



**Co-financed by the European Union**  
Connecting Europe Facility

# **Safer Internet Centre Lithuania: draugiskasinternetas.lt II**



## **Final public report** **June 2016 – December 2018**



## Contents

Introduction .....	3
CEF Telecom-2015 Programme .....	3
Safer Internet Centre in Lithuania .....	4
Safer Internet Centre services.....	5
Awareness Centre activities .....	5
Hotline activities .....	8
Helpline activities .....	13
Youth participation .....	15
Participation in the INHOPE network activities .....	18
National Cooperation.....	19
Main awareness raising activities and campaigns .....	21
Project visibility and impact.....	29
Contact information .....	32

## 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 13 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 full public report in Lithuanian language outlines the activities carried out during 30 months period in Lithuania under the project.

## CEF Telecom-2015 Programme

'Safer Internet Centre Lithuania: draugiskasinternetas.lt' (Safer Internet project) is action under the Connecting Europe Facility (CEF Telecom-2015) 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 July 2016 to December 2018**. 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 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 activities

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](http://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](http://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 140 thousand participants of its free classroom or online courses.
- ✓ In 2012 association “Langas į ateitį” introduced free e-services learning website [www.epilietis.eu](http://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 for educators and librarians, online test, lesson plans website, development of awareness raising materials, promotion of the European eSafety Label program and other).

***For more information about association “Langas į ateitį” please visit***

***[www.langasiateiti.lt](http://www.langasiateiti.lt)***

***Main awareness raising and learning recourses:***

As awareness Centre CITE is responsible for implementing an awareness raising events, create relevant tools. CITE has developed and renewed the website [www.draugiskasinternetas.lt](http://www.draugiskasinternetas.lt), which is the main awareness raising instrument intended for Lithuanian society and educational community and the functionality as the educational resources repository developed: <https://www.draugiskasinternetas.lt/medziaga-mokymuisi/>.

There are three parts containing different kind of the resources:

- educational resources (with posters & publications options);
- videos created in Lithuanian or localized as the best European practice;
- useful tips and advices for children and adults.

**Website [www.epilietis.eu](http://www.epilietis.eu)** (administrated by LIA) offers Safer internet section variety of online tools and resources collected in one place, such as lesson plans, fact sheets for educators (i.e. about apps, online games and fake news);

Educational test “Are You Safe on the Internet?” <http://testas.draugiskasinternetas.lt/>. The test was updated during last stage of the project, reviewing existing questions and developing a new set of questions for younger users.

Lesson plan website for teachers <http://pamoka.draugiskasinternetas.lt/> for educators;

Videos for parents about social networks, online image, new tendencies. The videos were created involving Safer Internet Youth Panel members and their parents. 6 videos created – Social networks without fear; Social networks. Parents and kids; Online image; Young kids and technology; Influencer – the profession of the future?; Global vlogging (available on the main SIC website <https://www.draugiskasinternetas.lt/vaizdo-siuzetuose-specialistu-tevu-ir-vaiku-mintys-apie-socialinius-tinklus/>).

10 factsheets about social networks for parents: Facebook, Facebook Messenger, Snapchat, Instagram, Twitter, YouTube, Musica.ly/KIK, Communication apps (Whatsapp, Viber, Messenger), Online games, Video chats (available on <https://www.epilietis.eu/saugumas-internete/informacine-medziaga/>). The factsheets cover the overview of certain social network, its popularity, advantages and disadvantages re safety, safety issues and settings.

Lesson plans for primary education with Smart Boards on the topics of posting pictures online, safe passwords, online bullying, online privacy, social networks and content on the internet.

Online Course “Safer internet for school community” The online course was reviewed, amended and introduced to various educators engaged in safer internet education – teachers, librarians in schools, librarians of public libraries. The course started in October 2018 and is continuing in 2019.

Localized eSafety Label program is promoted to Lithuanian Schools.

## Hotline activities

Communications Regulatory Authority of the Republic of Lithuania is an independent national regulatory authority governing electronic communications, postal and rail 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 postal services, rail transport and trust services. The mission of the RRT is to ensure a variety of technologically advanced, high quality, safe and affordable information and communication technologies (ICT), postal, rail transport and trust services (products) to every citizen of Lithuania and provide conditions for development of ICT, postal, rail and trust business to accelerate development of the information society.

