



Co-financed by the European Union
Connecting Europe Facility

Safer Internet Centre Lithuania: draugiskasinternetas.lt



Final public report 2015 – 2016



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Introduction

The Internet has become the natural playground and place of encounter, learning and creativity for young people. Children are going online at an ever younger age on a diverse range of interconnected and mobile devices, often without adult supervision. As a group, children have specific needs and vulnerabilities: they need accessible and appropriate content and services; adequate protection from harmful content, contact and conduct; and the digital skills to use the Internet and other online technologies to their advantage, safely and responsibly. The Internet may pose various risks if used by children and teenagers without adults' supervision. Parents, carers and teachers face themselves with constant concern over how to protect their children against various risks of virtual environment, such as cyber bullying, harmful and illegal content, etc.

For the past 10 years Lithuania has implemented European Commission Safer Internet programme that started in Lithuania in 2005. Since July 2012 Safer Internet consortium in Lithuania increased its activities and there are four officially involved partners: the Centre of Information Technologies in Education under the Ministry of Education and Science of the Republic of Lithuania, the Communications Regulatory Authority of the Republic of Lithuania, NGO "Vaikų linija" and association "Langas į ateitį". In cooperation with other partner organisations from public and private sectors, consortium have implemented recent project 'Safer Internet Centre Lithuania: draugiskasinternetas.lt' co-financed by the European Union under the new Connecting Europe Facility programme.

The Report outlines the activities carried out during 18 months period in Lithuania under the project.

CEF Telecom-2014 Programme

'Safer Internet Centre Lithuania: draugiskasinternetas.lt' (Safer Internet project) is action under the Connecting Europe Facility (CEF Telecom-2014) programme whilst implementing 'SAFER INTERNET GENERIC SERVICES – FOR MAKING A BETTER AND SAFER INTERNET FOR CHILDREN' through the national Safer Internet Centre's (SIC). This is a well-established, multi-stakeholder domain, involving the public sector, technology

and media industry and civil society. The overall objective of the action is to provide services that help make the Internet a trusted environment for children through actions that empower and protect them online.

The specific objectives is to set up and expand national platform to providing a key Safer Internet services: 1) awareness-raising, 2) hotline, 3) helpline activities, and 4) promotion of youth's initiatives as well.

For implementation of the programme, national Safer Internet Centers (SICs) have been established across the European Union. National SIC currently operate in 31 countries worldwide, unified under the INSAFE and INHOPE networks.

Safer Internet Centre in Lithuania

Safer Internet project currently implemented **during the period from 1 January 2015 to July 2016**. The consortium of 4 partners operates the national Safer Internet Centre in Lithuania. Since July 2012, the Centre for Information Technologies in Education (CITE) has become the coordinator of the Lithuanian SIC and managed implementation of the project. CITE implemented awareness Centre activities promoting youth initiatives as well. The NGO "Langas į ateitį" (LIA) now implements awareness raising and training activities, the Communications Regulatory Authority of the Republic of Lithuania (RRT) is responsible for the hotline, and the NGO "Vaikų linija" (Child Line) manages the helpline.

4 main services of the Lithuanian SIC:

- ✓ **awareness raising** of the society about safer Internet and helping children, parents and educators avoid risks related to digital communications;
- ✓ **operation of the hotline** for reception and processing of user reports on illegal and harmful content on the Internet;
- ✓ **operation of the helpline** for children who have encountered grooming, taunt, bullying or other intimidating experience of using online technologies;
- ✓ **Youth initiatives towards creation** of safer and better Internet space.

Safer Internet Centre services

Awareness Centre

CITE mission is to assist the Ministry of Education and Science in introduction and application of information and communication technologies (ICT), providing educational community with necessary, secure and recent data and information at the national level. The Centre pursues the strategic goal of participation in creation of strategies and programmes related to introduction of ICT into education and implementation of the projects under such programmes in relation to the mission of the Centre.

As awareness Centre CITE is responsible for implementing an awareness raising events, create relevant tools. CITE has developed and maintains the website www.draugiskasinternetas.lt, which is the main awareness raising instrument intended for Lithuanian society and educational community. Together with consortium partners CITE organize Safer Internet Day events, traditional annual conferences and seminars for target groups, maintain a Youth Panel where children and young people can express their views and exchange knowledge and experiences. CITE prepares Certification program based on the best European practice for Safer Internet Ambassadors in Lithuania.

For more information on CITE please visit www.ipc.lt.

A non-profit association “Langas į ateitį” was established in 2002 by socially responsible Lithuanian businesses. Association encourages the development of information society of Lithuania cooperating with wide range of organizations including central and local authorities. The mission of the association is to promote the use of Internet and e-services in Lithuania, thus stimulating the growth of the standard of living and Lithuania’s competitive ability among European and world countries.

Main activity areas of LIA:

- ✓ Association “Langas į ateitį” started its activities by initiating establishment of public internet access points (PIAPs) in Lithuania. Uniting the efforts of various initiatives

during the last 14 years, the net of over 1200 PIAPs operates throughout the country (most of them in the public rural libraries).

- ✓ Since 2003 association “Langas į ateitį” has been providing trainings to adult citizens on computer, internet and e-services use. Today the association counts more than 120 thousand participants of its free classroom or online courses.
- ✓ In 2012 association “Langas į ateitį” introduced free e-services learning website www.epilietis.eu. This website is the continuation of previous training projects and provides learning materials on various private and public e-services.

While implementing its activities, association “Langas į ateitį” encourages safe use of information technologies among the citizens. In July 2012 the association became the official partner of the Lithuanian SIC and has been implementing safer internet training and awareness raising activities (such as online trainings to educators and school librarians, series of webinars for parents broadcasted to public libraries, development of awareness raising materials (online test, lesson plans website, etc.), promotion of the European eSafety Label program and other), which are actively supported by the biggest Internet provider in Lithuania TEO LT, AB.

For more information about association “Langas į ateitį” please visit www.langasiateiti.lt

Hotline

Communications Regulatory Authority of the Republic of Lithuania is an independent national regulatory authority governing electronic communications and postal sectors in Lithuania. RRT was established under the provisions of the Law on Electronic Communications of the Republic of Lithuania and the Directives of the European Union on regulation of electronic communications and post. The mission of the RRT is to ensure a variety of technologically advanced, high quality, safe and affordable information and communication technologies (ICT) and postal services (products) to every citizen of Lithuania and provide conditions for development of ICT and postal business to accelerate development of the information society.

Development of information society and building trust in electronic environment require substantial effort to be taken by private, public and non-governmental sectors on time and in a coordinated manner.

RRT took the initiative to lead the activities on network and information security and established a special Network and Information Security Department focused on four main areas in network and information security:

- ✓ user education and awareness raising;
- ✓ mitigation of negative impact of security incidents and illegal content;
- ✓ management of security incidents (CERT functions);
- ✓ encouragement of development of legal and standardization tools.

RRT was the Lithuanian coordinator of Safer Internet projects during the period 2007-2012 and operated the hotline. In this project, the RRT is the consortium partner in charge of operations of the hotline.

For more information of the RRT please visit www.rrt.lt.

