draugiškas INTERNETAS

Safer Internet LT AN-HL

Final Public Report

2009-2010

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INTRODUCTION

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. The Internet, if used by children and teenagers without adults' supervision, may cause a number of threats. 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 (further - RRT) in cooperation with the Centre of Information Technology of Education under the Ministry of Education and Science of the Republic of Lithuania (further - CITE) and a number of other partners (public organisations, business sector) were implementing the European Commission's project Safer Internet LT AN-HL. The consortium of two cooperating organizations - RRT and CITE - was engaged in the activities of promoting the project in Lithuania. Safer Internet LT AN-HL project was seeking to cover two main parts – awareness-raising and hotline activities. During the reporting period from the 1st April 2009 until 31st December 2010, there were organised various information campaigns on television, radio and Internet to raise society awareness. The central event of the project activities became the Safer Internet Day which was organised on 9 February 2010**.** Also different social campaigns and educational activities were carried out. The project's website www.draugiskasinternetas.lt has been administered and renovated. 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. Various awareness tools were developed. Booklet "What lies on the Internet and what you should

know" with the advices for children was produced and distributed to children and youngsters in Lithuanian schools, a documentary film "The Net" about children's safety on the internet was produced and disseminated on the Internet and broadcasted on the TV channels, etc. Another main activity – operation of the hotline for receiving reports about detected harmful or illegal content on the Internet.

This Final public report outlines the activities of Safer Internet LT AN-HL project in Lithuania for the 21 month period of implementation within the framework of European Safer Internet plus programme.

SAFER INTERNET PLUS (SIP) PROGRAMME

SIP programme

The Safer Internet plus (SIP) is a programme of the European Commission's (EC) Information Society and Media Directorate-General for the period 2005-2008 and is a successor to the Safer Internet Action Plan being implemented in the Member States of the European Union from 1999 to 2004. The programme goals are to promote safer use of the Internet and new online technologies, particularly by children, and to fight against illegal content and the content, which is unwanted by an end-user, as a part of a coherent approach of the European Union.

The programme has four action domains

- Fighting against illegal content

- Tackling unwanted and harmful content

- Promoting a safer environment

- Awareness-raising

The coverage of the Safer Internet plus programme extends to new online technologies, including mobile and broadband content, online games, peer-to-peer file transfer, and all forms of real-time communications such as chat rooms and instant messages primarily with the aim of improving the protection of children and adolescents. Actions were taken to ensure that a broader range of areas of illegal and harmful content and harmful behaviour to be covered, including racism and violence.

During implementation of the programme, national awareness and hotline nodes were created in countries across the European Union, and their cooperation was coordinated by the Insafe and INHOPE communities.

SIP programme in Lithuania

In 2009, under the SIP programme, the consortium members RRT and CITE launched the project ,,Lithuanian Awareness and Hotline Actions for Safer Internet" (*acronym* - Safer Internet LT AN-HL) in Lithuania. This consortium won the tender organised by the EC to implement the project for the period of April 2009 – December 2010. The Safer Internet LT AN-HL project was dedicated to run a national Safer Internet awareness node in Lithuania, which also includes a hotline facility. The project aimed to educate the society on safer Internet issues and was intended to help children, parents and educators avoid dangers related to digital communication. The project also aimed to provide a hotline facility that accepts and processes reports from the general-public about an illegal and harmful content on the Internet.

SAFER INTERNET LT AN-HL PROJECT CONSORTIUM MEMBERS

Communications Regulatory Authority of the Republic of Lithuania (RRT)

RRT is an independent national regulatory authority regulating communications and postal sectors in Lithuania. It was established under the provisions of the Law on Telecommunications and Post and the Directives of the European Union on electronic communications and post regulation. Mission of RRT: an ensured variety of technologically progressive, high quality, safe and affordable electronic communications and postal services (products) to every citizen of Lithuania as a prerequisite for the development of the information society.

Development of information society and building trust in electronic environment requires substantial effort to be taken by private, public and non-governmental sectors on time and in a coordinated manner. RRT took initiative to lead activities on network and information security in the country and established a special Network and Information Security Division, the activities of which are mainly focused on four areas:

- consumer education and awareness raising;
- reduction of negative impact of security incidents and illegal content;
- management of security incidents (CERT-LT functions);
- encouragement of the development of legal and standardisation tools.

RRT led the Safer Internet LT AN-HL project implementation and contributed to the project by developing awareness tools, organizing common awareness raising events, etc. And one of the main activities of RRT was to run an internet hotline.

