



edge

Assessment Workbook

EDGE ASSESSMENT WORKBOOK

Edge is a management toolkit that helps library leaders make data informed decisions to align their technology resources to community priorities. This workbook is designed to support libraries in preparing to take the Edge Assessment on the new Edge Benchmarking Platform. The workbook highlights the Assessment structure and data necessary to complete the Edge library profile and Assessment.

LIBRARY AND COMMUNITY PROFILE DATA

Libraries are encouraged to **review and update profile information** as the first step of the new Edge Benchmarking platform Prepare section. Library and community profile data is located in the Manage Organization section of the Edge platform.

Library profile data is uploaded from the 2016 IMLS Public Library Survey. Libraries can edit the data in the Edge system.

Community profile data is recommended information to support libraries in strategically planning to address the needs and opportunities in their communities. Libraries can find community profile data by using the following U.S. Census Bureau data tools:

- **American FactFinder Tool:** Find estimated number of school age children, high school graduation rate, percent of people living below poverty level and unemployment rate for your community.
<https://www.census.gov/acs/www/data/data-tables-and-tools/data-profiles/2016/>
- **“Why we Ask Questions About” section of the website:** Find estimated percent of homes with broadband by clicking on the “View Results” box next to the “Results from these questions” section header to find data for your community.
<https://www.census.gov/acs/www/about/why-we-ask-each-question/computer/>

ASSESSMENT

Libraries are encouraged to review the following Assessment guide to inform their data gathering process and response choices for the online Assessment.

The Assessment is divided into three strategic areas: Community Value, Engaging the Community and Decision Makers and Organizational Management.

The **Community Value** strategic area (77 total questions) addresses the specific programs, services and support the library offers that enable people to understand and use technology. Benchmarks in this section are:

- Benchmark 1: Digital Skills
- Benchmark 2: Economic Opportunity
- Benchmark 3: Civic Engagement
- Benchmark 4: Education
- Benchmark 5: Health

The **Engaging the Community and Decision Makers** strategic area (39 total questions) addresses practices the library utilizes to understand community needs, determine the results of programs and services provided to the community and engage with the community and community leaders. Benchmarks in this section are:

- Benchmark 6: Understanding Community Needs and Outcomes
- Benchmark 7: Leadership
- Benchmark 8: Relationships with Community Leaders

The **Organizational Management** strategic area (49 total questions) addresses the library organizational management and infrastructure to fulfill the library’s role as a leading learning and information center in the community. Benchmarks in this section are:

- Benchmark 9: Technology Planning, Policies and Availability
- Benchmark 10: Staff Digital Experience

The following guide identifies the Assessment questions, response choices and question formats libraries will experience in the online Assessment.

BENCHMARK 1: DIGITAL SKILLS

INDICATOR 1.1: CLASSES OR INSTRUCTION ON DIGITAL SKILLS

1.1.1 The library has classes or instruction for:

	Yes	No	In Progress
Basic computer skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office productivity software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the internet for search	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information literacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online safety, privacy and security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multimedia production	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User-owned devices, such as eReaders, iPods, tablets, smartphones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital skills that are available in languages other than English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helping people determine whether information is trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer Yes if you have regularly scheduled classes or instructional materials for the listed technology topic.

Answer No if you do not and/or do not plan to offer classes or instructional materials for the listed technology topic.

Answer In Progress if you are planning to or in the process of developing a class schedule or instructional materials for the listed technology topic.

INDICATOR 1.2: INDIVIDUAL HELP FOR DIGITAL SERVICES

1.2.1 The library offers one-on-one technology support for users on demand at all locations.

☐ Yes ☐ No ☐ In Progress

Answer Yes if you have library staff that can provide patrons one-on-one, on-demand technology support.

Answer No if you do not and/or do not plan to have library staff available to provide patrons with one-on-one, on-demand technology support.

Answer In Progress if you are planning to have library staff available to provide patrons with one-on-one, on-demand technology support.

1.2.2 The library offers one-on-one technology support for users by appointment at all locations.

☐ Yes ☐ No ☐ In Progress

Answer Yes if you allow patrons to schedule a one-on-one appointment with library staff to provide technology support.

Answer No if you do not and/or do not plan to allow patrons to make appointments with library staff to provide one-on-one technology support.

