

[eInclusion in]

Lithuania

Lietuva



ICT & Ageing

Geographic Digital Divide

eAccessibility

eInclusion

Cultural Diversity

Inclusive eGovernment

Digital Literacy & Competences

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general eInclusion status in Lithuania. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 3 349.9 inhabitants (2009)

GDP at market prices: 26 747.4 million Euros (2009)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 61.9 (2008)

GDP growth rate: -15.0 % (2009)

Inflation rate: 4.2 % (2009)

Unemployment rate: 14.0 % (2009)

Government debt/GDP: 15.6 % (2008)

Public balance (government deficit or surplus/GDP): -3.2 % (2008)

Source: [Eurostat](#)

Area: 65 000 km²

Capital city: Vilnius

Official EU language: Lithuanian

Currency: Litas

Source: [Europa website](#)

Information Society Indicators

Percentage of households with Internet access: 60 % (2009)

Percentage of households with broadband connection: 50 % (2009)

Percentage of individuals regularly using the Internet: 55 % (2009)

Percentage of individuals using the Internet for uploading self-created content:* 25 % (2009)

Percentage of individuals using the Internet for reading online newspapers/magazines: 49 % (2009)

Percentage of Individuals using the Internet for finding information about goods and services: 44 % (2009)

Percentage of Individuals using the Internet for seeking health-related information: 29 % (2009)

Percentage of individuals using the Internet for looking for a job or sending a job application: 15 % (2009)

Percentage of individuals using the Internet for doing an online course: 8 % (2009)

Percentage of individuals using the Internet for seeking information with the purpose of learning: 22 % (2009)

Percentage of: individuals using the Internet for interaction with public authorities: obtaining information 17.7 %, downloading forms 13.3 %, returning filled forms 13.0 % (2009)

Source: [Eurostat](#)

* Source: [Digital competitiveness report](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eInclusion History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eInclusion](#)

Recent News

May 2010

During the annual 'Regions for Economic Change' conference that took place on 20 May 2010, the Lithuanian project 'Computer Literacy Basics for a Lithuanian e-citizen' received the ['RegioStars 2010'](#) Award in the Category 'ICT applications for e-inclusion'.

December 2009

On 7 December 2009, a financial agreement of the Second Phase of the Rural Area Information Technology Broadband Network (RAIN-2) was signed. The agreement was signed by the Director of the [Information Society Development Committee](#) (*Informacinės Visuomenės Plėtros Komitetas*), Aurimas Matulis, the Chancellor of the [Ministry of Transport and Communications](#) of the Republic of Lithuania (*susisiekimo ministerija*), Alminas Mačiulis, and the Deputy Director of the Central Project Management Agency (*Centrinė projektų valdymo agentūra* CPVA), Mindaugas Keizeris.

The RAIN-2 is planned to create an opportunity for financially assisting public institutions in connecting to RAIN network and in building the infrastructure that is needed for private companies to provide broadband internet service in rural and remote areas.

According to the 2007–2013 Economic Growth Action priority 'Information Society for All' under the EU's structural support, the project is expected to be implemented during a period of 40 months and its total value will be 208.9 million litas (approx. € 60 500).

News 2008 and before

2008

- ▶ Within the framework of Lithuania's ['Development of the Network of Public Internet Access Points'](#) project, a network of 875 public internet access points (PIAPs) in total was established throughout the country in *August 2008*.

Implemented by the Lithuanian [Ministry of the Interior](#) (*Vidaus reikalų ministerija*), the 'Development of the Network of Public Internet Access Points' project aimed to set up and provide computer services and Internet access mostly to small communities in rural and remote areas of Lithuania. It therefore constituted the most important source of access to the global information society for 20 % of the population living in the approximately 23 000 villages throughout the country.

