**Report by Lithuania on the measures taken to implement the
"Recommendation concerning the Promotion and Use of Multilingualism
and Universal Access to Cyberspace"**

DEVELOPMENT OF MULTILINGUAL CONTENT AND SYSTEMS

(1) Please furnish detailed information explaining what measures have been taken to alleviate language barriers. This information should also cover whether any support has been given to capacity-building for the production of local and indigenous content on the Internet.

(2) Please describe the measures taken for formulating appropriate national policies on the issues of language survival in cyberspace.

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

The Programme of the Lithuanian Language in Information Society for 2009-2013 aim - to contribute to the Lithuanian language which is the foundation of Lithuanian state in all spheres of life, preservation and penetration of the 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.

Most of the new Lithuanian language technology research and practical works started in 2000. Many of the measures in this field was supported by Lithuanian State language Commission, which promoted and supported by computer software, Internet and e-mail Lithuanisation, the Lithuanian language machine translation, identification, synthesis and other works. It was also to make Web browsers "Mozilla" and "Opera" Lithuanisation works (adaptations and new versions of those browsers), a philology science adapted to the Lithuanian language letter signage "Palemonas" (www.vlkk.lt), published online publicly available database Lithuanian language morphological dictionary (http://donelaitis.vdu.lt), released by the State Lithuanian Language Commission positively assessed and approved by encyclopaedias computer dictionary, online support publicly available parallel corpus of Lithuanian language (http://donelaitis.vdu.com) creation.

Computer and information technology terminology management has improved in Lithuania. Information Society Development Committee under the Ministry of Transport and Communications has updated and improved the web site "The Lithuanian Language in Information Society" (www.likit.lt). This web site is designed to analyze problems of Lithuanian language and solutions of these problems in information technology, to publish the latest computer dictionaries. Also was created Lithuanian language term base (Lithuanian terminological www.terminynas.lt).

The project Information online translation tool was completed in 2008, which created an automatic translation from English into Lithuanian language service (http://vertimas.vdu.lt).

The Dictionary of the Lithuanian language (www.lkz.lt) works in the Internet since 2005, which contains about 0.5 million vocabulary items and its body consist of 11 million words. The Dictionary of the Lithuanian Language is the largest work of twentieth-century Lithuanian linguistics. This academic edition of the Dictionary of the Lithuanian Language is significant not only as a major landmark of Lithuanian philology; it is also an authoritative source for comparative Indo-European studies.

Dialect archive database constantly is growing up, in which describes dialects and sound recordings are stored and presented examples of these recordings in the Institute of Lithuanian language.

FACILITATING ACCESS TO NETWORKS AND SERVICES

(3) 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.

(4) Please describe what mechanisms have been established at the local and national levels to facilitate universal access to the Internet through affordable telecommunications and Internet costs.

Questions 3 and 4:

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.

Today Lithuania has a network of more than 870 Public internet access points (PIAPs) that was created cooperating with the Ministry of Interior of the Republic of Lithuania and other partners, using private business, state and European Union Structural Funds money.

In 2002 the Langas į ateitį alliance established 75 PIAPs financed by alliance members and partners. Cooperating with local municipalities and local communities first PIAPs were founded in libraries, post offices, local government offices, and other places. Access points were equipped with two to five computerized workplaces with Internet access. That empowered local residents to use free Internet.

In the end of 2002 the Ministry of Interior of the Republic of Lithuania joined Langas į ateitį alliance under the signed cooperation agreement which stated the contribution of both sides to the creation of the united Public internet access points establishment strategy in Lithuania. During 2003 Langas į ateitį and the Ministry of Interior of the Republic of Lithuania together additionally established 100 PIAPs, mainly in small and remote areas.

In 2005-2006 empowerment of rural population in terms of IT knowledge was accelerated by PHARE 2003 social-economic programme. The Ministry of Interior implemented the project and founded 300 new PIAPs in rural areas with low telecommunication infrastructure. All new PIAPs were equipped with up to five computers with Internet access. During this stage PIAPs were established at regularly visited places such as libraries, culture houses, district and community centers, schools and other places. Local inhabitants next to the computers and Internet were also provided with services of copying, printing, scanning and faxing.

