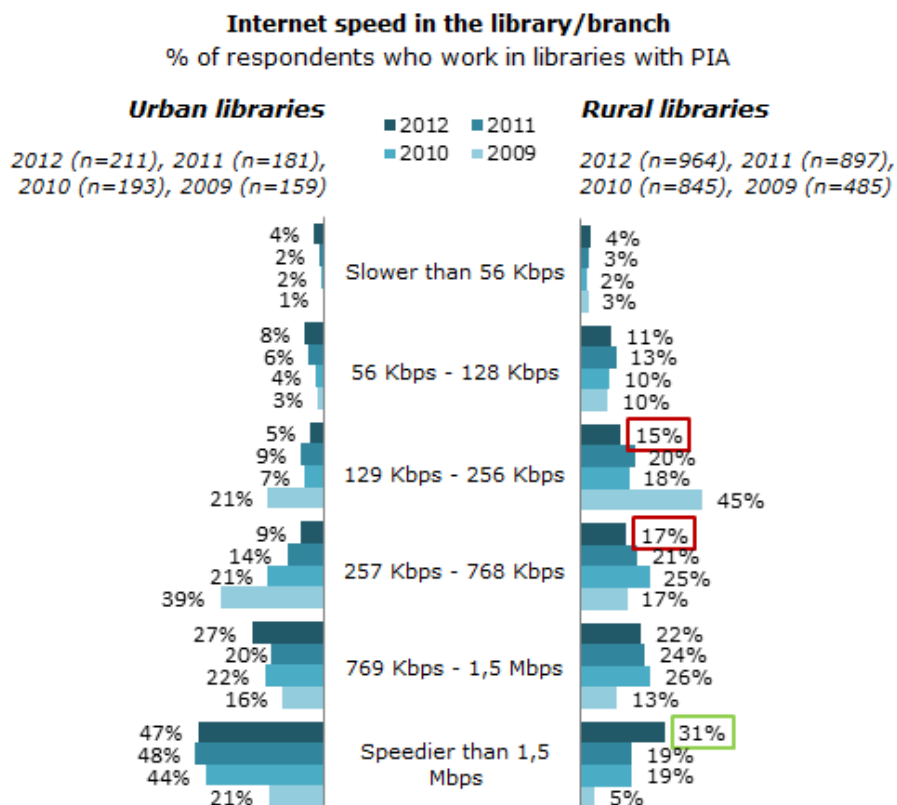
Over the period 2009–2012, the share of libraries using the Internet speedier than 1.5 Mbps has been constantly increasing, and the share using a slower Internet has been gradually reducing.

Internet speed is inseparable from the means of Internet connection. Libraries connecting to the Internet by means of DSL or optical



cable have the speediest Internet. Whereas, libraries using LAN or wireless Internet have a slower Internet. Bearing in mind that namely rural libraries more often connect to the Internet by means of wireless Internet, it becomes clear why their visitors are offered a less speedy Internet.

Nevertheless, both compared to 2010 and in terms of the context of the entire project implementation, the Internet in rural libraries is becoming speedier. The number of rural libraries where visitors can use speedier Internet than 768 Kbps increased nearly six times since 2008 (from 89 libraries in 2008 to 515 libraries in 2011). In urban libraries speedier Internet is being installed as well, however, the change is not as significant as in rural libraries. The number of urban libraries with speedier Internet than 1.5 Mbps increased three times over the period of the project implementation (from 33 libraries in 2008 m. to 99 libraries in 2011).

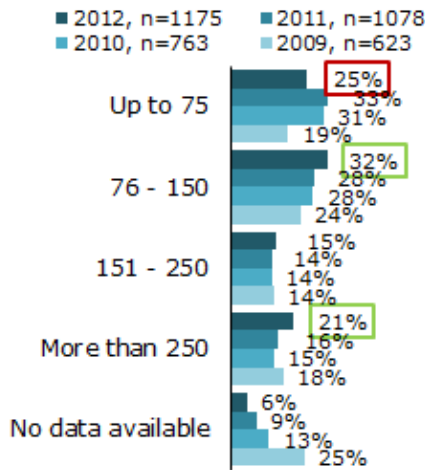


# 7. Training of Public Internet Access Users

## 7.1. Number of Public Internet Access Users

- In 2011, the number of rural libraries with a larger number of PIA users increased -

**Number of Registered PIA Users**  
% of respondents who work in libraries with PIA



Six per cent of libraries providing Internet access do not have any data about the number of registered public Internet access users. Whereas, there are over 397 thousand registered users of public Internet access in libraries having such information. It is nearly 152 thousand users more than in 2010 (245 thousand).

