Mr. Indrajit Banerjee,
Director of the Knowledge Societies Division
in the Communication and Information Sector
of the UNESCO Secretariat

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Dear Mr. Banerjee,

The Ministry of Transport and Communications of the Republic of Lithuania has prepared a report on the Implementation of Recommendations concerning Promotion and Use of Multilingualism and Universal Access to Cyberspace.

ATTACHMENT: Report by Lithuania on the Implementation of Recommendations concerning Promotion and Use of Multilingualism and Universal Access to Cyberspace, 10 pages.

Yours sincerely,

Arijandas Šliupas
Vice-Minister

euras.lt

Report by Lithuania on the Implementation of the Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace

General information
Country: Lithuania
Organization(s) or entity(s) responsible for the preparation of the report
Ministry of Transport and Communications of the Republic of Lithuania
Officially designated contact person/institution Name(s) of designated official(s)
certifying the report
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1. Development of multilingual content and systems

1.1. Please furnish detailed information explaining what measures have been taken to alleviate language barriers.

1.2. Please provide information on support given to capacity-building for the production of local and indigenous content on the Internet.

1.3. Please describe the measures taken for formulating appropriate national policies on the issues of language survival, revitalization, development and promotion in cyberspace. Please include information about main legislation and/or policy measures, if any, and date of their introduction/adoption.

While Lithuania is integrating into the global multicultural environment and information technology spreads all over the country, it is essential to preserve national culture as well as written and spoken Lithuanian language. Lithuania's people use cyberspace content in the official language (Lithuanian).

Lithuanian Information Society Development Programme for 2014-2020 „Lithuania Digital Agenda" states that a priority of our linguistic heritage is to promote Lithuanian culture and language with information and communication technologies.

The aims of the Programme of Lithuanian Language in Information Society for 2009-2013 are contribution to the Lithuanian language which is the foundation of Lithuanian state in all spheres of life, preservation and penetration of Lithuanian language in the modern information technology available to the public through public speech technology and electronic services provided on an equal basis to integrate into diverse and multilingual society of Europe.

The Programme's implementation period covers the period of years 2009-2015.

Activities provided in the Programme and implemented include digital Lithuanian language products, resources, new technologies, which would help to solve both: specific challenges as well as dissemination, teaching, learning, research strategic challenges of small states.

Tasks of the Programme are as follows:
- to create conditions which would ensure functioning of Lithuanian language (written and spoken) in all areas of public life;
- to lithuanize computer software and digital devices user interfaces, to develop and standardize the terminology;
- to collect Lithuanian language and literature resources and to create publicly accessible digital products on their basis;
- to install Lithuanian spoken (voice) language use in computers and computerized devices;
- to create an automatic language translation and syntactic-semantic analysis tools, based on new technologies.

Results planned after the implementation of the measures envisaged in the action plan of the Programme (in the annex of the Programme) (some projects are still in progress) are as follows:
- created website, which would provide an opportunity to society to use free and public existing and new Lithuanian language resources, products and services;
- appended existing Lithuanian language corpus, developed and adapted Lithuanian language syntactic and semantic analysis tools;
- developed and adapted Lithuanian language corpus, Lithuanian spoken language (voice) synthesizer, commands and phrases recognizer, Lithuanian continuous speech recognizer and corpus;
- localized software relevant to the public, developed tools necessary to localize programs;
- created new Lithuanian language computer founts, created educational digital learning tools for Lithuanian language, digitized monolingual and multilingual dictionaries and Lithuanian language and folklore heritage card-files;

- created system of automatic translation from Lithuanian language to English language and from English language to Lithuanian language and system of automatic translation from Lithuanian to French and French to Lithuanian language.

For the implementation of the measures of the Programme 42 149 957,28 Lt from EU Structural Funds were envisaged.

In order to cherish Lithuanian language in digital environment Lithuanian State Language Commission prepared Guidelines for Lithuanian language development in information and communication technologies for the period of 2014-2020. The purpose of the Guidelines – to preserve the linguistic and cultural identity in a multilingual digital environment as a main condition for development of democratic society and equal Lithuanian language usage, to ensure participation of Lithuanian citizens in Lithuanian and EU social, political and cultural life.

The continuity of goals and objectives of the Programme is provided in Lithuanian Information Society Development Programme for 2014-2020 "Lithuanian Digital Agenda", which was approved by the Government of the Republic of Lithuania on 12 March 2014.

