Edge Assessment Peer Attribute Report

Where People Connect, Communities Achieve

Introduction

The Peer Comparison Attribute Report was designed to help libraries and other stakeholders participating in the Edge Initiative understand their results on the Edge Assessment in the context of the performance of libraries nationally, as well as the performance of libraries sharing similar qualities. The data presented in this report was generated from a **nationally representative stratified random sample of 455 libraries** and is statistically valid; it does not show the results of all libraries completing the assessment because those results would not be representative of the library field. For more information on the Edge Initiative visit www.libraryedge.org.

Structure of the Edge Benchmark Framework

The Edge Benchmark Framework consists of four levels that are intended to provide a cohesive structure for measures of activities, resources, and services that libraries might engage in to support public access technology users.

Strategic areas

Benchmarks

Indicators

Attributes
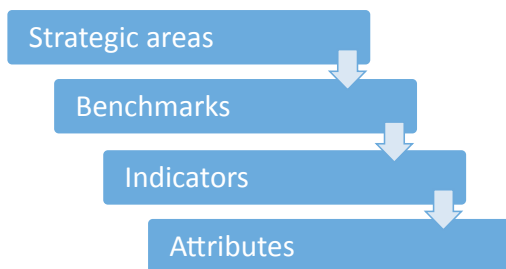
The three main **Strategic Areas** define groupings of measures that attempt to maximize the value created by library services while balancing the library's need to be operationally effective and to gain community support. The Strategic Areas are:

- **Community Value:** Activities, resources, and services that patrons might need to achieve their goals

- **Engaging with the Community and Decision Makers:** Activities to engage with communities, partners, and funders to ensure sustainable support

- **Organizational Management:** Maximizing technology resources and ensuring quality services

The **Benchmarks** are goal statements. The Edge Assessment consists of 11 benchmarks across the three strategic areas, which represent aspirational resource and service standards to promote excellence in public access technology service delivery in libraries.

The **Indicators** provide further detail, showing what benchmarks look like in action, or general ways that the benchmarks can be achieved. Libraries should strive to implement actions in each of the benchmarks and indicators.

The **Attributes** are specific activities, resources, or services that can be measured as "Yes" or "No" under each indicator. While nearly every attribute is possible in any type or size of library, not every attribute is equally valuable in a particular community.

Each of the attributes is assigned a **Level**:

- Level 1 Attributes are considered foundational for all library types. These resources, activities, or programs are generally simple and low cost to implement.
- Level 2 Attributes are generally applicable in most library communities, though a community needs assessment may reveal that some of these resources and services may not create as much value to the community as others.
- Level 3 Attributes are generally more costly or difficult to implement but are at the forefront of innovative activities, resources, and services that will help put the library at the center of digital inclusion in the community.

How to use this report

The data contained in the report will help libraries and other stakeholders contextualize the results of the Edge Assessment and identify areas where more work might be undertaken to improve outcomes for patrons while providing useful information for advocacy and planning. It is not meant to rank, rate, or grade libraries against each other or the assessment.

This report shows two types of data points:

1. The average scores for each of the Strategic Areas, Benchmarks, and Indicators at both the national level and for each peer group
2. The percent of libraries responding "Yes" to each of the Attributes at both the national level and for each peer group

Scores are point values assigned to each of the attributes. In this report, they are totaled and presented at the Indicator, Benchmark, and Strategic Area levels.

The scores will help diagnose areas to include in individual library action plans.