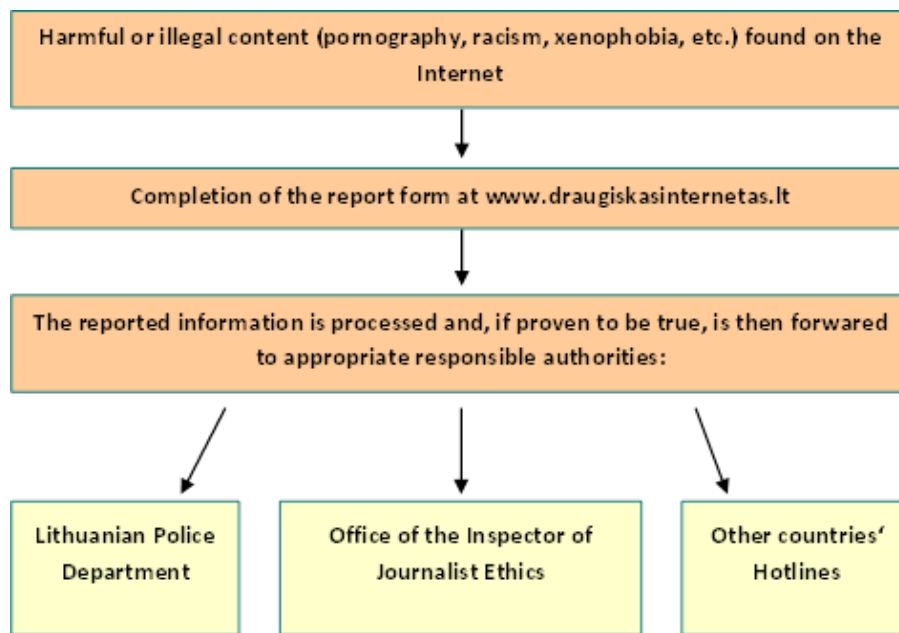
The hotline was established by the RRT in 2007 within the framework of the Safer Internet Programme of the European Commission. Since then the hotline continues its work. Reports are accepted and processed according to the operational procedures manual approved by The Police Department under the Ministry of the Interior of the Republic of

Lithuania and by The Office of the Inspector of Journalist Ethics of the Republic of Lithuania under agreements with the RRT.

Report on illegal or harmful content, such as pornography or child sexual abuse material, content inciting racial or ethnic hatred, content leading to violence or making other negative influence on minors can be submitted by completing a special online report form at <http://www.draugiskasinternetas.lt/lt/main/report>. Banner of the hotline can be seen on every page of the project website:



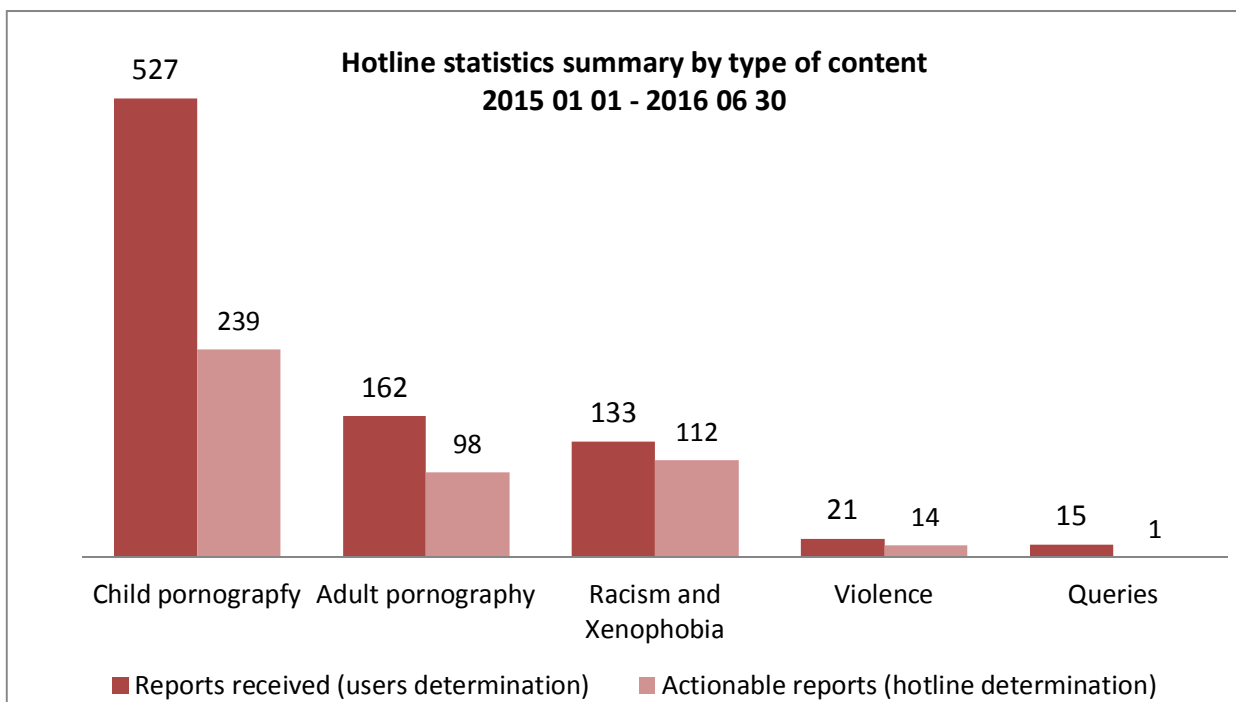
All reports are processed by the Hotline operators. If a report has been proven to be true, and illegal or harmful information is found on a Lithuanian server, the report is then forwarded to appropriate Lithuanian authorities (Police Department or the Office of the Inspector of Journalist Ethics) for further investigation. Following the investigation, the mentioned authorities take appropriate measures in order to remove illegal content. If the website containing the unwanted content is located on a foreign server and this content is considered to be illegal in the respective country, the information is passed to the hotline of the respective country or to the Police Department (see the chart below):



From 1 January 2015 to 30 June 2016 **986 reports on illegal or harmful Internet content were received and processed by the hotline and the following actions were taken:**

- 47 reports were forwarded to the Police Department for further investigation;
- 50 reports were sent to the Office of the Inspector of Journalist Ethics;
- 209 reports of potentially illegal child sexual abuse material were submitted to other countries' hotlines, members of INHOPE (the International Association of Internet Hotlines);
- 119 reports were forwarded to Lithuanian and foreign ISPs with appropriate warnings on illegal content published on their networks and notice to take down (NTD) such content;
- 7 responses to the queries were made, including 1 actionable query where action on the content was taken;
- 38 reports were duplicates of those reports, where the above described actions were already taken;
- the rest of the reports were not processed further because the reported Internet content was not harmful or illegal pursuant to the Lithuanian legal acts, or was published on the foreign servers in the countries that do not consider such content to be illegal (e.g. pornography is considered to be legal in a number of countries).

Hotline statistics summary by type of content is provided below:



Promotion of the hotline was given particular attention. RRT was also the main public relations coordinator during project activities.