More information about RRT is available at www.rrt.lt

Centre of Information Technology of Education (CITE)

ITC

CITE is responsible for the following objectives:

- Initiates and coordinates the work of various national and private organizations in computerizing of educational and education administration agencies, development of application of ICT in the process of education.
- Initiates and coordinates international ICT in education projects.
- Promotes international co-operation of educators and students on a web-based learning platform.
- Offers training courses on computer literacy and use of ICT in education.
- Develops, accumulates and disseminates the computerized learning tools.
- Organizes and prosecutes scientific research on the practices of the modern ICT in education.
- Administrates the information systems of education.
- Develops and supervises the computer networks in education.
- Accumulates the databases of educational statistics.

CITE contributed to the Safer Internet LT AN-HL project by arranging training seminars to teachers, schoolchildren and parents on safer Internet and electronic communication. It also provided resources to organise awareness campaigns for the Lithuanian society in general and the educational community in particular.

More information about CITE can be found at www.ipc.lt.

PROJECT IMPLEMENTATION IN LITHUANIA

National cooperation

Key stakeholders and multiplier organizations, which were identified and contacted, agreed to take part in the project activities. The following state institutions, private sector and non-governmental organizations are represented in the Advisory Board of the project: the Communications Regulatory Authority of the Republic of Lithuania (RRT); Centre of Information Technology of Education (CITE); the Ministry of Education and Science of the Republic of Lithuania (MES); Information Society Development Committee under the Government of the Republic of Lithuania; Police Department under the Ministry of the Interior of the Republic of Lithuania; Office of the Inspector of Journalist Ethics of the Republic of Lithuania; the Children's Rights Ombudsman of the Republic of Lithuania; Organization ,,Save the Children Lithuania"; Association "Langas į ateitį" – association committed to promote an Internet use in Lithuania; Association "Infobalt" - association unifying IT companies in Lithuania; Association "Lithuanian Human Rights League"; UAB "Bitė Lietuva" - a mobile telecommunications operator; UAB "Microsoft Lietuva", a branch of Microsoft in Lithuania; TEO LT, AB - telecommunications operator; a social networking portal One.lt; UAB "Omnitel" - a mobile telecommunications operator; Association of Lithuanian Social Pedagogues; Lithuanian Schoolchildren Parliament; Lithuanian Forum of Parents; State Gaming Control Commission – responsible for regulation of gaming activities in Lithuania.

Žurnalistų etikos inspektoriaus tarnyba

The main goal of the Advisory Board was to ensure a successful implementation of the project in Lithuania. The main tasks were coordination and supervision of the project, evaluation of the project results, consideration of the essential changes in the project, if needed. Also the *ad hoc* Working Groups were established for the implementation of specific tasks of the project. Rules of Procedure of the Advisory Board, which describes the structure, governance, tasks, functions, and responsibilities, were also validated. The Advisory Board met 5 times during the reporting period.

Very active partners of the project were Microsoft Lietuva, portal One.lt, Lithuanian Human Rights League who together with RRT and MES were the main initiators and supporters of the creation of documentary film "The Net". Also a special website was created by a social networking portal One.lt in order to watch the documentary film "The Net" online and to download it. TEO LT was the main partner and organizer of the SID 2010 campaign "Academy of Safer Internet". Microsoft organized seminars and discussions in schools. ,,Langas į ateitį" prepared the online educational course for teachers (social pedagogues) and heads of schools in particular. Partners promoted very much the Insafe video clip "Think before you post" on their websites.

Development of awareness tools and methods

The project's website www.draugiskasinternetas.lt remained the main channel to report about the possibly illegal and harmful Internet content and provided updated information and advices on how to make the Internet a safer place. It also was the main tool informing about the awareness raising activities and was constantly being adjusted to a wider audience as well as individual target groups. 67 new articles and news were added to the website. During the reporting period the website was visited 65540 times. The website was renovated during the last 3 month of the project. New design and new presentation of the information was provided. New possibilities provided for the webmaster to place banners and videos to make the website more attractive.

Documentary film „The Net" about children's safety on the internet was created in 2009. Film is dedicated to the issues of children's safety on the Internet. Famous Lithuanian artists, psychologists, representatives of state institutions, business and international organizations talk about their experience, the advantages and disadvantages of the Internet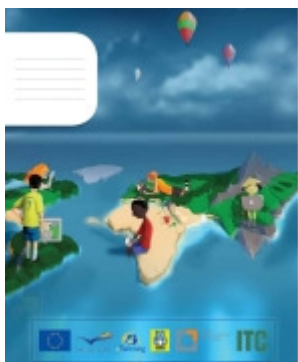, the main threats to children on the Internet, and give pieces of advice to parents on where to turn their attention. The heroes of documentary film are ordinary Lithuanian children, their parents and teachers who share their experience. The objective of this film is to remind parents of their duty to care about children's safety at the computer and on the Internet. The main topics of the film are addiction to the computers and Internet, cyberbullying, child sexual abuse, illegal content. Film director Andrius Seliuta.