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](http://www.rrt.lt).***

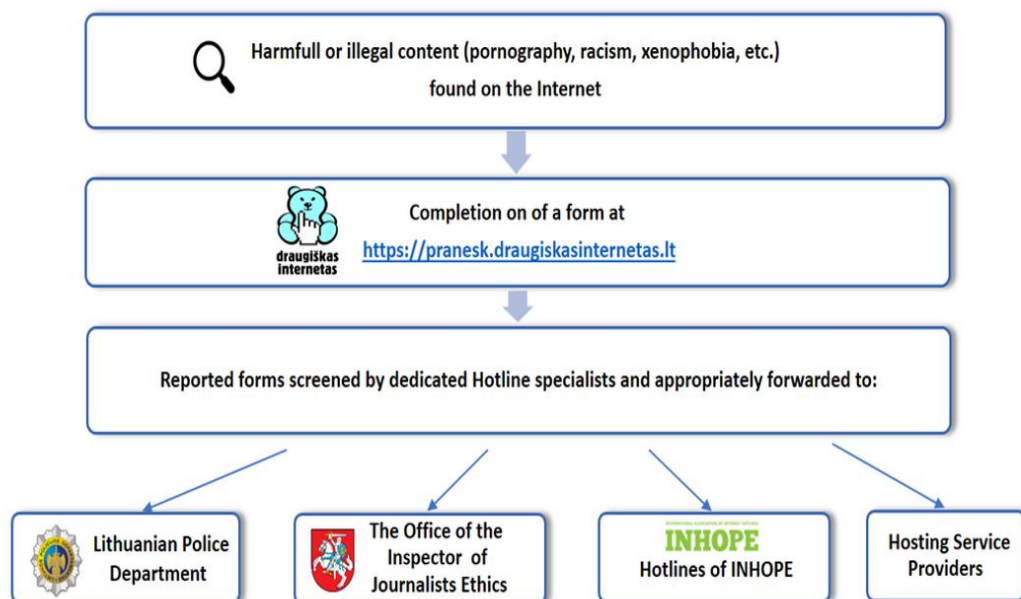
The hotline was established by the RRT in 2007 within the framework of the Safer Internet Programme of the European Commission. Since then the hotline continues its work. Reports are accepted and processed according to the operational procedures manual approved by The Police Department under the Ministry 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 the website of the hotline. The new website of the hotline was created in 2017 <https://pranesk.draugiskasinternetas.lt/>. The banner of the hotline can be seen on every page of the project website [www.draugiskasinternetas.lt](http://www.draugiskasinternetas.lt) :





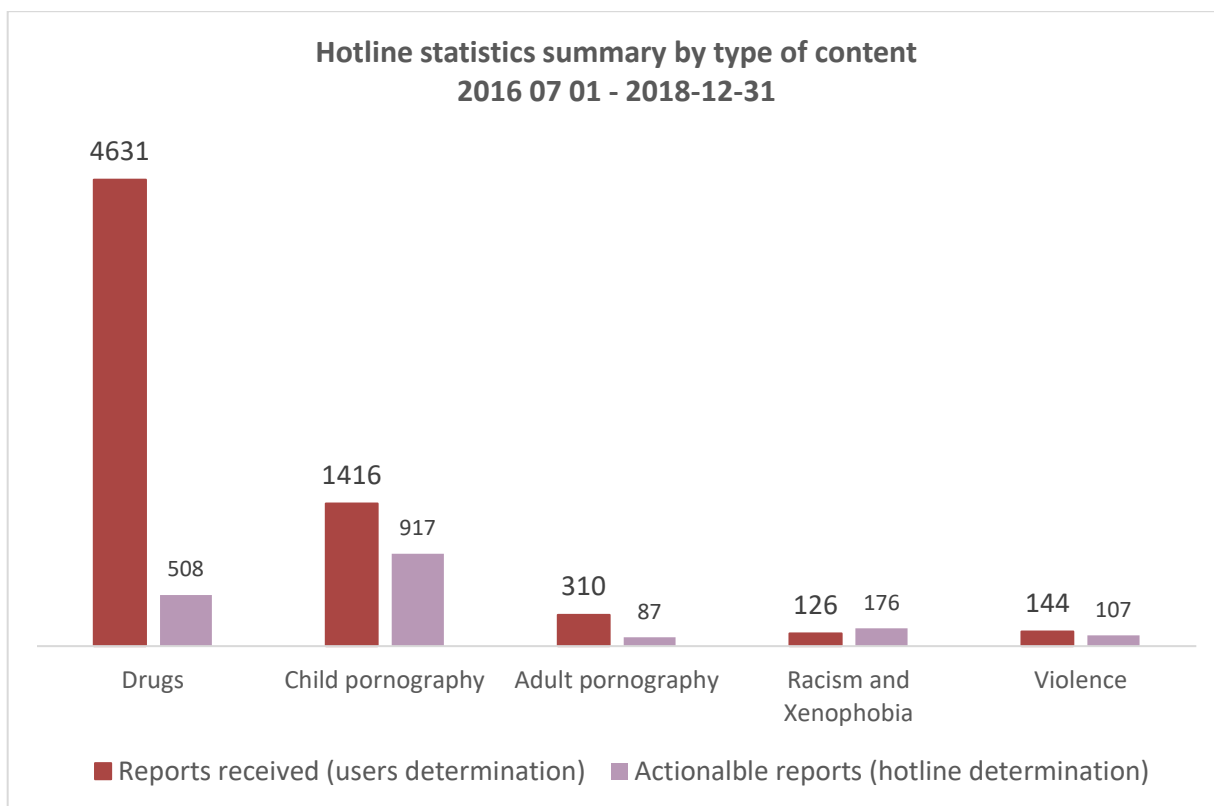
All reports are processed by the hotline operators. If a report has been proven to be true, and illegal or harmful information is found on a Lithuanian server, the report is then forwarded to appropriate Lithuanian authorities (Police Department or the Office of the Inspector of Journalist Ethics) for 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. If respective country haven't got hotline, illegal content is passed to the respective country hosting service providers or internet service providers (see the chart below):