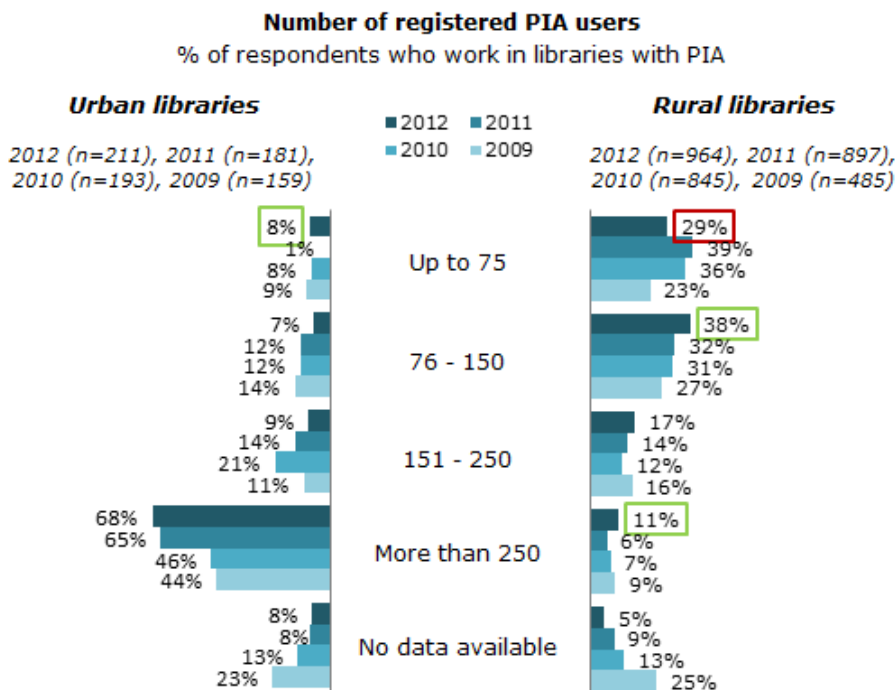
The number of public Internet access users is directly related to the size of the library. The more employees work in the library and the more visits were registered therein the previous year, the more registered public Internet access users such a library has.

In comparison to the data for 2010, more libraries having 76–150 and over 250 registered users of public Internet access were recorded in 2011; the share of libraries having up to 75 registered users of public Internet access slightly reduced.

The share of libraries having 76–150 registered users of public Internet access was growing the most rapidly over the period of the project implementation.

The number of libraries having up to 75 registered users of public Internet access is reducing in rural areas only; in urban areas, the share of such libraries is growing. In rural areas, the share of libraries having 176–150 and over 250 registered users of public Internet access is growing as well.

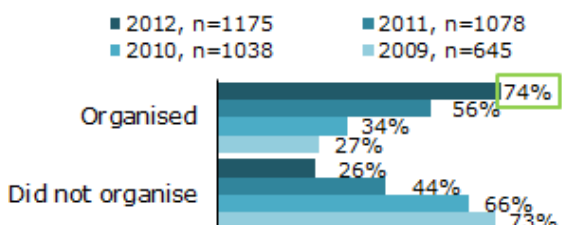
The number of registered users of public Internet access in urban libraries is larger than in rural libraries irrespective of the significant difference in the factual number of libraries having public Internet access. In rural libraries, there are nearly 175 thousand registered users of public Internet access, in urban areas – nearly 222 thousand (compare: one urban library providing public Internet access on average has 1 140 registered users of public Internet access, a rural library – on average 192 registered users of public Internet access).