During promotion of hotline activities in 2015-2016, 6 press releases providing detailed statistics of the reports and 5 information notices on options of reporting to the hotline were published. Representatives of the hotline attended 14 radio and 4 television programs, 6 articles about the hotline were published in national newspapers, 17 national and 24 local public web portals.

Trainings for the hotline staff and other members of the Safer internet project group from RRT were held in June 2015 and in May 2016. During the trainings influence of harmful online content on a child's psyche, options of coping with information stress, prevention measures in case of child's encounter with harmful influence of the Internet, growing dependence on social networks were examined.

Helpline

Child Line Service (“Vaikų linija”) is the service providing free and anonymous help to the children and teenagers by phone and on-line. Children and teenagers may contact the service in case of various issues they have encountered, such as disagreement with friends, parents or teachers; conflicts; difficulties in learning; being abused or bullied; the feeling of being lonely or unloved, or any other difficulties or troubles calling for advice. From July 2011 the Child Line launched consultation services for children and teenagers on the safety of electronic environment. Children and teenagers can share with the counsellors the experiences of seeing intimidating online images, their thoughts on communication with strangers, report on their computers being hacked or their personal information being stolen and published otherwise, on being bullied in cyber space by their peers, as well as other experiences.

- ✓ Child Line offers support by phone and online;
- ✓ The service can be contacted on the toll-free phone number 116 111;
- ✓ The service is open for all children and teenagers in Lithuania;
- ✓ The service is anonymous, as it does not require presenting any name or surname of a child or teenager who wishes to contact the Child Line on the phone or by an online message;
- ✓ The service runs on the principle of confidentiality, which means that a child or teenager can be confident that the information he/she has shared with the Child Line will not spread beyond the walls of the service.

If a child needs additional support in his/her surroundings, specific social or legal advice, consultants at the Child Line can forward the call to State Child Rights Protection and Adoption Service. Its specialists are able to initiate further support and maintain contact throughout the problem solving process.

Child Line may also be contacted by adults who:

- wish to report on violation of child’s rights. In that case, the Child Line counsellors will forward the call to State Child Rights Protection and Adoption Service.
- would like to be consulted about children safe online communication issues. They could write an e-mail: saugus.internete@vaikulinija.lt.

During project implementation (2015, January till 2016 June) the Child Line was addressed 536 times by children and adults in relation to risks of electronic environment.

For more information on the Child Line please visit www.vaikulinija.lt.

Youth participation

In 2015-2016 school year a new Safer Internet Youth Forum team (SIYF) age: 14-18 was built. Seven training meetings for SIYF members formed proper attitudes towards the behavior on the net, improved knowledge about a better internet, studied how to protect their devices or accounts. They studied and discussed about a safer and better internet.



SIYF members learned movie making using iMovie program, and posted to youtube.com. Professional journalist taught article writing, reporting and interview making secrets. SIYF members studied how to use weebly.com platform, created blog posts about a Safer and Better internet.

All supporting materials for the SIYF training meetings can be found on the SIC website: http://www.draugiskasinternetas.lt/lt/youth/jaunimo_forumas.

Youth of information society enjoy watching short video blogs and movies-video blogs, whereas adults enjoy blogs. Now everyone: younger children, adults-teachers and parents can use the website of SIYF members sijf.weebly.com. Their experiences presented as the counterparts:

Youth blogs (<http://sijf.weebly.com/tinklarascarontis>)

and youth vlogs (<http://sijf.weebly.com/vaizdarascarontis.html>).

Youth analysed their experience and made oral questioning from Vilnius' passers - by about the importance of a safer internet in the information society. Let's watch their movie 'Safer internet youth forum 2015-2016 and oral questioning': <https://www.youtube.com/watch?v=6zUce-6VOZg>.

'We got incredibly funny and useful answers to the question:

– What have you found in the Safer internet youth forum?

– I have made many friends from different schools and participated in unknown discussions. I've also tried to solve problems and learned to use new programs.

– Many new acquaintances, new attitude, interesting annual event and new friends 😊.

– It became clear to me that we needed to solve the problems on the net as soon as possible, because it's very actual thing to us, everyone wants better future, doesn't they?'

SIJF members went on holiday doing volunteering work in the summer camp events related to the safer internet for the 1-5 grades. Have a good summer!

All SIC members are involved into the Youth participation activities initiated by the CITE.

National Cooperation

During the project key stakeholders and authorities promoting the project were identified, contacted during the project and agreed to take part in the project activities. In addition to the SIC members the following public authorities, private sector and non-governmental organizations were represented in the Advisory Board of the project:

1. Ministry of Transport and Communications of the Republic of Lithuania;
2. Ministry of Education and Science of the Republic of Lithuania;
3. The Committee on the Development of Information Society of the Seimas of the Republic of Lithuania;
4. Police Department under the Ministry of the Interior of the Republic of Lithuania;
5. Office of the Inspector of Journalist Ethics of the Republic of Lithuania;
6. The Children's Rights Ombudsman of the Republic of Lithuania;
7. Representative of Lithuanian ICT industry INFOBALT association;
8. Information society development committee under the Ministry of transport and communications;
9. Lithuanian Radio and Television;
10. Lithuanian Research and Education Network (LITNET);
11. Teo, Omnitel, telecommunication companies;
12. Mykolas Romeris University;
13. Lithuanian University of Educational Sciences;
14. "Paramos vaikams centras" (Children Support Centre);
15. Technologies company "Tildė";
16. Gaming Control Authority under the Ministry of Finance of the Republic of Lithuania;
17. Association Lithuanian Human Rights League;
18. Association "Viešieji interneto prieigos taškai" (Rural Internet Access Points);

19. Association of Lithuanian Social Pedagogues;
20. Martynas Mazvydas National Library of Lithuania & 60 public libraries in Lithuania;
21. Ministry of Culture;
22. Education Exchanges Support Foundation;
23. Microsoft Baltic branch in Lithuania.

The main goal of the Advisory Board is to ensure successful implementation of the project in Lithuania. The main objectives are coordination and supervision of the project; evaluation of project results and consideration of material changes in the project. Moreover, *ad hoc* Working Groups were formed for implementation of specific project tasks. The structure, governance, tasks, functions and responsibilities of the Advisory Board were determined and validated in the Rules of Procedure of the Board: <http://www.draugiskasinternetas.lt/lt/main/program/programa> .

Project activities in Lithuania

Development of Awareness Raising Tools and Methods

Project website www.draugiskasinternetas.lt is the main channel to report on potentially illegal or harmful Internet content, which provides latest information and advice on how to make the Internet safer. In reporting period, 70 new articles have been published on the website, and the website was visited 96 816 times.

The website shows efforts to adapt the information both for wider public and for separate target groups.