From 1 June 2016 to 31 December 2018 **7019 reports on illegal or harmful Internet content were received and processed by the hotline and the following actions were taken:**

- 103 reports were forwarded to the Police Department for further investigation;
- 86 reports were sent to the Office of the Inspector of Journalist Ethics;
- 703 reports of potentially illegal child sexual abuse material were submitted to other countries' hotlines, members of INHOPE (the International Association of Internet Hotlines);
- 728 reports were forwarded to Lithuanian and foreign ISPs with appropriate warnings on illegal content published on their networks to notice and take down (NTD) such content;
- 175 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), or content was not available (protected by password, announced in private and closed groups, etc.) or content was not found (content was removed or link was not active).

Hotline statistics summary by type of content is provided below:



Amendments to the Law on Education of the Republic of Lithuania that regulate the submission and examination of reports about public information on cyberbullying and other prohibited or restricted information (pursuant to the Law on the Protection of Minors against the Detrimental Effect of Public Information) to the hotline of RRT and the removal of such information have entered into force on the 1<sup>st</sup> September 2017. These amendments to the Law on Education reflect the role of the internet hotline and its recognition at the legislative level.

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

During promotion of hotline activities in 2016-2018, 14 press releases providing detailed statistics of the reports were published. Representatives of the hotline attended 11 radio and 8 television programs, articles about the hotline were published in 51 national and 48 local public web portals.

In order to enlarge visibility of the hotline the new name was given for RRT hotline at the end of 2018 - „Švarus internetas“. There were created also a new logo, banner and video clip for the hotline <https://www.youtube.com/watch?v=TXRBMU4sfOk>). These and other

promotional tools will be used in the other period of Safer Internet project during the years 2019-2020.



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Trainings for the hotline staff and other members of the Safer internet project group from RRT were held in May 2017 and in May 2018. 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 activities

Children 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 Children 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](mailto:saugus.internete@vaikulinija.lt).

During project implementation (2016, July till 2018 December) counsellors of Children's Line spent 57 645 hours by consulting children and teenagers. In average 4-6 telephone and chat lines was working on the same time. There were 58 882 consulting cases, 1640 of them on Safer internet issues. The most often children and teenagers was talking about cyber bullying issues (271 cases), data privacy (219 cases) and experienced difficulties in the relationship.

***For more information on the Child Line please visit [www.vaikulinija.lt](http://www.vaikulinija.lt).***

## Youth participation

In 2016-2018 year a Safer Internet Youth Panel activities can be highlighted in terms of opportunities and success stories. Currently the youth panel consists of 11 long-term members and 29 new members, all aged 14-18 years old. The youth panel meets around five-seven times per year, while additional communication takes place on a regular base via the “Safer Internet Youth Panel” Facebook page SIJF LT <https://www.facebook.com/sijfLT/>. Seven training meetings for SIYF members formed proper attitudes towards the behavior on the net, improved knowledge about a better internet, learned how to protect their devices or accounts. They learned more and discussed about a safer and better internet.



Recent key activities evolved around the creation of a Lithuanian version of the Youth Manifesto, which involved ten active members of the youth panel and is accompanied by a [YouTube channel](#). The main qualitative indicator of Youth involvement is related to the youngsters participation at the YP meetings during the year, where they have created new



resources, especially videos: SID 2017 reportages, Lithuanian version of the Youth Manifesto with 11 videos, and other videos on the Youth panel YouTube channel.

