

Safer Internet LT Final Public Report 2007-2009



**European Commission
Information Society and Media**



**Communications Regulatory
Authority of the Republic of
Lithuania**



**Ministry of Education and
Science of the Republic of
Lithuania**



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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 Ministry of Education and Science of the Republic of Lithuania (further - MES) and a number of other partners (public organisations, business sector) were implementing the European Commission's project Safer Internet LT. The consortium of two cooperating organizations - RRT and MES - was engaged in the activities of promoting the project in Lithuania. Safer Internet LT project was seeking to cover two main parts – awareness-raising and hotline activities. During the reporting period from the 1th April 2007 until 31th March 2009, there were organised various information campaigns on television, radio and Internet to raise society awareness. The central events of the project activities became the Days of Safer Internet which were organised on 12 February 2008 and on 10 February 2009. Also different social campaigns and educational activities were carried out. The project's website www.draugiskasinternetas.lt has been administered. This website gives much relevant information to children and their parents about safer use of the Internet and the ways helping the young Internet users to protect themselves from harmful information and other possible threats. Various awareness tools were developed. Reflectors with project title inscribed were produced and distributed

among schoolchildren, booklets "Advices for parents. Making our Children Safer on the Internet" were produced and distributed to parents and teachers, a video clip "Wonder what your child is doing on the internet!" was produced and disseminated on the Internet and broadcasted on the TV channels, etc. Another main activity –the hotline for receiving reports about detected harmful or illegal content on the Internet was established and was operating.

This final report outlines the activities of Safer Internet LT project in Lithuania for the whole 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 2007, under the SIP programme, the consortium members RRT and MES launched the project „Lithuanian Awareness and Hotline Actions for Safer Internet” (*acronym* - Safer Internet LT) in Lithuania. This consortium won the tender organised by the EC to implement the project for the period of April 2007 – March 2009. The Safer Internet LT 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 project consortium members

Communications Regulatory Authority of the Republic of Lithuania (RRT)



RRT is an independent national regulatory authority regulating communications sector in Lithuania. It was established under the provisions of the Law on Telecommunications and the Directives of the European Union on electronic communications 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-RRT functions);
- encouragement of the development of legal and standardisation tools.

RRT was leading the Safer Internet LT 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

The Ministry of Education and Science of the Republic of Lithuania (MES)



MES creates a legal basis and is responsible for the formulation and execution of the education strategy in Lithuania. There are several institutions under MES whose activities include specific issues, such as teachers' professional development, their education in the area of information technologies and others. MES is closely collaborating with country's schools, universities and other educational institutions and has direct channels to disseminate information. As a governmental body, it also influences the development of educational policies.

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

More information about MES can be found at www.smm.lt/en/

Safer Internet 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 were represented in the Advisory Board of the project: the Communications Regulatory Authority of the Republic of Lithuania; the Ministry of Education and Science of the Republic of Lithuania; 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; Lithuanian National Radio and Television; The Children's Rights Ombudsman of the Republic of Lithuania; Organization „Save the Children Lithuania”; Association Infobalt, unifying IT companies in Lithuania; UAB “Bitė Lietuva”, a mobile telecommunications operator; UAB “Microsoft Lietuva”, a branch of Microsoft in Lithuania; TEO LT, AB, telecommunications operator, LITNET (Lithuanian Academic and Research Computer Network), association “Langas į ateitį”, a social networking portal one.lt and the Lithuanian Human Rights League.



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, there was established a project Working Group consisting of representatives

of the above-mentioned organizations. The Working Group was responsible for day-to-day activities 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 4 times during the project implementation.

Very active partners of the project were TEO LT, AB, Microsoft Lietuva, association „Langas į ateitį“ and portal one.lt. TEO LT was the main partner and organizer of the SID 2009 campaign “Academy of Safer Internet”. TEO LT was constantly providing articles to the project website and also issued stickers for the SID 2008, which were distributed to schoolchildren of primary classes. Microsoft organized seminars and discussions in schools, annual conferences „Children’s safety on the internet”, „Langas į ateitį“ prepared an online educational material for parents about children’s safety on the Internet. A social networking portal one.lt organized the test for children “What do you know about the internet” and was also involved in other awareness raising activities and hotline operations. Partners showed Insafe video clips and promoted project 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. During the 2 years period the website was visited 77 260 times.