Awareness raising tools and methods developed during the period:

- ✓ **Tip sheet for using the Internet safely** has produced by the SIC for using the Internet safely. The tip sheet covers the main online issues – digital advertisement, social networking, privacy, viruses. The tip sheet also presents the Lithuanian Safer Internet Center's activities – Awareness Center, Training Center, Hotline and Helpline. The handy tip sheet includes advices for 3 target groups – youngsters, parents, and teachers. The tip sheet can be found on:



http://www.draugiskasinternetas.lt/repository/vaizdai/SI2015/Teveliai_Pasinauduok/draugiskas_internetas_lankstinukas_2.pdf

- ✓ **Safer internet notebook** with embedded colorful pages, promoting Lithuanian SIC services: awareness, training, hotline, helpline, and its activities. Target group - all school community members. Notebook in Lithuanian language can be found on:



<http://www.draugiskasinternetas.lt/repository/Media/2015/Teveliams-Pasinaudok/Uzrasine.pdf>

- ✓ **Flyer 'Technologies in the Family'** is dedicated to the parents of pre-school and primary school children. It provides some advices to parents re the time their kids spend online and suggests some family rules or agreements for using internet and smart devices in the family safely. The template for family rules can be found on: http://www.draugiskasinternetas.lt/repository/dokumentai/priemones/2013/SI_skraju_te.pdf

6 posters with most common children questions about threats in Facebook and recommendations how to be safe in Facebook published online by Child Line.

The posters were disseminated in Child Line social network - Facebook profile, in Child line website, in Child line campaign "Without bullying" Facebook profile and website.

- ✓ <https://www.facebook.com/vaikulinija/photos/a.442274832317.233885.262054297317/10154001227447318/?type=3&theater>
- ✓ <https://www.facebook.com/vaikulinija/photos/a.442274832317.233885.262054297317/10154001217797318/?type=3&theater>
- ✓ <https://www.facebook.com/vaikulinija/photos/a.442274832317.233885.262054297317/10154000871307318/?type=3&theater>
- ✓ <https://www.facebook.com/vaikulinija/photos/a.442274832317.233885.262054297317/10153999017147318/?type=3&theater>
- ✓ <https://www.facebook.com/vaikulinija/photos/a.442274832317.233885.262054297317/10153996913252318/?type=3&theater>
- ✓ <https://www.facebook.com/vaikulinija/photos/a.442274832317.233885.262054297317/10153994444997318/?type=3&theater>
- ✓ <http://www.vaikulinija.lt/naudinga-informacija/biblioteka/plakatai-lankstinukai/#sidebar>

Posters can be found on the main SIC website as well:

<http://www.draugiskasinternetas.lt/lt/youth/pasinaudok>

The webinars for adults created in 2015:

- ✓ Webinar "The tips for development of good and safe website" (<https://goo.gl/wTRFM5>)
- ✓ Webinar "The evolution of cybercrime" (<https://goo.gl/OFoSS0>)
- ✓ Webinar "Personal and family safety using mobile internet" (<https://goo.gl/2G67r6>)
- ✓ Online presentation "Save smart devices" (<https://goo.gl/07P0YN>)
- ✓ Webinar "Online personal identity" (<https://goo.gl/SQ4oY1>)

More videos created or recommended by SIC can be found on the Youtube channel:
<https://www.youtube.com/channel/UCphVHWnAbv7IJZrsB7bBBJA>

Awareness raising tools and methods supported during the period:

- ✓ Safer internet section at the learning website www.epilietis.eu (it is created and being supported by LIA). The safer internet section of the website (<http://goo.gl/DAq0Pj>) collects various educational materials created by Lithuanian SIC as well as other organizations. Such content as videos, educational games, tests are provided at the website. The teachers, librarians and other educators are encouraged to use these materials while organizing safer internet activities for their community members – young people as well as adults.
- ✓ The series of **Safer internet lesson plans** for educators (<http://pamoka.draugiskasinternetas.lt>). Lesson plans cover such topics as privacy and photos online, safe social networks, safe mobile devices etc. They provide various possible activities that educators can use for a lesson on a certain topic.
- ✓ **Educational test “Are you safe on the Internet?”** for children and teenagers. The test is composed of 10 questions that help self-assess own online behavior. It can also be used by educators or parents during the lessons dedicated to internet safety, and can be found on: <http://testas.draugiskasinternetas.lt>.

Since the beginning of 2015 the European e-Safety Label program developed by European Schoolnet (www.esafetylabel.eu) is available in Lithuanian language. The program was promoted to schools encouraging them to join the e-Safety Label community, to assess the level of school e-Safety and to receive the bronze, silver or gold Label. At the end of the reporting period 88 Lithuanian schools are registered at the community; 40 schools have been granted the bronze Label and 1 school – silver Label.



Awareness raising events

Information about the Safer Internet project was presented to the society during various events and seminars. All partners are involved into the common SIC awareness campaigns for the different target groups.

Be safe online during summer

The recent activity that becomes annual is the joint campaign in youth camps: 'Safe on the Internet during Summer Time!'

The campaign organized by SIC team in children summer camps to raise the awareness about internet safety started in 2015. Through June and July 2015, 10 summer camps were visited, where more than 700 youngsters participated in entertaining and educational events called „Safe on the Internet during Summer Time!“. Usually during the school year teachers prepare lessons of educational nature regarding the internet safety for their students; however there is a lack of such activities in the informal environment, though they provide the opportunity to portray the principles of safe behaviour more flexibly and in a more fun manner. To make the learning as fun as possible the activities were divided into 3 parts: lecture on safer use of smart devices; information area where campers interactively communicated with representatives of Lithuanian SIC; and brain battle during which participants were divided into groups and actively competed answering general and IT related questions. In addition to prevention, children were told where they can go for help in one or another critical case they experienced on the Internet. Safer internet Awareness centre, the hotline and helpline are ready to help children and adults confronting damaging psychologically injurious and other negative information on the Internet. Mobile telecommunications company “Omnitel” was the main sponsor of these events. Pictures of the events: <https://goo.gl/2vzIXs>.



During summer of 2016, the SIC team initiative „Safe on the Internet during Summer Time!“ was repeated, visiting 700 primary school kids in 10 summer camps. The events were started with a discussion on safer use of smart phones. Children were provided with simple yet effective tips how to protect their smart devices. Later on, all campers were divided in 5 teams and participate in the following workshops: safe passwords, online / offline balance, creative workshop with drawing and painting activities, posting photos online, and fun internet safety quiz including “tic tac toe” competition. In addition to prevention, children were told where they can go for help in one or another critical case they experienced on the Internet. Safer internet Awareness centre, the hotline and helpline are ready to help children and adults confronting damaging psychologically injurious and other negative information on the Internet. Mobile telecommunications company “Omnitel” supported the initiative. Pictures of the events: <https://goo.gl/ceWtJT>.

‘Get online’ campaign week

European Get Online Week 2015 campaign organized by association “Langas j ateitj” in March 2015 involved e-safety lessons and workshops all around the country in public libraries, at schools and youth job centers.

European Get Online Week 2016 campaign organized by association “Langas j ateitj” in March 2016 spread the messages of awareness about online identities, cyber-security, ICT skills and available tools for Lithuanian citizens to become more confident internet users.