Youth panel members have also participated in the creation of common Apps against cyber bullying initiated by German helpline in collaboration with Lithuanian helpline <https://www.draugiskasinternetas.lt/mobilioji-programele-suteiks-pirmaja-pagalba-paaugliams-susidurusiems-su-elektroninemis-patyciomis/>.

Eight creative workshops took place during the reporting period. Two of them - 9th February 2017 & 23th August 2018 - Youth focus group was arranged to know more about the youth participation preferences in Lithuania: <https://www.youtube.com/watch?v=nn5vkM83sDk>.

The variety of the Lithuanian Youth panel life you can see on the youth reportages and videos as YEP2016 Domantė Lyškutė <https://youtu.be/l9zJdsh-Xk0> or SID2017:

<https://www.betterinternetforkids.eu/web/portal/resources/videos/detail?articleId=1860813>

<https://www.betterinternetforkids.eu/web/portal/resources/videos/detail?articleId=1860779>

All supporting materials for the SIYF training meetings can be found on the renewed SIC website: <https://www.draugiskasinternetas.lt/jaunimas/>.

### **Baltic Safer Internet Youth Forum Creative Workshop**





Lithuanian SIC prepared the Youth Panel Camp from 8-10 August 2017 “Baltic Safer Internet Youth Forum Creative Workshop”. During the camp, youngsters have had many different lectures from experts in various fields, teaching them about things such as videography, or Google. Activities included the creation of social advertisement movies with suggestions and tips for young people on how to participate and contribute to a safer and better internet, what you should and shouldn't do on the internet. All SIC partners have been involved in the camp activities. An overview of all of the creative workshop activities is presented in the video tutorial, while the social advertisements created by mixed teams from the Baltic countries can be viewed here:

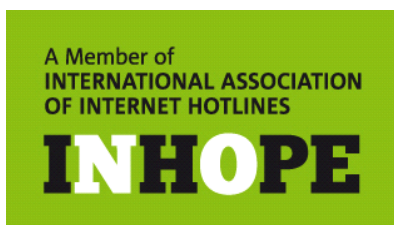
- [Advertisement of the Safer Internet Youth Forum](#)
- [Keep your password safe](#)
- [Safe information posting online](#)
- [Sharing less personal information online is better than sharing too much](#)
- [Avoid the sexting trap](#)
- [How to prevent stalking](#)
- [How to recognize fake news](#)
- [Block any unwanted contacts, seek support like August does](#)
- [Help others be safe online](#)
- [Take care about your smart device security](#) and stay updated with [www.draugiskasinternetas.lt](http://www.draugiskasinternetas.lt).

More photos & moments of the creative workshop taken by the professional photographer have also been made available in a video, while the entire video material of the creative workshop is available via the Baltic Safer Internet Youth Panel 2017 YouTube [playlist](#).

See the Lithuanian SIYP video presenting recent 2017 & 2018 years activities: <https://youtu.be/a0v4REWkOzY>

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

## 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 45 hotlines in 40 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 Tallinn, October – November 2016
- ✓ INHOPE Annual General meeting (AGM) and Training meeting in Budapest, June 2017
- ✓ INHOPE Annual General meeting (AGM) and Training meeting in Lyon, February 2018
- ✓ INHOPE Extraordinary General meeting and Core training in Heraklion, June 2018



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. Members applied policies and best practice standards for hotlines. Members were taking great attention to ensure rapid & effective response to the reports about illegal content around the world by developing consistent, effective and secure mechanisms. 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.



Representative of INHOPE visited RRT in April 2018. The purpose of the visit was to evaluate RRT hotline's work activities and meet RRT hotline partners according to the INHOPE's hotline Quality Assurance Programme. RRT hotline's work activities have been assessed very high and RRT has been awarded with INHOPE Quality Assurance Certificate.

In September 2018 representatives of the hotline visited the Polish hotline [dyzurnet.pl](http://dyzurnet.pl) in Warsaw. Best practice of the work of the Polish hotline will be used in the work of Lithuanian hotline.

## 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> .

## Main awareness raising activities and campaigns

The main awareness-raising achievements arranged by SIC consortium during the reporting period include:

- **Safer Internet Day & Safer internet week 2017**, during which over 100 events took place across the country, involving around 24,100 participants and 401 schools.
- **Safer Internet Day & Safer internet week 2018**, during which over 70 events took place across the country, involving around 24,300 participants and 280 schools and 128 other partners.
- **Participation in national events** and exhibitions such as “School 2016”, “School 2017” and “School 2018”
- **Action week WITHOUT BULLYING 2017 & 2018.**

**Safer Internet Day 2017.** On the 7 February 2017, a national Safer Internet Day (SID 2017) event took place at the Conference Centre. With a theme of "Be the change: Unite for a better internet", the day called upon all stakeholders to join to make the internet a safer and better place for all, and especially for children and young people. The event focused on 5-6th grade students and their teachers and parents (total number is 257 participants).