- ▶ On *13 June 2008*, it was reported that funding from the EU Structural Funds has supported the development of a new Lithuanian language synthesizer developed especially for the blind. The Lithuanian language synthesizer has been developed to assist blind people who find a degree of independence through computers. It consists of a special programme that reads the information on the computer screen aloud. The programme was developed by a social enterprise that employs a high number of blind or sight-impaired staff.
- ▶ In *April 2008*, a new on-line service has significantly improved the system for the delivery of criminal record certificates in Lithuania. The possibility to order criminal record certificates on-line offers

citizens a significant saving in time and is particularly useful for those living in remote areas or even abroad. It also avoids payment errors as the amount due is directly calculated on-line depending on the applicant's choices for delivery and the mail costs involved. At present, only private individuals may order criminal record certificates on-line, by logging on to the system via their e-Banking accounts.

2007

- ▶ As reported on *9 July 2007*, a survey by TNS Gallup has shown that the number of household internet users in Lithuania has increased by 20 % in one year, making up 70 % of all web users. Internet computer subscriptions as a whole were up by 10 %, with 90 % of them using broadband connections.

One-third of the users connect to the Internet at their workplace, while one in five accesses it at school or another educational institution. "The internet is becoming more widespread in households and its everyday use is becoming as common as reading a newspaper. Thus, it is turning into an important media channel," says Gytis Juodpusis, Director of TNS Gallup.

- ▶ By *26 February 2007*, the local government of Alytus had become the first authority in Lithuania to install a wireless Wi-Fi internet network. The Wi-Fi system was a gift from the Lithuanian telecommunications company, which by that time accounted for approx. half of the Lithuanian mobile communications market. Thanks to this initiative all local government employees and visitors to the town hall could access the Internet, free of charge.
- ▶ On *3 January 2007*, it was reported that the [Ministry of the Interior](#) of the Republic of Lithuania (*Vidaus reikalų ministerija*) had announced its intention to install a further 400 public internet access points. This move is part of a general drive to improve access to electronic services provided through the Internet, particularly in the remote rural areas of the country.

The 400 new public internet access points (PIAPs) were to be available to citizens in remote rural areas of Lithuania during the course of 2007, thereby extending the network to places where the Internet has not been available, either due to insufficient commercial activity, or for technical reasons. This will bring the total of such access points to 875 throughout the country, making Lithuania a European leader in this respect.

The areas for the establishment of new PIAPs were to be selected in order to create an even distribution throughout the country. The network of PIAPs was intended to be integrated into one administrative system, which would be used to develop and deliver public electronic services in the future.

eInclusion Strategy

Main strategic objectives and principles

eInclusion policies

Knowledge society constitutes the first of the three priorities of the Lithuanian State - besides safe society and competitive economy - and is established in the 'National Long-term Development Strategy of Lithuania' describing Lithuania's long-term national goals. This objective is in accordance with the EU aims stated in the Lisbon Strategy, adopted by the European Council in 2000, which serve as a guidance for developing specific action plans. In the knowledge society, people's knowledge and competence are exceptionally important.

The '[Lithuanian Strategy for the Development of the Information Society](#)' (*LIETUVOS INFORMACINĖS VISUOMENĖS PLĖTROS STRATEGIJA*) is a 6-year planning document and it lays down the main objectives of the State to ensure the development of the information society in Lithuania. Approved in 2005, the strategy has set several priorities, the most important of which are the **competence of the population** and **social cohesion**. This priority is aimed at creating the conditions for Lithuania's residents to acquire knowledge and skills necessary for the successful use of ICT in their everyday activities and furthermore ensure possibilities of using them by focusing on **equal opportunities** and the **sustainable development** of the country.

Another priority of the Strategy is the modernisation of the public administration using ICT. The most important properties of eGovernment services of the new generation, oriented to a resident as a user, are: quality of service, simple use, and universal accessibility. Furthermore, with the help of ICT, Lithuania protects and promotes the Lithuanian culture, encouraging creativity in society and cultural diversity, seeking to ensure the preservation of Lithuanian cultural heritage and language. Information technologies can provide new opportunities for the protection and the wide spread of information on culture, and in addition encourage modern culture and art initiatives. Therefore, the Lithuanian language and culture are also seen as important priorities in the 'Strategy for Development of the Information Society in Lithuania'.