1.4. *Please provide information, including references, on major events, projects, publications and examples of best practices identified during the reporting period that contributed to the promotion of and use of multilingualism and universal access to cyberspace.*

The projects carried out to implement the Programme of the Lithuanian Language in Information Society for 2009-2013:

1) The Project „Creation of website of integrated Lithuanian language and writings resources, products and services". The objective: to create modern integrating solution for Lithuanian language and writings resources, products and services, to reduce the digital divide and promote information society processes by public and free use of it.

2) The Project "Lithuanian language syntactic and semantic analysis system for corpus, Lithuanian internet and public sector application". The objective: to create better conditions for individuals and organizations to use Lithuanian written language in digital environment in their professional and personal activities, to collect and store Lithuanian written language and cultural resources and benefit from the latest internet IT solutions, creating interactive Lithuanian written language and semantics electronic services and resources and information system protecting them.

3) The Project "Lithuanian speech managed services (LIEPA)". The objective: to create technological infrastructure (to equip special laboratories, to create natural sound Lithuanian speech synthesizer, to create speech recognition engine, etc), which during the project and at the end of it would allow to create Lithuanian language digital services for target groups and to conduct research and develop knowledge for scientists.

4) The Project "The localization of software relevant to public, creation of necessary measures to programs". The objective: to develop solutions safeguarding Lithuanian language in all areas of public life and reducing digital divide in society localising four software packages relevant to public; developing necessary measures to localize software packages relevant to the public.

5) The Project „The development of ICT solutions and content, which would help to preserve Lithuanian language in public space, and make them available for use". The objective: to create solutions based on information and communication technologies that would help to preserve Lithuanian language in public space and make them available for use. The tasks of the Project: to improve and expand Lithuanian letter signage "Palemonas"; to create four educational digital teaching tools; digitise five Lithuanian language and folklore heritage card-files; digitise six monolingual and five multilingual dictionaries.

6) The Project "The creation of English-Lithuanian-English and French-Lithuanian-French machine translation system, based on statistical methods". The objective: to create machine translation systems which would help to preserve Lithuanian language in public space.

2. **Facilitating access to networks and services**

2.1. *Please report on national efforts to recognize and support universal access to the Internet as well as to promote access to the Internet as a service of public interest.*

2.2. *Please also describe what mechanisms have been established at the local and national levels to facilitate universal access to the Internet through affordable and accessible telecommunications, and internet costs.*

Internet can be accessed anywhere in Lithuania. Competition and adequate regulation ensure affordable telecommunications and Internet costs. The deployment of broadband access is increasing very rapidly.

In recent years, public libraries have become one of the most popular places where people use free Internet service. In 2008 public Internet access (PIA) services were provided by only 68% of the libraries of Lithuania. It was achieved through the project "Libraries for Innovation" which was implemented according to an international triangular agreement among the Ministry of Culture of the Republic of Lithuania, Martynas Mazvydas National Library of Lithuania and the Bill and Melinda Gates Foundation. The project aimed to achieve, through strengthening and using the capacities of public libraries, a considerably better use of the possibilities of information technologies among all the

Lithuanian population for obtaining useful information and communication. 1276 public libraries, branches and subdivisions, about 2000 libraries' staff participated in the project. The libraries received technical equipment, they were equipped with broadband Internet connection. All libraries were included in the training activities of specialists and visitors, encouraging electronic service usage and consulting. During the last two years, approximately 65 000 of residents participated in trainings organized by libraries. Visitors were consulted for nearly a half of a million times regarding various issues of information and Internet usage. This activity and purposeful communication campaigns in public libraries and national media greatly contributed to the significantly increased share of Internet users in Lithuanian small towns and villages and also among the people of older age. The significance of the results to the Lithuanian society:

1. Practically, the problem of access to a computer and Internet is solved in the entire territory of the country (in both urban and rural areas). People who do not have a computer or Internet at home can find free of charge Internet access in the nearest library 5-7 kilometres away.

2. A network of specialists who know how to consult and who actually consult residents on a daily basis and who help to gain or improve digital skills in public libraries was created. Approximately 2000 of competent members of libraries' staff joined this continuous daily activity.

Another significant project is RAIN – Information Technology Broadband Network for Rural Areas. The Institute of Mathematics and Informatics, the Ministry of Transport and Communications and the Ministry of Education and Science participated in the implementation in 2005-2008 of the RAIN Project.

Due to low density of population, current social problems and related minimal financial capacities as well as due to high development costs of the communication infrastructure and low initial demand for commercial broadband connection and the Internet services, rural areas are often not attractive for commercial activities. This contributes to the aggravation of social and economic gaps between rural and urban areas.

The implementation of the RAIN Project ended with the construction of optical paths to 450 rural neighbourhoods of the country thus creating a backbone network of especially high data transmission bandwidth which will allow providing the Internet access services to the population of rural areas, non-governmental organizations, public organizations and business enterprises. The Project created 3357 kilometres broadband network structure.