## 7.2. Organisation of Training for PIA Users and Number of Hours Devoted to Training

- The share of libraries organising IT training for PIA users has been constantly growing -

**Organisation of IT Training for PIA users**  
% of respondents who work in libraries with PIA



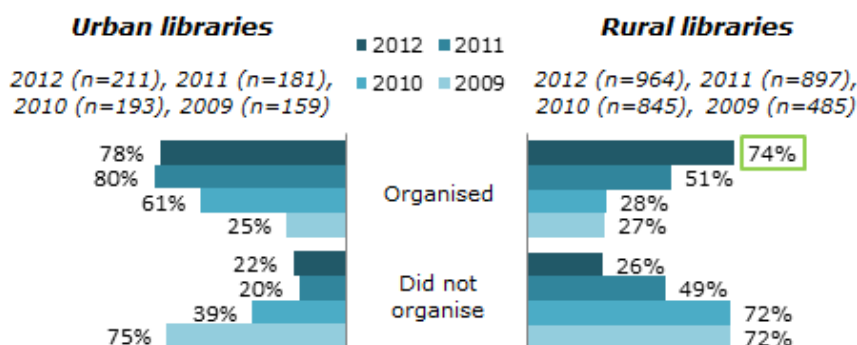
The largest part (74 per cent, 874 libraries) of libraries having public Internet access have organised IT training for their users. In 2010, such training was organised in 599 libraries, therefore, while comparing absolute numbers, the number of libraries which organised training increased considerably in 2011. Since the start of the project implementation, the number of such libraries has increased five times (in 2008, 173 libraries organised IT training for PIA users).

Usually such training was organised in Panevėžys County libraries and libraries having more than four employees or libraries which recorded over five thousand visits over recent years.

The number of libraries which organised training for public Internet access users grew in rural libraries only in 2011 compared to 2010. The growth in the share of all libraries organising IT training for PIA users was apparent both in urban and rural areas over the period of the project implementation.

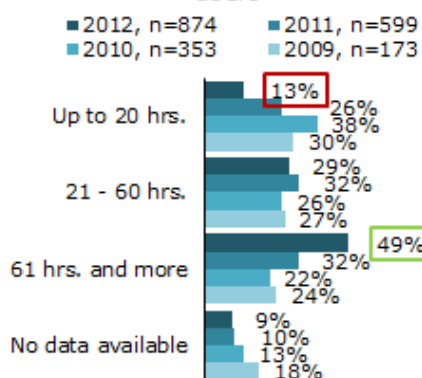
**Organisation of IT training for PIA users**

% of target group respondents



- In 2011, nearly three times more hours were devoted to users' IT training than in 2010 -

**Number of hours intended for IT training of users**  
% of respondents who work in libraries where IT training was organised for PIA users



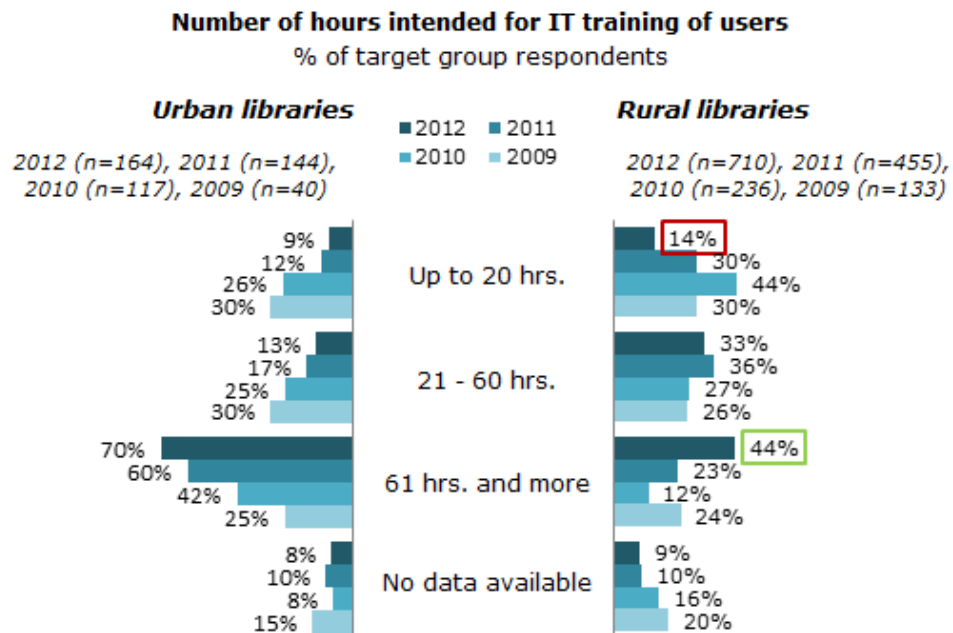
Nearly half (49 per cent) of libraries which organised training for the users of public Internet access in 2011 devoted over 60 hours for this purpose. Another third (29 per cent) of libraries devoted 21–60 hours to IT training. Slightly less than a sixth (13 per cent) of libraries devoted less than 20 hours for IT training in 2011.