Lithuanian Strategy for the Development of the Information Society

The Lithuanian Strategy for the Development of the Information Society (*LIETUVOS INFORMACINĖS VISUOMENĖS PLĖTROS STRATEGIJA*) outlines the main aims to be achieved in order to ensure the development of the information society in Lithuania: the document defines the state's vision, priorities and goals, and it provides the model of implementation and monitoring of this strategy.

The Programme for the Lithuanian Information Society Development for 2006-2008

The Programme for the 'Lithuanian Information Society Development for 2006-2008' is established in order to implement the Lithuanian Strategy for the Development of the Information Society and settle three-year-term goals of the Information Society Development.

Strategy for Public Administration Development until 2010

The Strategy for the Public Administration Development until 2010 is set up to develop the public administration system laying special stress on better management, the management of human resources, innovation in the provision of the public services and eGovernment. It is expected that during the implementation of the strategy, a rapid development of the information society will enable the modernisation of the work of the State and of municipal institutions and authorities, as well as of the

processes of the public administration. It will therefore make Public Administration more effective, more open to people, and render its processes more flexible and more dynamic.

The Concept of eGovernment

The aim of the Concept of eGovernment is to enhance the transparency of decisions and to provide better quality, and more efficient public services and information to the public and to business entities and institutions through the increased use of the information technologies.

National Programme for Social Integration of the Disabled for 2003-2012

The main aim of the 'National Programme for Social Integration of the Disabled' is to seek equal opportunities for the disabled. This goal is achieved through planning actions for the social integration of people with disabilities in accordance with the State's international and internal policy targets and obligations, and by providing a strategy to carry out such actions. The programme intends to adapt the informational environment so as to be accessible to the disabled, and to encourage information providers and communication services to adapt their information and services to the disabled.

eInclusion Legal Framework

Main legal texts impacting on the development of eInclusion

eCommunications Legislation

[Law on Electronic Communications](#)

Adopted in April 2004 and last amended in March 2009, the Law on electronic communications regulates electronic communications services and networks, associated facilities and services, the use of electronic communications resources as well as radio and terminal equipment, and electromagnetic compatibility. This Law **transposes** the EU regulatory framework for Electronic Communications.

The Law on Electronic Communications furthermore comprises universal services requirements in Lithuania. It contains legal aspects that aim to ensure that telecommunication services are accessible to disabled persons. Specific regulations also introduce pricing parity for such users as universal services should not be priced higher than services provided to other users.

eInclusion Actors

Main roles and responsibilities

National eInclusion

Policy/Strategy

Ministry of Social Security and Labour of the Republic of Lithuania (*Socialinės apsaugos ir darbo ministerija*)

The Ministry of Social Security and Labour of the Republic of Lithuania actively participates in the formulation of the national strategy for eInclusion focusing on the inclusion of socially vulnerable groups, especially the elderly and the disabled.

Ministry of the Interior of the Republic of Lithuania (*Vidaus reikalų ministerija*)

The Ministry of the Interior of the Republic of Lithuania fosters eInclusion through its general regional policy responsibilities. More specifically, the regional policy strategy of Lithuania until 2013 was prepared in pursuance to Resolution No 398 of the Government of the Republic of Lithuania (8 April 2004).

Ministry of Culture of the Republic of Lithuania (*Kultūros ministerija*)

Lithuania considers that the digitisation of the country's cultural heritage and the role that museums, libraries and archives are to play in a 21st century globalised world are of key strategic importance. In this direction the Ministry of Culture is directly involved in drawing the national strategy for the promotion of Lithuania's cultural heritage.

Information Society Development Committee (*Informacinės Visuomenės Plėtros Komitetas*) under the Government of the Republic of the Lithuania

The Committee participates in shaping the ICT policy development in Lithuania and coordinates its implementation. Furthermore, it aims to ensure that all customers in Lithuania have equal access to ICT tools and ICT service providers, to promote competition and expand the number of natural and legal entities that communicate with the State and the local governments.