During the event students participated in four different activities. All of them tried:

- 1) to build robots together with a team of the Robotics Academy,
- 2) to reveal their abilities to play in improvisational activities together with actors from improvisational theatre “Kitas kampas”,
- 3) to examine their knowledge participating in the safer internet brain battle, and
- 4) to move into virtual reality with smart glasses and to pose for Safer Internet magazine cover in photography studio.

While students participated in different activities, teachers and other guests listened good practice reports about safer and better internet use, ideas and activities of the Safer Internet Youth Forum, and all of them personal experience, good practice examples.

In parallel took place a round table discussion of policy makers, industry and SIC representatives together with Youth panelists. Participants discussed the protection of children on the Internet policy issues, shared their experience and knowledge of who and in which areas it is formed, what is the role of non-governmental, public organizations and business in the safer and better internet development, what laws are working and effective in protecting children on the Internet in Lithuania.

Youth panel members were the reporters of the event. Youth panellists took interviews from event participants, filmed video reportages, awarded the winners of competitions:

- video reportage no.1 <https://youtu.be/-4pihq3iyxs>
- video reportage no.2 - <https://youtu.be/cF-vNbWf1ns>

SID 2017 main video can be found on: <https://youtu.be/keHmECcRN5M>

SID 2017 video about students activities: <https://youtu.be/VkoROKUDf5Q>

SID2017 speakers video can be found on:

[https://youtu.be/1-CGxPuE\\_aw](https://youtu.be/1-CGxPuE_aw);

<https://youtu.be/PTApFDWE1mE>;

<https://youtu.be/Tbl39zlsSUE>;

[https://youtu.be/\\_DfuNNnizUY](https://youtu.be/_DfuNNnizUY);

<https://youtu.be/Z2lxDBmmj6Q>.

**Safer Internet Week 2017 activities** involved more than 400 schools. 45 events arranged during the Competition “Safer internet events in my school”; libraries arranged various activities and events; 10 schools from other European countries were participated in the project “Internet mind map” (list of participants can be found <https://padlet.com/Birgeliene/nh7sc0raedqx>, mind map can be found <https://padlet.com/Birgeliene/1l58uncb6exh>).

**Safer Internet Day 2018.** On 6 February 2018, a national Safer Internet Day event took place in National Conference Centre LITEXPO, where all the largest exhibitions of the country take place. The event focused on 5th and 7th grade pupils their teachers and parents (total numbers 300 + 30 Youth panellists). Audrius Bružas, an actor of Lithuanian improvisational theatre, cinema and television,

presented all activities of the event. Audrius is well known among children and youth. It is a person who is able to communicate with a young and older person.

The topic of SID2018 is "Create, connect and share respect: a better internet starts with you". During the event we tried to say that we all are creating a better internet, in which not only content is important, but also respect for each other. We decided that it's very important to say that a better internet starts with us! It's one of the main reason why we chose the title of the event "Everything starts with us!".

The event was started on a videos for teachers and pupils: "Tips for parents how to help kids online" and "Tips for curbing online bullying". During the event the lecture on topic "How to properly use social networks ?!" was read. The lecture was broadcast live and translated into sign language. We invited everyone to watch the broadcast - especially Lithuanian school communities.

Students participated in six different activities with a focus on the safer internet. All of them tried: 1) to build robots together with a team of the Robotics Academy, 2) to pose for Safer Internet magazine cover in photography studio, 3) to check the programming skills by playing the game "Scottie go", 4) to test knowledge in solving various tasks on the topic "Internet security". The tasks were performed using interactive floors, walls and tables, 5) to be a movie star when they were talked to journalists - Youth panel members, 6) to send the photos taken at the event with hashtag #togetherforrespect. We aim to show children the virtual words opportunities, to learn more about its possibilities and to show the importance of teamwork.

Another target group of this event was adults (teachers and parents). Adults had the opportunity to participate in practical activities only for them. Various specialists, such as children's psychologists, representatives of the Ministry of National Defense, representatives from the Education Development Centre (EDC) and others, shared their experience on the topic "Online Safety". The Safer Internet ambassadors also shared their experiences and moderated the whole adult part.