Nine per cent of libraries do not have any data on how many hours were devoted to IT training for users of public Internet access over recent years.

In total, libraries which organised training on public Internet access devoted slightly more than 128 thousand hours to this purpose in 2011. In 2010, IT training was devoted slightly more than 43 thousand hours.

The number of hours intended for IT training depends on the size of the library. Libraries with more employees and the largest

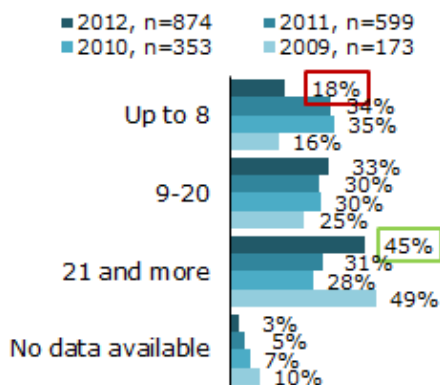
number of visits usually devote a larger number of hours for IT training. Therefore, in urban areas usually more libraries devoted more than 60 hours each to the training, and in rural areas, a slightly larger share of libraries trained visitors for less than 60 hours. In total, slightly more than 46 thousand hours were devoted to IT training in urban libraries in 2011, and in rural libraries – 82 thousand hours.



### 7.3. Number of Users Trained to Use IT

- The number of public Internet access users who participated in IT training is growing -

**Number of users trained to use IT**  
% of respondents who work in libraries where IT training was organised for PIA users



In 2011, over 40 thousand of visitors were trained to use IT in libraries providing public Internet access. It is thrice as much as in 2010 (nearly 13 thousand). However, the number of public Internet access users trained to use IT is not final as three per cent of employees of libraries participating in the survey did not have any data about the number of public Internet access users trained in their libraries.

In 2011, 45 per cent of libraries trained over 20 users of public Internet access each. Another third of libraries trained 9–20 visitors each, and 18 per cent – less than 8 visitors.

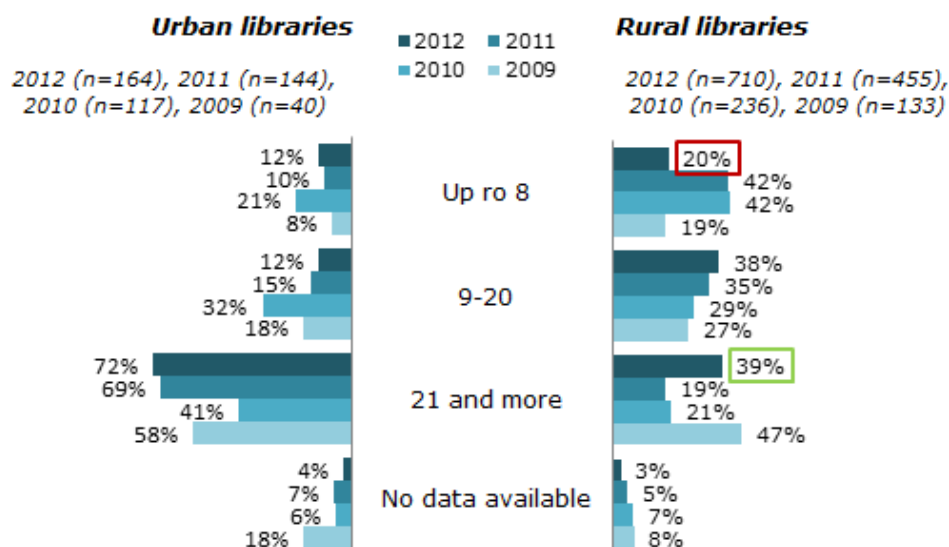
In comparison to 2010, the number of libraries where over 20 users of public Internet access were trained increased, and the number of libraries where less than eight users were trained decreased.

Over the entire period between 2008 and 2011, the number of libraries where 9–20 PIA users per year were trained to use IT increased; the number of libraries where over 20 users of public Internet access per year were trained to use IT increased as well over three recent years.

