

Annex II Summary of surveys from information centres and libraries in Latvia

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 these 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	Ventspils	X		Information centre provide information about municipality, municipal institutions, about their services	No		Yes	Yes	*Energy efficiency labell. Picture of different energy efficiency labell.	Yes	*Practical advices in increasing energy efficiency – for the house, flat, using electrical devices; * In relation to health aspects; *In relation to economical aspects	Yes

2	Cēsis	X		About city council resolutions, applications preparation, different problem solving related with public services	Partly	questions are usually about price rising of different public services	Yes	Yes	How inhabitants can decrease their expenses of heat	Yes	*Practical advices in increasing energy efficiency – for the house, flat, using electrical devices; *b. In relation to health aspects; *c. In relation to economical aspects (somehow showing situation in figures)	Yes
3	Rēzekne	X		About city council, mandatory rules ect.	Yes	*Practical advices in increasing energy efficiency – for the house, flat, using electrical devices; * In relation to economical aspects	Yes	Yes	*Different leaflets published by Housing state agency; *investigation s about situation of energy efficiency in multifamily dwelling houses - analysis and recomendati ons	Yes		Yes

4	Ogre	X		About actions of city council mainly	yes	In relation to economical aspects	No	No	Contact person in info centre told that there are a special press service established by city council where are available a lot of materials and consultats and as well as library. Besides in press service suggested to contact municipal agency "malkalne" because there are projects related to the energy efficiency and competent persons	No		Yes
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5	Daugavpils	X		About municipality	Yes	*Others - About expences	Yes	Yes	How inhabitants can decrease their expenses of heat. *about legislative acts; * council resolutions	preferable more	*Practical advices in increasing energy efficiency – for the house, flat, using electrical devices; *In relation to economical aspects; *others - about expences and cover of expenditures	Yes
6	Jēkabpils	X		Municipal companies, about EU financing funds	No		Yes	no		No	Not so competent to answer	Yes

7	Valmiera	X		Different - about services of State social insurance agency, city council resolutions, new passports, EU financing funds ect.	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	Yes
8	Jelgava	X		About municipality - application, organization of meetings with officials	minimal interest	About house managing mainly	Yes	Yes	There have been something earlier but at the moment cannot remember titles of leaflets	No	*Practical advices in increasing energy efficiency – for the house, flat, using electrical devices; *In relation to economical aspects (how to solve problem financial)	Yes
9	Jūrmala	X		About services of the city council	No		Yes	No		No	Wasn t able to answer	Yes

10	Olaine	X		About municipality, municipality companies, about actions of city council	No (about house managing)		Yes	Have not been		No	Recommend to call to house managing agency	Yes(general phone)
11	Kuldīga	X		About activities of city council	No		Yes	No		No		Yes
12	Salaspils	X		organizing meetings with executive director, coordination of activities of city council	No		Yes	No		No	Recommended to consult a local energetic specialist	Yes
13	Tukums		X	All topics	Yes (rather often)	*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;	No (only for copying are available)	No, in reading room and library only are something	Books and magazines (Energija un pasaule)	Yes	*Practical advices in increasing energy efficiency – for the house, flat, using electrical devices; *other - alternative heating systems; solar heating ect.	Yes - general phone

14	Dobele	x		Info about activities of city council, organizing meetings with officials	No		Yes	Yes	Only leaflets published by State Housing Agency	No	Not so competent to answer, recommended to consult local house managing company Namnieks	Yes
15	Lielvārde		X	All topics	Yes	*Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *other - more questions are about heat insulation of buildings	Yes (we have separate table where visitors can leave materials or take free of charge)	Perhaps something has been but don't remember exactly		Yes	*Practical advices in increasing energy efficiency – for the house, flat, using electrical devices; * In relation to health aspects; *In relation to economical aspects; *others - about how to avoid problems, something easy readable for rural population	Yes

16	Krāslava		X	All kind of information	Yes (but not often)	*Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *in relation to economical aspects; *in relation to energy efficiency state policy;	No			Yes	*Practical advices in increasing energy efficiency – for the house, flat, using electrical devices; * other - will be good some modern leaflet about "todays" tendency	Yes
17	Gulbene		X	All kind of information	No		Yes, materials are available for bringing home	At this moment not, in library there are books, magazines		Yes	*Practical advices in increasing energy efficiency – for the house, flat, using electrical devices; * In relation to health aspects; *In relation to economical aspects; *various;	Yes