In 2006-2008 the project "Development of Rural Internet Access Points Network" was implemented by the Ministry of Interior and funded by European Union Structural Funds. During the project PIAPs' network was expanded further into remote rural areas, where 400 new PIAPs were established and 83 PIAPs renovated. New points were opened in areas, where due to insufficient commercial initiative or technical possibilities public Internet access was unavailable. At the same time all currently operating PIAPs were integrated into a common administration system.

The deployment of broadband access is increasing very rapidly. The "Rural area information technology broadband network RAIN" project was implemented in 2005-2008, during it 3400 km of optical fibre lines were constructed and reached 468 townships, it created access to broadband infrastructure for 300.000 residents of rural area, and at the moment this infrastructure is used by 29 retail operators providing broadband internet access to residents, businesses, public institutions.

At this moment Lithuania is implementing the project "Rural Area Information Technology Broadband Network RAIN-2". The key objective of this project is to develop an infrastructure of electronic networks, which would allow public administration institutions and organizations of the rural part of the country as well as all the interested SMEs and the population employ the broadband internet access for reasonable charges, providing good opportunities to reduce the digital divide in the country. The broadband communications infrastructure will be developed only in rural areas, which do not have commercial initiatives in this sector, and it will entirely comply with all the principles of open access and technological neutrality. The goal of RAIN-2 project – to achieve that by year 2013 broadband infrastructure coverage would reach 98 per cent of territory of Lithuania (now it is 83 per cent).

In 2010, Internet was used by 60 per cent of the Lithuanian population. The Internet was most widely used by pupils and students – 99 per cent of all persons within this group. Almost all companies of Lithuania used the Internet at work.

In 2010 in urban areas, broadband was available in 93, in rural areas – in 74 per cent of households with Internet access at home. In 2010, Lithuania ranked third among the 27 European Union countries in the broadband, fiber optic lines provided by the use of wireless and technology development.

In 2010, established a wireless Internet zones number was 4108. They were provided in the bars, hotels, airports, coffee, restaurants and other public places.

(5) Please indicate the measures taken for encouraging the development of information strategies and models that facilitate community access and support cooperation on ICT among public service institutions.

At the moment Lithuania is preparing the Information Society Development Program for 2010-2015. The Program was prepared taking into account the fact that information society development – is a dynamic, rapidly evolving process, which takes place in many public and state activities and that successful public sector participation promotes positive and reduce negative consequences of these processes, significantly contribute to sustainable and integral development. The Program aims to establish an information society development goals and objectives also outcomes in 2015.

The successful development of information society prerequisites – a well developed ICT infrastructure, e-content and its usage, and ICT skills of the population. 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. Only balanced development of all these areas can be sustainable and rapid development of information society.

The objectives of this Program - to allow and motivate Lithuanian population to gain knowledge and skills necessary for successful use of ICT; to improve electronic public and administrative services for citizens and business and to ensure their interoperability; encourage the development of e-business; to ensure geographically equivalent broadband infrastructure development in whole country and promote the use of electronic communications services; to ensure safety and trust of electronic space; to increase population and enterprises confidence in electronic space.

(6) What efforts have been made in order to encourage Internet service providers 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.

DEVELOPMENT OF PUBLIC DOMAIN CONTENT

(7) 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; (b) identifying and promoting repositories of information and knowledge in the public domain and making them accessible by all; (c) promoting and facilitating ICT literacy, including popularizing and building trust in ICT implementation and use.

(a) The Law to access to information from state and municipal institutions (Official Gazette, 2000, No. 10-236, 2005, No. 139-5008) ensures the right to access to information from state and municipal institutions establish procedures for implementing this right and regulate the activities of state and municipal institutions providing information to individuals. The Law determines that the information for applicants needs to be given priority to the provision of information via the Internet or other electronic means. This law implements the Directive 2003/98/EC of the European Parliament and of the Council of 17 November 2003 on the re-use of public sector information.

(b) The Law to access to information from state and municipal institutions determines the Government authority empowered to institution to manage and publish the list of files of information in which are processing data about electronically list of files of information content, form, use and access conditions. The Law of State registers (Official Gazette, 1996, No. 86-2043, 2004, No. 124-4488) determines the Government the authority empowered to institution to manage and publish a list of registers (www.registrai.lt), which contains relevant information about the register, the building course, he data contained in records, a register offices. The information about activity of registers can be found through the list stored in a register an address for their contact information and web site addresses.

General requirements for state and municipal institutions site (Official Gazette, 2003, No. 38-1739, 2009, No. 154-6976) requires state and municipal institutions on their websites to publish all public information about its activities and the provision of public services by electronic means.