Usually, the number of trained visitors depends on the size of the library: the larger the library (i.e. the more employees and the more visits it has), the more users of public Internet access are trained there.

In 2011, urban libraries trained 22 thousand users of public Internet access and it is much more than in 2010 (in 2010 – 11.5 thousand). Whereas, in rural areas, IT training was attended by nearly 18 thousand visitors and in comparison to 2010 their number increased as well (in 2010: 8.7 thousand).

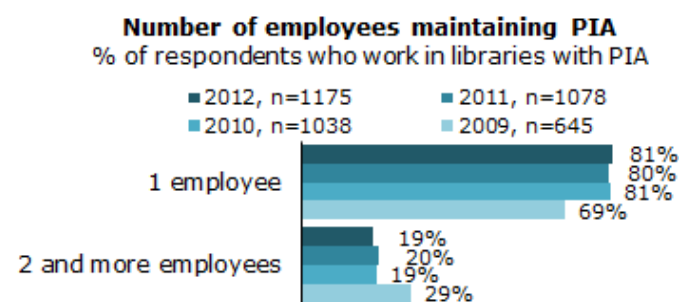
**Number of users trained to use IT**  
% of target group respondents



## 8. Staff Training

### 8.1. Number of Employees Maintaining Public Internet Access

- In principle, the number of employees maintaining PIA has not changed over three years of the project implementation -



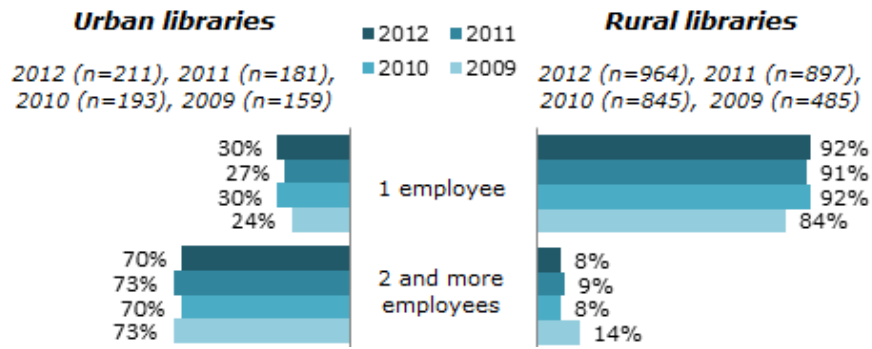
In total, there are 1 656 employees maintaining public Internet access in libraries participating in the project "Libraries for Innovation". In comparison to 2010, their number slightly increased (last year - 1 475 employees).

Eighty one per cent of libraries have one employee maintaining public Internet access. Larger libraries where a larger number of visits has been recorded in recent years more often have more than one employee maintaining

public Internet. The majority of libraries with one employee maintaining public Internet access are in rural areas. In urban libraries, two or more employees are usually in charge of public Internet access.

In total, 591 employees maintaining public Internet access are employed in urban libraries (in 2010: 504). Rural libraries have 1 065 such employees (971 last year).

**Number of employees maintaining PIA**  
% of target group respondents



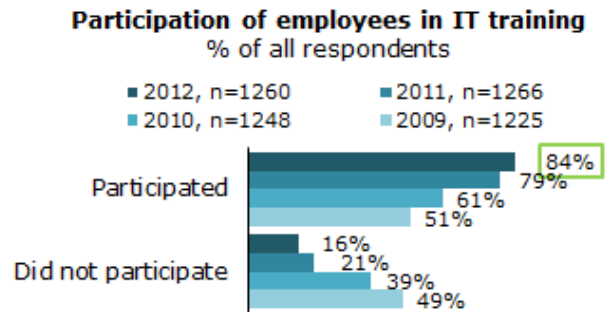
## 8.2. Employee Participation in IT Training and Number of Hours Intended for Training

- Over the period of the project implementation, the number of libraries whose employees participated in IT training has been increasing every year -