Answer In Progress if you are planning to or developing a process for library staff to provide one-on-one technology support on an appointment basis.

1.2.3 The library offers one-on-one technology support in at least one location for:

	Yes	No	In Progress
User-owned devices (e.g., eReaders, tablets, smartphones)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital tools, software, digital services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1.2.4 The library offers one-on-one technology support:

	Yes	No	In Progress
In languages other than English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To help seniors use digital resources, programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To help limited English speakers use digital resources, programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To help people with cognitive and physical disabilities use digital resources, programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

INDICATOR 1.3: ACCESS TO DIGITAL TOOLS

1.3.1 Users have the ability to retrieve and store data to portable devices while using computers at all locations.

☐ Yes ☐ No ☐ In Progress

1.3.2 The library's website makes it possible to access:

	Yes	No	In Progress
Downloadable e-books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downloadable audiobooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Streamable video	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downloadable interactive language learning tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer Yes if you have library staff that can provide patrons one-on-one technology support for the listed item.

Answer No if you do not and/or do not plan to have library staff available to provide patrons with one-on-one technology support for the listed item.

Answer In Progress if you are planning to have library staff available to provide patrons with one-on-one technology support for the listed item.

Answer Yes if you have library staff that can provide patrons one-on-one technology support for the listed item.

Answer No if you do not and/or do not plan to have library staff available to provide patrons with one-on-one technology support for the listed item.

Answer In Progress if you are planning to have library staff available to provide patrons with one-on-one technology support for the listed item.

Answer Yes if your library allows users to use personal portable devices to access and save content on all public computers

Answer No if your library prohibits users from using their personal portable devices to access or save content

Answer In Progress if your library is in the process of permitting users to use personal portable devices to access and save content

Answer Yes if your library offers patrons the ability to access the listed resource in at least one location

Answer No if your library does not provide the listed resource at any location

Answer In Progress if your library is in the process of providing the listed resource in at least one location

1.3.3 The library makes available:

	Yes	No	In Progress
Photo editing software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video/audio recording and editing software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Videoconferencing equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3-D printers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presentation equipment (e.g., projector, microphone)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multimedia production equipment (e.g., digital cameras, audio recorders, video cameras)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web development and coding software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1.3.4 The library:

	Yes	No	In Progress
Provides a digital archive for local content creators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides users with the tools to scan, digitize or preserve personal items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides wireless-enabled printers available for user-owned devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loans internet-enabled devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loans Wi-Fi hot spots	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selects and organizes online resources about available home broadband and wireless services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides real-time reference services through text messaging, Skype, Twitter, chat or other interactive applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1.3.5 The library has at least one public terminal with assistive technology that addresses the needs of:

	Yes	No	In Progress
People with visual impairments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People with motor and dexterity impairments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Those needing accommodation of wheelchair or mobility vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People who are hearing impaired	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer *Yes* if your library offers patrons the ability to access the listed resource in at least one location.

Answer *No* if your library does not provide the listed resource at any location.

Answer *In Progress* if your library is in the process of providing the listed resource in at least one location.

Answer *Yes* if your library provides the listed item in at least one location.

Answer *No* if your library does not provide the public with the listed item at any location.

Answer *In Progress* if your library is in the process of providing the listed item in at least one location.

Answer *Yes* if your library has assistive technology in place for the listed population.

Answer *No* if your library does not have assistive technology for the listed population at any location.

Answer *In Progress* if your library is planning to install assistive technology for the listed population.

1.3.6 The library uses an online validation service to demonstrate compliance with World Wide Web Consortium (WW3) accessibility standards.

☐ Yes ☐ No ☐ In Progress

1.3.7 How often do library users run out of the time allotted to them in a given day to use the internet on the library's computers?

☐ Often ☐ Sometimes ☐ Rarely

1.3.8 How often do library users have to wait to borrow internet-enabled devices for use outside the library due to a limited number of available devices?

☐ Often ☐ Sometimes ☐ Rarely ☐ Not Offered

INDICATOR 1.4: AWARENESS OF DIGITAL TOOLS

1.4.1 The library has signage about:

	Yes	No	In Progress
Digital tools, peripheral equipment and resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital tools, peripheral equipment and resources in the languages spoken in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital tools, peripheral equipment and resources in braille	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer Yes if your library does use a validation service that meets the WW3 standards.