Coordination

Ministry of Social Security and Labour of the Republic of Lithuania (*Socialinės apsaugos ir darbo ministerija*)

The Ministry of Social Security and Labour of the Republic of Lithuania is responsible for the coordination of social inclusion activities in Lithuania. Part of these activities focuses on fundamental eInclusion areas, including support to the elderly, the disabled and those who lack eSkills that could assist them in finding their place in the labour market.

Ministry of Education and Science of the Republic of Lithuania (*Švietimo ir mokslo ministerija*)

The Ministry of Education and Science of the Republic of Lithuania coordinates educational and training activities provided for citizens. The eInclusion policies of Lithuania support several training and educational activities that attempt to bridge the digital literacy gap.

Implementation

Public Administrations in their area of competence

All Public Administrations undertake eInclusion activities as part of their own area of responsibility. Activities of the Ministry of Social Security and Labour, the Ministry of Interior, the Ministry of Education and Science, and the Ministry of Culture of the Republic of Lithuania bear the largest share of these activities.

In addition, the [Information Society Development Committee](#) under the Government of the Republic of the Lithuania implements activities with the aim to remove barriers in the access of citizens and companies to ICT, in general and eGovernment services, in particular.

eInclusion Who's Who

Main eInclusion decision-makers and executives

Ministers responsible for eInclusion



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eInclusion Areas

Riga Declaration Priorities

ICT & Ageing

Status in ICT & Ageing

ICT use is related to a high extent to population age: mostly, computer and Internet users in Lithuania are young individuals. According to [EUROSTAT](#), in 2009, all (100 %) Lithuanians aged 15 or less used a computer, but only 19 % of those were aged 55 or more. Similarly, [EUROSTAT](#) reports that in the same year, 98 % of the people aged 15 or less used the Internet, a percentage that also declines with age: 96 % for those aged 16–24, 67 % for the group aged 25–54, and only 18 % for those older than 55.

Actions to support ICT & Ageing

The project 'Computer Literacy Basics for a Lithuanian E-citizen' was implemented by the 'Windows to the Future' ('*Langas į ateitį*') alliance from March 2006 to May 2008 and it provided fundamental computer skills to 50 000 citizens of Lithuania, laying special emphasis on the various elderly residents living in rural areas. According to the project results, the average age of those people was 43 years, while people over 60 years of age accounted for the 12 % of that group.

Geographic Digital Divide

Status of Common Access to Electronic Content and Services

The availability of computers in households has demonstrated a positive rate of growth: 40 % of households had a computer in 2006; 57 % in 2009 (42.5 % increase). This rate was observed both in urban and rural areas of the country: households in urban areas demonstrated an increase from 55 % to 68 % for the same period (23.6 % increase), while in rural areas the rate of growth was higher: 30 % in 2006 became 49 % in 2009, which accounted for an approximate 63 % increase. Concerning Internet access, 35 % of households had access to the Internet in 2006, which increased to 60 % in 2009 (71 % increase). In rural areas, the corresponding percentages were 49 % and 68 % (which was a 39 % increase), while in urban areas the respective percentages were 25 % and 54 % (which was a significant 116 % increase).

In 2009, the broadband coverage in Lithuania (16.1 %) was less than the EU-27 average (23.9 %). Moreover, Lithuania showed only 27 % increase in the period 2007–2009, which fell behind the EU-27 increase demonstrated at the same period (31 %).

(Source *EUROSTAT*)

Actions to support Common Access to Electronic Content and Services

- ▶ The 'Network of Public Internet Access Points' is being developed in Lithuania to promote the use of computers and the Internet among the population. The development of this network is funded by the public sector and by private businesses. Since 2002, the development of the public Internet access points has been coordinated by a private business initiative 'Windows to the Future' ('*Langas į ateitį*'). At a later stage, this initiative was accompanied by the [Ministry of the Interior of the Republic of Lithuania](#) (*Vidaus reikalų ministerija*) and, in total, 175 public Internet access points were created. Public Internet access points have been set up in the most popular places: libraries, centres of culture, elderly homes, community centres, etc. The purpose was to ensure that the nearest public internet access point would be within 8–10 km from villages. Funds have also been received from the Regional Development Fund of the European Union for setting up access points to create the

conditions for even more convenient and free Internet access. By the end of 2008, when that project was completed, the aim was to have created an additional 400 public Internet access points. Prior to these investments, public libraries were the primary places for public Internet access: more than 200 Internet access points were located in libraries. Currently there are approx. 700 access points where Lithuanians can have Internet access, free of charge.