The booklet "What lies on the Internet and what you should know" was designed and issued by CITE. Booklet is aimed to provide advices for children how to be safe on the internet.

1000 copies of booklet were distributed throughout the Lithuania. Distribution started on SID 2010.

The exercise book with the printed in project logo for schoolchildren was issued (90000 units). Distribution of exercise book was performed through the bookshops all around Lithuania.

The educational tool for children – student notebook– was prepared and published (1500 pcs.). Children can find here information about the Safer Internet project, advices how to be safe on the Internet, useful links, etc.

The educational electronic game for children was created and was opened on the project's website on the SID 2011 day http://www.draugiskasinternetas.lt/zaidimas/ . The game is dedicated for 8-11 years old children. Main issues reflected in the game are the following: emails, privacy and information security, cyberbullying and grooming. The game can be downloaded to the PC.
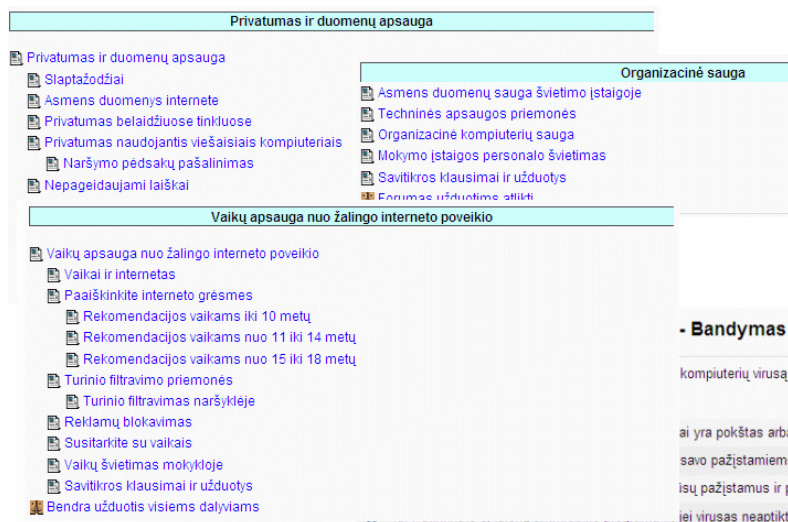
Guide for parents „Education and new media" prepared by Italian Safer internet centre was translated into Lithuanian. This guide is available on the project's website by clicking the link below:

http://www.draugiskasinternetas.lt/lt/adult/tev_patar .

The Youth Panel was set up. First Youth Panel meeting took place on the 14th of December 2009 in Vilnius. The Panel was attended by 30 students (age 12–18) and 10 teachers (who accompanied the students to the Panel) from different schools in Lithuania. The objectives of the first meeting were the following: to inform students and teachers about Lithuania's Safer Internet project, to share ideas about good and bad experiences on the

Internet, to view documentary film "The Net" and to elect the Youth Panel team. News from the Safer Internet Youth Panel were published on its website http://portalas.emokykla.lt/SI_Jaunimoforumas. Also the Youth Panel environment was created on Facebook. It became public in the last quarter of 2010. Second meeting of the Youth panel was held in December 2010. During the meeting discussions on the activities of Youth Panel for the year 2011 were held. In preparation for SID 2011 it was decided to organize competitions of schoolchildren on the best drawing and on the best video story related to the slogan of SID 2011. The requirements for the competitions were setup and members of jury were elected. Also there were lessons in schools foreseen on the SID 2011 where the schoolchildren themselves will take the role of teachers. It was decided at this meeting also to develop the page of Draugiškas internetas/Youth Panel on Facebook, because that's the way to reach large auditorium of youth. (http://www.facebook.com/pages/Draugi%C5%A1kas-internetas/179688918734543)

The initiative to design an online educational course in 2010 was raised by the project partners, association "Langas į ateitį" and CITE. It is expected that courses participants – 3000 heads of schools and representatives of the administration of educational institutions as well as social educators- will learn e–safety for schools, better understand e-threats and will be able to assume measures to protect children from internet dangers. The pilot group of social pedagogues (22 people) studied new online course "Let's protect children on the internet" ("What the pedagogues should know about the threats on the internet"), prepared by project partner "Langas į ateitį". This training was held in summer 2010. Participants of this training received the certificates of CITE. Later in 2010 the course was developed further and was finalized. Trainings will be held during the year 2011.

Competition "Internet safety in my school" for all types of Lithuanian schools was held during January 2010. The announcement of the competition was published on the website www.draugiskasinternetas.lt and on the national education portal http://portalas.emokykla.lt . The best schools were granted during SID 2010 at the conference in Lithuanian Parliament. Their works were announced on the portal.

Scientific investigation "Adolescents' behaviour in virtual environment" was finished in December 2009. The results of this investigation are published on the portal http://portalas.emokykla.lt.