National exhibition ‘School’

The annual national exhibition ‘Mokykla 2015’ (School 2015) in November 6-7 in the Lithuanian Exhibition and Congress Centre LITEXPO was dedicated to meet and talk with families, teachers, and other stakeholders of schools activities. Lithuanian Safer Internet Centre aims to inform and reach out wider audience, whilst national education exhibition is excellent platform to speak up about SIC activities. SIC team was one of the 106 other business and education institutions from Lithuania, Great Britain, Russia and France. Overall number of visitors this year was 18 700, and more than 150 teachers and students groups from all over Lithuania.

Project stand proposed children, youngsters and adults various handouts with project logo, invited them to perform different playful tasks. More than 1500 visitors from various Lithuanian regions took a part in a quiz or discussed issues on the safer internet, and simply left their opinion about how they understand better Internet on the Friendly Internet zone opinions wall.



Visual information about the hotline was prepared and references for reporting on illegal or harmful content were provided as well. Hotline representatives prepared information for participants of exhibition about the activities of national hotline, providing practical information telling how to deal with harmful and illegal content.

Parent interested helpline services very much, and asked for the materials about bullying prevention.

Exhibition is a good platform to get feedback about the earlier SID activities, and to make promotion about the next year SID plans. All participants receive an invitation to visit website www.draugiskasinternetas.lt and to participate in the SIC activities. The special

attention was devoted to the youngsters 14 - 18 years old – they are all welcome to join the Lithuanian Safer Internet Youth Forum team.

The SIC team also participated in various events of other organizations to present SIC activities about internet safety. For these and for the event introduced earlier, SIC have prepared various offline resources as souvenirs and small attractive prizes with Safer internet and SIC logos, such as: calendars with children drawings, badges and reflectors with the Lithuanian SIC icon ‘teddy bear’, bullying prevention stickers, flyers, pencils, sweets, etc.



Training Activities

- ✓ Online course “Safer Internet for School Librarians” (<http://moodle.draugiskasinternetas.lt>). Growing need for knowledge of librarians working at schools obliges Lithuanian SIC to provide them with learning opportunities as well as educational materials. Therefore, free online course “Safer Internet for School Librarians” was developed and introduced in September of 2015. During 2015/2016 school year 700 participants studied in the tutored course, where they could find materials for e-safety learning (safety and privacy using computers/mobile devices and internet, e-safety at libraries, netiquette, etc.), practical tips on passing the knowledge to students, and also to exchange their ideas of safer internet activities.

In 2016 the **series of 4 webinars for parents** were developed and broadcasted through the public libraries in Lithuania. The streaming of webinars to public libraries enables reaching parents in cities as well as rural areas. During the live streaming of webinars 880 public libraries were connected with totally 8200 viewers. The recordings on YouTube count 3500 views. Themes of webinars:

- ✓ Publishing Photos of Kids Online – the webinar was introduced on SID2016 by Childline and mobile telecommunications company “Omnitel” representatives, who presented legal, technical and psychological aspects of posting pictures of children on the internet (<https://goo.gl/jywY0x>).
- ✓ Safe Money Online – the webinar was introduced during GOW2016 by Central Bank and Swedbank representatives, who presented the main risks and tips for safe online banking (<https://goo.gl/JJKHwL>).
- ✓ Cyberbullying – the webinar was introduced by Childline, focusing on advices for parents in cases of cyberbullying (<https://goo.gl/B0rKZ5>).
- ✓ Internet Content – the webinar was presented by Hotline RRT and the Ministry of Culture representatives, introducing the importance of critical thinking when accessing information online, and possibilities of reporting the harmful content to Hotline (<https://goo.gl/nZEKHb>).

Visibility of the hotline is of great priority to the RRT. In cooperation with Martynas Mažvydas National Library live webinar on the topic “What should you know about harmful content” was broadcasted to public libraries in May 2016. During this webinar the recipes how to be safe online were provided by representative of the hotline. About 150 public libraries of Lithuania had been connected to webinar, specific questions related to Facebook and other internet content had been asked from the audience.

Cooperation with schools also was part of the hotline’s visibility raising. Special lectures for youth on topic how to deal with sexual abuse images, bullying, and other harmful content were provided in April and May 2016 by RRT representatives. Meeting of Youth Forum was organized at RRT and it was a good experience for youth to see what RRT and the hotline do to protect society from harmful and illegal content.

- ✓ Safer Internet ambassadors training programme was developed and pre-piloted during the 3 training sessions in 2016 June.



Safer Internet Day and Safer internet week

The awareness campaign related to the annual Safer Internet Day (SID) events were organized by all SIC partners together using many opportunities of the national cooperation. SID is celebrated on the European, national and regional level in many Lithuanian schools, and Safer Internet week becomes Lithuanian annual tradition as well.

Safer Internet Day 2015

was celebrated on the 10th of February. The main event that took place in Lithuania was the conference organized in the University of Educational Sciences dedicated for teachers, social educators,



www.draugiskasinternetas.lt
www.saferinternetday.org

psychologists, members of organizations working with schools and youth clubs. Conference to mark Safer Internet Day 2015 was organized by all partners: CITE, RRT, Child line and LIA.

Representatives of the awareness centre, hotline and helpline made presentations about their activities, participated in the discussion about safer internet issues, gave recommendations to participants how to deal with illegal content. Teachers – Safer internet ambassadors presented best practice examples about the youth involvement to the Safer internet activities in their schools and participation during the international youth forum.

For more content and activities of the SID 2015 please look at: <http://www.draugiskasinternetas.lt/repository/dokumentai/naujienlaskis/2014-2015/SI-naujienlaskis-2015-Nr-4.pdf>

Safer Internet Week 2015

During Safer Internet Week in libraries (on February 9-14), public libraries in cities and rural areas organized series of educational activities for young people and adults: educational

videos, knowledge tests, competitions, internet safety lessons and consultations (11.000 citizens involved in the activities in 300 public libraries).

'Safer internet events in my school' initiative was launched for the teachers as well. There were registered 156 events initiated in Lithuanian schools during the Safer internet week for the various age group of students.

Webinar "The tips for development of good and safe website" (<http://youtu.be/9JWsuQXJR4E>) was introduced for those interested in web design safety tips (streamed live on 9 February).

Webinar "The evolution of cybercrime" (<http://youtu.be/3ohNw7DBrYU>) introduced the origin and motives of the cybercrime, future highlights (streamed live on 12 February).

Webinar "Personal and family safety using mobile internet" (<http://youtu.be/C4wsxl3mPI4>) provided tips for parents on safe use of mobile internet (streamed live on 13 February).

At the end of 2015 the competition for school librarians "Safer Internet Week in my School" was launched with the cooperation and support of Microsoft Lithuania. The goal was to encourage the creation and sharing activity ideas for Safer Internet Week. The competition received 31 entries and the ideas of winners are shared online at www.epilietis.eu (<http://goo.gl/mDdaA3>). Many of these ideas were implemented during SID2016 celebration. The Lithuanian SIC has noticed that school librarians became important actors supporting IT teachers while organizing educational e-safety events and activities. They take the advantage of non-formal atmosphere in the library and use their huge creativity.