The implementation of the RAIN-2 project started in 2009 will end the construction of 5400 kilometre optical fiber cable lines. It will be brought to 950 rural neighbourhoods. 98,7% population of rural areas, non-governmental organizations, public organizations and business enterprises will have access to broadband network services. The implementation of the RAIN and RAIN-2 projects collectively will make possible broadband network infrastructure reach 1400 rural areas of the country.

In 2013, according to the Lithuanian Department of Statistics, 68.9 percent of residents, aged 16-74, were computer users and 68.5 percent were internet users. The main internet users are young people (more than 97.7 percent of persons, aged 16-24, were internet users). However, there are target population groups which do not use computers or internet or use them rarely (in 2013 only 14.8 percent of elderly people, aged 65–74, were internet users). Almost all companies of Lithuania used the Internet at work.

In 2013, 98 percent of Lithuanian residents could access to broadband Internet communication services. In 2013, the number of broadband Internet access subscribers reached 1.1 million.

The priority is to continue the further development of broadband in Lithuania, especially in rural areas, in order to enable all citizens of Lithuania to use faster than 30 Mbps broadband network.

2.3. Please indicate the measures taken for encouraging the development of information strategies and models that facilitate community access and support cooperation on information and communication technologies (ICT) among public service institutions, including community telecentres, libraries, Internet access units, and others.

On 12 March 2014, the Government of the Republic of Lithuania adopted the Lithuanian Digital Agenda, the Programme for Information Society Development in Lithuania for 2014-2020. The Programme is in compliance with the objectives set by the Digital Agenda for Europe. The major focus areas of the Programme are as follows:

1) Skills and motivation of the Lithuanian citizens to use the ICT;
2) The development of electronic content;
3) The ICT infrastructure.

The aims of the Programme are as follows:

- Reduce digital divide of the residents of Lithuania and to encourage them to acquire knowledge and skills in order to enable them to fully and successfully use ICT;
- Creating new technologically advanced online public and administrative services and encouraging the residents to use them;
- Employment of ICT in the promotion of the Lithuanian culture and language;
- Promote the use of ICT for business development;
- Development of broadband electronic communication networks;

- Ensuring safe, reliable, interoperable ICT infrastructure.

From the strategic perspective on the facilitation community access and support cooperation on ICT among public service institutions, the Programme foresees to provide more and more administrative services on-line, to provide these services via one gateway, to develop trans-European electronic services and to induce people to use administrative e-services, to develop ICT solutions aimed to increase the openness of public governance processes and to induce people to more actively participate in those processes. Under the objective of the Programme – "to cherish and protect Lithuanian culture and language using ICT" – it is foreseen to develop Lithuanian cultural heritage digital content, and Lithuanian written and spoken language digital content, to develop digital products and e-services.

Besides, under the objective of the Programme – "to ensure development of geographically even high – speed broadband infrastructure and to promote the use of internet services" it is foreseen to develop high-speed broadband infrastructure in areas where the market cannot provide the development of infrastructure and offer electronic communication services; to promote the competition in the broadband market and the use of broadband services; update and develop public internet access infrastructure in the public libraries. Areas related to using ICT for ensuring life-long learning possibilities for all residents, as well as digital inclusion, are foreseen in the Programme as well.

2.4. What efforts have been made in order to encourage internet service provider to consider provision of concessionary rates for Internet access in public service institutions.

The public libraries allow users to access the Internet free of charge.

3. *Development of public domain content*

3.1. Please explain the legal and administrative measures adopted to give effect to the provisions of this part of the Recommendation:

a) recognizing and enacting the right of universal online access to public and government-held records;

On 12 March 2014 the Government of the Republic of Lithuania, adopted the renewed Programme for Information Society Development in Lithuania for 2014-2020 "Lithuanian Digital Agenda". The Programme complies with the objectives set by the Digital Agenda for Europe. Development of e-government and implementation of ICT-based solutions in all areas of public life is one of the areas defined in the Programme. In this area, one of the goals is to develop ICT solutions aimed at increasing the openness of public governance processes and to induce people to participate more actively in those processes.

The Law of the Republic of Lithuania on the Right to Obtain Information from State and municipal institutions and agencies (No VIII-1524, 11 January 2000) states that individuals has the right to access to information from state and municipal institutions and bodies concerned. As well it defines that the provision of information via the internet or other electronic means must be convenient for applicants to receive the information and to use it. The Law sets the right of the citizens' of businesses to communicate with the public sector in digital form - article 17 defines that "1. Depending on the request, information may be provided to the applicant orally, by allowing access to the document, issuing a certificate, an extract from or a hard copy of the document, providing an electronic medium, audio, video or audio and video record and access to an information file. If the format in which information should be provided is not specified in the request, an institution shall provide it in the format in which the request has been received."