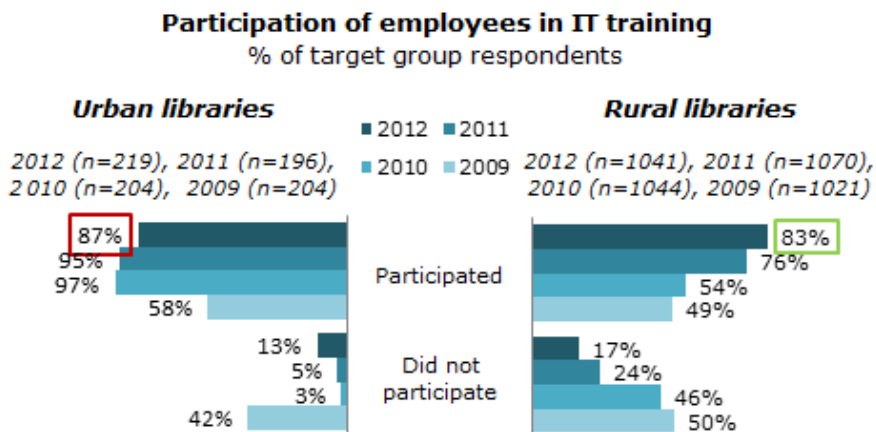
Eighty four per cent of employees of all library employees surveyed participated in IT training IT (1 059 libraries).

The employees of libraries with more staff and more visitors in recent years participated in the training more often.

Since the beginning of the project implementation in 2008, the number of libraries whose employees participated in IT training has been increasing every year.

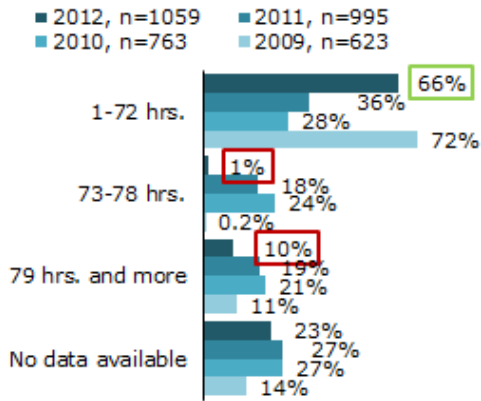


It is recorded that in comparison to 2010, the share of urban libraries whose employees participated in IT training reduced, and in rural libraries increased. In 2011, a similar share of urban and rural libraries trained their employees to use IT (87 and 83 per cent).



- In 2011, less hours were devoted to employee training than in 2009 or 2010 -

**Number of hours intended for employees' IT training**  
 % of respondents who work in libraries whose employees participated in IT training



In 2011, libraries whose employees participated in IT training devoted nearly 45 thousand hours to this purpose. The actual number of hours devoted to IT training may be higher as even 23 of libraries do not have any data on how many hours were devoted to aforementioned training in 2011. In 2010, IT training was devoted slightly more hours (52 thousand).

More than a half of libraries (66 per cent) devoted up to 72 hours to IT training of their employees. In a tenth of libraries (10 per cent), training was devoted more than 79 hours.

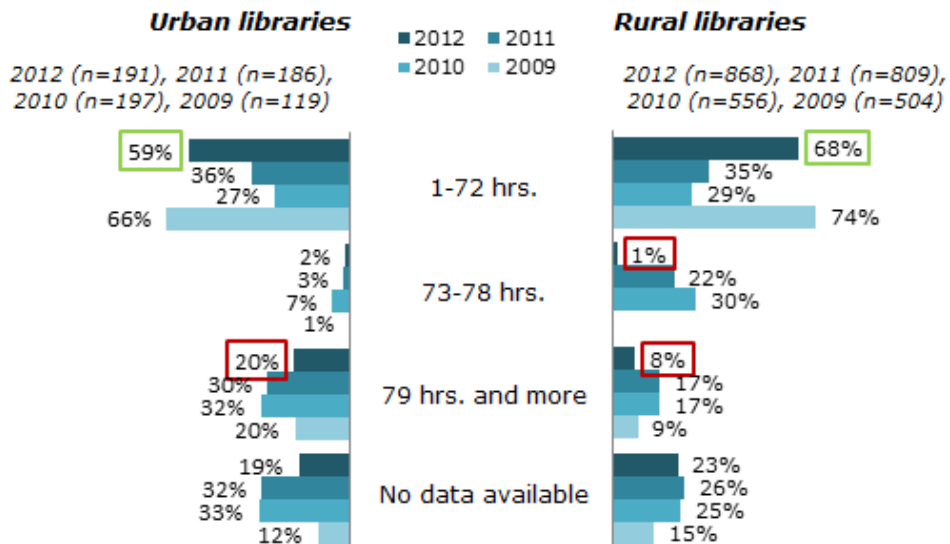
In comparison to 2010, the number of libraries devoting more than 72 hours for their employee training was relatively reducing in 2011. This development is apparent in both urban and rural libraries.