- ▶ Rural Area Information Technology Broadband Network (RAIN) is a phased broadband infrastructure developed to bring broadband access to the Lithuanian municipal offices, and to citizens and enterprises in underserved rural areas. The purpose of RAIN is to enhance the possibilities of the inhabitants in rural areas to use information technology in order to improve their conditions of life. The project aims to set up **fibre-optics broadband network channels** in all the rural local administration centres, currently deprived of such access. The total length of the channels will be 3 200 kilometres. Until the end of the first quarter of 2008, 2966 kilometres of fibre-optics broadband network channels were built. The RAIN project aims to result in substantially improving the conditions for the inhabitants of rural areas to use the Internet. This will create considerably more favourable conditions for economic and cultural activities, for the development of alternative activities and partnerships, as well as education, learning, prequalification, reception and provision of services, communication with self-governance and with the public bodies.

eAccessibility

Status of eAccessibility

State institutions responsible for eAccessibility include:

- ▶ the ['Information Society Development Committee](#) (*Informacinės Visuomenės Plėtros Komitetas*, ISDC) under the Government of Lithuania';
- ▶ the 'Department for the affairs of disabled' (*Neįgalųjų reikalų Departamentas*) under the Ministry of Social Security and Labour (*Socialinės apsaugos ir darbo ministerija*);
- ▶ the 'Council for the affairs of disabled' under the Ministry of Social Security and Labour (*Socialinės apsaugos ir darbo ministerija*);
- ▶ the [Ministry of Education and Science](#) of the Republic of Lithuania (*Švietimo ir mokslo ministerija*);
- ▶ the [Ministry of Transport and Communications](#) of the Republic of Lithuania (*Susisiekimo ministerija*).

Most, if not all, [web sites of government institutions](#) comply with the Web Accessibility Initiative (WAI) and can be used by disabled persons.

Actions towards eAccessibility

Currently, the following activities address the eAccessibility area of eInclusion:

- ▶ 'National Programme for Social Integration of the Disabled for 2003–2012' includes measures for the eAccessibility, stating that it is necessary to readjust the information environment for the disabled.
- ▶ General requirements for the state institutions' web sites adopted by the Government of the Republic of Lithuania. According to these requirements the web sites of the state institutions have to meet the eAccessibility recommendations. The Information Society Development Committee (*Informacinės Visuomenės Plėtros Komitetas*, ISDC) is in charge of supervising the implementation of the general requirements of the state institutions' websites. State institutions are in charge of redesigning websites following the requirements of eAccessibility.
- ▶ Methodical recommendations are in preparation, testing and assessing the web sites readjusted for people with disabilities (ISDC).
- ▶ Methodology recommendations and requirements in eAccessibility and eLearning for people with disabilities (ISDC).

- ▶ [Universal-Purpose Information System for People with Disabilities Rehabilitation and Integration](#) (Department for the affairs of disabled - (*Neįgalųjų reikalų Departamentas*)).
- ▶ Tutorial tailored to people with disabilities (ISDC).

Digital Literacy and Competences

Status on Digital Literacy and Competences

The 'Universal Computer Literacy' Programme, approved by the Government of the Republic of Lithuania, has been set up with the aim to train and improve the ICT skills of the Lithuanians, while providing favorable conditions for every citizen who strives for computer literacy that corresponds to his/her education and occupation. In addition, the 'Universal Computer Literacy Standard' was approved by the Minister of Education and Science and uniform requirements and recommendations were established for the computer literacy qualifications of the population. The principles for the certification of computer literacy have been established based on the European Computer Driving Licence (ECDL) Programme.