The Law on the Management of State Information Resources (No XI-1807, 15 December 2011) defines the right to access public and government-held records – article 27 sets that "The register data, register information, documents and (or) their copies submitted to the register shall be public and, depending on the register establishment objectives, according to the procedure provided for in the laws of the Republic of Lithuania, European Union legal acts and (or) register regulations, shall be transferred through the state information systems or registers interaction to the associated registers and state information systems, provided to the recipients, if the laws of the Republic of Lithuania or European Union legal acts do not provide otherwise. Personal data of natural persons shall be transmitted to the associated registers and state information systems and provided to the recipients in accordance with the Law on Legal Protection of Personal Data.". The article defines that according to the request of the recipient, register data and register information, except for personal data submitted in accordance with the conditions set in the Law on Legal Protection of Personal Data, shall be submitted for persons using the register data and register information in order to provide information services to a third party in an extract from the database and (or) a register extract. The register data, register information, documents and (or) their copies submitted to the recipients granted the right to receive them in accordance with the Republic of Lithuania laws and (or) other legal acts shall be provided them in accordance with the agreements concluded by the register administrator and the recipient (when the data are provided in multiple cases), or applications (when the data are provided once).

In the process of preparations for the transposition of Directive of the European Parliament and of the Council 2013/37/EU amending Directive 2003/98/EC on the re-use of public sector information into the national law, in July 2014 a draft proposal for the Law on the Right to Receive Information from State and Local Authorities and

Institutions was prepared. The draft proposal has increased the scope of information intended for re-use, including libraries, museums and archives that account for a significant part of the public sector information resources, in particular upon the increase in digital materials as a result of implementation of digitalisation projects, therefore, these cultural heritage resources have a huge innovation potential for re-use in such sectors as education and tourism. The draft proposal for the new law establishes the conditions for the open licence to use the public sector information based on the Creative Commons License, which has been internationally recognised as a best practice and which enables an information recipient to publish the information received, without obtaining an institution's consent, by any method including making it public online or by means of other electronic communications networks, reproducing it any format or by any method, translating it into other languages, adapting, processing or re-making otherwise, distributing or providing (transmitting) to third parties otherwise. These activities would be subject to minimal requirements only, for example, the requirement to specify the source and date of the information received. In order to protect persons' rights, the draft proposal provides for a detailed process of out-of-court consideration of complaints, which means greater legal clarity and which will facilitate the exercise of the person's rights and will enable a more effective and objective investigation of violations. The draft proposal establishes the use of open electronic data formats in the provision of data. In order to facilitate the information re-use, the access to the public sector databases and the metadata contained therein will be provided through a single access point – the public sector data portal. It is expected that the draft proposal for the new law will be adopted at the spring session of the Seimas (Parliament) by mid-2015, and its implementation will make a significant contribution to increasing both citizens' trust in the Government and transparency of public administration, enable an effective use of the open data potential, and promote economic growth and job creation.

b)   *identifying and promoting repositories of information and knowledge in the public domain and making them accessible by all, in particular poisons with disabilities, linguistic minorities women and girls and,*

The Law on the Management of State Information Resources defines the principles of the management public information resources. The principle of public access to information resources means that the state seeks to develop information resources so that they can be used, if necessary, to all natural persons, regardless of their gender, race, nationality, language, origin, disability, social status, religion, beliefs or views, age, sexual orientation, ethnicity, or religion.

In order to ensure an easy and convenient access to the public sector information on-line, the General Requirements for state and municipal institutions and agencies websites are approved by the Government of the Republic of Lithuania (newest version – on 11 June 2014). These requirements, that are applied to more than 1000 websites of public sector institutions, define that all information provided in public sector websites is accurate, exact, reliable, easy to find, and that individuals can find any information in efficiently; as well it sets that all public websites have to be adapted for people with disabilities. Every year, the Information Society Development Committee under the Ministry of Transport and Communications carries out an evaluation of public institutions' websites and provides conclusions and recommendations how certain institutions should further improve their websites.

In order to ensure that all public sector websites are accessible to people with disabilities, the Information Society Development Committee has prepared methodological recommendations for development, testing and assessment of the web sites to ensure their suitability for persons with disabilities (newest version approved on 23 May 2013). Mentioned above methodological recommendations based on Web Content accessibility Guidelines 2.0. (WCAG 2.0) of the consortium W3C. And to further increase the quality of electronic public services and to ensure that they are provided to individuals in convenient, efficient manner, the Methodological recommendations for ensuring usability of public and administrative electronic services were prepared and approved by the Information Society Development Committee on 5 May 2014.