Safer Internet Day 2016

On the 9th February 2016 the main event of International Safer Internet Day was held in the Lithuanian Exhibition and Congress Centre LITEXPO. The President of the Republic of Lithuania Dalia Grybauskaitė was the patron of the main SID 2016 event and the welcome speech via video raised the level of this event. This year's Safer Internet Day received a video greeting from the President of the Republic of Lithuania, Dalia Grybauskaite. Involvement of the President made a significant impression on policy makers and the

public overall. See the SID 2016 video greeting from the President of the Republic of Lithuania here: <https://www.youtube.com/watch?v=eHRI2xrfsaY> .



Saugesnio interneto diena 2016
Antradienis Vasario 9
Aš už geresnį internetą
www.draugiskasinternetas.lt
www.saferinternetday.org

European Commission
InoTū
draugiskas internetas



More than three hundred children were invited to celebrate Safer Internet Day at LITEXPO. This event was also broadcasted online to those who could not come. During SID 2016 every school had an opportunity to attend lesson with Lithuanian illusionist who presented main internet safety tips and ways to avoid security threats with the help of magic tricks. SID 2016 events were targeted to 5-6th grade pupils and their teachers and parents. See a video from the SID 2016 event here: <https://www.youtube.com/watch?v=iKKN13Jc55s>.

"Another target group of the event were adults. While the pupils played the popular Lithuanian quiz 'Children of the Millennium', representatives of the helpline and a telecommunication company hosted a parallel seminar for adults about publishing children's images online. Online seminar for parents and teachers introducing legal, technical and psychological aspects of posting pictures of children on the internet can be found on: <https://goo.gl/jywY0x>.

During the event, the hotline was introduced to children; website www.draugiskasinternetas.lt was advertised as the channel to report on the illegal or harmful content. Following celebration of the Safer Internet Day 2016 that was covered

widely in various mass media, presented in institutions of education and among the academia, the hotline received an increased number of reports compared to the previous months.

We always try to involve Youth Panel members in our activities. During the main SID 2016 event, youth panellists took the role of reporters, accompanied by the Youth Panel Coordinator and mentored by a journalist from National Radio and Television. Youth panellists conducted interviews with the event participants, filmed video reports, and awarded the winners of the creative competition run by the Lithuanian SIC in December 2015. Youth forum members had Safer Internet Youth Panel space:

‘ – We have organised a quiz for 5th - 6th class graders in this space. Quiz was about Safer Internet, privacy and rules in the internet.

– We talked to several people and made an interview about some Safer Internet themes. Our videos and interviews after 5th march you can find on: sijf.weebly.com.

– We took part in the greetings ceremony of Safer Internet competition by the theme ‘Play your part for a Better Internet!’.

See the Youth Panel SID 2016 video reports here: http://www.draugiskasinternetas.lt/lt/youth/jaunimo_forumas/sid2016_reportazai.

One of the events organised on the occasion of SID 2016 was a round table discussion between policy makers, industry, and representatives of the Lithuanian Safer Internet Centre (SIC). The main issues discussed included the history of the project in Lithuania, its main achievements, its status and possibilities of sustainable development of the SIC in the future.

All of the participants were incredibly excited and surprised by all the souvenirs on offer and the magic lesson they received about safety on the internet, while the concert given by Lithuania's X-Factor stars raised their excitement even more. Participants danced during the concert and later pupils had the opportunity to the Lithuanian pop stars for autographs.

Safer Internet Week 2016

Safer Internet Day activities in Lithuania were organised during the entire week of 8-12 February 2016.

Safer Internet Week in libraries on February 8-13 cooperating with Martynas Mažvydas National Library of Lithuania, when public libraries in cities and rural areas organized a series of educational activities for young people and adults: educational videos and movies, knowledge tests, competitions, internet safety lessons, discussions and consultations (4.800 citizens involved in the activities in 320 public libraries).

For the whole Safer Internet Week (February 8-13) in every branch of public libraries (more than 1200 branches) in every computer the internet browser homepage was dedicated to SID2016. It means that every user of the internet in public libraries was informed about SID2016 and invited to visit the Safer Internet website or participate in SID2016 activities. It was arranged cooperating with Martynas Mažvydas National library of Lithuania.

During Safer Internet Week on February 8-13, the employees of industry partners (ATEA, Lithuanian Consumer Institute) were invited to visit schools of their kids, grandkids, nephews or nieces with educational activities. A professional volunteering initiative 'Kam to reikia?!' which gathered industry professionals to give lectures in schools about issues concerning safety on the internet. Schools could book the lecture online.

Schools were invited to join the e-Safety label community, to fill in the assessment form and get the e-Safety label for their school. The 'Safer Internet Week in my school' campaign encouraged educators to arrange various events in Lithuanian schools, as competitions for students, or creative or educational activities.

The support of Lithuanian National Radio and Television increased the visibility of Safer Internet Day 2016 due to its high ratings, with one example being a quiz on internet safety on the National Television morning show 'Labas rytas, Lietuva'. For the entire Safer Internet Week (February 8 – 12), the host of the show held a quiz about internet safety each morning, and TV viewers called the studio and answered questions. The winners were awarded with umbrellas featuring the Safer Internet Centre logos.

Youth creative competitions

Traditionally in Lithuania Safer Internet Centre every year organizes 3 types of competitions whilst encouraging to SID activities. In 2016 CITE launched 3 creative competitions for the various students age groups.

✓ **Posters drawing competition** for children 11 – 12 years old “Play your part for a better internet!” attracted 302 students from 48 schools. The gallery of posters decorated the hall during the main SID 2016 event.

✓ Competition for 5 – 7th students classes (11 – 13 y.o.) “Decorate your class door” invited youngsters to mark Safer internet day and week whilst redesigning their schools environment. 87 classes from 54 Lithuanian schools have been involved into the competition activities.



✓ Vlogs and blogs competition “Play your part for a better internet!” for pupils 13 – 18 years old. SIC team have had some meaningful videos and blogs, which are good examples of positive content for the internet or how to create better internet.

See the winners' blogs and video here:

✓ 1st place, Diana Bezujevskytė:

<http://teensbloglt.wix.com/teensblog#!Interneto-minusas/cmbz/569a36db0cf263fc5a8fa524>

✓ 2nd place, Andrius Pleikys: <https://tarailiai.wordpress.com/>

✓ 1st place, Kamilė Dumskytė:

<https://www.youtube.com/watch?v=RqBTi15RNaE&feature=youtu.be>

✓ 2nd place, Tauras Eičius & Juozas Kamenskis: <http://internetas.puikiai.lt/>

✓ 3rd place, Linas Zairys, Vitalijus Lovkis, Ugnius Vitartas, Mindaugas Skučas: <https://www.youtube.com/watch?v=nUCAKqkP0IY>

The winners of all competitions were nominated and awarded by Youth panellists during the main SID 2016 event.

Action Week WITHOUT BULLYING

Besides the offered support, the Child Line initiates campaign "WITHOUT BULLYING". One week in March Child Line organizes 'Action Week WITHOUT BULLYING' aimed at changing the attitude of society towards bullying from favourable into unfavourable.

Major tasks of the "Action Week WITHOUT BULLYING":

- to bring all partners together to cooperate to reduce bullying in Lithuania;
- change the attitude of society towards the problem of bullying in Lithuania.