Answer No if your library does not use a validation service and does not meet the WW3 standards.

Answer In Progress if your library is in the process of implementing a validation service that meets the WW3 standards.

Answer Often if users frequently are unable to complete their work during their session and need to extend their time.

Answer Sometimes if users occasionally are unable to complete their work during their session and need to extend their time.

Answer Rarely if users almost always complete their work during their session.

Answer Often if users frequently have to wait to borrow internet-enabled devices.

Answer Sometimes if users occasionally have to wait to borrow internet-enabled devices.

Answer Rarely if the library almost always have enough internet-enabled devices that users can borrow.

Answer Not Offered if the library does not provide internet-enabled devices outside of the library or if your library does not have internet-enabled devices.

Answer Yes if your library provides promotional materials about digital tools, peripheral equipment and resources in the listed form at all applicable locations. (For a, this is resources that are English language only).

Answer No if your library does not provide promotional materials about digital tools, peripheral equipment and resources in the listed form.

Answer In Progress if your library is in the process of developing promotional materials about digital tools, peripheral equipment and resources in the listed form at all applicable locations.

1.4.2 The library sends announcements (e.g., email, newsletter or social media announcements) to users about available digital tools, peripheral equipment and resources.

☐ Yes ☐ No ☐ In Progress

Answer Yes if your library distributes announcements to users about digital tools, peripheral equipment and resources available.

Answer No if your library does not distribute announcements to users about digital tools, peripheral equipment and resources available.

Answer In Progress if your library is developing a process to distribute announcements to users about digital tools, peripheral equipment and resources available.

INDICATOR 1.5: CONTENT CREATION

1.5.1 Users create the following kinds of content using library digital tools:

	Yes	No
Videos	<input type="radio"/>	<input type="radio"/>
Podcasts	<input type="radio"/>	<input type="radio"/>
Objects or materials using 3-D printers	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>
Reports or written material for school assignments	<input type="radio"/>	<input type="radio"/>
Web pages	<input type="radio"/>	<input type="radio"/>
Software	<input type="radio"/>	<input type="radio"/>

Answer Yes if your library has the tools and enables community members to create the listed type of content.

Answer No if your library does not have the tools to and/or does not enable community members to create the listed type of content.

BENCHMARK 2: ECONOMIC OPPORTUNITY

INDICATOR 2.1: JOB SKILLS, WORKFORCE DEVELOPMENT, ENTREPRENEURSHIP

2.1.1 The library selects and organizes online resources:

	Yes	No	In Progress
For job search, building workforce skills or professional certification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For small business development and entrepreneurship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For career testing preparation resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That guide users to government websites and government data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer Yes if your library provides patrons with online access for the listed resource.

Answer No if your library does not provide online access for the listed resource.

Answer In Progress if your library is in the process of providing patrons with online access for the listed resource.

2.1.2 At least quarterly, the library holds classes, either online or at the library facility, on:

	Yes	No	In Progress
Job search, building workforce skills, or professional certification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Small business development and entrepreneurship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer Yes if your library provides an in-person or virtual class for patrons on the listed topic at least quarterly.

Answer No if your library does not host classes for patrons on the listed topic or if your library provides in-person or virtual classes less than quarterly.

Answer In Progress if your library is planning to schedule quarterly in-person or virtual classes for patrons on the listed topic.

BENCHMARK 3: CIVIC ENGAGEMENT

INDICATOR 3.1: EGOV, LEGAL ASSISTANCE, CITIZENSHIP

3.1.1 Users take advantage of online library resources that:

	Yes	No
Guide them to government websites (e.g., eGov)	<input type="radio"/>	<input type="radio"/>
Guide them to online legal research or legal assistance	<input type="radio"/>	<input type="radio"/>
Guide them to information on how to become a citizen	<input type="radio"/>	<input type="radio"/>

Answer Yes if your library provides online resources that patrons use to navigate the listed item.

Answer No if your library does not provide online resources and/or patrons do not use the resource for the listed item.

3.1.2 At least quarterly, the library holds classes, either online or at the library facility, on how to:

	Yes	No	In Progress
Use online government resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Become a citizen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer Yes if your library provides an in-person or virtual class for patrons on the listed topic at least quarterly.

Answer No if your library does not host classes for patrons on the listed topic or if your library provides in-person or virtual classes less than quarterly.

