



PEER COMPARISON REPORT

GLENCOE PUBLIC LIBRARY

OCTOBER 10, 2014

The recently completed the Edge Assessment to evaluate its public access technology services and resources. This peer comparison report—along with the assessment evaluation, training opportunities, and action plan feature—is a management and leadership tool to aid the library planning process.

This report shows the results in the context of other libraries serving populations of a similar size. belongs to the "Property title" peer group, made up of libraries serving communities with a population between 5,000 and 15,000. The peer library scores are derived from the results of a random sample of public libraries across the nation. The scores below will help the library understand the assessment results in the context of possible points and the average points attained by libraries in the Property title peer group.

No library is expected to achieve 100% on the assessment. In fact, libraries are encouraged to focus on the particular service needs they have identified through community assessments, customer feedback, and community-wide initiatives. Peer scores should not be seen as competitive, but as reference points to support strategic planning. Libraries with below average scores for a targeted benchmark may choose to move resources to that area. Libraries with above average scores for particular benchmarks may have strategies and stories that can inspire other libraries.

Strategic Area	Benchmark	Points Achieved	Peer Average	Points Possible
Community Value	1. Digital literacy	65	46	75
	2. Digital tools and resources	85	65	105
	3. Meeting key community needs	60	52	130
	Total	210	163	310
Engaging the Community	4. Strategy and evaluation	85	64	155
	5. Strategic partnerships	45	29	75
	6. Sharing best practices	40	34	65
	Total	170	127	295
Organizational Management	7. Planning and policies	50	34	50
	8. Staff expertise	65	54	80
	9. Devices and bandwidth	105	54	135
	10. Technology management	70	50	90
	11. Technology inclusiveness	15	16	40
	Total	305	208	395
Overall Score		685	498	1000

Your score in context:

The overall score for Glencoe Public Library is 685 of 1000 possible points.

Glencoe Public Library is a member of the Property title peer group (population between 5,000 and 15,000).

In a representative sample of libraries in the Property title peer group scores ranged from 160-845.

The average score for libraries in the Property title peer group was 446-581.

The table below shows your library's assessment results in the context of possible points and the average attained by libraries in the Small peer group. The results are shown at the indicator level to help identify areas where your library excels and to diagnose areas where additional activity might enhance patron outcomes.

Strategic Area	Benchmark	Points Achieved	Peer Average	Points Possible
Community Value	1. Digital literacy			
	1.1 Digital literacy group training	20	10	25
	1.2 Digital literacy individual training	45	36	50
	2. Digital tools and resources			
	2.1 Digital content creation	20	23	40
	2.2 Website content monitoring	30	19	30
	2.3 Website information resources	35	23	35
	3. Meeting key community needs			
	3.1 Workforce development	0	10	30
	3.2 eGovernment and legal	15	9	30
	3.3 Educational opportunities	25	21	40
	3.4 Health and wellness	20	12	30
	Engaging the Community	4. Strategy and evaluation		
4.1 Maintaining community relationships		45	31	45
4.2 Community analysis and assessment		10	9	40
4.3 Patron surveys		0	1	20
4.4 Technology services evaluation		25	10	25
4.5 Strategic planning		5	13	25
5. Strategic partnerships				
5.1 Partnership development		20	20	45
5.2 Technology outreach		25	10	30
6. Sharing best practices				
6.1 Community of practice		40	30	45
6.2 Annual survey		0	4	20
Organizational Management		7. Planning and policies		
	7.1 Data management policies	50	34	50
	8. Staff expertise			
	8.1 Staff technology training	35	31	40
	8.2 Staff technology competencies	20	9	20
	8.3 Patron technology support	10	14	20
	9. Devices and bandwidth			
	9.1 Device availability	20	10	30
	9.2 Bandwidth capacity	30	17	30
	9.3 Device session periods	25	24	35
	9.4 Peripheral technology equipment	30	19	40
	10. Technology management			
	10.1 Internet connectivity	30	18	35
10.2 Out-of-service devices	20	18	30	
10.3 Technology service metrics	20	14	25	
11. Technology inclusiveness				
11.1 Assistive technology	15	16	40	