During Action Week different activities organized by partners draw the attention of the children, parents, teachers, other society groups either directly or indirectly towards the problem of bullying in Lithuania and encourage reducing it. The campaign initiated by Lithuanian helpline engaged many educational institutions at the national level as well.

2015

Childline initiated sixth Action Week WITHOUT BULLYING 2015" on March 23-29, brought together children and adults, the media and all public's attention to the problem of bullying. More than 1100 educational institutions participated to deal with the problem of bullying; famous Lithuanian people actively supported the idea of life without bullying.

ChildLine created 5 videos with famous Lithuanian singers who shared their thoughts about bullying:

Marijonas Mikutavičius: <https://www.youtube.com/watch?v=5ol6z2Gb8Co>

Beata Tiškevič: <https://www.youtube.com/watch?v=W2jLqyWLEWs>

Jurga Šeduikytė & Vidas Bareikis: https://www.youtube.com/watch?v=6fHLy_5GOgs

Group 'Liūdni slibinaī': <https://www.youtube.com/watch?v=mLlkrdE7E8A>

Erica Jennings & Jurgis Didžiulis: <https://www.youtube.com/watch?v=I5Ssa9yNTxU>

Also Child Line released preventive cards with well-known Lithuanian people - Beata Nicholson and Merūnas Vitulskis childhood photographs and memories of bullying.

These cards distributed to Departments of Education in all 60 municipalities of Lithuania.

Child Line psychologist developed specific recommendations on how to use these cards and arrange conversations with students about bullying, based on the famous people experience:

<http://www.bepatyciu.lt/veiksma-savaite-bepatyciu/praejusios-veiksma-savaites/2015/rekomendacijos-veikloms/>



More information about „Action Week WITHOUT BULLYING 2015“:

<http://www.bepatyciu.lt/veiksma-savaite-bepatyciu/praejusios-veiksma-savaites/2015/>

2016

On 14-20 of March, 2016, the annual "Action Week WITHOUT BULLYING 2016", initiated by the emotional support service "Child Line", took place throughout Lithuania for the seventh time. This year, more than a thousand educational institutions, non-governmental, public and business organizations joined the initiative, encouraging both children and adults to notice bullying and respond to it appropriately, thus working together to stop the spread of bullying.



"Action Week WITHOUT BULLYING 2016" was widely covered by Lithuanian media. The social advertisement of Child Line was broadcasted on the Lithuanian National Television throughout the entire month of March. Three press releases were distributed, and the representatives of "Child Line" were actively invited to present the initiative and comment on the situation of bullying in Lithuania in various television and radio broadcasts. In addition to that, many interviews were published in national and regional newspapers and news sites.

"Action Week WITHOUT BULLYING" has received support from the President of Lithuania, Dalia Grybauskaite. On 16 of March, she visited one of the participating school and interacted with the community and "Child Line" representatives. The President emphasized that degrading treatment and bullying are problems of the society as a whole, therefore it is necessary to create a unified anti-bullying program to provide more funding for schools and to ensure that prevention programs are implemented throughout the country.

It is reported that Ms. Grybauskaite intends to initiate amendments to the Law on Education, which will address the heads of educational institutions and consolidate their responsibility for the implementation of bullying prevention programs and the assurance of psychological assistance to children, their parents and teachers.



Also, this year, during "Action Week WITHOUT BULLYING" Child Line organized students song contest "Help me grow without bullying". Children and adolescents were invited by poetry and music tell adults how they see and how they feel about bullying situations and what kind of help or what response they expect from adults.

During special event winners were selected and nominated (here are link to the song winners):

<https://www.youtube.com/watch?v=eSQpyJ8aO80&feature=youtu.be>

https://www.youtube.com/watch?v=1H1w1IV8_I0

<https://www.youtube.com/watch?v=Q5ZT3G5AF38>

<https://www.youtube.com/watch?v=wArKVFnw4iM>

<https://www.youtube.com/watch?v=PYCEcfmW7f>

More information about "Action Week WITHOUT BULLYING 2016" can be found here:

<http://www.bepatyciu.lt/veiksmo-savaite-be-patyciu/>

Moreover, Child Line created special recommendation for different activities during “Action Week WITHOUT BULLYING” link is here:

<http://www.bepatyciu.lt/veiksmo-savaite-be-patyciu/rekomendacijos-veikloms/>

Contribution to the European Network

Participation in the Insafe network activities

National SIC Lithuania is the member of the European network Insafe. Insafe network is comprised of 31 national SICs in EU member countries, and Iceland, Norway and Russia. Each national SIC which takes part in the activities of Insafe carries out society education and awareness raising campaigns, offers helpline services, pursues close cooperation with youth aimed at ensuring evidence-based approach of various representatives of the society towards development of better Internet. The cooperation takes place on the Better Internet for Kids (BIK) core service platform <https://www.betterinternetforkids.eu>. BIK provides opportunities to share resources, services and practices between national SICs – and to provide services to their users, including industry. Lithuanian SIC develops new tools and methods related to the recent European policy trend of the Better internet and increase interoperability with the European BIK core service platform.

Many of the awareness recourses created and localized by Lithuanian SIC published on the BIK-NET recourse gallery and can be found if 'search for resources' in Lithuanian language: <https://www.betterinternetforkids.eu/group/guest/capacity/resource-lab/gallery>. Internal blogs posted on BIK-NET platform to share the experience with other SICs: Safer internet in summer camps 2015, E-safety lesson plans – prepared by teachers, Focus on e-safety during Get Online Week 2016 in Lithuania, Safer internet for kids in summer camps 2016, many of Youth participation events announced as well. Lithuanian Youth Forum participants make their input to the BIK Youth Area through the internal blogs or attending online meetings as well.

See the blogs posted on the public BIK portal area here:

- ✓ School librarians in Lithuania – active e-safety advocates in schools:
<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=957897>
- ✓ Marking Safer Internet Day 2016 in Lithuania:

<https://www.betterinternetforkids.eu/web/portal/news/detail?articleId=801828>

✓ How a Lithuanian School celebrated Safer Internet Day:

<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=578815>

✓ Lithuanian 'Action Week WITHOUT BULLYING 2016':

<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=1020990>

✓ The Museum of Bullying:

<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=1020851>

Participation of the Lithuanian SIC in the Insafe activities during the reporting period:

- ✓ Insafe educational meeting and session of the Advisory Board in Prague, Czech Republic 27 – 29 May 2015 (CITE, LIA, Child Line)
- ✓ 9th International conference 'Keeping Children and Young People Safe Online' in Warsaw 22 – 23 September 2015 (CITE, Child Line)
- ✓ Safer Internet and Youth Forum 'Breaking down barriers for a better internet' in Luxemburg in October 2015 (CITE, RRT, Child line) Youth coordinator Jūratė Drazdauskienė and Viktorija Drazdauskaitė participated in Youth Panel activities and shared her experiences about safer internet youth activities in Lithuania.
- ✓ Insafe educational meeting and session of the Advisory Board in Warsaw, Poland, 8 – 10 December 2015 (CITE, Child Line)
- ✓ Insafe educational meeting and session of the Advisory Board in Larnaca, Cyprus 20 – 21 April 2016 (CITE, LIA, Child Line)
- ✓ BIK Policy Map focus group in Brussels, 7 June 2016 (Representative from Lithuanian MoES)