The Information Society Development Committee under the Ministry of Transport and Communications has created and is administrating the portal of Electronic gate of the Government (www.epaslaugos.lt; www.evaldzia.lt) in which it provides the residents with the possibilities to make use of public electronic services provided by state institutions.

(c) Computer literacy skills are developed using the EU Structural Funds. During the 2004-2006 EU structural support the funded computer literacy courses have been teaching for more than 60.000 residents of Lithuania.

Taking advantage of the period 2007-2013 EU Structural support for continuing computer literacy initiative, to promote the competitiveness of the labour market by increasing their opportunities for employment, to develop computer literacy skills needed for successful application of ICT in their daily activities. Information society stimulating alliance Langas į ateitį (Window to the future) signed a contract with the Ministry of Social Security and Labour of Lithuania and the European Social Fund Agency to provide EU financial support to national level trainings for residents of Lithuania. Langas į ateitį launches a new project titled "Online Services for a Lithuanian E-Citizen" and intends to introduce and train using ICT and e-services to 16.000 adult residents of Lithuania.

Developing computer literacy skills of the population, in 2008 the Lithuanian National Library, together with the Ministry of Culture of the Republic of Lithuania launched the Bill and Melinda Gates Foundation-supported project "Libraries for Innovation". The purpose of the project is to teach not less than 50.000 residents of Lithuania to use ICT and to enhance ICT competence 2.000 of library workers.

The Ministry of Education and Science of the Republic of Lithuania is coordinating the implementation of the Universal Computer Literacy Programme. The program goal is 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 program aims to educate and develop the computer literacy of the population financing a part of computer literacy training.

The task of schools is to teach children to use ICT. Currently, many schools use ICT for teaching. Youth computer literacy level in Lithuania rapidly is increasing. In the interview of teenagers aged 12-15 showed that in 2010 personal computers and the Internet were used by 98, mobile phones – by 97 per cent of teenagers of this age. 85 per cent of teenagers aged 12-15 had a computer, 80 per cent – Internet access at home.

At present, regulation of harmful content on the Internet is one of the topical problems of information society development, attracting scrupulous attention of different European countries. Parents, foster-parents and teachers are constantly bothering about how to protect their children against virtual environment threats such as bullying, harmful and illegal content, etc. Recognizing the relevance of this problem, the Communications Regulatory Authority of the Republic of Lithuania in cooperation with the Ministry of Education and Science of the Republic of Lithuania and a number of other partners (public organisations, business sector) were implementing the European Commission's project Safer Internet LT. 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 Information Society Development Committee under the Ministry of Transport and Communications has developed a special website http://www.ivpk.lt/filtrai/lt/ to intend the problems of a safe use of the Internet in which it is possible to receive filters and programmes adopted to the Lithuanian environmental free of charge, to find instruction about how to move them to your own computer or a work station.

(8) Please also provide information on whether open-access solutions and online accessibility of public domain information were advanced and how.

The Law to access to information from state and municipal institutions establishes the obligation of state and municipal institutions to have a web site in which provide the information about its functions, structure and provision of information to index the information, other statutory information. The law provides documents, information, files or parts of the provision of Internet or other electronic means must be convenient for applicants to receive the information and use and does not require the applicant to obtain special (licensed) software. Web sites must be accessible to all and comply with the requirements of methodological recommendations, based on the Web Content Accessibility Guidelines (WCAG).

(9) Please indicate what action your Government has taken in order to update the national copyright legislation and its adaptation to cyberspace. Please also indicate how consideration was

given to the possibility of encouraging rights-holders and the lawful beneficiaries of limitations and exceptions to copyright and related rights protection to ensure that such limitations and exceptions are applied.

Law on Copyright and Related Rights of the Republic of Lithuania (hereinafter - Law) was adapted to copyright uses in cyberspace by implementing the Directive 2001/29/EC of the European Parliament and of the Council of 22 May 2001 on the harmonization of certain aspect of copyright and related rights in the information society.

Implementing the aforementioned Directive, the Law provides specific mechanism to ensure that certain copyright exceptions and limitations continue to apply for lawful beneficiaries despite the existence of any technological measures implemented by the copyright or related rights holders, as well as encourages copyright or related rights holders to apply voluntary measures ensuring the right for lawful beneficiaries to benefit from copyright exceptions and limitations.