No library is expected to score 100% on the Assessment. Instead, libraries should strive to achieve performance between the three strategic areas and to address any benchmarks or indicators where few attributes have been achieved. Libraries can use this report to prioritize their action plans by identifying attributes that most of their peers are engaging in, but which they have not yet implemented, and then considering whether or not the attribute might help improve outcomes for patrons.
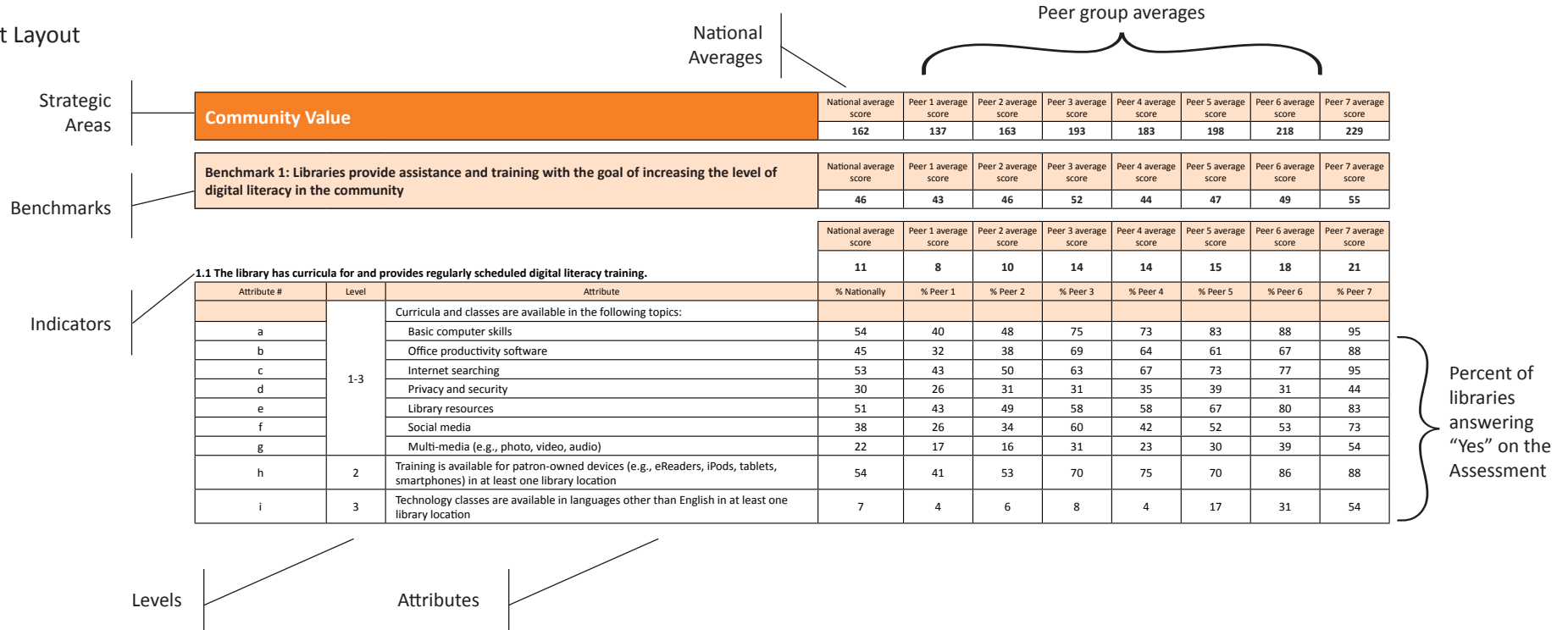
Peer Groups

For the purposes of Edge, peer groups were established through a process of cluster analysis that took into account the population of library service areas, number of locations, and other factors that are more similar within groups. The result of this analysis was seven distinct peer groups defined as follows:

Peer Group	Peer Group Definition	Peer Group Legal Service Area Population
Peer 1	Very Small	population of less than 5,000
Peer 2	Small	population of 5,000-15,000
Peer 3	Medium Single Outlet	population of 15,001-65,000
Peer 4	Medium Multiple Outlet	population of 15,001-65,000
Peer 5	Medium-Large	population of 65,001-175,000
Peer 6	Large	population of 175,001-300,000
Peer 7	Very Large	population of greater than 300,000

Comparing a library's Edge Assessment Report with the peer group results in this report can help identify attributes that other similar libraries commonly engage in and may help in developing an action plan. The peer group results can also be used to identify areas of strength which can be used when sharing the library's contributions to achieving community goals.

Report Layout

Strategic Areas

Community Value	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	162	137	163	193	183	198	218	229

Benchmarks

Benchmark 1: Libraries provide assistance and training with the goal of increasing the level of digital literacy in the community	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	46	43	46	52	44	47	49	55

Indicators

1.1 The library has curricula for and provides regularly scheduled digital literacy training.	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	11	8	10	14	14	15	18	21

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
		Curricula and classes are available in the following topics:								
a		Basic computer skills	54	40	48	75	73	83	88	95
b		Office productivity software	45	32	38	69	64	61	67	88
c	1-3	Internet searching	53	43	50	63	67	73	77	95
d		Privacy and security	30	26	31	31	35	39	31	44
e		Library resources	51	43	49	58	58	67	80	83
f		Social media	38	26	34	60	42	52	53	73
g		Multi-media (e.g., photo, video, audio)	22	17	16	31	23	30	39	54
h	2	Training is available for patron-owned devices (e.g., eReaders, iPods, tablets, smartphones) in at least one library location	54	41	53	70	75	70	86	88
i	3	Technology classes are available in languages other than English in at least one library location	7	4	6	8	4	17	31	54