Dissemination

During the 21 month period various information dissemination activities were carried out. Press releases about the activities of the project were published. The node with the main project partners participated in national and regional radio and TV programmes dedicated to children safety issues on the Internet. In order to analyse complex issues of the project and to agree upon common measures, the meetings with main partners of the project were organised. Conferences and seminars, Safer Internet Day activities were dedicated to raise awareness on Internet safety issues and to disseminate awareness tools.

The large advertising campaign promoting documentary film "The Net" was held in December 2009. Presentation of documentary film to the media and also to the stakeholders, artists and invited guests took place in the cinema theatre on the 3rd of December 2009.

About 200 participants of this event had a unique possibility to see all together members of creative group of the film, the artists schoolchildren and their parents. The opening speech before premiere of the film was made by director of RRT Mr. Tomas Barakauskas. He stressed the necessity to work all together to make Internet a safer place for children. Representatives of media after premiere had a chance to ask questions members of creative group, artists, initiators and supporters of the film. Press release about the documentary was broadly publicized, was also published on the website www.draugiskasinternetas.lt and websites of project partners. It was decided to start broadcasting of documentary film through the National TV channel on SID 2010.

Other information dissemination activities were concentrated on the SID 2010 events which are described further in this report.

Seminars and conferences

Various presentations were made in a number of conferences on internet safety issues: presentation in the Safer Internet Forum (SIF) in Luxembourg in October 2009 about Safer Internet Academy; presentation in the workshop under COST IS0801 action on cyberbullying in the University of Klaipėda in November 2009; presentation in the Eminent 2009 workshop on the Web 2.0 technologies; 2 presentations in the conference in Lithuanian Parliament during the SID 2010; and presentations in seminars (10) conducted by CITE in regional centres of Lithuania during eSkills days in March 2010. Presentation "Lithuanian awareness tools" was made in the resource cluster meeting in Tallinn in November 2010 about most noticeable tools made during the project – documentary film "The Net" and bus tour through the country "Academy of Safer Internet".

Trainings and seminars for teachers, parents and children were held according to the events plan. CITE seminars (10) in regional centres of Lithuania during eSkills days in March 2010 were targeted to inform teachers about Safer Internet project and threats on the internet.

Seminars for schoolchildren were held by project partner Microsoft. 25 schools visited in different Lithuanian regions, during one week in March 2010. 16 volunteers from Microsoft had given lessons to 1000 schoolchildren about internet safety issues, especially stressing safe use of personal information on the social networks.

Seminars for school communities (13) about the Safer Internet program and safety issues on the Internet were held in Vilnius in the second half of 2010. There were 281 participants of these seminars (195 teachers and 86 schoolchildren).

Meeting of Law enforcement bodies and other governmental institutions was held in the Ministry of the Interior in September 2009. Main topic was the problem of incitement of racial and national hatred on the internet. Proposals on how to tackle with this problem were discussed. One of decisions made at this meeting was decision to publicise largely the hotline by state institutions involved.

Safer Internet Day 2010 activities

During the implementation of the project the information dissemination activities were concentrated on SID 2010 events and were targeted to draw media's attention to them. As in the whole Insafe network, Safer Internet Day SID 2010 celebration in Lithuania took place on the 9th of February 2010. The SID 2010 united different public and private sector actors to implement different actions.

Documentary film "The Net"

Promotional campaign of documentary film "The Net" which aim is to attract attention of the public to the problems children are facing on the internet was the most significant event of the SID 2010. Various actions were planned and implemented. Broadcasting of documentary film through the National TV channel started on SID 2010. During February and March the documentary film was shown 8 times and 15 times in the year 2010 in total. A special website http://games1.one.lt/tinklas was created by project partner One.lt to watch the film online or to download it. Also short presentations of initiators and supporters of this documentary are provided. The number of views of this film online – 20000 during 10 days after launch of the website on the 26th of February. The total number of views of this film online during 2010 – 47000! The film was also available on the Gala TV video on demand service of the project partner TEO and on its website http://www.zebra.lt .

Documentary film was also shown to the participants of SID 2010 conference in Lithuanian Parliament.

A number of DVDs (3000 pcs) of the documentary was produced and distributed among the partners locally, delivered to Lithuanian schools, other educational institutions, municipalities and also to partners at Insafe and INHOPE.

The other events dedicated to SID 2010:

Press-releases. The press-releases (7) about SID 2010 activities were published on the website www.draugiskasinternetas.lt , on the websites of the project partners and in mass media.

TV broadcastings. Representatives of RRT and project partners took part in the 3 National TV broadcastings promoting documentary ,,The Net" and the project as well.

Radio broadcastings. Representative of RRT participated in the popular National radio broadcasting ,,Ryto garsai" on SID 2010.

Articles. Articles promoting the SID 2010 and informing about activities assigned for this day were published in mass media.