Answer In Progress if your library is planning to schedule quarterly in-person or virtual classes for patrons on the listed topic.

BENCHMARK 4: EDUCATION

INDICATOR 4.1 EARLY LITERACY, HOMEWORK, LIFELONG LEARNING

4.1.1 The library makes available:

	Yes	No	In Progress
A selection of organized online resources related to homework help, research and information literacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A selection of organized online resources about college selection and financial aid for students, parents or guardians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational testing preparation (e.g., GED, SAT, GRE, GMAT, TOEFL) through the library's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online exam proctoring services and software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4.1.2 The library holds classes, at least on a quarterly basis, on using or navigating online educational content resources.

☐ Yes ☐ No ☐ In Progress

4.1.3 Parents, caregivers and children participate in online early literacy games or read-along programs at the library or using the library's website.

☐ Yes ☐ No

4.1.4 Users take ESL and foreign language classes through online programs or classes held at the library.

☐ Yes ☐ No

Answer Yes if your library maintains online resources and offers services to community members for the listed item.

Answer No if your library does not maintain online resources or provides services to community members for the listed item.

Answer In Progress if your library is in the process of developing online resources and offering support services in the library to community members for the listed item.

Answer Yes if your library provides an in-person or virtual class for patrons on online educational content.

Answer No if your library does not host classes for patrons online educational content or if your library provides in-person or virtual classes less than quarterly.

Answer In Progress if your library is planning to schedule quarterly in-person or virtual classes for patrons on online educational content.

Answer Yes if your library hosts at a library location or online early literacy games and read-along programs for parents, caregivers, and children.

Answer No if your library does not host at a library location or online early literacy games and read-along programs for parents, caregivers, and children.

Answer Yes if your library hosts at a library location or online ESL and foreign language classes.

Answer No if your library does not host at a library location or online ESL and foreign language classes.

BENCHMARK 5: HEALTH

INDICATOR 5.1: HEALTH AND WELLNESS

5.1.1 Library users are able to:

	Yes	No
Consult a selection of organized online resources to learn about medical conditions, procedures and prescriptions, and wellness	<input type="radio"/>	<input type="radio"/>
Consult medical databases through the library website	<input type="radio"/>	<input type="radio"/>
Take classes, at least quarterly, on using online health and wellness resources, including electronic health care	<input type="radio"/>	<input type="radio"/>

5.1.2 The library selects or organizes digital resources to help people:

	Yes	No	In Progress
Find out about local doctors or health care providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learn about options for obtaining health insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enroll in health insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer Yes if your library provides online resources that patrons use to navigate the listed item.

Answer No if your library does not provide online resources and/or patrons do not use the resource for the listed item.

Answer Yes if your library collects and maintains the listed health and wellness item virtually.

Answer No if your library does not provide the listed health and wellness item virtually.

Answer In Progress if your library is in the process of gathering the listed health and wellness item virtually.

BENCHMARK 6: UNDERSTANDING COMMUNITY NEEDS AND OUTCOMES

INDICATOR 6.1 COMMUNITY AND USER ENGAGEMENT

6.1.1 In order to understand community needs:

	Yes	No	In Progress
Questions about community digital needs are included in a library-sponsored needs assessment tool.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library conducts focus groups or forums with community members and users on the community's digital services, programs, tools and resource needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library conducts a community needs assessment for technology resources in languages other than English.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library conducts a community needs assessment for technology resources for people with disabilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A local government assessment tool asks community members about library digital services, programs, tools and resource needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library asks community members and library users to test prototypes of digital services, programs, tools and resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer Yes if your library conducts the listed activity to understand and measure community needs.

Answer No if your library does not conduct the listed activity to understand and measure community needs.

Answer In Progress if your library is planning to conduct the listed activity to understand and measure community needs.

6.1.2 The library updates digital services, programs, tools and resources based on the result of the library's efforts to understand community needs.

☐ Yes ☐ No

6.1.3 The library updates digital services, programs, tools and resources based on users' feedback and requests.

☐ Yes ☐ No

INDICATOR 6.2 ASSESSMENT

6.2.1 Does the library have a program in place to determine the results of the programs and services it provides its users and community?