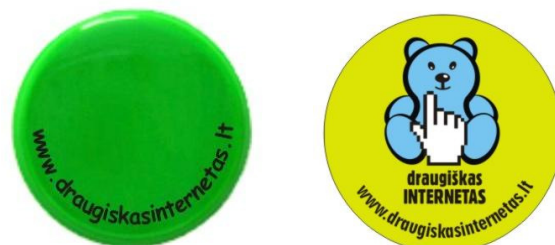
The new initiative was raised by the project partner, association "Langas į ateitį". Online education program dedicated for parents and adults about children's internet safety was launched on May 2008. During the 1 year period the online learning course was attended by approximately 1500 people, 900 of whom finished the course successfully and received certificates.



The booklet "Advices for parents. Making our Children Safer on the Internet" was designed and issued by RRT . Booklet is aimed at encouraging parents to provide internet safety education for their children. 50000 copies of booklet were distributed throughout the Lithuania. Distribution started on SID 2009.

Competition "The safe internet school" was carried out by MES. It was a competition for the heads of schools „Implementation of strategy of information and communication technologies in our school". Competition was carried out during the period October 2008 – January 2009. 74 schools participated in this competition. The best school in the sense of internet safety was announced.

23000 special light reflectors and 10000 stickers with the record of Lithuanian awareness node website address www.draugiskasinternetas.lt were distributed to schoolchildren of primary classes in Lithuania. On this project's website children may find advice how to safely use the Internet and report about detected illegal and harmful information on the Internet.



Letter about safe use of the Internet was prepared and distributed for primary-class schoolchildren in schools. On SID 2008 the letter was used in lessons as methodical material for teachers.



Posters "Be safe on the internet" promoting the project „Safer internet LT" were designed by MES. Distribution of posters on the stands all over the Lithuania started on SID 2009.

Dissemination

During the 2 years 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 TEO LT, AB, a project partner and one of the largest Internet services providers in Lithuania, and one.lt, a project partner and the largest social networking portal in Lithuania, were organised. It was also agreed

that cooperation with one. It would be especially focused on the issues of hotline operation. Meetings with Microsoft to discuss organization of conferences and seminars were held as well. Conferences and seminars, Safer Internet Day activities were dedicated to raise awareness on Internet safety issues and to disseminate awareness tools.

The video clip "Wonder what your child is doing on the internet!" dedicated to attract attention of parents to the problem how harmful could be internet for their children promoting the project *Safer Internet LT* was prepared and uploaded on the project's website www.draugiskasinternetas.lt, on the websites of project partners and on the *Insafe* community portal. During 1 year it was registered 17575 views of this video clip on the websites of project partners. This video clip was also broadcasted through national TV channels in April 2008 and March 2009



Seminars and conferences

A discussion forum „Freedom of Self-Expression on the Internet: Communication, Law, Ethics” took place in November 2007 in Mykolas Riomeris University, in Vilnius, during which presentations by representatives of RRT, MES and Office of the Inspector of Journalist Ethics were made. The second discussion forum „Comments on virtual space: responsibility and self regulation of the media”, took place in November 2008, where presentations about the Safer Internet LT project and the hotline were made by representatives of RRT and Office of the Inspector of Journalist Ethics. The objective of the forums was to find common understanding on the problem of responsibility of the media arising on the Internet.

The annual conferences „Children’s Safety on the Internet” were held in December 2007 and 2008. Microsoft Lietuva, RRT and MES were the organizers of these conferences. The goal was to share the information with the governmental and non-governmental institutions and private sector organizations about children’s safety problem and to raise tasks for all institutions involved to tackle with this problem.



16 seminars and trainings on the issues of Safer internet for different groups were organized by MES for teachers, children and parents. 631 people attended these seminars and were introduced to the Safer internet issues using online education programs.