Another big event that took place in Lithuania on the 9th of February was the conference in Lithuanian Parliament "Parliament of the Republic of Lithuania opens the door to international Safer Internet Day". There was a hope with this event to address Parliament of the Republic of Lithuania, public institutions and all public attention to protect children from dangers in cyberspace and illegal and harmful

information. We hope that children will spread received information to their friends and thus will extend the circle of people who want to work on the Internet safely. Around 300 schoolchildren from all Lithuanian regions participated in this conference. Presentations about the dangers for children on the social networking sites were made by representatives of RRT and CITE. Then the participants of the conference have watched the documentary film ,,The Net". After the watching of film various games and quizzes for children about safe use of Internet were organized by project partners Microsoft and One.lt. The organizers of this conference were Lithuanian Human Rights League, Lithuanian Parliament, MES, RRT, CITE, Microsoft, One.lt and others.

The Safer Internet Academy organized by project partner TEO together with RRT and CITE and dedicated to SID 2010 started on the 23rd of February. A bus tour through 13 Lithuanian cities lasted for 3 month till the end of May. Lessons for schoolchildren and lectures for their parents in a bus called Teobus were held. During the Academy also the fragments of documentary film ,,The Net" were shown. Broadcasting of video clip of Insafe "Think before you post" was provided on the big screen of Teobus. There were 2200 participants of the Academy who were awarded by special diplomas.

The video clip of Insafe ,,Think before you post" was broadcasted through the Lithuanian TV channels LNK and TV1 in total 134 times. Also the video clip was available to watch on the popular websites

www.delfi.lt and www.alfa.lt (this possibility provided by project partner Omnitel) and on the websites of project partners.

SID 2010 quiz was organised by Insafe in March, to mark Safer Internet Day 2010. It was designed for the schoolchildren between 9-15 years of age to take the quiz and qualify for a prize. The quiz reflected the theme of Safer Internet Day 2010, "Think before you post!". The node published an announcement about the quiz on the project website and took necessary actions to promote the quiz in Lithuanian schools. The number of participants of the quiz in Lithuania – 2241. The winner of SID 2010 Quiz in Lithuania was announced (14 years old Domantė) and was sent to the Youth Safer Internet Summer School which was held in Romania in July. Here she was awarded with the special SID 2010 Quiz trophy.

The increased interest in the SID 2010 events shows the fact that the number of visits of the project website www.draugiskasinternetas.lt increased 4 times on the 9 February 2010 (873 visits) in comparison with the average number of visits before (230 average daily visits).

Preparation for the Safer Internet Day 2011

In preparation for the SID 2011 new awareness raising tools were developed – USB sticks, T-shirts, scarfs, mobile phone holders, sporting bags, bracelets, etc. All of them have the project logo and some of them the slogan of SID 2011 "Internet is more than a game, it's your life" written. These tools were used as prizes and souvenirs during different actions of SID 2011. Also the posters ,,Schedule of the occupation of computer class" were published and were distributed to the computer classes of schools. These posters have main facts about Safer Internet project and main internet safety tips.

CONTRIBUTION TO THE EUROPEAN NETWORK INSAFE

On the European level, the Lithuanian awareness node is a part of the Insafe network. The node actively participated in meetings and trainings organized by this European network. This allowed our node to share experience and awareness-raising materials with the other nodes of the network. During the project, the Lithuanian node participated in the following events:

- Ministerial conference "Safer internet for children" in Prague in April 2009
- Insafe Advisory Committee meeting in Prague in April 2009
- Insafe training and Steering Committee meeting in Rome in May 2009
- Insafe training, Annual meeting and Steering Committee meeting in Luxembourg in October 2009
- Safer Internet Forum in Luxembourg in October 2009
- Insafe training and Steering Committee meeting in Reykjavik in December 2009
- Insafe training and Steering Committee meeting in Lisbon in March 2010
- Insafe training and Steering Committee meeting in Stockholm in June 2010
- Youth summer school in Romania in July 2010
- Internet Governance Forum 2010 in Vilnius in September 2010
- Safer Internet Forum in Luxembourg in October 2010
- Insafe resource cluster meeting in Tallinn in November 2010
- Insafe training and Steering Committee meeting in Berlin in December 2010

The awareness node took necessary steps to prepare for the Safer Internet Forum in Luxembourg in October 2009. Delegates for the Youth Panel and Teachers Panel were selected and participated in SIF. As a best practice sharing the presentation was made in the Forum about the main action of SID 2009 in Lithuania - Safer Internet Academy.

Representatives from Lithuanian awareness centre participated in the SIF forum in Luxembourg in October 2010. Delegates from Lithuania were selected and participated also in the Pan-European Youth and Parents' panels. Main topics of the Forum were "Youngsters and social networking sites", "Parents and online technologies" and "Evidence of online risks: cyberbullying and grooming". Results of EU Kids Online researh and European Online Grooming Project were in the centre of discussions.