National Averages

Peer group averages

Percent of libraries answering "Yes" on the Assessment

Levels   Attributes

Community Value	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	162	**137**	**163**	**193**	**183**	**198**	**218**	**229**

Benchmark 1: Libraries provide assistance and training with the goal of increasing the level of digital literacy in the community	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	46	**43**	**46**	**52**	**44**	**47**	**49**	**55**

1.1 The library has curricula for and provides regularly scheduled digital literacy training.	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	11	**8**	**10**	**14**	**14**	**15**	**18**	**21**

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
		Curricula and classes are available in the following topics:								
a	1-3	Basic computer skills	54	40	48	75	73	83	88	95
b		Office productivity software	45	32	38	69	64	61	67	88
c		Internet searching	53	43	50	63	67	73	77	95
d		Privacy and security	30	26	31	31	35	39	31	44
e		Library resources	51	43	49	58	58	67	80	83
f		Social media	38	26	34	60	42	52	53	73
g		Multi-media (e.g., photo, video, audio)	22	17	16	31	23	30	39	54
h	2	Training is available for patron-owned devices (e.g., eReaders, iPods, tablets, smartphones) in at least one library location	54	41	53	70	75	70	86	88
i	3	Technology classes are available in languages other than English in at least one library location	7	4	6	8	4	17	31	54

1.2. The library provides individual assistance for digital literacy at all locations.	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	35	**35**	**36**	**37**	**30**	**32**	**31**	**34**

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	One-on-one help is available on-demand for at least 10 minute sessions at all library locations	87	90	91	87	77	73	73	78
b	2	One-on-one help is available by appointment for at least 30 minute sessions at all library locations	61	61	64	72	42	52	41	42
c	2	One-on-one help is available for patron-owned devices (e.g., eReaders, tablets, iPods, smartphones) in at least one library location	80	75	81	85	81	83	88	93
d	3	One-on-one help is available in languages other than English in at least one library location	8	0	10	13	10	17	39	66

Benchmark 2: Libraries provide access to relevant digital content and enable community members to create their own digital content	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	62	**54**	**65**	**69**	**68**	**73**	**80**	**80**

2.1. The library supports the creation of digital content on public access computers.	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	23	**24**	**23**	**24**	**23**	**24**	**24**	**25**

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	Patrons have the ability to retrieve data from and store data to portable devices (e.g., thumb drives, external hard drives, PDAs) while using public computers at all library locations	99	98	99	100	100	97	98	100
b	1	Office productivity software (e.g., word processing, spreadsheets, presentations) available at all library locations	97	95	98	100	100	98	98	100
c	2	Photo editing software (e.g., Photoshop, GIMP) is available in at least 50% of library locations	29	33	23	28	21	27	29	24
d	3	Video/audio recording and editing software is available in at least one library location	15	16	13	14	10	17	28	29
e	3	Web development software (e.g., Dreamweaver, CoffeeCup) is available in at least one library location	5	5	3	3	6	9	8	17

2.2. The library monitors its service delivery of online content.	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	18	**14**	**19**	**21**	**21**	**22**	**26**	**24**

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	Website links are checked and content is updated at least monthly	65	54	70	72	75	77	88	85
b	2	Library website analytics (number of website visitors, traffic types, popular pages) are reviewed at least quarterly	54	38	61	67	65	72	92	83
c	2	Subscription content (e.g., Ebsco databases, Freegal, Learning Express, Lynda) usage reports are reviewed at least quarterly	53	33	55	73	75	77	96	85
d	3	A content inventory of the library's website is performed at least annually	62	56	71	64	56	63	67	61

2.3. The library provides access to information resources through its website.	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	21	**17**	**23**	**25**	**24**	**27**	**30**	**31**

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	eBooks can be downloaded through the library's website	85	74	93	90	90	98	100	100
b	1	Audio books can be downloaded through the library's website	81	68	90	91	81	82	96	100
c	2	The library selects and organizes online resources to help patrons learn digital literacy skills (e.g., how-to-guides and videos, tutorials, practice activities)	36	17	38	52	58	64	77	71
d	2	The library offers access to online interactive language learning tools through its website (e.g. Mango, Livemocha) and/or language learning software (e.g. Rosetta Stone, Auralog)	41	21	41	66	58	69	80	83
e	3	The library provides real-time reference services (through short message services, instant messaging, Skype, Twitter, texting, or other interactive applications)	20	16	16	21	31	33	51	68