Youth Participation Coordinators' meetings:

- 1) 18 March 2015 – Future of Youth participation
- 2) 28 April 2015 – eSafety activities/resources that empower and engage primary school children
- 3) 20 May 2015 – Current trends and issues in internet usage among youth
- 4) 26 June 2015 – Resources created by youth for youth
- 5) 16 July 2015 – Ways of addressing cyberbullying
- 6) 22 October 2015 – Media use in families
- 7) 25 November 2015 - Child sexual abuse materials workshops for teenagers
- 8) 18 December 2015 – Youth participation national platforms
- 9) 24 March 2016 – Social media strategies to reach children and young people
- 10) 25 February 2016 – Online hate speech messages and campaigns to reach target groups
- 11) 27 January 2016 – Safer Internet Day activities for and by young people

Assessment Working Group meetings:

- 1) 13 May 2015
- 2) 24 September 2015
- 3) 15 December 2015
- 4) 13 April 2016
- 5) 30 June 2016

Governance Working Group meetings:

- 1) 8 May 2015

Child Line attending of the Helpline online meetings, discussions:

- 1) 2015 July 08 – Meeting about Assessment platform
- 2) 2015 July 22 – Enabling conversations between parents and children
- 3) 2015 September 09 – Sextortion
- 4) 2015 November 25 – Child participation in work of Helpline
- 5) 2016 January 27 – ENABLE project and how it could be useful for helplines
- 6) 2016 February 23 – Using social media in work of helplines. Child line contributed to the meeting by sharing experience using Facebook for promoting Child line and volunteers recruiting campaign.
- 7) 2016 March 23 - New apps and platforms being used by young people
- 8) 2016 May 30 – Meeting with Facebook representative
- 9) 2016 June 14 - Best practice from around the network. Child line contributed to the meeting by sharing experience about CL initiated fund raising campaign “Museum of Bullying”.

International Conferences attended by Child line:

- 1) 21 – 22 April 2016. Conference “Cyberbullying. A challenge for researches and practitioners: prevention and intervention in Gothenburg, Sweden.
- 2) 8 – 9 December, Brussels, 2015. The Conference brought together EAN member organizations, policy and decision makers from EU institutions, Members of the European Parliament, academia as well as law enforcement authorities and members of civil society organizations active in the field of child protection and children’s rights.

The aim of the conference was to showcase the multiple dimensions of bullying, a phenomenon with widespread consequences, and the pressing need for a coordinated and harmonized European response and strategy spearheaded by the European Parliament.

- 3) 23 – 24 June, 2016 Malta. Third International Conference of the European Anti-Bullying Network (EAN). Members of the network from different EU Member States, public officials, professionals active in the field of child protection took part in this conference. The conference emphasized the absolute urgency to address the widespread and still growing problem of bullying in our society and highlighted a number of recommendations to the Member States and European Institutions for specific actions to combat bullying.

Participation in the INHOPE network activities



In May 2008 Lithuanian hotline launched by the RRT joined the INHOPE network (the International Association of Internet Hotlines). INHOPE is co-funded by the European Union. At the moment 51 hotlines in 45 countries worldwide (mostly from EU) are the members of INHOPE. Membership in INHOPE and cooperation with other hotlines are very beneficial to the Lithuanian hotline in terms of exchanging experience and seeking prompt removal of illegal content from the Internet. Participation of representatives of Lithuanian hotline in INHOPE meetings and other events during the project is described below:

- ✓ INHOPE General Assembly in Hague, June 2015
- ✓ INHOPE & Interpol ICCAM training in Lyon, October 2015
- ✓ Safer Internet Forum 2015 in Luxembourg, October 2015
- ✓ INHOPE General Assembly in Lisbon, November 2015
- ✓ INHOPE General Assembly in Copenhagen, May 2016



Skills of content / image assessment required for investigation of reports and use of new INHOPE Report Management System (ICCAM) acquired during the trainings were very useful to perform functions of the hotline efficiently.

Active exchange of good practice with other hotlines was taking place during events of INHOPE. We should also stress active participation of hotline's representatives in the working groups of INHOPE: network expansion, technical, data and statistic working groups. Hotline was constantly providing

statistics of the reports received, answering to INHOPE questionnaires, surveys and providing other information to the INHOPE when requested.

Project visibility and impact

During the period May 12 – June 9 of 2016, Lithuanian SIC carried out the public survey and have made detailed comparisons with previous survey data.

Survey sample is 1 614 respondents: 803 teenagers and youth representatives (aged 14–18) and 811 adults.

According to the results, respondents are more and more concerned about the dangers that lie on the Internet. 82 percent of adults claimed that there are risks and dangers on the internet. Teenagers are concerned less – 59 percent. Despite that, compared with 2014 survey data, parental control of children’s activity on the Internet decreased from 77 to 71 percent. What about threats like cyberbullying, offensive or illegal content and comparing these numbers with previous years, the respondents adults nowadays encounter with more problems: offensive or illegal content – 83 %, sexting – 72 %, cyber bullying – 64 %, disclosing personal information – 67 %. On the other side, youngsters claim that they face with the same threats less: offensive or illegal content – 33 %, sexting – 14 %, cyber bullying – 25 %, disclosing personal information – 9 %.

A lot of parents and custodians still admit their lack of knowledge on how to teach children to use the Internet safely. Unlike adults, 81 % of children claim that they know how to safely use the Internet. On the other hand, despite that young people face more violations, they claim that they do not suffer more damage than adults.

One of the major issues that lie on the Internet is security violations, which of most common are computer viruses (adults – 72 %, teenagers – 82 %) and ineligible e-mails (adults – 68 %), teenagers – (63 %). Children are much more likely to suffer from various security violations than adults.

In order to avoid various threats, it is very important for parents and children to communicate to each other. According to the respondent teenagers, parents struggle less to talk with their children about Internet risks: 56 % – compared to 48 % of year 2014 – of parents talk to their children.

Statistical data also shows that it is clear that notoriety of helpline “Vaikų linija” is growing with each year, not only among adults, but among youngsters either. From “Vaikų linija”

does not lag and Hotline, operated by The Communications Regulatory Authority of the Republic of Lithuania. Both of these aspects of project show that more and more people country-wide are concerned about dangers that lie on the internet. Majority of the respondent parents claim that it is necessary to teach children how to be safe on the Internet. 61 % parents think that it is really important and try to educate children themselves, 32 % claim that it is necessary and youngsters should be educated at school and only 2 % think that children can learn everything about Internet threats by their own. Such numbers is the reason why these kind of projects should be established more widely, so that every person would know all the threats, risks and ways of avoiding undesirable content online.

For more information please visit:

<http://www.draugiskasinternetas.lt/en/main/about/reports>

Contact information

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SAFER INTERNET AWARENESS/TRAINING CENTRE

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LANGAS Į ATEITĮ

SAFER INTERNET HELP LINE

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