☐ Yes ☐ No ☐ In Progress

6.2.2 Identify whether your library engages in activities to determine the results of the library's programs or resources on patrons':

	Yes	No	In Progress
Digital skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to protect their online privacy and security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to find a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of workforce preparedness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of health or wellness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational attainment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to pursue artistic or creative activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to create and distribute digital content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer Yes if your library uses its community needs assessment process to inform the update of digital services, programs, tools and resources.

Answer No if your library does not use a community needs assessment process to inform the update digital services, programs, tools and resources.

Answer Yes if your library has a user feedback process to help inform digital services, programs, tools and resources updates.

Answer No if your library does not have a user feedback process to help inform digital services, programs, tools and resources updates.

Answer Yes if your library has an established program to track the effects of its programs and services on those they serve.

Answer No if your library does not have an established program to track the effects of its programs and services.

Answer In Progress if your library is in the process of designing a program that will allow it to track the effects of its programs and services.

Answer Yes if your library collects information that provides insight on how the library's programs or resources effected patrons' ability or knowledge in the listed area.

Answer No if your library does not collect information that provides insight on how the library's programs or resources effected patrons' ability or knowledge in the listed area.

Answer In Progress if your library is designing a method to collect information that will provide insight on how the library's programs or resources effected patrons' ability or knowledge in the listed area.

6.2.3 How does the library determine the results of library programs or resources?

	Yes	No
Project outcome	<input type="radio"/>	<input type="radio"/>
Partnerships with local universities	<input type="radio"/>	<input type="radio"/>
Tools the library has developed	<input type="radio"/>	<input type="radio"/>

6.2.4 The library has a program in place to formally assess the outcomes and impacts of the library's programs or resources?

☐ Yes ☐ No ☐ In Progress

6.2.5 The library keeps track of the use of the following?

	Yes	No	In Progress
Databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hot spots	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer Yes if the library uses the listed format as a way to assess the effectiveness of programs or resources.

Answer No if the library does not use the listed format as a way to assess the effectiveness of programs or resources.

Answer Yes if the library has an evaluation method to assess the community outcomes and impact (e.g. increased school readiness, improved health outcomes, etc.) of its programs and resources.

Answer No if the library does not have an evaluation method to assess the community impact (e.g. increased school readiness, improved health outcomes, etc.) of its programs and resources.

Answer In Progress if the library is developing an evaluation method to assess the community outcomes and impact (e.g. increased school readiness, improved health outcomes, etc.).

Answer Yes if the library has a process in place to track use of the listed item.

Answer No if the library does not have a process in place to track use of the listed item.

Answer In Progress if the library is developing a process to track use of the listed item.

BENCHMARK 7: LEADERSHIP

INDICATOR 7.1 LIBRARY THOUGHT LEADERSHIP

7.1.1 Libraries leaders and staff:

	Yes	No	In Progress
Make at least one presentation annually at professional gatherings on the library's efforts to help library users improve digital skills, learn about new technologies, understand their personal data or improve information literacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participate in initiatives, such as those involving state libraries or library consortia, that seek to improve the digital programs libraries offer or digital capabilities of libraries themselves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaborate on grant and other funding opportunities with a community organization for initiatives to improve digital access, skills and information literacy for community members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consult with community leaders and others on initiatives to improve digital skills, digital programs (e.g., using technology for job search) or network access for the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer Yes if library leadership and staff conduct the listed external activity.

Answer No if library leadership and staff do not conduct the listed external activity.

Answer In Progress if your library leadership and staff plan to conduct the listed external activity but have not to date.

BENCHMARK 8: RELATIONSHIPS WITH COMMUNITY LEADERS

INDICATOR 8.1: OUTREACH TO COMMUNITY LEADERS AND PARTNERS

8.1.1 In its outreach to community leaders and partners, the library:

	Yes	No
Shares training resources and curricula with other libraries or community-based organizations	<input type="radio"/>	<input type="radio"/>
Maintains a list of community organizations to help distribute materials about library digital services, programs, tools and resources	<input type="radio"/>	<input type="radio"/>
Maintains a list of community organizations that offer digital services and resources to easily refer community members for additional services	<input type="radio"/>	<input type="radio"/>
Have a list of local media contacts and updates it at least annually	<input type="radio"/>	<input type="radio"/>
Conducts outreach to local media at least quarterly through one-on-one meetings, press releases, op-eds or media events at the library	<input type="radio"/>	<input type="radio"/>
Partners with corporate foundations, private foundations, community nonprofit organizations and other institutions to support digital programs	<input type="radio"/>	<input type="radio"/>
Partners with corporate foundations, private foundations, community nonprofit organizations and other institutions in its outreach on digital services, programs, tools and expertise	<input type="radio"/>	<input type="radio"/>

Answer Yes if the library conducts the listed activity with its community leaders and partners.