An important technological solution designed in Lithuania, which significantly contributes to the successful development of new e-services, is the Lithuania's State Information Resources Interoperability Platform (SIRIP). The platform encourages data exchange between major public data registers and information systems, which is necessary for the provision of the majority of electronic administrative services. Besides, end-users of e-services – individuals and businesses – can access all administrative services of the public sector on the single Internet portal (portal called Electronic Government Gateway, www.epaslaugos.lt), based on SIRIP infrastructure – there users can search for required e-service, identify themselves, make payments for the services, and monitor the process of service provision. Public authorities can use these SIRIP functionalities, without implementing their own solutions, for: centralized data exchange among public authorities, national and cross-border identification of citizens, business entities and civil servants, payment (direct and via payment agent), e-service design (including testing environment), e-service monitoring, auditing and administrating, digital content management and e-service descriptions placement, e-messaging and e-document delivery. SIRIP connects 159 government institutions, provides access to 566 public services, and provides a simple and effective way to implement innovation and developments in ICT for more efficient state governance.

c)   *promoting and facilitating ICT literacy, as well as information and media literacy, including*

popularizing and building trust in ICT implementation and use;

In 2011, public opinion survey data revealed that 57% of the population has sufficiently good IT skills. However, the representatives of socially vulnerable groups do not feel that they have acquired these skills: 86% of retired people, 72% of people with disabilities, 61 % of the unemployed, and 51 % of the rural population identified their IT skills as insufficient. Increasing the IT competences of these groups and their integration into a smart society is a difficult challenge and not only for Lithuania. The problem of Digital divide is seen in many more economically advanced EU countries. Libraries with the help of various public and private initiatives are constantly growing numbers of the population integrated into digital environment. One of the largest initiatives to deal with the problem of digital divide is digital literacy courses organised in public libraries. During the implementation of the Libraries for Innovation project, Lithuanian public libraries have become the main agencies for digital literacy training in Lithuania. In 2008–2011, over 75,000 people acquired IT skills at the libraries. IT training services were provided for library visitors by as many as 92% of libraries. The number of people from socially vulnerable groups – disabled people, unemployed, retired people, and rural inhabitants – attending digital literacy courses has significantly increased. According to the survey of librarians, when comparing 2011 with 2009, four times as many people with disabilities (22% of the total number of library visitors with disabilities), and unemployed (58%), and rural inhabitants (64%), and five times as many retired people (49%) attended digital literacy courses.

In addition communication campaigns of a large scope were implemented, during which events to attract residents to libraries and use the public Internet access more actively were organized: contests for libraries' staff and the society, events for the elderly, the unemployed, children from families at social risk and for children whose parents had left abroad. In regional press, a few hundreds of articles and announcements about the changed services and opportunities of libraries were publicized

Pursuing the mission to encourage the information society in Lithuania association "Langas į ateitį" ("Window to the Future") implemented the project "Online services for a Lithuanian e-Citizen". The project was funded by European Social Fund and implemented during June 2010 - March 2012. 16,259 adults participated in ICT trainings and learnt how to use computers, internet, public and business e-services. The training courses were concentrated on 3 main target groups: unemployed, people with disabilities and rural population. The project promoted solution of the social exclusion problem arising due to the limited possibilities of the residents to use modern technologies. Having learnt to use computer, internet and e-services, representatives of more socially vulnerable groups are able to integrate more quickly into the community life and labour market and have more possibilities to study and communicate. The project was implemented together with following social partners: Lithuanian Labour Exchange, Society for the Physically Disabled of Lithuania, 35 municipal public libraries in Lithuania.

Association "Langas į ateitį" ("Window to the Future") summarised its more than 10 years of experience, results and best practices of basic ICT skills training by developing the website www.epilietis.eu ("Lithuania's e-Citizen"). This website is in Lithuanian as it is aimed at Lithuanian citizens who want to improve their ICT skills and learn how to use public and private e-services. The learning material content presentation is designed for those who need encouragement and help in acquiring ICT skills: most relevant public and private e-services are presented in a simple way, along with useful links, helpful tips, learning material as well as tests for knowledge evaluation. People can learn on their time, their place and their pace, and acquire skills enabling them to use e-services effectively and – that's a very important aspect – safely. All material and all training courses provided on this website are free of charge. This product opens e-possibilities for everybody - elderly, low income, or rural community people – to whom other training possibilities are less available. People use it for self-training as well as training tool in communities organising free training courses in public Internet access points based in public libraries.