Microsoft Lietuva organized 10 seminars about children's safety on the Internet in schools in different cities of Lithuania in January – June 2008.



Meeting of Law enforcement bodies and other governmental institutions was held in the Ministry of the Interior on February 2009. Main topic was how to solve a problem with regard the publishing materials on websites about explosives. One of decisions made at this meeting was decision to publicise largely the hotline by state institutions involved.

Safer Internet Day activities

During the implementation of the project the information dissemination activities were concentrated on SID 2008 and SID 2009 events and were targeted to draw media's attention to them.

SID 2008

As in the whole Insafe network, Safer Internet Day SID 2008 celebration in Lithuania took place on 12 February 2008. The SID 2008 united different public and private sector actors to make particular campaigns:



**Safer
Internet
Day
2008**

presentation of video clip of Insafe on TV and Internet, distribution of special light reflectors with the project website address to children in primary schools or organisation of dedicated lessons in schools, etc. The following main events dedicated to SID 2008 took place in Lithuania:



- broadcasting of video clip of Insafe through the National TV and TV3;
- SID 2008 competition "Life Online is What YOU Make of IT" and assistance to it in Lithuania. 4 press-releases of Insafe were translated and publicized on the node's website. Winners at national level were selected;
- distribution of reflectors and stickers with the record of Lithuanian awareness node website's address www.draugiskasinternetas.lt in schools and publicizing this event through the mass media;
- lessons in schools promoting safe use of the Internet. Letter about safe use of the Internet was prepared and distributed for primary-class schoolchildren in schools. This letter was used as a methodical material for teachers;
- publicising of the SID 2008 events and video clip of Insafe on the node's website and the websites of the project partners TEO LT, AB and one.lt
- SID 2008 event in the Parliament of the Republic of Lithuania. This event was organized by the Lithuanian Human Rights League, MES and Microsoft Lietuva. About 300 children from all over Lithuania took part. Children were welcome by the MPs. There were lessons and discussions on safe use of the Internet, the video clip was shown.



The increased interest in the SID 2008 events reveals the fact that the number of visits of the project website www.draugiskasinternetas.lt increased 6 times on the week preceding SID 2008 (758 daily visits in average) and 13 times on 12 February 2008 (1530 visits) in comparison with the average number of visits before (120 daily visits in average).

SID 2009

The most significant event of the SID 2009 became Safer Internet Academy's trip around Lithuania. During implementation of the project of Safer Internet Academy a non-traditional environment was chosen - a mobile TEOBUS, turning into a room for everybody eager to attend the lectures, travelled to 8 different Lithuanian towns. Such unusual environment raised curiosity and motivated children and parents to enter TEOBUS for useful information.



Safer Internet Academy

Implementation stages:

- RRT in cooperation with MES, TEO LT, AB and other partners developed the conception of Safer Internet Academy.
- Two target groups were chosen – children and parents.
- It was decided to read lectures in a mobile TEOBUS.
- It was resolved to disseminate information for residents of small Lithuanian towns.
- Search for information partners of the project was performed. The partners became regional and city press, radio and television.
- Material was prepared and lecturers, who later read lectures in the Safer Internet Academy, were trained.



- Electronic registration for schools, willing to participate in the Safer Internet lessons, was designed.
- Special reflectors with the project website's address www.draugiskasinternetas.lt were distributed in the Lithuanian schools.

Results:

- 89 lectures were arranged in TEOBUS in various Lithuanian towns and regions.
- 1500 pupils, teachers and parents attended the lectures.
- A special lesson was organized for deaf pupils.
- Parents and children, who heard the lecture, received materials about safe use of the Internet.
- Reflectors, warning to beware both in the streets and on the Internet, were delivered to all schools of Lithuania.
- Booklets "Advices for parents. Making our Children Safer on the Internet" were distributed.
- Pupils' parents, who attended the lectures, noted that they had received much valuable information about Internet threats to their children and proper personal data provision on the Internet as well as received practical advice helping to discuss with their children upon safe use of the Internet.
- Lecture participants were granted certificates and became the Graduates of the First Academy of this type in Lithuania.