Benchmark 3: Libraries provide technology resources to help patrons meet important needs related to personal goals and community priorities	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	54	**39**	**52**	**72**	**71**	**78**	**89**	**94**

3.1. The library supports use of public technology for workforce development and entrepreneurship.	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	12	**8**	**10**	**17**	**15**	**20**	**23**	**25**

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	The library selects and organizes online resources for job seeking, employment skill-building, or professional certification	54	40	51	70	75	80	86	90
b	1	The library selects and organizes online resources for small business development	24	14	13	43	29	55	77	85
c	2	The library offers access to online career testing preparation tools through its website and/or career testing software	60	42	63	78	79	86	88	85
d	3	Library organized or hosted group instruction on using online job-seeking, career development, and small business development resources is held at least quarterly	19	9	15	36	21	41	49	71

3.2. The library supports use of public technology for eGovernment or legal purposes.	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	9	**6**	**9**	**13**	**12**	**15**	**18**	**19**

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	The library selects and organizes online links to local, state, and federal eGovernment resources	53	38	53	70	67	73	80	83
b	1	The library selects and organizes online guides and instructions for identifying, finding, and using online eGovernment resources	22	15	18	30	29	44	53	56
c	2	The library offers access to electronic legal and law-related research information and services through its website	36	20	35	60	48	58	71	81
d	3	Library-organized or -hosted group instruction for patrons on navigating online government resources is held at least quarterly	3	1	2	6	2	8	14	12

3.3 The library supports use of public technology for patrons pursuing educational opportunities.	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	21	**17**	**21**	**26**	**28**	**28**	**30**	**31**

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	Early literacy games, web-based read-along programs, and/or electronic toys or tablets are available at the library and through the library website	62	48	64	72	90	84	88	83
b	1	The library selects, organizes, and maintains online resources related to homework help, research, and information literacy for students	61	46	54	87	77	88	92	95
c	2	The library selects, organizes, and maintains online resources about college selection and financial aid	38	28	33	48	52	56	65	85
d	2	The library offers access to education testing preparation (e.g., SAT, GRE, GMAT, TOEFL) through its website and/or educational testing software	60	42	65	76	83	81	90	88
e	3	The library provides proctoring of exams for online learners	73	69	79	78	79	66	67	51
f	3	Library-organized or -hosted group instruction on using or navigating educational resources is held at least quarterly	7	4	6	9	4	17	22	34

			National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score

3.4 The library supports use of public technology for health and wellness purposes.

			12	**9**	**12**	**15**	**16**	**15**	**18**	**20**
Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	The library selects and organizes online resources for learning about medical conditions, procedures, prescription drugs, and healthcare providers	43	9	42	57	62	66	75	76
b	2	The library offers access to medical databases though its website	62	15	63	82	89	73	78	93
c	3	The library is a designated community access point for health and human services information assistance (211 service)	15	20	12	12	14	20	28	32
d	3	Library-organized or -hosted group instruction on using or navigating health and wellness resources is held at least quarterly	6	1	8	9	6	11	18	24

Engaging Community & Decision Makers	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	133	**118**	**128**	**150**	**157**	**150**	**170**	**183**

Benchmark 4: Libraries make strategic decisions based on community priorities for digital inclusion and innovation	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	66	**60**	**64**	**74**	**76**	**76**	**85**	**91**

4.1 The library has leaders who maintain ongoing relationships with community leaders.

			National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
			31	**29**	**31**	**32**	**32**	**34**	**36**	**38**
Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	Library leaders attend meetings of local elected governing bodies (e.g., city council, county board of supervisors, town council) that exist within their legal service area at least annually	83	78	84	85	89	97	92	100
b	1	A list of local media contacts is maintained and updated at least annually	83	74	86	93	94	89	98	98
c	2	Outreach to local media is conducted at least quarterly through one-on-one meetings, press releases, op-eds, or media events at the library	84	78	84	94	92	91	94	98
d	2	A presentation about library technology is made to a community group at least annually (e.g., Kiwanis, Chamber of Commerce)	45	33	44	58	58	55	75	73
e	2	At least one leader from a community-based organization serves on a library committee or governing board	81	79	86	82	71	86	80	90
f	3	At least one library representative sits on a key community board (e.g., community planning)	71	69	72	69	69	83	80	81
g	3	The library places information about library technology and/or digital inclusion in local media outlets at least quarterly (e.g., news or feature story, blog post, radio or TV interview)	64	65	57	70	64	66	75	83
h	3	The library maintains its own or participates in an ongoing community advisory body whose responsibilities include helping to develop community digital inclusion and technology plans	21	24	17	13	23	25	31	32