The awards ceremony of the various competitions was the culmination of the event. To encourage the participants to take part in this event again and again, the coordinators of the event honoured every winner and gave them a chance to personally present their work. All event participants, who came to the event, got yellow hats with the emblem of the project.

**Round table discussion** between policy makers, industry, and representatives of the Lithuanian Safer Internet Centre (SIC) took place here in parallel. The main issues discussed included the main achievements, its status and possibilities of sustainable development of the SIC in the future, strengthening of the SIC activities through the collaboration between different national sectors.

During SID 2018 main event a lecture on "How to properly use social networks" arranged. A lecture video can be found on: <https://youtu.be/4IG-z8wzx3Y>

The project created videos that were shown at the SID 2018 event and promoted through the social network facebook.com. Videos can be found on:

- <https://youtu.be/EZYil7jiGG4> "Tips for parents how to help kids online"
- <https://youtu.be/iDdBoEZCKO0> "Tips for curbing online bullying"

SID 2018 conference photo gallery can be found on: [https://drive.google.com/open?id=1JtENHr3n3fLPRPJrbTyd4vJPFdk\\_bdNO](https://drive.google.com/open?id=1JtENHr3n3fLPRPJrbTyd4vJPFdk_bdNO)

We always involve Youth Panel members in SID activities. During the main SID 2018 event, youth panellists took the role of the reporters, accompanied by the Youth Panel Coordinator. Youth panellists supported the event participants performing interactive activities, filmed video reports, and awarded the winners of the creative competition run by the Lithuanian SIC in December 2017. YP mentioned Safer Internet Day 2018 with a blast! See videos of the Youth Panel involvement to SID 2018 video reports on the project webpage <https://www.draugiskasinternetas.lt/konkursai-ir-renginiai/saugesnio-interneto-diena/saugesnio-interneto-diena-lietuvoje/sid2018/sid2018-vaizdo-medziaga/>.

**Safer internet week 2018 activities** involved about 100 schools. In the competition "Safer internet events in my school" involved 17 schools. According to the numbers given by the schools we see that at all events participated: 1201 children (5-11), 855 adolescents (12-18), 791 other members of the school community.

In collaboration with the eTwinning NCC in Lithuanian 28 schools from other 6 European countries (Italy, Latvia, Turkey, Romania, Serbian, Albania) were involved in the project "Internet - curse or blessing?". In total 111 participants participated in the project. Project description can be found on <https://twinspace.etwinning.net/58227/home>.

All Lithuanian schools have been invited to share information publicly about activities organized at their school during SID2018 week. 13 schools shared their activities in public SID2018 webpage. The schools and descriptions can be found on <https://www.draugiskasinternetas.lt/konkursai-ir-renginiai/saugesnio-interneto-diena/saugesnio-interneto-diena-lietuvoje/sid2018/mokyklos-apie-sid-2018/>.

Martynas Mažvydas National Library of Lithuania in cooperation with "TELIA Lietuva" (provider of telecommunications, IT and TV services) were organized lessons on online safety topics for young people, adults and all school community. It is very difficult to say the exact number of participants,



because the lectures were public and accessible to everyone who wants to. The photos can be found on [here](#) and [here](#). The video on topic “Tips on how online parents and children feel safe” was created. The video can be found on <https://www.facebook.com/telialietuva/videos/10155321382612671/>. The videos created for the moment were shown at the SID 2018 event, promoted through the social network Facebook and project YouTube channel. Videos can be found on:

- <https://youtu.be/EZYil7jiGG4> “Tips for parents how to help kids online”
- <https://youtu.be/iDdBoEZCKO0> “Tips for curbing online bullying”

Read more about SID 2018 in Lithuania on BIK-NET: [Everything starts with us! SID 2018 in Lithuania](#)

**European Get Online Week 2017** campaign, nationally coordinated by LIA. The message spread through all the activities in 2017 raised awareness on safe technology and the internet usage, managing ones (digital) identity, skills for the usage of eServices and new skills for jobs. There were more than 350 events organized across the country in public libraries, Youth Job Centers, high schools, NGOs and other institutions reaching 6.000 participants.

**European All Digital Week 2018** (continuation of previous Get Online Week) campaign, nationally coordinated by LIA. All Digital Week 2018 sends out a clear message that we should step up our efforts to understand and embody changes in digital technology and adapt new knowledge, both at work and in life, with the aim of continuously improving digital skills to better adapt to the changing work environment. Activities involved different content-threats and opportunities online, new GDPR regulation basic computer classes, mobile phone and internet etc. The campaign reached over 6.500 participants nationwide.