Other SID 2009 activities:

- Advertising of Quiz quest of Insafe in Lithuania. The winners were announced and awarded in Luxembourg on February 10.

- A broad information campaign was conducted promoting the video clip of Insafe on cyberbullying. This video clip was broadcasted through National TV channel. A longer version of the video was disseminated on the Internet, especially on the sites that are popular among teenagers. Number of views of this video clip on the website of project partner one.lt during the week of SID 2009 – 57 000!



- The banner promoting video clip was presented on the websites of project partners.
- Presentation of video clip "Wonder what your child is doing on the internet!" on project partners' websites.
- Promotion of the internet game for children "Wild Web Woods". The game was translated into Lithuanian by project partners TEO LT and RRT.
- Promotion of the online education program for parents and adults about children's internet safety. The material for the program was prepared by project partner association "Langas į ateitį" and is posted on its website www.langasiateiti.lt.
- SID 2009 event in Lithuanian Parliament. This event was organized by the Lithuanian Human Rights League, Ministry of Education and Science, Microsoft and other partners. About 400 children from all over Lithuania took part in this event. Children were welcomed by the MPs.
- Distribution of posters "Be safe on the internet" promoting the project „Safer internet LT" on the stands in bus stations all over the Lithuania (action implemented by MES).
- Test for children "What do you know about the internet" on the internet safety issues was held on the social networking portal one.lt . Winners of the test were

awarded. It was registered 58 750 runs-through the test during the week of SID 2009!

- Publicity about SID 2009 also was given by press releases published by RRT and MES, the Children rights ombudsman, the Human rights league (about the event in Lithuanian Parliament) and other announcements made by project partners.

The increased interest in the SID 2009 events shows the fact that the number of visits of the project website www.draugiskasinternetas.lt increased 2 times on the week preceding SID 2009 (330 average daily visits) and 6 times on the 10 February 2009 (1050 visits) in comparison with the average number of visits in January 2009 (170 average daily visits).

Contribution to the European Network

On the European level, the Lithuanian awareness node joined 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:



- Insafe Steering Committee meeting and Safer Internet Forum in Luxembourg in June 2007
- Insafe Steering Committee meeting in Cyprus in September 2007
- Insafe plus annual stakeholder meeting in Brussels in December 2007
- Insafe Steering Committee meeting and SID 2008 session in Luxembourg in March 2008
- Insafe training and Steering Committee meeting in Copenhagen in June 2008
- Insafe training and Steering Committee meeting in Luxembourg in September 2008
- Safer Internet Forum in Luxembourg in September 2008
- Insafe Advisory Committee meeting in Copenhagen in November 2008
- Insafe training and Steering Committee meeting in Riga in February 2009
- INHOPE&Insafe North Regional Conference in Helsinki on 1st and 2nd of April 2009

The Lithuanian awareness node had an opportunity to learn about Insafe review on network cooperation, its recommendations and steps ahead and participated actively in preparation of revised version of Memorandum of Understanding of Insafe.

By joining the Insafe Community portal, the Lithuanian node had an opportunity to learn a lot from experience of other nodes. Representatives of Lithuanian node were included in all mailing lists of the portal, thus enabling the Lithuanian node to receive all the newsletters about Insafe activities and to use all the material provided in the portal. The



Lithuanian node also had an opportunity to present itself to other nodes by publishing an updated information on the Insafe website 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 node 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 were recruited to operate 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.



During implementation of the project, contacts with the new stakeholder one.lt, the biggest Lithuanian social networking portal, were established. The agreement to participate in the project was concluded. 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.