4.2. The library gathers feedback from the community about its public technology needs.

			National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
			10	**9**	**9**	**12**	**13**	**13**	**15**	**18**
Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	An analysis of the social and economic conditions of the community is conducted as part of information gathering for strategic planning and decision making	52	42	50	64	65	63	78	76
b	2-3	Questions about community technology are included in a library-sponsored needs assessment survey	34	33	29	37	42	36	41	59
c		Community technology-related questions are included in a local government survey	14	14	8	21	14	19	26	29
d	2-3	The library conducts community-representative focus groups on the community's technology needs	10	10	7	9	12	16	16	22
e		The library holds advertised forums on the community's technology needs	3	4	1	2	10	2	4	5
f	3	The library conducts a community needs assessment for technology resources in languages other than English	3	3	2	3	2	8	4	17
g	3	The library conducts a community needs assessment for technology resources for people with disabilities	4	5	3	3	6	8	8	7

4.3. The library surveys its patrons about technology use in strategic purpose areas.

Attribute #	Level	Attribute	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
			1	**2**	**1**	**1**	**2**	**1**	**2**	**3**
			% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
		The library surveys patrons annually about public technology use and outcomes in the following purpose areas:								
a		Workforce development	9	11	6	3	14	9	8	17
b	1-3	eGovernment	5	6	2	3	12	6	8	12
c		Education	9	11	5	6	14	6	10	17
d		Health & wellness	7	9	4	5	12	3	8	15

4.4. The library evaluates its technology programs and services.

Attribute #	Level	Attribute	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
			10	**7**	**10**	**13**	**12**	**13**	**15**	**15**
			% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	The effectiveness of digital literacy programs and services is evaluated annually	35	26	39	46	39	40	47	46
b	2	Web analytics are used to evaluate the use of online library resources annually	45	22	49	75	62	70	84	88
c	3	The effectiveness of outreach activities is evaluated annually	46	38	46	55	58	58	63	56
d	3	The effectiveness of partnerships is evaluated biennially	37	28	36	46	48	50	53	56

4.5. The library makes strategic decisions based on information about community needs and priorities.

Attribute #	Level	Attribute	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
			14	**13**	**13**	**15**	**16**	**15**	**18**	**18**
			% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	Digital inclusion and innovation goals are included in the strategic plan	60	53	59	70	75	58	80	83
b	2	Technology-related goals in the strategic plan are reviewed and updated annually	48	43	40	54	64	67	73	78
c	3	Staffing plans reflect community needs related to digital inclusion	45	40	48	54	44	52	61	49
d	3	Technology resources and services are aligned with community needs	63	62	65	61	67	64	65	73

Benchmark 5: Libraries build strategic relationships with community partners to maximize public access technology resources and services provided to the community	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	31	**26**	**29**	**38**	**41**	**39**	**45**	**48**

	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
5.1. The library develops and maintains partnerships that amplify the library's reach, avoid duplication of effort, aid the library in planning or advocacy, or are otherwise mutually beneficial.	**21**	**17**	**20**	**26**	**29**	**28**	**31**	**33**
Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	The library has strategies for strengthening existing partnerships and developing new partnerships to advance digital inclusion and innovation goals	38	33	29	49	46	50	63	61
		The library engages in resource-sharing partnerships benefitting the library (with expertise, in-kind contributions, programming, or workspace) with some/all of the following:								
b	2-3	A workforce development organization	36	24	35	48	58	53	73	73
c		A local government or social service organization	56	44	56	69	75	72	77	88
d		An educational organization (K-12, community college, university)	66	59	62	76	83	78	80	93
e		A local health and wellness organization, hospital, or other healthcare provider	40	27	41	52	62	53	55	78
f	3	Devices or space are loaned to community organizations for technology-related training classes in the library	48	38	44	61	65	59	63	63
g	3	Mobile training equipment is maintained for library-sponsored technology training in partner facilities	17	9	12	27	33	39	47	42
h	3	The library collaborates on grant or other funding opportunities with a community organization	50	38	52	57	77	67	78	88