The Programme for Universal Computer Literacy knowledge aimed at accelerating the information society to enable all residents of the Republic of Lithuania to the universal computer literacy corresponding to their education and their careers. The Programme aimed to educate and develop the computer literacy of the population financing a part of computer literacy training.

Institutions, companies and organizations agreed to form the National Digital Coalition for the Promotion of Digital Skills for Jobs in Lithuania on 2013 November 7th in order to increase employment and to achieve a more effective use of digital potential and cooperate in implementing Information Society Development Programme 2014–2020 "Lithuanian Digital Agenda". The objectives of the National Digital Coalition for the promotion of Digital Skills for Jobs are as follows: 1) To substantially reduce the shortage of IT professionals, to improve the conditions for the private and public sector employees as well as all inhabitants to learn and continuously improve the necessary ICT skills for job, the establishment of IT business and development of the digital market: to (re)skill the ICT professionals according to market requirements and to encourage professionals from other fields to specialize in ICT; to promote e-leadership, ICT start-ups and the use of new digital opportunities in multifarious Lithuanian economy fields; to promote a more efficient use of available ICT infrastructure and existing services; to promote the development and use of open educational resources, to encourage institutions, companies and organizations to develop and provide Internet courses. 2) To attract more young people to choose ICT and other science studies and professions, to ensure the acquisition of

digital skills also when learning other professions: to continuously improve general education, higher education and vocational training programmes according to the labour market requirements; to seek that the professionals that are being trained had necessary ICT skills required by the labour market; to reinforce the framework of digital skills training by cooperation between the representatives of business, education and other organizations; to include ICT training to the system of non-formal youth education. 3) To raise public awareness of the importance of digital skills and competences: to involve the society in the dissemination activities of digital skills and competences; to constantly keep the Lithuanian society informed about the importance of digital skills and competences; reaching every resident of Lithuania, jointly organize public informational campaigns and regional activities.

Regulation of harmful content on the Internet is one of the crucial problems of information society development. Recognizing the relevance of this problem, the European Commission's project Safer Internet LT was implemented. Safer Internet LT project was seeking to cover two main parts – awareness – raising and hotline activities. The project's website www.draugiskasinternetas.lt has been administered. This website gives much relevant information to children and their parents about safer use of the Internet and the ways helping the young Internet users to protect themselves from harmful information and other possible threats. Another main activity – the hotline for receiving reports about detected harmful or illegal content on the Internet was established and is operating.

The Safer Internet consortium in Lithuania has increased its activities during 2012, and there are four official partners implementing SIC LT II (Safer Internet Centre LT II) project: Awareness Centre - Centre of Information Technologies of Education (CITE); Hotline – Communications Regulatory Authority of the Republic of Lithuania (RRT); Helpline – NGO "Vaikų linija" (Child Line); Training Centre – NGO "Langas į ateitį" (LIA). The objectives of the project: to act as Safer Internet Centre in Lithuania; to increase public awareness about harmful content and conduct on the internet; to promote safer online environment; to provide public with a contact points for reporting illegal and harmful content and conduct, in particular, on child sexual abuse material, grooming and cyber bullying. The project is a continuation of the Safer Internet LT SIC project, which has been implemented in 2011-2012 in Lithuania. In the new phase, the following activities were foreseen: improvement of coordination of Safer Internet Centre in Lithuanian and contribution to European network; administration and update of project website www.draugiskasinternetas.lt; wide range of awareness raising events, including Safer Internet Day celebrations; creation of new awareness tools; Dissemination of awareness raising tools and promotion of hotline/helpline; dedicated seminars, training, competitions for targeted users groups; improvement and operation of the helpline and substantial contribution to the activities of INSAFE; Improvement of operations of the hotline and substantial contribution to the activities of INHOPE; update anti-virus software in all Lithuanian schools; further development of activities of the Youth Panel.

3.2. *Please also provide information on whether open access solutions and web accessibility of public domain information were advanced and how including supporting data reference to best practices examples and solutions.*

The Law on the Management of State Information Resources defines that access for persons to public and administrative services provided by the institutions is ensured according to "single-window" principle on the SIRIP portal. This portal (called Electronic Government Gateway, www.epaslaugos.lt), developed and managed by the Information Society Development Committee under the Ministry of Transport and Communications, provides access to public sector e-services according to the purpose of public and administrative electronic services to residents, business and institutions, regardless of which authorities provide these services. Users of e-services – individuals and businesses – can access all administrative services of the public sector on this single Internet portal, based on SIRIP infrastructure – users can search for required e-service, identify themselves, make payments for the services and observe the process of service provision. At the moment, the new version of the Portal is being developed and will be functional from the middle of 2015. The new version will be even better suited for the users, based of user-friendly, intuitive design, semantic search possibilities, and will be fully in line with accessibility requirements ensuring easy access to information for people with disabilities.