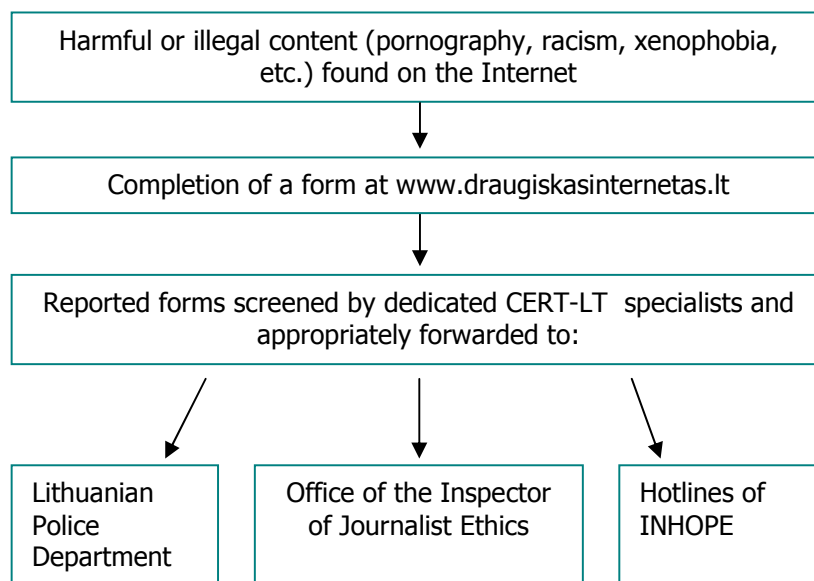
During the 2 years period of operation, 964 reports on illegal or harmful content were investigated by the hotline:

- 13 reports were identified as having potentially illegal material and were forwarded to the Police Department;
- 53 reports were sent to the Office of the Inspector of Journalist Ethics;
- 15 reports were forwarded to the hotlines of other countries, members of INHOPE.
- 9 reports were forwarded to the hosting ISP's

Criminal cases were opened by Lithuanian Police Department against 4 Lithuanian websites hosting illegal material and 2 of them are already in the court.

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):



International activities

From the very beginning the Lithuanian hotline has started the procedures for participation in INHOPE network (the International Association of Internet Hotlines). INHOPE is co-funded by the SIP programme. At the moment 35 hotlines from 31 countries worldwide (mostly from EU) are the members of INHOPE. The steps of becoming a member of INHOPE were the following.



The representative of the Lithuanian hotline participated at the INHOPE members meeting in Berlin in October 2007, where the presentation about the activities of our hotline to the

Board of INHOPE was made. Two members of the Lithuanian hotline participated in the new member hotline induction training, which was held in Dublin in January 2008.

The Vice President of INHOPE Mr. Adrian Dwyer visited Lithuanian hotline in March 2008. On one hand, the purpose of this visit was to encourage and support the new hotline at national level. On the other hand, it was meant to check out if all procedures were in place and the hotline operated according to the Code of



Practice of INHOPE. During this visit the meetings were held with the representatives of Police Department and MES, with the Inspector of Journalist Ethics, with the Children Rights Ombudsman and the management of portal one.lt

Lithuanian hotline became a provisional member of INHOPE in May 2008 in Dublin during General Assembly of INHOPE. First year of membership was very fruitful. We enjoyed very much our cooperation with the other hotlines. And finally Lithuanian hotline became a full member of INHOPE in May 2009. Next steps of the activities of the hotline - to make agreements with the major ISPs in Lithuania about creating of blacklist to block websites with illegal or harmful content, also to influence the Law enforcement to remove illegal content swiftly from Lithuanian websites.

Public Survey

In March 2009 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 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

Most 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 caused direct material or moral damage:

The most common network and information security violations: computer viruses (58 percent) and spam (56 percent). Another 9 percent of participants noted that they have confronted with information having illegal or harmful content (racism, sadism, pornography, etc.); 2 percent of participants – with phishing; 1 percent – with break-in into personal computer; 26 percent 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 (69 percent) maintained that they were concerned with what their child did on the Internet. Another 19 percent noted that they did it only sometimes. 11 percent admitted that they were not concerned with their children activity on the Internet.

65 percent of interviewed people think that internet can cause threat to their children. 19 percent maintained on the contrary, when 15 percent admitted that they never thought of that kind of damage.