	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
5.2. The library engages in technology outreach activities.	**10**	**9**	**10**	**12**	**12**	**12**	**14**	**15**

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	A roster of community organizations is maintained to help distribute materials about library technology services	38	38	35	37	44	41	37	46
b	1	A roster of community organizations that offer technology services and resources is maintained to easily refer community members in the event additional services are needed	33	28	30	39	35	42	51	49
c	2	The library tracks emerging technology trends and applications in the community (e.g., new eGovernment portals, community technology centers, technology programs, etc.)	41	30	40	58	62	45	63	71
d	3	The library maintains a plan to provide technology services to the community in the event of a disaster or other emergency	23	16	21	36	29	23	39	44

Benchmark 6: Libraries support continuous improvement in public access technology services by sharing expertise & best practices with other digital inclusion organizations	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	35	**33**	**34**	**38**	**40**	**35**	**40**	**41**

	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
6.1. The library participates in a community of practice and shares public access technology knowledge, resources, and other tools.	**30**	**28**	**30**	**31**	**35**	**32**	**35**	**36**

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	Existing resources are used to help improve library technology management and public services (e.g., TechSoup, WebJunction, Edge)	85	84	86	82	98	88	92	90
b	1	The library participates in peer learning through technology programs sponsored by a state library, consortium, library association, or other organization	90	85	88	97	100	94	96	98
c	2-3	Training resources and curricula are shared with other libraries or community-based organizations	67	65	67	70	73	64	75	68
d	2-3	Network management policies and practices are shared with other libraries or community-based organizations	56	48	62	63	67	58	59	61
e	3	At least one technology-related presentation is made by library staff at formal professional gatherings (in-services, conferences, webinars) annually	27	17	26	28	46	52	69	81
f	3	The library participates in or facilitates a technology mentorship program that pairs library staff with more experienced or knowledgeable mentors involved in managing library technology and public technology access	19	19	20	16	21	17	20	17
g	3	The library has a collection of technology devices that it loans out for staff development and programming purposes	47	37	41	67	54	64	73	88
h	3	The library hosts a dedicated development environment to allow library staff to experiment with new applications and online environments	37	31	43	42	40	27	39	46

	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
6.2. The library conducts surveys to gather feedback about library technology.	**5**	**5**	**4**	**6**	**5**	**3**	**5**	**8**

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
		The following questions are included in an annual survey:								
a	1	Patron satisfaction with library technology	27	26	25	33	31	19	26	46
b	2	Personal importance of library technology	24	25	19	30	25	16	24	37
c	3	Importance of library technology to others in the community	19	19	16	27	17	11	24	27

Organizational Management	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	226	218	223	235	241	237	241	253

Benchmark 7: Libraries integrate public access technology into planning and policies	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	32	29	34	32	39	34	35	39

7.1. The library maintains technology and patron data management policies.	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	32	29	34	32	39	34	35	39

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	The library has a hardware replacement plan with a 3-5 year refresh cycle	66	62	70	64	67	72	78	83
b	1	The library has a software upgrade plan with a 3-5 year refresh cycle	62	57	69	57	73	69	73	76
c	1	Practices for updating to current versions of Internet browsers, web applications, and plug-ins (e.g., Java, PDF, Flash, Shockwave, Windows Media Player) are included in a technology management plan	61	56	62	61	87	59	65	66
d	1	Practices to ensure the security of patron data, including at least clearing online session data from public computers and procedures for handling sesnitive information, are included in a patron privacy plan	73	65	79	76	92	77	69	88
e	2	Network security practices for timely application of updates and patches are included in a technology management plan	64	57	69	70	73	66	63	83
f	2	Processes for system recovery are included in a technology management plan to ensure continuity of services in the event of catastrophic technology failure	51	42	53	58	71	56	67	81

Benchmark 8: Libraries have sufficient staff with technology expertise to help patrons achieve their goals	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	55	**54**	**54**	**60**	**58**	**56**	**60**	**63**