In Lithuania, the [number of students enrolled in computer science](#) more than doubled over the period 2000–2007.

In the context of the information society, special attention was given to people's competence, qualifications and abilities to use ICT. According to the data provided by the Ministry of Education and Science (*Švietimo ir mokslo ministerija*) (2006), only 0.7 % of the Lithuanians have had their computer skills approved by the ECDL standards. However, a large part of the Lithuanian population stated that they have had sufficient skills to work with computers. Almost half of the population (49.92 %) considered their computer literacy as good, one-third (34.48 %) said that it was weak, and 15 % said that they did not know how to use a computer. The level of ability to use ICT depended, to a large extent, on the place of residence (the number of rural population admitting that their computer literacy was good seems to be by far less than that of the urban population) and on age (older population in Lithuania has rarely assessed their computer literacy as good, while the rate given by young people in Lithuania was the highest). To avoid the danger of **digital divide**, it is necessary to increase the involvement of the rural population and the elderly in the use of ICT.

Actions towards stimulating Digital Literacy and Competences

- ▶ Lithuania's 'Universal Computer Literacy' Programme aims to create the conditions for all residents of the Republic of Lithuania who seek to be computer literate in relation to their education and profession. The programme aims to encourage people to develop their ICT skills and use them in various spheres of life. A very important objective is to create the conditions for people who wish to develop their ICT skills regardless of their age, gender, special needs, social status, or location. This programme was created for the period 2004–2012 and has set the conditions to create computer literacy standards, support ICT education in local communities, create a data base and give access to methodological literature for all institutions that provide ICT training etc.
- ▶ The project 'Computer Literacy Basics for a Lithuanian E-citizen' aims to provide the fundamentals in computer literacy, as well as raise awareness on safe Internet use to 50 000 citizens of Lithuania by training them in computer classes. It has been performed as a part of the 'General Programme for Computer Literacy' and implemented by the Window to the Future (W2F) alliance since March 2006.

The project is sponsored by the EU Structural funds. It should be stressed that the project was very innovative thanks to its large number of project participants (over 200 trainers and 50 000 students) and its geographical coverage (all 60 municipalities of Lithuania). The project was completed in May 2008. According to the project results, 50 012 people have graduated from the courses whose age average was 43.

12 % of those graduated were people over 60 years of age and 78 % of all participants were women. Regarding the participants' academic background: 34 % held a university degree, 4 % had not completed secondary school, and 12 % were unemployed.

- ▶ Activities implemented by the 'Rural Internet Access Points' (RIAP) project focused on the spread of computer literacy. The RIAP facilitators were trained to teach basic computer literacy, distance training methodologies, administration, coordination, management and public relations. Measures of the 'train the trainer' type were used to ensure that the knowledge sharing from project staff and via 300 RIAP facilitators to the community members was qualified.
- ▶ In 2003, the 'Window to the Future' (*Langas į ateitį*) alliance launched a society-training project to enhance the development of the Internet use. In collaboration with the Ministry of Education and Science (*Švietimo ir mokslo ministerija*), a computer-training programme has been developed. Adult citizens of Lithuania have been provided with the possibility of attending a free-of-charge Internet course for beginners and receiving a certificate of completion at the end of the course. 20 000 people were trained in seven months.
- ▶ Since 2008, 'Window to the Future' (*Langas į ateitį*) has offered an opportunity to all those interested [to improve their computer literacy knowledge through distant training](#). The project 'Modern Ways of Acquiring ICT Knowledge' is co-financed by the 'Window to the Future' (*Langas į ateitį*).

eInclusion and Cultural Diversity

Status on eInclusion and Cultural Diversity

Thanks to ICT, Lithuania can protect and promote the Lithuanian culture, encourage society's creativity and cultural diversity, and ensure the preservation of the Lithuanian cultural heritage and language in the global environment. Information technologies provide new opportunities for the protection and wide spread of culture, encouraging modern culture and art initiatives. Hence, the Lithuanian language and culture are important priorities also comprised in the Strategy for Information Society Development in Lithuania.