The Lithuanian node also had an opportunity to present itself to other nodes by publishing an updated information on the Insafe new portal and sharing its own resources with other nodes.

The international involvement helped the Lithuanian node to provide the Lithuanian society with the newest and most relevant awareness material, as well as to use dissemination methods that were successful in other European countries. A good working relationship was established with the Latvian, Danish, Czech and other nodes by sharing expertise and ideas.

SAFER INTERNET LT HOTLINE

Hotline operational work

The Hotline was established in 2007 on the basis of CERT-RRT, which received status of national CERT-LT in July 2008. The reports are being accepted and processed according the Operational procedures manual. An electronic report form on the project website http://www.draugiskasinternetas.lt/lt/misc/report_form is the main tool for reporting about illegal and harmful content on the Internet. Reports can also be delivered both by sending an e-mail to cert@cert.lt or calling a hotline by telephone number +370 5 210 5679; the latter service is available from 8 a.m. to 5 p.m. on weekdays. Two CERT-LT specialists are operating the hotline.

Contacts with all major stakeholders were established. RRT has signed cooperation agreements with two major partners in this project: Police Department under the Ministry of the Interior and Office of the Inspector of Journalist Ethics of the Republic of Lithuania. The hotline operational procedures were approved by these law enforcement bodies.
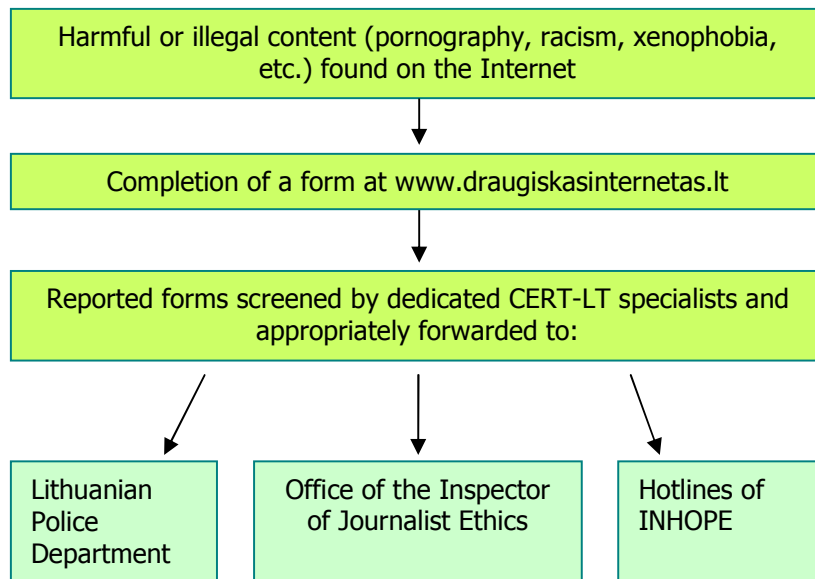
The agreement to participate in the project was concluded also with the biggest Lithuanian social networking portal one.lt. Portal one.lt has committed to remove all illegal content from its servers. So when reports from the hotline about illegal or harmful content on the portal are received, this content is being quickly removed.

During reporting period 765 reports on illegal or harmful content were investigated by the hotline. And the following actions were taken:
- 2 reports were forwarded to the Police Department;
- 36 reports were sent to the Office of the Inspector of Journalist Ethics;
- 34 reports were forwarded to the hotlines of other countries, members of INHOPE;
- 42 reports were forwarded to the hosting ISP's

- 651 reports were not being processed further because of reported content was not illegal or was located in countries where it is considered to be not illegal.

The procedure of investigation of reports is the following. All reports are screened by dedicated CERT-LT employees. If the reported content is illegal or harmful and is located in the Lithuanian servers, the information is forwarded to the appropriate Lithuanian institutions (Police Department or the Office of the Inspector of Journalist Ethics). In case the illegal or harmful content is located in international servers, such information is forwarded to appropriate hotline of INHOPE or directly to the Lithuanian Police. And finally the Law enforcement bodies in various countries are taking actions against illegal content (see the scheme below):

In August 2009 the hotline started an initiative to block the illegal content on the networks of Lithuanian ISPs. Meetings with the representatives of several ISPs that cover about 60% of Internet subscribers on this issue were held. It was agreed that RRT will prepare the Code of Practice (CoP) about using of blacklist. The blacklist will be updated periodically and will be sent to ISPs. Blocking already started in October 2009 when the agreement with Omnitel the largest mobile operator in Lithuania was signed. Also the mutual agreement between RRT and IWF was signed in February 2010 to facilitate a reciprocal exchange of URLs of known potentially illegal child abuse websites for their potential

inclusion in national blocking or filtering processes. Further efforts are directed to influence Law enforcement to improve investigation of cases on illegal content and to remove this content swiftly from Lithuanian websites.