			National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
8.1. The library provides staff with work time to engage in technology related learning activities.			**30**	**28**	**31**	**32**	**33**	**32**	**34**	**36**
Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	All public services staff are allowed work time to engage in technology-related webinars, online tutorials, or classes	89	85	90	94	96	92	96	100
b	1	All public services staff are allowed work time for hands-on learning with new devices, software, or other technology	88	88	86	91	92	81	96	98
		All staff are provided the opportunity to attend annual training during work time from experts in the following areas:								
c	2-3	Workforce development	48	41	53	48	58	59	71	73
d		eGovernment	40	31	44	42	52	50	65	71
e		Education	51	47	54	51	58	56	71	76
f		Health & wellness	48	41	48	51	62	59	69	78
g	2	Key staff are cross-trained to perform technology-related duties	74	65	79	82	83	83	77	93
h	3	Key staff are provided the opportunity to attend training in the creation of digital content during work time	68	62	70	73	77	77	78	95
i	3	Key staff are provided the opportunity to attend training in instructional design and techniques during work time	59	52	61	63	71	70	75	68

			National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
8.2. Library staff assigned to assist patrons are responsible for maintaining technology competencies.			**10**	**10**	**9**	**12**	**11**	**11**	**13**	**13**
Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	Job descriptions for public services staff contain technology competencies and responsibilities	61	61	49	75	65	64	71	71
b	2	Annual evaluations for public services staff include review of technology related performance	40	36	39	43	42	45	57	61
c	3	Annual goal setting for public services staff includes expectations for technology performance	41	36	36	54	48	41	53	66

			National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
8.3 Staff assigned to assist patrons are able to answer patrons' technology questions.			**15**	**16**	**14**	**16**	**14**	**14**	**13**	**13**
Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	100% of public services staff are able to answer basic patron technology questions	73	82	69	66	65	64	59	61
b	2	25% of public services staff in each outlet are able to answer intermediate patron technology questions	86	88	83	93	83	81	82	76
c	3	10% of public services staff in each outlet are able to assist patrons with advanced technology questions	70	64	69	88	67	67	63	66

Benchmark 9: Libraries have sufficient devices and bandwidth to accommodate user demand			National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
			71	**77**	**69**	**69**	**64**	**61**	**62**	**60**

9.1. The library has a sufficient number of device hours available on a per capita basis.			National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
			11	**16**	**10**	**6**	**5**	**2**	**2**	**2**
Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
	1	Device hours per capita 3.00-6.00	30	37	28	24	17	17	18	17
	2	Device hours per capita 6.01-12.00	11	10	18	10	10	2	2	0
	3	Device hours per capita >12.00	19	35	11	6	4	0	0	0

9.2. The library meets or exceeds the minimum bandwidth capacity necessary to support public user demand.			National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
			17	**19**	**17**	**17**	**16**	**13**	**14**	**15**
Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
	1	Bandwidth download allocation per user 512 kbps-767 kbps	15	11	15	13	29	27	29	10
	2	Bandwidth download allocation per user 768 kbps-999 kbps	13	14	8	12	21	16	16	24
	3	Bandwidth download allocation per user >1 mbps	45	51	46	43	31	23	25	32

9.3. The library assures adequate time for patrons to complete tasks.			National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
			24	**23**	**24**	**27**	**26**	**27**	**28**	**28**
Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	Library has session management software	51	24	55	82	79	89	100	100
b	1	Library staff are empowered to extend public access sessions	89	88	87	94	89	97	94	98
c	1	The wireless network signal extends to all public areas of the library at all outlets	94	94	94	96	87	94	96	90
d	2-3	Some public access terminals are designated with extended session periods	47	49	36	49	62	52	53	73
e		Internet-enabled devices with extended session periods are loaned within the library	35	42	28	28	37	31	28	42
f	3	Internet-enabled devices are loaned for use outside the library	12	12	8	16	14	17	10	5

			National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
9.4. The library provides peripheral equipment that enables patrons to complete tasks.			**18**	**19**	**19**	**19**	**17**	**19**	**18**	**15**
Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	Headphones are available to loan to patrons	65	70	73	55	48	56	63	37
		Patron needs for privacy while conducting sensitive transactions are accommodated through at least one of the following:								
b	1-3	Installing privacy screens for computer monitors	7	5	6	6	6	17	28	34
c		Placing computer monitors so they can't be viewed by other patrons	27	31	30	19	17	23	28	29
d		Installing partitions between workstations	22	16	19	30	31	31	39	24
e		Having public computers in private rooms	11	7	12	18	15	11	4	10
f	2	Patrons are able to scan documents into digital formats	67	62	68	75	75	72	67	54
g	2	Wireless-enabled printers are available for patron owned devices	31	37	25	28	27	34	24	27
h	3	Video conferencing equipment is available for public use	20	22	16	22	15	22	14	10
i	3	Presentation equipment (e.g., projector, microphone, etc.) is available for public use	58	48	57	75	71	67	65	71
j	3	Multimedia production equipment (e.g. digital cameras, audio recorders, video cameras) is available for public use	13	16	11	15	4	11	16	10