Answer No if the library does not conduct the listed activity with its community leaders and partners.

8.1.2 Library leaders or staff do the following things with respect to community outreach:

	Yes	No
Library leaders attend meetings of local elected governing bodies within their legal service area at least annually.	<input type="radio"/>	<input type="radio"/>
A library representative makes a presentation at least annually to a community-based organization (e.g., Kiwanis, Chamber of Commerce) on the library's digital services and tools.	<input type="radio"/>	<input type="radio"/>
At least one library representative sits on the board of a key community-based organization.	<input type="radio"/>	<input type="radio"/>
Library leadership effectively communicates community priorities to library staff.	<input type="radio"/>	<input type="radio"/>
Library leaders communicate the outcomes and impact of the library's digital programs to local government officials.	<input type="radio"/>	<input type="radio"/>
Library leaders communicate the findings of efforts to understand the results of library's digital services, programs, tools and expertise to partners (e.g., companies, nonprofits, schools).	<input type="radio"/>	<input type="radio"/>

8.1.3 At least one leader from a community-based organization serves on a library committee or governing board.

☐ Yes ☐ No

Answer Yes if library personnel participate in the listed community outreach activity.

Answer No if library personnel do not participate in the listed community outreach activity.

Answer Yes if your library has at least one-community organization represented on its board or a committee.

Answer No if your library does not have a community-organization represented on its board or a committee.

BENCHMARK 9: TECHNOLOGY PLANNING, POLICIES AND AVAILABILITY

INDICATOR 9.1 TECHNOLOGY PLANNING

9.1.1 The library has a technology management plan?

☐ Yes ☐ No ☐ In Progress

Answer Yes if the library has a plan that governs the planning, management and operations of the technology infrastructure.

Answer No if the library does not have plan to govern the planning, management and operations of the technology infrastructure.

Answer In Progress if the library is in the process of developing a plan to govern the planning, management and operations of the technology infrastructure.

Skip this question if you answered **No** to 9.1.1

9.1.2 The library's technology plan has accessibility goals.

☐ Yes ☐ No ☐ In Progress

Skip this question if you answered **No** to 9.1.2 or 9.1.1

9.1.3 The library annually updates its accessibility goals.

☐ Yes ☐ No

9.1.4 The library has:

	Yes	No	In Progress
A software and hardware replacement plan with a three to five year refresh cycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A user privacy plan that has practices to ensure security of user data, including clearing online session data from public computers and procedures for handling sensitive information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Network security practices for timely application of updates and patches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Processes for system recovery to ensure continuity of services in the event of catastrophic technology failure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Processes to provide technology services to the community in the event of a disaster or other community emergency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9.1.5 The library annually updates its BYOD and device lending policies.

☐ Yes ☐ No ☐ In Progress

Answer Yes if the library includes a component within the technology plan that sets specific goals for accommodating users with disabilities.

Answer No if the library does not include a component within the technology plan that sets specific goals for accommodating users with disabilities.

Answer In Progress if the library is in the process of developing accessibility goals for the library's technology plan.

Answer Yes if the accessibility goals in the library's technology plan are updated at least once a year.

Answer No if the accessibility goals in the library's technology plan are not updated at least once a year.

Answer Yes if the library has the listed policy/procedure/practice in place.

Answer No if the library does not have the listed policy/procedure/practice in place.

Answer In Progress if the library is in the process of developing the listed policy/procedure/practice.

Answer Yes if the library's policies for bring your own devices and lending devices to patrons are updated at least once a year to ensure they are current and relevant.

Answer No if the library does not update its bring your own devices and lending devices to patrons are updated at least once a year.

Answer In Progress if the library updates its policies on an ad-hoc basis or does not have a plan to update policies.

9.1.6 The library's technology management plan is available for all staff to consult.

☐ Yes ☐ No ☐ In Progress

INDICATOR 9.2 DIGITAL SERVICES AND PROGRAMS PLANNING

9.2.1 The library's strategic plan includes goals aimed at helping users improve digital skills, understand their personal data or improve information literacy.