18	Bauska		X	All kind of information	Yes, there have been interest about these issues	*Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *in relation to economical aspects; *in relation to energy efficiency state policy; *Other	No		Suggested to visit their home page www.bauskasrcb.lv electronic catalog (list) where visitor can see all book and materials what library have - similar are with other libraries.	No	Varios topics - mainly practical and easy readable materials	Yes
19	Ludza (NVO)	X		Information centre provide information about different NGOs in LV, materials of NGOs, about EU funds, consultancy about project applications, training organization, mainly orientated to young people and their interest	No		Yes	At the moment not, but have been materials about building, construction issues and energy efficiency long time ago, did not remember titles		No and haven't been much interest about such kind of materials	Recommended to contact press secretary at the city council	Yes

20	Talsi	X		All topics related to actions of city council	No		Yes	No			These issues are in competency of house managing company	Yes
21	Sigulda		X	All kind of information	Yes	*Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *Technical information, construction issues	Yes	Yes, they have person from Ministry of Environment who provides library with materials about environmental issues including energy issues	*Brochures: *Efficient use of energy and resources, 2000; *Latvian energetics in figures, 2005; *Handbook of energy saving, 2000; *Heat and electricity saving in dwellings, 2003 (State housing agency) and different books "Ecological building"	Yes		Yes

22	Saldus	X		About different events what are organized by city council	No, about these issues inhabitants are visiting house managing company or heat providing company "Saldus siltums"		Yes	No				Recommended to contact competent authority about energy issues - "Saldus siltums"	Yes
23	Preiļi		X	All types of materials, information are provided	Yes	*Energy saving; *In relation to economic aspects; *bank offers to renovate	Yes, EU information stand	Yes, have been earlier materials related to energy saving	Do not remember exact title	No, they wanted more, they are open to get materials from us or other resources	*Practical advices in increasing energy efficiency – for the house, flat, using electrical devices; *In relation to economical aspects about finances, economy of resources	General phone in library and in reading room	

24	Limbaži		X	As library - then almost all kind of information materials what cover different topics	Yes - mostly students, schoolchildren	*Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *Students are interested in materials for the project tasks in different kind of topics.	Yes, they have info stand where people can take leaflets. Mostly about EU or local actualities.	Have not info materials.	They offer publications from newspapers and magazines for interesents	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; *others	Yes
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25	Aizkraukle		X	Covering all topics	No - do not remember		Yes, but they have only EU info stand	Not in the stand but in the shelves there are books		Materials are in sufficient amount because if they need some books then municipality is giving money and they buy books themselves	Mostly about practical issues because from the experience people request more easy readable books about practical topics: - *Practical advices in increasing energy efficiency - for the house, flat, using electrical devices	Yes (library and reading room)
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26	Madona		X	Topics about all	Yes, more are interested students, less individual persons		Yes	Yes have been presentations about these issues because some time ago there was organized seminar for inhabitants in cooperation by newspaper "Vides Vēstis" and representatives from energy efficiency centre	At this moment there are no materials in the info stand	May be some leaflets and brochures would be required for placing in the stand	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; * In relation to health aspects; (about household technics information would be necessary in shops where inhabitants are buying it - it would be very good if they could get additional information about energy classes, energy saving appliances ect.)	Yes (library and reading room)
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27	Alūksne		X	Provide information about mainly all areas of topics	No, only students are sometimes interested	Students for project and report making	Yes	No but there are available information in the newspapers and Internet		No, not only materials about energy efficiency but other materials are not in the sufficient amount	All topics should be represented. *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, general phone
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28	Pļaviņas		X	All kind of information but they have had repair in library and much of materials are thrown away old ones	No, very little interest, librarian is interested in these issues (about energy saving light-bulbs)		Yes	No, at this moment not but have been earlier about energy saving equipment and about light-bulbs		No, would like to have for library BEF publications related to environmental issues	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *In relation to health aspects. But more how to use electrical equipment, about energy classes A,B,C...something easy readable.	Yes, general phone
29	Vijāni		X	Universal information - technical, practical, academic ect.	No, only students for project-reports		No	Has been something about these issues in library shelves	EU information materials	No	*About environmental protection would be something necessary because issues about practical advices are published in newspapers and magazines quite a lot	Yes, general phone

30	Rūjiena		X	Library have a lot of different books, magazines, articles, leaflets, brochures about many different topics	Have not mentioned interest from inhabitants		Yes	Dont know at the moment		No	Something what would be interesting and undersandable for common inhabitants of course it can be *practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *in relation to health aspects; *in relation to economical aspects about energy saving etc.	Yes, general phone
31	Brocēni		X	All topics	Yes	More about practical advices	No, only shelf			Yes	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices;	Yes, general phone

32	Cesvaine		X	Books, magazines about different topics	No, students yes		No			Yes, always can search for information in Internet	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices;* In relation to health aspects; *In relation with economic aspects; *In relation to energy efficiency state policy	Yes, general phone
33	Ilūkste		X	All kind of information	No, only students	Students about theoretical issues mostly	Yes	No		No, not in the sufficient amount	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices;	Yes, general phone