When considering the dynamics of the number of hours devoted to employees' IT training over the years of the project implementation, it is notable that in 2011 libraries devoted

slightly more hours to the development of their employees' IT skills than in 2008, yet, less than over the period between 2009 and 2010.

In total, urban libraries devoted slightly more than 16 thousand hours to the development of their employees' IT skills in 2011, and rural libraries - over 28 thousand hours.

**Number of hours intended for employees' IT training**  
 % of target group respondents



### 8.3. Number of Employees Trained to Use IT

In 2011, 2 785 library employees were trained to use IT. The number is not final as 4 per cent of libraries do not have any data on how many their employees were trained. In comparison to 2010, the number of employees trained to use IT increased by 673 employees.

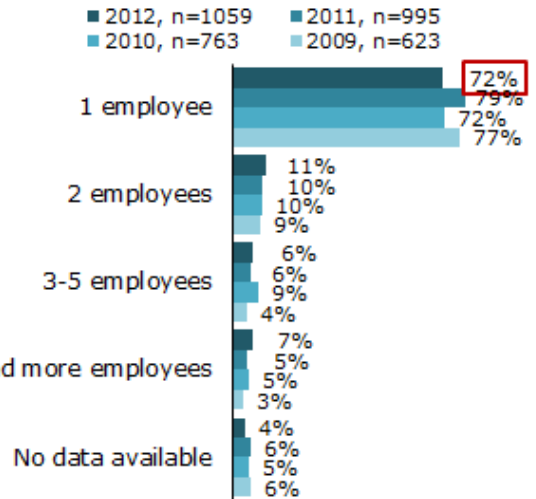
In the majority of libraries, one employee is trained to use IT (72 per cent). However, in general, it is observed that the number of employees per library trained to use IT has been slightly growing over the period of the project implementation.

In urban libraries and libraries with more employees or recording a larger number of visits over recent years, more employees were trained to use IT.

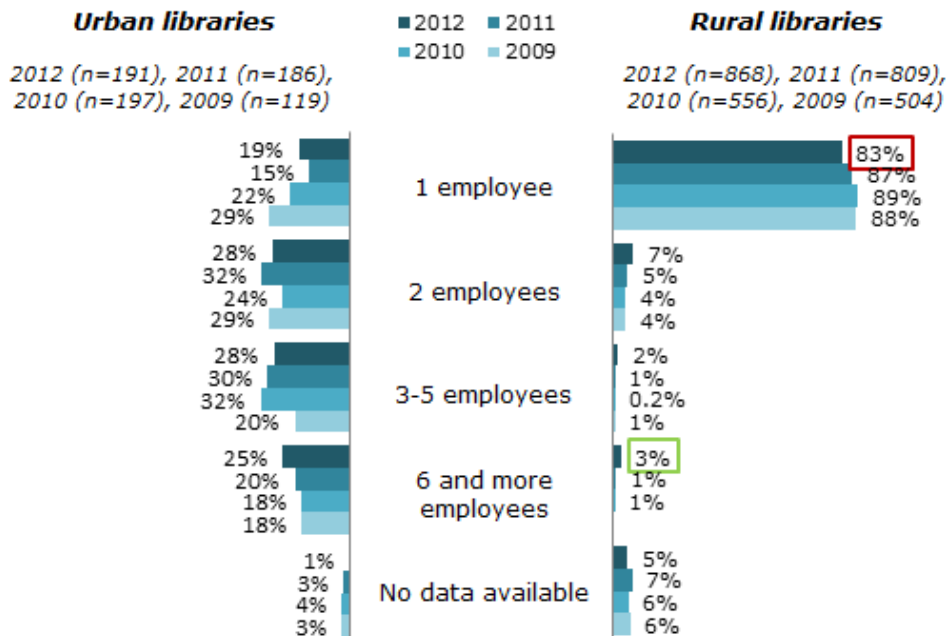
In rural libraries, usually one employee was trained to use IT, however, over the period between 2008 – 2011, the share of libraries where more than one employee was trained was increasing. In total, during 2011, 1 657 employees were trained in rural libraries and 1 128 employees in urban libraries.