**Participation in national events and exhibitions such as “School 2016”, “School 2017” and “School 2018”.** These annual events usually took place in November time in the Lithuanian Exhibition and Congress Center LITEXPO. Participation in the exhibition "SCHOOL" has become a tradition for the Safer Internet project team. In the stand called "Friendly Internet Zone", participants invited to discuss issues of security on the Internet, to check knowledge and got the goodies with the Safer internet program logos.



Youth panel members invited participants of the exhibition to perform the activities of the stand together. T-shirted with the project's logos, young people invited students to join their team, discussed the importance of the Internet, how much time young people spend while browsing, what websites are most interesting to them, what games they play and what topics they are interested in. Youth panel representatives share their impressions: “Our national events were definitely as active and big as the international ones...”

Read more on BIK-NET portal about “School 2016”: <https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=1434284> & see the moments of the “School 2018” event at <https://youtu.be/-l4FhUUWCWA>.

### **Children line organizes campaign "WITHOUT BULLYING".**

The fundamental goal of this campaign (earlier called "Stop bullying") initiated by “Children Line” in 2004 is prevention of bullying and violence. The campaign is targeted at creating safer environment in schools and kindergardens, but not that only, it aims to secure safer

life for adults by focusing on the significance of this problem and the need to raise public awareness. The website of the campaign is <http://www.bepatyciu.lt/>

### **The eighth „Action week WITHOUT BULLYING 2017“**

brought together more than 1200 educational institutions from all over Lithuania, more than 30 partners, sponsors and support providing organizations contributed with their activities by creating posters and songs. More than 350



creative students of different age showed their disapproval of bullying. The initiative organized by „Children Line“ received the support of her Excellency the President of Lithuania Dalia Grybauskaitė and famous musicians who encouraged each and every one to stop bullying and disapprove of it.

**During the ninth “Action week WITHOUT BULLYING 2018“**, organized by the Children line with the help of Lithuanian basketball league, Swedish bullying prevention organization “Friends” and other social partners, invited people and their communities to pay attention to bullying problem among children and to contribute by changing bullying attitudes. On „Action week WITHOUT BULLYING 2018“ Children line prepared and disseminated package of informational material:

- Children line prepared and disseminated a press release about the “Action week WITHOUT BULLYING 2018” and spread it to the media. Biggest national news portals, TV and radio stations announced the news about the action week. Some of them you can see here: <https://www.lrt.lt/naujienos/lietuvoje/2/206559/prasideda-savaite-be-patyciu;> <https://bit.ly/2SiSlkh>; etc.;
- Informational leaflets for schools about bullying, cyber-bullying and prevention actions were and disseminated to all Educational Departments of all municipalities of Lithuania.

For teachers: [https://www.bepatyciu.lt/media/filer\\_public/c4/57/c4576a82-c0b3-40a4-b6af-7c548abb1fca/pedagogams\\_297x210\\_web.pdf](https://www.bepatyciu.lt/media/filer_public/c4/57/c4576a82-c0b3-40a4-b6af-7c548abb1fca/pedagogams_297x210_web.pdf);

For pupil: [https://www.bepatyciu.lt/media/filer\\_public/79/4b/794bd287-d4b5-4b1a-a453-8d2c9a85588d/vl\\_e\\_patycios\\_a45mm.pdf](https://www.bepatyciu.lt/media/filer_public/79/4b/794bd287-d4b5-4b1a-a453-8d2c9a85588d/vl_e_patycios_a45mm.pdf);

For parents: [https://www.bepatyciu.lt/media/filer\\_public/9d/ec/9dece617-6984-488b-aae8-8f818b672275/vl\\_tevamsapiepatycias297x995mm.pdf](https://www.bepatyciu.lt/media/filer_public/9d/ec/9dece617-6984-488b-aae8-8f818b672275/vl_tevamsapiepatycias297x995mm.pdf));

For children: [https://www.bepatyciu.lt/media/cms\\_page\\_media/239/A5\\_skrajute\\_PRINT%20\(4\).PDF](https://www.bepatyciu.lt/media/cms_page_media/239/A5_skrajute_PRINT%20(4).PDF)

For teenagers: [https://www.bepatyciu.lt/media/filer\\_public/aa/e3/aae3783c-d8a9-4b15-9dc3-794c25d000bb/be\\_patyciu\\_lankstukas\\_print\\_2.pdf](https://www.bepatyciu.lt/media/filer_public/aa/e3/aae3783c-d8a9-4b15-9dc3-794c25d000bb/be_patyciu_lankstukas_print_2.pdf)