Actions towards eInclusion and Cultural Diversity

- ▶ **Strategy for the development of the Information Society** in the Republic of Lithuania:
 - The strategy focuses on developing digital information services by creating databases and eServices, preserving data and objects that already exist in archives, museums and libraries. It aims to develop content management and search systems for libraries, museums and archives, and enable access to these systems via the Internet.
 - In addition, it aims to preserve the Lithuanian language and to ensure the official usage of the national language in all public state's areas, in relation to globalisation, Lithuania's integration to the European Union and the building of a worldwide knowledge society.
- ▶ The project '**Libraries for Innovation**' is jointly implemented by the National Library of Lithuania (*Martynas Mažvydas*) and the Ministry of Culture of the Republic of Lithuania (*Kultūros ministerija*). The key aim of the project is to achieve, through strengthening and using the capacities of public libraries, a considerably better use of information technologies among the Lithuanian people, especially in rural areas and among social groups at risk, in order to obtain information and ease communicate. It is expected that by 2011 most of the Lithuanian public libraries will have launched free of charge public Internet services and librarians' digital competences will substantially have improved, which in turn will allow libraries to become a powerful means that could help people and communities in mastering and properly using the information technology capacities.

Inclusive eGovernment

Status on Inclusive eGovernment

According to the requested Information Society Development Committee (*Informacinės Visuomenės Plėtros Komitetas*) government poll data, in 2006, the level of provision of the main public services in the

electronic environment reached 68.7 % (in comparison to 64 % in 2005 and 50 % in 2004). Business-oriented services in the Internet were provided faster than citizen-oriented services: the level of provision of business-oriented services reached 76.1 % in 2006 (76 % in 2005, 60 % in 2004); whereas the level of provision of citizen-oriented services was 56.6 % (56 % in 2005, 44 % in 2004). The most developed public electronic services in Lithuania were related to the declaration of citizens' income, to employment, social benefits, customs declarations, statistics, public procurement and to search for information in public libraries.

Actions towards Inclusive eGovernment

- ▶ The development of government e-Gates (www.govonline.lt, www.evaldzia.lt, www.epaslaugos.lt) was one of the first steps towards services based on a 'single window' principle. Currently, there are more than 500 references in the portal referring to public services. The public services are listed in groups of users, events and subjects; a list of national authorities and links is also available, directing to the websites of authorities providing services. In the portal, citizens are identified with an approved certificate or through the electronic banking identification system. All the links in the portal are grouped according to the addressee of the public service, either a business entity or an individual. It is currently possible to request and pay forms, to have information on national social security and the extent of medical services or medicine that one has received, or to submit documents to the communications' regulatory authority. In addition, the user may request for a crime excerpt or for information on the registry of the central mortgage office.
- ▶ The Strategy for the Public Administration Development until 2010 was to create an environment in order to develop a public administration system to improve management and especially human resources' management and to support innovative solutions in the provision of public services and eGovernment.
- ▶ A project planned for 2008 aimed to develop and introduce a uniform data exchange interface enabling interoperability between national registers and information systems. This would support the management of national administration issues and the provision of public eServices to the citizens and other stakeholders.

The Future of eInclusion

Research in Practice & Future Challenges

Future Challenges

Even though Lithuania has made a considerable progress in the development of the information society in the recent years, a lot remains to be done in order to achieve an inclusive information society where everyone will be able to participate on equal terms.

The primary goals include a wide installation of broadband access, further development of eContent and eSkills, as well as encouraging citizens to adopt new eServices and measures.

Supporting the active participation of groups at risk of exclusion consists of another major area closely linked to the development of the Information Society.

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European Commission - eInclusion Practice

eInclusion practice (epractice.eu) is an information and exchange service for European professionals.

The eInclusion factsheets are one of the epractice.eu services. The factsheets present an overview of the eInclusion status and progress in the European countries.

The eInclusion factsheets are produced and updated once a year.

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