Visibility raising of the hotline is also an important task. Lithuanian hotline was promoted widely through the radio and TV broadcastings, press releases, e-mails during Safer Internet Day 2010. Also the other tools were used. Documentary film "The Net" was one of them. One of the most important parts of this film is dedicated to the fight against illegal or harmful content on the Internet and to the hotline in particular. The documentary film was broadcasted through the National TV on SID 2010. Also it is available on the internet, and was distributed with a number of DVDs. Presentation of documentary to the public was made on the 3d of December 2009 in the cinema, also it was shown to the participants of the conference in Lithuanian Parliament on SID 2010. Visibility of the hotline was raised considerably during "Academy of Safer Internet" on the wheels. Large promotional campaign of the hotline was launched during the last stage of the project through the one of the largest news portals in Lithuania www.delfi.lt . Banner of the hotline was clicked around 6000 times. Number of the visits of the hotline's webpage increased 10 times in comparing with other months. Number of reports received increased 2 times.

International activities

Lithuanian hotline established in RRT is a member of INHOPE network (the International Association of Internet Hotlines) from May 2008. INHOPE is co-funded by the SIP programme. At the moment 39 hotlines from 34 countries worldwide (mostly from EU) are the members of INHOPE. Years of membership in INHOPE were very fruitful for the hotline. We enjoyed very much our cooperation with the other hotlines. Participation in INHOPE activities during the reporting period is described below:

- INHOPE&Insafe North Regional Conference in Helsinki in April 2009
- INHOPE General Assembly meeting in Luxembourg in May 2009
- The 12th International Prosecutors' Forum for the fight against cross-border organised crime in Salzburg at the end of August – beginning of September 2009
- Law enforcement conference in Helsinki in September 2009
- INHOPE 10th Anniversary General Assembly meeting in Brussels in November 2009
- Conference of the Council of Baltic States "Safety on the Internet" in Moscow in November 2009
- INHOPE General Assembly and Annual General meeting in Salzburg in May 2010
- INHOPE General Assembly meeting and Law enforcement conference in Amsterdam in November 2010

We can stress here participation of the hotline in the INHOPE General Assembly meeting in Luxembourg, where the hotline was granted status of Full Membership of INHOPE.

Also the other event - INHOPE 10th Anniversary General Assembly meeting – should be stressed, where important discussions on the mission and the role of INHOPE, INHOPE branding, URL database policy paper, revised Code of Practice document, etc. were held.

Law enforcement conference in Helsinki was dedicated to ensure closer cooperation of LEAs of different countries in the fight against child sexual abuse images on the Internet. Another Law enforcement conference in Amsterdam was dedicated to build more productive global relationship between Law enforcement and industry in addressing online offences against

children. INHOPE was the organizer of these conferences, and Lithuanian hotline did necessary work and conluded the agreements with the Police Department and the Office of the Inspector of Journalist Ethics about participation of their officers in these conferences, which were very interesting and useful.

The manager of Lithuanian hotline Mr. Rytis Rainys is also a member of INHOPE Board, therefore was taking part in INHOPE Board meetings constantly. Presentations about the role and activities of INHOPE were made by him in the conferences in Salzburg and Moscow.

The hotline has participated also in the testing of URL database of INHOPE and since 8 of February 2010 the hotline is reporting URLs of child sexual abuse images to the database.

Articles to the INHOPE Members Newsletter were prepared by the hotline. They provided updated information on hotline's activities to the members of INHOPE.

Public Survey

In December 2010 a sociological research of the opinion of Internet users in Lithuania was made. The purpose of this research was to assess the influence to the awareness raising of society made by the project "Safer Internet". During the research 800 of Internet users, having children from age 5 to 18, were questioned. The main results of this research are provided below.

Confrontation with information security violations and incurred damage
More than two thirds of interviewed Internet users admitted that they have confronted with different types of networks or information security violations. However, in many cases, these violations did not cause direct material or moral damage:

The most common network and information security violations: computer viruses (56 percent) and spam (40 percent). Another 3 percent of participants noted that they have confronted with information having illegal or harmful content (racism, sadism, pornography, etc.); 3 percent of participants – with phishing; 3 percent – with break-in into personal computer; 32 percent of interviewed people noted that they have confronted with no network and information security violation.

The estimation of threat to child caused by the Internet

The results of the research show that parents understand that internet can cause threats to the security of their child. Also the majority of adults, especially women, agree that children should be taught to use worldwide information network safely. They try to implement these provisions by checking or in other ways controlling their child's activity on the Internet. However, a lot of parents and caregivers admit their lack of knowledge how to teach children to use the Internet safely:

The majority of research participants (73 percent) maintained that they were concerned with what their child did on the Internet. Another 18 percent noted that they did it only sometimes. 8 percent admitted that they were not concerned with their children activity on the Internet.