The most commonly named threat to child on Internet was confronting illegal and harmful content (65 percent). 48 percent of interviewed people named sexual complexion

conversation by aspiring child to meet strangers (grooming), 40 percent named cyberbullying . 26 percent think that on the Internet child is threatened with loss of privacy when he reveals his personal information. However, 18 percent of respondents think that use of the Internet does not threaten their child.

More than a half of interviewed people (55 percent) said, that they time from time peek at where their child browse the Internet. 40 percent noted that they teach their child how to use the Internet, on their own responsibility they talk with child about illegal and harmful content on the Internet. 38 percent maintained that they check what websites their child visits and 37 percent restrict the use of Internet to their child. 8 percent of respondents assessed the rules of Internet safety. 7 percent of interviewed people said that they sit next to their child while he/she is browsing on the Internet. 7 percents of respondents use filtering tools for blocking unwanted websites. 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 (89 percent) believe that children need to be taught how to use the Internet safely. 3 percent expressed the opposite opinion and 8 percent admitted they never thought about it.

28 percent of interviewed people maintained that they knew how to teach children to use Internet safely. Half of respondents (50 percent) said that there was a lack of such information and 20 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 acceptability of idea of "Hotline", which has satisfied participants' provisions about the need of protecting children from harmful influence of the Internet.

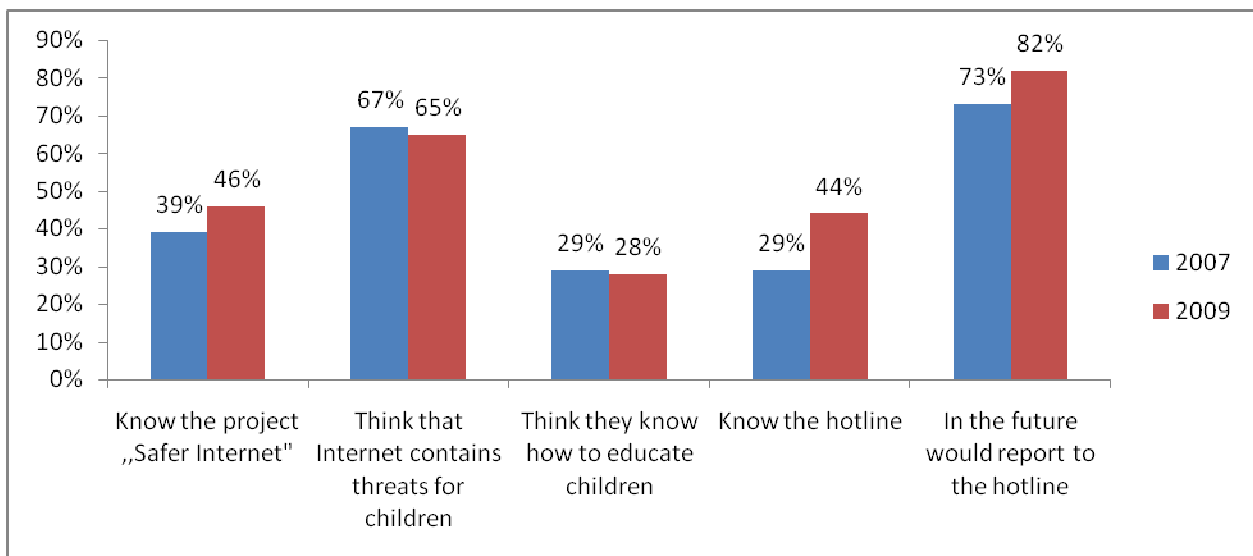
44 percent of respondents indicated that they had heard about a "Hotline" (website www.draugiskasinternetas.lt), where they could anonymously inform about illegal and

harmful content on the Internet, 56 percent of interviewed people admitted that they did not know this website.

82 percent of research participants said that if they had faced an illegal, harmful content on the Internet, they would have anonymously informed about it. 18 percent had opposite position.

46 percent of respondents knew the project "Safer Internet", 51 percent of respondents hadn't heard about the project.

Comparisons with the results of survey made in 2007 are shown in the scheme below:



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