34	Vangaži		X	Information both from books and Internet covering all topics technical sciences, practical information materials	No		No			Yes, have different brochures	Dont know	Yes
35	Kandava		X	All topics are represented	No but if there would be materials that would be more interest		No, but there are a table where to put materials	No		No	Hard to answer - may be - In relation to health aspects or practical advices in increasing energy efficiency - for the house, flat, using electrical devices;	Yes, general phone

36	Auce		X	As library - information are available on all topics but problem is that materials are in 1 copy most often	Yes but interest not for materials but questions about tariffs ect.		Yes	Dont know at the moment		Yes, in general they do not pay attention to amount of materials about this topic	Could be about- *Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; and *in relation to health aspects. Something about tariffs would be interesting.	Yes, general phone
37	Ikšķile		X	Different topics	No		No, but they have a table	No, have been about environmental issues but not on energy efficiency	They have collected only press release on this topic	Yes because people do not request such information	Different topics- for students more theoretical but for common people - practical advices ect.	Yes, general phone

38	Smiltene		X	Different - children books and serious reading material, Internet services, visitor can look for materials in electronic data base ect.	Yes, have been interested	Students for project and report making	Yes	No		No	*Practical advices in increasing energy efficiency – for the house, flat, using electrical devices;	Yes, they have info phone
39	Salacgrīva		X	Universal content	Yes	*Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *in relation to energy efficiency state policy;	Yes	Yes	About lighting	No	*Practical advices in increasing energy efficiency – for the house, flat, using electrical devices;	Yes
40	Aizpute		X	Different topics in books, reading materials and easy available Internet, a lot of new books are sent to library	No, only students are interested	They have brochures about this topic	Yes	No		No	*Practical advices in increasing energy efficiency – for the house, flat, using electrical devices;	Yes, general phone

41	Baldone		X	Topics are not limited - library is open to get and give all kind of information	No		Yes	Some time ago materials have been but cannot answer exactly, may be in city council there are info materials about this topics		Dont know	All topics is important *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, general phone
42	Baloži		X	Topics diversify	Yes - students	For projects in schools ect.	Yes	Have been brochures, out of stand-journal (Vides vēstis)		Yes	Nothing - information is too much that hard to understand and get everything	Yes, general phone

43	Grobiņa		X	Materials about various levels of interests	No, not on energy efficiency, intereseents are only students	On other environmental issues	No	They have journals about energy topic in library		About energy efficiency not in sufficient amount	All topics: - *Practical advices in increasing energy efficiency – for the house, flat, using electrical devices; *In relation to economical aspects; *In relation to energy efficiency state policy; *In relation to health aspects.	Yes, general phone
44	Saulkrastu pilsētas ar lauku teritoriju		X	Different information	Yes	*Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *in relation to economical aspects;	No			No	*Practical advices in increasing energy efficiency – for the house, flat, using electrical devices; *In relation to economical aspects; *In relation to energy efficiency state policy	Yes

45	Balvi		X	In library we look for answers on all questions (topics) that are asked from visitor	Yes	*Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *others	There are free access to all literature and internet resources. We haven't seperate information stand on these issues.	Literature on these issues are a little bit. Available are all Internet resources.		Preferable more	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *In relation to health aspects; *others.	Yes, 64522168
46	Liepāja (refused but some answers got)	X		Different - consultation about activities of city council and municipality, meeting organization with officials, different social issues, about bussiness activities, documents	Do not remember		Yes	No			Should better contact some responsible (competent) person in city council or in municipal companies	Yes

47	Rīga (RCB)		X	All types of materials, information are provided	Yes	*Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; *Other; Different environmental issues	Yes	At the moment not, there are only something in reading room and library but reader cant bring home these materials only have copies		No, they are lack of information (materials) about energy and other environmental topics	*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, they have general library info phone
48	Ainaži		X	Printing, copying, scanning, wifi internet services	No		Yes	Available different type of information			Haven't answered	Yes
49	Daugavpils		X	About anything	Yes	In relation to economical aspects	No	No		No	*Practical advices in increasing energy efficiency - for the house, flat, using electrical devices; *In relation to economical aspects.	Yes

50	Dobele		X	Information visitor can get mostly about all if there are something missing then visitor can use Internet or we recommend where else it could find	Yes	*Practical advices on increasing energy efficiency - for the house, flat, using electrical devices; * In relation to health aspects.	Yes, they have a special table where are different books and leaflets for taking	At this moment not	Have been some time ago, leaflets written by Mr.Piebalgs and also library offer Euro News - in this newspaper reader sometimes can find different articles about energy issues	Not in the sufficient amount	*In relation to economical aspects; *In relation to energy efficiency state policy	Yes - there is general phone in reading room and in library: 63781871
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