The Information Society Development Committee under the Ministry of Transport and Communications ('the Committee') compiles information about the databases being managed, data obtaining conditions, data submission formats and access addresses in the List of Databases and publishes it at www.opendata.gov.lt. Currently this list contains metadata on approximately 240 public sector databases. In the List citizens and private entities can search for public sector information datasets, fill requests for datasets that are not available. To further develop tools for re-use of public sector information and implementation of open data policy, the Committee has commission the Open Data Study, which will serve as basis for development of the national Open Data portal, which development is planned starting from 2015.

And in order to ensure even better accessibility of relevant public sector information, the Chancellery of the Government and the Information Society Development Committee is implementing the project called "The development of electronic democracy services in the Government of the Republic of Lithuania". The project is aimed at establishment of the Government Portal that will serve as "single-window" access to all information of Governmental

institutions and agencies, enabling people to find all relevant information related to Governmental institutions in one portal, instead of searching through websites of different ministries and agencies.

4. *Reaffirming the equitable balance between the interests of rights-holders and the public interest.*

4.1.   Please indicate what action your Government has taken in order to update the national copyright legislation and its adaptation to cyberspace. Please indicate also what consideration was given to the possibility of encouraging right holders and the lawful beneficiaries of limitations and exceptions to copyright and related rights protection to ensure that such limitations and exceptions are applied. Please provide information on open access policies adapted conditions to access open scientific data and any favourable conditions applied for marginalized groups such as persons with disabilities.

Law on Copyright and Related Rights of the Republic of Lithuania (hereinafter – Law) was adapted on the 1 of March, of 2012, to the use of works in manners intended for persons with a disability. Article 25 paragraph 1 of Law provides that it shall be permitted for natural and legal persons approved by the institution authorised by the Government representing the interests of persons with a disability, when they act for non-commercial purposes, without the authorisation of the author of a work or any other owner of copyright in this work, and without the payment of a remuneration, but indicating, where possible, the source, including the author's name, to use a work lawfully published or communicated to the public in the manners laid down in paragraphs 2 and 3 of this Article, provided that only persons with a disability shall have the possibility to use and access this work, to the extent required by the specific disability, with the exception of the works specially created for this purpose.

Article 25 paragraph 2 of Law provides that for the purposes of the limitation specified in paragraph 1 of this Article, it shall be permitted to reproduce, publish, adapt and communicate to the public, including the making available to the public of a work via computer networks (on the Internet), an audio version (also in electronic form) and a Braille version of the work.

The Ministry of Culture also prepared the draft of the new wording of the Law on Orphan works, which should be adopted by the end of 2014. The provisions on Orphan works were harmonised with the Directive 2012/28/EU on certain permitted uses of orphan works, which sets out common rules on the digitisation and online display of so-called orphan works. Orphan works are works like books, newspaper and magazine articles and films that are still protected by copyright but whose authors or other right holders are not known or cannot be located or contacted to obtain copyright permissions.

4.2.   Please also indicate what are the actions planned to give consideration to the development of technological innovations, including Free and Open Source Software (FOSS) and to their potential impact on access to information.

The Law of Republic of Lithuania on the Right to Obtain Information from State and Municipal Institutions and Agencies, states that individuals has the right to access to information from state and municipal institutions and bodies concerned, and that the provision of information via the internet or other electronic means must be convenient for applicants to receive the information and to use it and does not require the applicant to obtain a special (licensed) software. The provision of law mention above provides individuals the opportunity to access to information via the Internet using a freely distributed Open Source Software.

In the amendment of the Law on the Right to Obtain Information from State and Municipal Institutions and Agencies that is drafted, provides more detailed regulation of that aspects, and states that the sets of information have to be held in electronic open format. The use of electronic open formats enables recipients of information to develop innovative products including Open Source Software, in order to use the information for commercial or non-commercial purposes. Amendment of the Law expected to adopt in the year 2015.

5.   *Final comments*

5.1.   What efforts has your Government made to establish a system of continuing monitoring of the implementation of the decisions taken at the World Summit on the Information Society and other internationally agreed development goals and commitments and what time related goals and benchmarks has your Government set in this respect?

Over the past decade, development of information society is one of key priorities set by the Government of the Republic of Lithuania. On 12 March 2014 the Government of the Republic of Lithuania, adopted the renewed Programme for Information Society Development in Lithuania for 2014-2020 "Lithuanian Digital Agenda". The Programme complies with the objectives set by the Digital Agenda for Europe.