Posters: [https://www.bepatyciu.lt/media/filer\\_public/90/4e/904e4bd9-0405-4700-aae9-5b918ac76b9d/plakatas.pdf](https://www.bepatyciu.lt/media/filer_public/90/4e/904e4bd9-0405-4700-aae9-5b918ac76b9d/plakatas.pdf)

## Project visibility and impact

According to EU Kids Online research, Lithuania belongs to the “Unprotected networkers” group of countries. “This cluster stands out for having the highest percentage of young networkers and all-round explorers, while restricted learners are underrepresented compared to the average. The risk pattern of the countries in this cluster is close to the average, with a slightly higher number of children in the contact risks group. This cluster has the lowest percentage of children in the all-round mediation group (13%), while most belong to the passive mediation group (37%). Although Lithuania is geographically further away, Austria, Hungary and Slovenia form a special Central European cluster with children from groups that can be described as high on network opportunities and related risks while having parents with more passive mediation strategies. ”

**Impact assessment survey.** Against this background, the Lithuanian SIC conducts impact assessment surveys among children and adults across the country in order to evaluate the SIC’s impact on public awareness and visibility. The aim of this study is to assess the need for safer Internet services, their visibility and their impact on society. The information received helped to identify respondents' collisions with information security breaches and the damage suffered, to assess the Internet's threats to children and to evaluate the Safer Internet project.

More specifically, the objective is:

- To identify information about children and adult’s approaches to security violations and dangers online.
- To learn more about parental control of children’s online activities.
- To evaluate the visibility of the Safer Internet projects, in particular the services of the helpline, hotline and the main SIC website.

The Centre of Information Technologies and Education (CITE) is leading on this line of work, and invited schools, over the phone and by letter, to disseminate the survey to their pupils and parents for response. So far, two assessments have been conducted, over a period from 2012 to 2014 (28 months) and 2015 to 2016 (18 months), as well as recent period over 2016-2018 (30 months). Some findings are outlined as follows:

- In 2014, around 2,289 citizens responded to the survey, of which 806 were teenagers and youth representatives aged 14-18 years old. In addition, 1,489 adults with children aged 5-18 years old responded to the survey.
- In 2016, around 1,614 citizens responded to the survey, of which 803 were teenagers and youth representatives aged 14-18 years old. In addition, 811 adults with children aged 5-18 years old responded to the survey.
- In 2018 public opinion and market research company Spinter Research, on behalf of the Education Information Technology Center, conducted a quantitative survey of parents and teenagers using the Internet on October 16 - November 7, 2018. Around 1,614 citizens responded to the survey, of which 805 were teenagers and youth representatives aged 14-18 years old. Other group - 808 adults with children aged 5-18 years old responded to the survey.

The results showed that respondents are increasingly concerned about the dangers of the Internet. 82% of adults said that surfing the Internet is about risk and danger. 69% of them were recruited. Compared to 2014 and 2016 As a result of surveys, parents' interest in children's online activities has increased, although the use of capping and control measures by adults is decreasing.

A comparison from 2014, 2016, and 2018 showed that adults are more and more concerned about online dangers and threats. While in 2014, around 77 perc. expressed their concerns the percentage increased to 82 perc. in 2016 and in the 2018 also. Teenagers, on the other hand, seem less concerned about online risks; an average of 58 perc. expressed their concerns in 2014, 2016 and increased to 70 perc. in 2018.

In regard to parental control, results showed that parent's control of children's online activities increased slightly from 55 to 64 per cent. Moreover, according to young people's responses in 2014, 2016, and in 2018, parents seem to struggle less when talking to their children about online risks, apply more agreements and rules while regulating child online time.

Findings showed that one of the major issues on the internet is related to security violations, of which computer viruses and scams are most common. In this regard, results showed that children and young people are much more likely to suffer from various security violations than adults are. More specifically, risks such as computer viruses, hacking into personal

computers and fraudulent looting are more likely to be encountered by young people, especially boys, living in rural areas.

In regard to helpline and hotline visibility, results showed an increase of awareness amongst adults, as well as children.

In conclusion, findings show that adolescents and adults approach online safety in different ways. Even though adults face fewer damages due to security breaches than adolescents do, more parents are concerned about online safety. Moreover, almost a third of surveyed parents believe that the safe use of the internet should be taught at school. Furthermore, outcomes showed that teenagers usually obtain their knowledge about safe internet use from teachers and peers, as well as online.

***For more information please visit and download full survey report in Lithuanian here:***

***<https://www.draugiskasinternetas.lt/ka-veikiame/atlikti-tyrimai/>***

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**LANGAS Į ATEITĮ**

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