

Annex I Summary of surveys from information centres and libraries in Estonia

No.	Municipality	Info centre	Library	Topics on which offer information	Have inhabitants been addressing you with questions on energy efficiency	Issues on which are the biggest interest	Is there an open access information stand	Are there in this stand at this moment/have been earlier available info materials related to energy efficiency	If yes, what kind of info materials	Are materials on energy efficiency available in a sufficient amount and covering all requested information	What topics should be included in the info materials on energy efficiency	Is there an info phone available in your info centre
1	Haapsalu		X	All topics that we can get info about - magazines (Keskkonnatehnika), books	Yes	Practical advices on increasing energy efficiency - for the house, flat, using electrical devices	Yes	NO		No	Practical advices in increasing energy efficiency - for the house, flat, using electrical devices	Yes
2	Jogeva		X	All possible topics to inhabitants and if there is not requested information available in our library then we use the help of bigger libraries	Yes	*Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *in relation to health aspects; *in relation to economical aspects; *in relation to energy efficiency state policy; *other	Yes	NO	*Energy-efficient maintaining of the dwelling,2000; *About energy, electric car and living environment,1980; *Small environmental reference book, 2007; *Energy, climate, waste, 2008. But not leaflets, small brochures that people could just take for free and do not have to take back to library later.	Yes		Yes

3	JÕHVI		X	Everything, that is available (Keskkonnatehnika - eng. Environmental Technics), books about environment	No		Yes	Yes	Not at the moment but most probably in the past there have been also brochures/leaflets about energy efficiency but as these (leaflets, small brochures to be handed for free to inhabitants) are not registered in the library registry then the could not name any	Yes	Practical advices in increasing energy efficiency - for the house, flat, using electrical devices	No
4	Keila		X	Our library is generally used public library - all topics are represented	No (If a person need a concrete book or article then this he/she will get from the library. Library personnel is not competent to answer energy efficiency questions).		Library has public Internet access point computers, EU infostend (lately there have not been materials about that also	NO		No	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *in relation to health aspects; * in relation to economical aspects	No (no separate info phone but general library phone)

5	KIVIÖLI		X	Info about all topics	No		Yes	NO		No	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *in relation to health aspects; * in relation to economical aspects; *in relation to energy efficiency state policy.	No
6	KOHTLA-JÄRVE		X	All kind of public information, info related to EU	No		No	NO		Yes	Practical advices in increasing energy efficiency - for the house, flat, using electrical devices	No
7	Kuressaare		X	Library does not offer/provide information actively but is prepared to give info on what ever topic. For that purpose we use our materials, internet and other libraries materials	Yes	*In relation to economical aspects; *in relation to energy efficiency state policy	No, but there are open shelves with materials	NO		No	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *In relation to economical aspects	No
8	Maardu		X	All topics, also articles and books about environment, including energy issues	No		Yes	NO		Yes		No

9	Narva		X	All topics, about energy - articles folder about state policy about energetics	Yes	*Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *There is interest actually towards all topics	Yes	NO		No	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *in relation to health aspects; * in relation to economical aspects; *in relation to energy efficiency state policy.	No
10	Paide		X	All the books that have been published on energy efficiency we have, also articles in magazines. As a library we have to address all possible topics.	Yes	Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; - about insulation	No	NO		Yes	Practical advices in increasing energy efficiency - for the house, flat, using electrical devices	No (no special info phone, readers can get info through general phones)
11	PÄRNU		X	All topics are covered - amount of info depends on what is published	No		Yes	NO		Yes (seems so as people have not asked for more - they get enough info from magazines and internet probably)	Practical advices in increasing energy efficiency - for the house, flat, using electrical devices	Yes

12	PÓLVA		X	We have a universal library so we can say that via our collection we provide info about all different types of topics	Yes	Unfortunately I cannot give concrete examples at the moment but certainly readers have borrowed energy-related materials	Yes, we are also willing to disseminate info materials. Of course we have to stay moderate and not flood the library with energy efficiency related materials but optimum amount (70 - 100 leaflets) would be reasonable	NO (cannot remember at the moment but I cannot eliminate the possibility that there has been something in the past)		No	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *in relation to health aspects; * in relation to economical aspects; *in relation to energy efficiency state policy.(Points a-c are very important, regarding point d I have a subjective opinion (not representing all other librarians also) - I do not believe in all these campaigns (including state ones) but we have to spread info anyway).	Yes (Library answers on its general numbers to all questions that readers might have. Additionally we have e-mail addresses to communicate with readers)
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13	Rakvere		X	Library provide all information on all topics that the collection and database of library enables	Yes	Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *In relation to economical aspects	There is a general info stand on 1st floor, on the 2nd floor there is a possibility to leave info leaflets on the reader`s desks	No		No	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *in relation to economical aspects	Yes
14	SILLAMÄE		X	All topics but regarding energy efficiency we have following info - <ul style="list-style-type: none"> • Practical advices for increasing energy efficiency of a house/apartment/electrical appliances • Laws of Estonian Republic 	Yes	Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *In relation to economical aspects	Yes	No		No	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *in relation to health aspects; * in relation to economical aspects; *in relation to energy efficiency state policy.	No

15	Tallinn		X	Electrical energy	No		Yes	No		Yes	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *in relation to health aspects; * in relation to economical aspects; *in relation to energy efficiency state policy.	Yes
16	Tapa		X	All topics that we can get info about - magazines (Keskkonnatehnika), books	Yes	Practical advices on increasing energy efficiency - for the house, flat, using electrical devices	Yes	No		No	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *in relation to health aspects; * in relation to economical aspects	No
17	Tartu	X		contact info of public authorities, operative info about what is happening in the town etc.	No		Yes	No		No	Practical advices in increasing energy efficiency - for the house, flat, using electrical devices	Yes

18	Valga (Valga Regional Environmental Centre)	X		Almost all topics related to environment	Yes	Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *In relation to energy efficiency state policy; *other environmental info that is not directly related to energy efficiency.	No	No		No	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *in relation to health aspects; * in relation to economical aspects; *in relation to energy efficiency state policy.	Currently the phone of the manager has been used as info phone
19	Valga		X	Library offers all type of information	Yes	*Practical advices on increasing energy efficiency- for the house, flat, using electrical devices; *In relation to health aspects; * In relation to economical aspects; *Other.	Yes	No		No	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *in relation to health aspects; * in relation to economical aspects; *in relation to energy efficiency state policy; *Other	Yes
20	Viljandi		X	All topics that we can get info about - magazines (Keskkonnatehnika), books	Yes	*Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *in relation to economical aspects.	Yes	No		No	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *in relation to economical aspects	No

21	VÖRU		X	Based on the Library law we provide info about all topics arising from collection and database. If the requested material is not present in our collection then there is a possibility to order the missing material from all libraries all over the world	Yes	*Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *in relation to health aspects;	Yes	Yes	These were about radon and saving electric energy. These were leaflets and a long time ago so nobody could not remember their exact title and interested readers took them home. Leaflets we do not register in our registry/database.	No (currently we have been able to reply all questions based on books. If necessary Internet can be used).	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *in relation to health aspects; * in relation to economical aspects; *in relation to energy efficiency state policy. From the viewpoint of library - books are better than all leaflets etc as there get lost etc.	No (there is no concrete info phone - we answer the questions of readers on all phones).
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