The Programme is based on the assumption that only balanced development of ICT infrastructure, e-content and e-skills can lead to sustainable and rapid development of the information society. Developed ICT infrastructure is essential that the population could use the opportunities provided by the Information society. However, well developed infrastructure could not be realized unless developed e-content corresponding to the needs of the

population, or if they have no knowledge or skills to use it.

Ministry of Transport and Communications, as institution responsible for the policy-making and coordination in the area of information society development, coordinates implementation of the Programme for Information Society Development in Lithuania for 2014-2020 "Lithuanian Digital Agenda". Other institutions that participate in implementation of this horizontal programme, are providing information to the Ministry of Transport and Communications every year about specific measures they plan to implement in various areas related to the information society development, and later provide information about the implementation of those specific measures. The inter-institutional plan of the Programme, where concrete measures to implement the Programme will be provided, is developed at the moment.

Programme for Information Society Development in Lithuania for 2014-2020 "Lithuanian Digital Agenda" – main targets set in the Programme, to achieve that in 2020:

- 85 percent of population would be using the Internet on regular basis;
- 74 percent of people belonging to socially vulnerable groups would be using the Internet on regular basis;
- only 10 percent of population would not be using the Internet;
- 20 percent of population would be using the Internet for learning purposes;
- 60 percent of population would be using public and administrative e-services;
- 50 percent of population would be using public/administrative e-services accessible through one gateway – Electronic government portal;
- 40 percent of population would be using health-related e-services;
- for at least 15 percent of new draft legislation population would be providing suggestions and input on-line;
- 40 percent of all population would be participating in processes related to electronic democracy;
- 20 percent of population would be using e-services related to Lithuanian cultural heritage, and 25 percent – e-services related to Lithuanian language;
- 83 percent of businesses would be using public sector information for their commercial activities.
- 95 percent of households would be in high – speed broadband (30 Mbps or more) operation area;
- 100 percent of public internet access points would be using 30 Mbps and faster internet connection;
- 50 percent of households would be using 100 Mbps and faster broadband internet connection.

5.2.   *What are, according to your Government, the main issues new challenges and actions that need to be further addressed for promoting multilingualism and universal access to cyberspace, including the evolution of the internet and its governance? Please provide a brief description in your final comments.*

According to Lithuanian Digital Agenda, three main areas will be developed in the near future: safe and reliable ICT infrastructure, e-content and e-skills.

In the period 2014–2020, information society projects will be financed under EU Funds Investment Programme's priority "Promotion of Information Society". Some of the projects will be dedicated to preservation and usage of Lithuanian language in information and communications technologies. It is foreseen to create new public and administrative services on a basis of digitalised Lithuanian language resources, comprehensively develop and apply Lithuanian language IT solutions.

5.3.   *Please provide references to the main sources of information and data used compiling this report and that could be of interest to share with other Member States, such as recent public policy strategies, reviews or evaluations; latest research or studies, and statistical data.*

Programme for Information Society Development in Lithuania for 2014-2020 "Lithuanian Digital Agenda" - http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_l?p_id=467638&p_tr2=2
Law of the Republic of Lithuania on Management of State Information Resources No XI-1807 - http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_l?p_id=442491
http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_e?p_id=432270&p_tr2=2
Law of the Republic of Lithuania on the Right to Obtain Information from State and Municipal Institutions and Agencies -
http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_l?p_id=471234&p_tr2=2
http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_e?p_id=440732&p_tr2=2
Law of the Republic of Lithuania on Copyright and Related Rights -
http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_l?p_id=485182
Electronic Government Gateway - www.epaslaugos.lt
Additional information regarding the Project "Libraries for Innovation" -

http://www.bibliotekospazangai.lt/en/

Additional information regarding projects "RAIN" and "RAIN-2" -
http://www.placiajuostis.lt/index.php?option=com_content&view=article&id=14&Itemid=15

Study on the use of public e-services by population, 2014 - http://www.ivpk.lt/news/1950/158/2014-m-II-ketvircio-naudojimosi-elektroninemis-paslaugomis-tyrimas

Evaluation of the quality of public and administrative services in Lithuania, 2014 - http://www.ivpk.lt/news/1957/158/Pagrindiniu-viesuju-ir-administraciniu-paslaugu-vertinimas

Evaluation of Lithuania's information society development trends and priorities for 2014-2020 (part related to e-government) - http://www.ivpk.lt/news/1790/158/Lietuvos-informacines-visuomenes-pletros-tendenciju-ir-prioritetu-2014-2020-metais-vertinimas