69 percent of interviewed people think that internet can cause threat to their children. 16 percent maintained on the contrary, when 14 percent admitted that they never thought of that kind of damage.

The most commonly named threat to child on the Internet - confrontation with illegal and harmful content (71 percent). 46 percent of interviewed people named cyberbullying, 42 percent - sexual complexion conversation by aspiring child to meet strangers (grooming). 31 percent think that child is threatened with loss of privacy on the Internet when he reveals his personal information. However, 15 percent of respondents think that use of the Internet does not threaten their child.

47 percent of interviewed people noted that they teach their child how to use the Internet safely and on their own responsibility talk with child about illegal and harmful content on the Internet. 44 percent of respondents said, that they time from time peek at where their child browse the Internet. 43 percent of respondents restrict the use of Internet to their child and 27 percent maintained that they check what websites their child visits. 12 percent of interviewed people said that they sit next to their child while he/she is browsing on the Internet. 7 percent noted that they set rules of the safe use of the Internet. 6 percents of respondents use filtering tools for blocking unwanted websites. However, 13 percent pointed out that they do not use any measures to ensure their child's safe browsing on Internet.

Absolute majority of research participants (92 percent) believe that children need to be taught how to use the Internet safely. 2 percent expressed the opposite opinion and 6 percent admitted they never thought about it.

37 percent of interviewed people maintained that they knew how to teach children to use Internet safely. 45 percent said that there was a lack of such information and 15 percent admitted that they did not know how to teach their children to use the Internet safely.
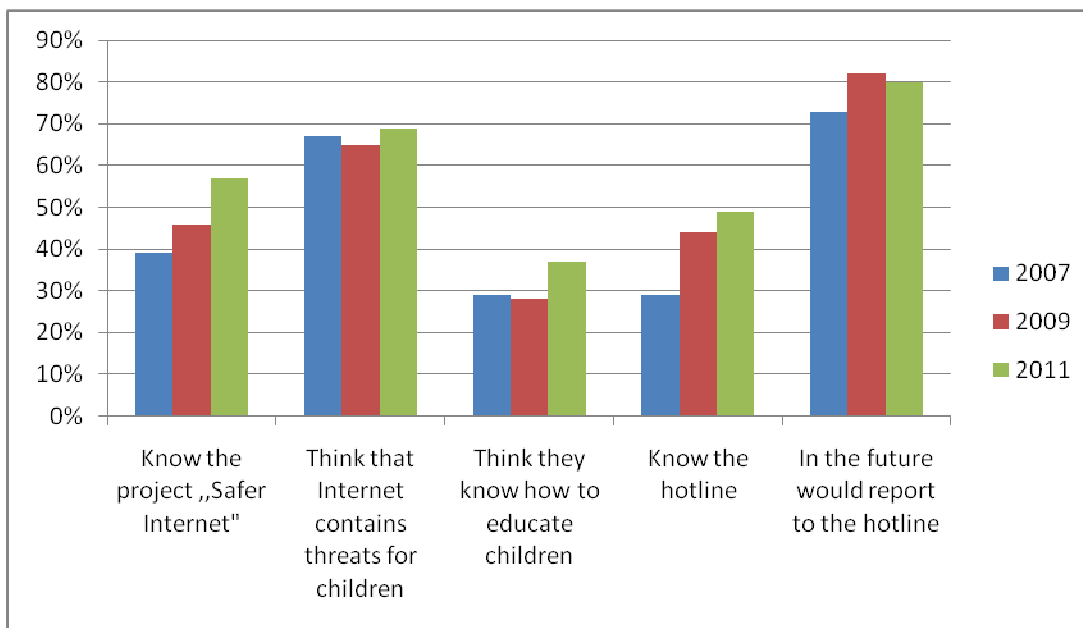
Evaluation of the project "Safer Internet"

Though the project was appreciated positively, this evaluation was more associated with the understanding of the threats Internet can cause to the children and with the need to teach them how to use internet safely.

49 percent of respondents indicated that they had heard about a "Hotline" (website www.draugiskasinternetas.lt), where they could anonymously inform about illegal and harmful content on the Internet, 51 percent of interviewed people admitted that they hadn't heard about a "Hotline".

80 percent of research participants said that if they had faced an illegal or harmful content on the Internet, they would have anonymously informed about it. 8 percent had opposite position. 12 percent didn't answer.

51 percent of respondents appreciated positively the project "Safer Internet", 4 percent evaluated it fair-to-middling and 2 percent - negative. 43 percent of respondents hadn't heard about the project.

Comparisons with the results of surveys made in 2007 and 2009 are shown in the scheme below:

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