**Number of employees trained to use IT**

% of respondents who work in libraries whose employees participated in IT training



**Number of employees trained to use IT**  
% of target group respondents



## **9. Conclusions and Summary**

### ***Working Hours of Libraries and their Branches and Number of Visits therein***

When considering changes in working hours in 2011, positive trends are observed: in comparison to the period between 2008 and 2010 when a slightly more frequent reduction of weekly working hours was recorded in libraries, in 2011 library working hours were gradually stabilising and, although in rare cases, working hours were more frequently extended than shortened. In fact, it is in general noteworthy that the majority of libraries did not change their working hours in 2011; only every tenth library changed them: 7 per cent of libraries prolonged their working hours, 4 per cent of libraries shortened them.

The number of library visits in 2011 also slightly increased compared to 2010 (in 2011, the number of library visits recorded increased by 6.5 per cent compared to 2010). Certainly, we cannot directly consider these figures to be showing an increased number of unique/new library visitors because a slight increase in the number of visits may also reflect more frequent library visits by current visitors.

### ***Development of Public Internet Access in Libraries***

The development of public Internet access service in public libraries is being continued. At the end of 2011, this service was already provided in the majority of libraries (93 per cent). The number of libraries providing public Internet access has grown by 8 per cent since 2010, and the number of libraries providing this service nearly doubled since the beginning of the project implementation.

The number of workstations intended for public Internet access is increasing along with the growth in the number of libraries providing public Internet access. The former increase is caused not only by a growing number of libraries providing public Internet access but also by an increase in the number of workstations in libraries which were providing this service earlier. The most rapid development of workstations intended for public Internet access took place during the first two years of the project implementation (76 per cent of all currently available workstations were set up within this period), later, the development of new workstations slowed down considerably, and in 2011, new workstations accounted for 9 per cent of all workstations. The development of workstations was similar in both rural and urban libraries: during the first two years, 79 per cent of all workstations were set up in urban libraries, in rural libraries – 74 per cent of all workstations. The only thing worth a note is the fact that during the first years of the project implementation, the establishment of new workstations in rural libraries was more active than in urban ones (during the first years of the project implementation, nearly half (46 per cent) of workstations currently available in rural libraries were set up in rural areas, in urban areas – 38 per cent of currently available workstations respectively).

Increasingly more libraries are able to offer a wireless Internet service. Currently, this possibility is offered already in more than half libraries. Actually, possibilities to use wireless Internet are greater in urban libraries.

The number of workstations intended for public Internet access which are adapted to people with disabilities is also gradually increased in public libraries. In recent years, the number of such workstations slightly increased further and currently workstations adapted to people with disabilities are offered in every tenth library.

Internet speed in public libraries is being gradually improved (particularly in rural libraries). In rural areas, the number of libraries using wireless Internet is reducing, whereas, the number of rural libraries connecting to the Internet by means of a cable (optical) is increasing.

### ***Training for Users of Public Internet Access***

In 2011, the number of registered users of public Internet access in libraries was growing further. In comparison to the number of registered users in 2010, the number of such users increased by 62 per cent in 2011. This fact is supported by an increase in the number of libraries with a larger number of registered users and a reduction number of libraries with a smaller number of registered users. Urban libraries certainly have larger flows of registered users of public Internet access: the number of registered users in an average urban library is six times larger than in an average rural library.

Over recent years, the number of libraries which organised IT training for their users of public Internet access has increased significantly. At the moment, such training has been organised in three out of four

libraries. This year, in particular, rural libraries which in a year managed to achieve the same share as urban libraries in organising IT training for their users have been very actively involved in the organisation of training. The number of hours devoted to user training and the number of trained users of public Internet access were growing respectively in 2011. Again, these growth trends are much more apparent in rural areas.

### ***Staff Training***

The number of library employees maintaining public Internet access is growing along with the increase in the number of libraries with public Internet access and the number of workstations intended for public Internet access. In comparison to 2010, the number of library employees maintaining public Internet access increased by 12 per cent.

The majority of library employees maintaining public Internet access participated in IT training. The number of employees trained to use IT has been consistently growing over the entire period of the project implementation. In comparison to the number of employees trained to use IT in 2010, the number of such employees increased by a third (32 per cent) in 2011. Over recent years, IT training was more often attended by the employees of rural libraries and at the end of 2011 the share of employees trained to use IT in urban and rural libraries nearly equalled.