Benchmark 10: Libraries manage their technology resources to maximize quality	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	50	**43**	**50**	**57**	**60**	**66**	**65**	**70**

10.1. The library actively manages Internet connectivity.	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	19	**15**	**18**	**21**	**22**	**25**	**25**	**29**
Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	The library knows the maximum available bandwidth speed available at each branch	86	85	83	87	87	94	96	100
b	1	Speed tests are performed on public computers to compare advertised and actual bandwidth speed	65	61	63	69	77	78	71	81
c	1	Alerts about connectivity problems are received in real time	64	82	62	63	64	77	73	93
d	2	Connectivity (up/down/ping) is continuously monitored at the network level for all branches	43	32	43	51	54	66	65	85
e	2	Traffic is monitored by packet type and volume	30	14	32	43	50	59	65	83
f	3	Library allocates bandwidth for library staff functions and public Internet access through separate data circuits or through hardware/software mechanisms to prioritize network traffic	40	22	46	61	52	61	65	63
g	3	Network bandwidth is shaped for quality of service	42	32	41	48	62	59	65	71

10.2. The library minimizes out-of-service devices.	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	18	**15**	**18**	**21**	**21**	**24**	**24**	**25**
Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	Library staff have access to a troubleshooting guide for network devices and peripherals, including call numbers and service provider information	72	69	73	78	75	73	73	81
b	1	A lockdown software program (e.g. Deepfreeze) is installed on public computers	74	58	81	88	83	95	84	90
c	1	The library uses a master image deployment and recovery (e.g. Clonezilla, Ghost) system for public computers	37	15	39	55	54	73	92	98
d	2	Cold spares are available to switch out downed devices with fresh hardware within a business day	30	15	30	39	56	64	59	68
e	2	The library has access to personnel with sufficient IT expertise to maintain the library's network and public technology systems	86	83	86	88	94	95	94	93
f	3	The library has at least one staff member located onsite with sufficient IT expertise to maintain the library's network and public technology systems	57	51	48	73	62	81	73	76

			National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
10.3. The library tracks key measures about public technology services for planning purposes.			**14**	**13**	**14**	**15**	**16**	**17**	**16**	**16**
Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
		The following metrics are tracked on an ongoing basis:								
a	1	Number of hours public devices are in use by patrons	74	67	73	82	87	88	90	88
b	1	Number of attendees in technology classes	71	54	77	84	90	94	94	90
c	1	Average wait times for public devices	39	37	44	36	40	47	35	34
d	2	Number of wireless sessions	44	44	41	42	44	55	55	71
e	3	Number of requests for one-on-one technology help	52	51	46	60	62	63	55	44

Benchmark 11: Libraries ensure participation in digital technology for people with disabilities	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	17	**16**	**16**	**17**	**21**	**20**	**20**	**20**

11.1. The library accommodates users with disabilities.	National average score	Peer 1 average score	Peer 2 average score	Peer 3 average score	Peer 4 average score	Peer 5 average score	Peer 6 average score	Peer 7 average score
	17	**16**	**16**	**17**	**21**	**20**	**20**	**20**

Attribute #	Level	Attribute	% Nationally	% Peer 1	% Peer 2	% Peer 3	% Peer 4	% Peer 5	% Peer 6	% Peer 7
a	1	At least one public terminal with equipment or programs that enable use by the visually impaired (e.g., screen readers, magnification, high contrast keyboards and displays) is available at all outlets	32	26	28	28	54	56	53	56
b	1	At least one public terminal that can be converted with equipment or programs to facilitate usage by people with motor and dexterity impairments (e.g., touch screens, trackballs, switches, voice-recognition software) is available at all outlets	17	16	11	22	23	28	24	24
c	1	The library has at least one workstation in each location that can accommodate a wheelchair or mobility vehicle	92	91	94	94	93	89	94	85
d	2	The library website is compliant with World Wide Web Consortium (W3C) disability standards as evidenced by the use of an online validation service	36	32	33	39	50	41	39	54
e	3	Specific accessibility goals are included in the strategic plan	19	19	17	15	27	22	24	29
f	3	Staff are provided with training at least annually for recognizing and serving patrons with disabilities	18	22	15	12	21	13	16	17