Article 75 paragraph 1 of Law provides that when technological measures applied by owners of copyright, related rights and *sui generis* rights prevent the users of such rights from benefiting from certain limitations of copyright, related rights and *sui generis* rights, the users of the rights must be provided with conditions or adequate means (i.e. decoding devices and other) enabling to use legitimately accessible objects of copyright, related rights or *sui generis* rights to the extent necessary for the users of the rights to benefit from the limitations of copyright, related rights and *sui generis* rights provided for their interests. These certain limitations include: reproduction of works for personal use, reproduction for teaching and scientific research purposes and reproduction for non-commercial educational, teaching and scientific research purposes for people having hearing or visual impairment, reprographic reproduction of works, use of a work for the purposes of public security, making ephemeral recordings of works made by broadcasting organizations, reproduction of an object of related rights in publicly accessible libraries, educational establishments, museums or archives, making of ephemeral recordings of objects of related rights made by broadcasting organizations, reproduction of an object of related rights for the benefit of people with a hearing disability, use of an object of related rights for the sole purpose of illustration for teaching or scientific research, as criticism or review, use of an object of related rights for the purposes of public security or to ensure the proper performance or reporting of administrative, parliamentary or judicial proceedings and extraction or re-utilization of a substantial part of database.

Paragraph 3 of Article 75 provides that owners of copyright, related rights and *sui generis* rights who desire to apply voluntary measures ensuring the right to benefit form the limitations of copyright, related rights and *sui generis* rights, provided for in paragraph 1 of Article 75, must furnish information to the institution authorized by the Government about a measure to be applied, and other information related to the implementation of such measure, including information about going negotiations between owners of the rights, users of the rights and other interested persons. The institution authorized by the Government shall have the right to appoint its representative to take part in those negotiations.

Paragraph 4 of Article 75 states that when the owners of copyright, related rights and *sui generis* rights do not take measures (i.e. do not provide with decoding devices, do not conclude agreements with the users of the rights, etc.) which would enable the users to benefit from the limitations specified in paragraph 1 of Article 75, the users of the rights who have the right to benefit from such limitations, may apply to the Council for mediation in such dispute. The mediator (s) shall present proposals and help the parties to reach agreement. It shall be considered that the parties have accepted a written proposal of the mediator (s), if none of them expressed in writing any disagreements within one month from the presentation of the proposal. If the parties do not accept a proposal of the mediator (s), the dispute shall be settled by Vilnius regional court.

(10) What are the actions planned in your country to give consideration to the development of technological innovations and to their potential impact on access to information?

The Information Society Development Committee under the Ministry of Transport and Communications prepared the draft of the law of State Information Resources Management, which will be contained in a broader technological access to public services from state and municipal institutions.

FINAL COMMENTS

(11) 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 what time-related goals and benchmarks has your Government set in this respect?

Over the past five years, development of information society was one of key priorities set by the Government of the Republic of Lithuania. The aim of building a knowledge-based society is pursued with determination by the government; which monitors it closely through regular surveying and benchmarking of public services and best practice exercises. Performance indicators have increased in most sectors: computer and network applications in businesses and in the public administration, the electronic availability of public and administrative services to business and citizens, fixed and mobile penetration, and broadband coverage in rural areas.

Lithuania does not have a single document relating to information society development, but Lithuania is working on an update Program for Information Society Development in Lithuania for the period 2010-2015, which is closely related to the Digital Agenda for Europe - Communication from the European Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions.

(12) What are, according to your Government, the main issues and new challenges that need to further addressed for promoting multilingualism and universal access to cyberspace? Please provide a brief description in your final comments.

Lithuania in the near future intends the development of three main areas: implementation of the activities planned for the development of ICT infrastructure, digital content and people e-skills. Currently, is very important equivalent broadband infrastructure development in areas where business is not interested in doing so. For this purpose, in 2013 broadband should cover 98 per cent of Lithuanian rural areas.

It is also very important to motivate people to use the opportunities offered by ICT - e-content development and also increase the capacity of e-skills.

In the programming period 2007-2013, information society projects will be also financed by Economic growth action program's priority "Information Society for All". One of the priority projects will be Lithuanian language. The main aim of this measure is to create decisions, which would help to preserve Lithuanian language and guarantee its use in all fields of public life of the country, by applying modern ICT. Examples of project: localization of software, digitalization of vocabularies of computer terms and terms of other fields, creation of machine translation systems and etc.