☐ Yes ☐ No ☐ In Progress

9.2.2 The library's strategic plan includes goals for library staff to stay up to date with the latest developments in information and communications technology.

☐ Yes ☐ No ☐ In Progress

Answer Yes if library staff have readily available access to the technology management plan.

Answer No if library staff do not have access to the technology management plan.

Answer In Progress if the library is in the process of making the plan readily available for all staff.

Answer Yes if the library's strategic plan sets specific target goals to improve users digital skills, knowledge of personal data, and information literacy.

Answer No if the library's strategic plan does not have specific target goals to improve users digital skills, knowledge of personal data, and information literacy.

Answer In Progress if the library's strategic plan mentions improving users digital skills, knowledge of personal data, and information literacy but does not specify the target goal for improvement.

Answer Yes if the library's strategic plan sets specific target goals for staff to have current and relevant knowledge of recent technological developments.

Answer No if the library's strategic plan does not have specific target goals for staff to have current and relevant knowledge of recent technological developments.

Answer In Progress if the library's strategic plan mentions staff having current and relevant knowledge of recent technological developments but does not specify a target goal.

9.2.3 The library has explicit policies for technology product and service partnerships.

☐ Yes ☐ No ☐ In Progress

Answer Yes if the library has clear, written policies for developing partnerships with vendors and other external groups for technology products and services.

Answer No if the library does not have policies for developing partnerships with vendors and other external groups for technology products and services.

Answer In Progress if the library is in the process of developing clear, written policies for developing partnerships with vendors and other external groups for technology products and services.

INDICATOR 9.3: TECHNOLOGY MANAGEMENT

9.3.1 When it comes to managing its internal technology capabilities, the library:

	Yes	No	In Progress
Conducts speed tests on public computers to compare actual and advertised bandwidth speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responds to alerts about connectivity problems in a timely way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitors in real time connectivity (up/down/ping) at the network level for all locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allocates bandwidth for library staff functions and public internet access through separate data circuits in some locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uses session management software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makes available to staff a troubleshooting guide for network devices and peripherals, including call numbers and service provider information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uses a master image deployment and recovery system (e.g., Clonezilla, Ghost) for public computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has a lockdown software program (e.g., Deepfreeze) installed on public computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has cold spares available to switch out downed devices with fresh hardware within a business day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer Yes if the library conducts the listed function to manage its internal technology capabilities.

Answer No if the library does not conduct the listed function to manage its internal technology capabilities.

Answer In Progress if the library is planning to conduct the listed function to manage its internal technology capabilities.

9.3.2 With respect to the library's network capabilities:

	Yes	No	In Progress
The wireless network signal extends to all public areas of the library at all locations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library has access to personnel with sufficient IT expertise to maintain its network and public technology systems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library has at least one staff member located onsite with sufficient IT expertise to maintain the library's network and public technology systems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

INDICATOR 9.4 DIGITAL SERVICES AND PROGRAM TRACKING

9.4.1 For library web resources, staff:

	Yes	No	In Progress
Checks web links at least monthly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reviews library analytics (e.g., number of website and social media visitors, traffic types, popular pages, referrals, retweets) at least quarterly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reviews subscription content (e.g., EBSCO databases, Freegal Music, Learning Express, Lynda.com) usage reports at least quarterly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9.4.2 With respect to metrics for library digital resources, staff records metrics of:

	Yes	No	In Progress
Hours public devices are in use by users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of attendees in digital classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wait times for public devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of requests for one-on-one technology help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of Wi-Fi sessions initiated by users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer Yes if the library meets the listed capability.

Answer No if the library does not meet the listed capability.

Answer In Progress if the library is developing a process for meeting the listed capability.

Answer Yes if library staff reviewing the listed item in timeline identified.

Answer No if library staff do not review the listed item or review the item in timeline identified.

Answer In Progress if library staff are developing a process to review the listed item in timeline identified.

Answer Yes if the library staff record the listed metric.

Answer No if the library staff does not record the listed metric.

Answer In Progress if the library staff is planning to record the listed metric.

BENCHMARK 10: STAFF DIGITAL EXPERTISE

INDICATOR 10.1: STAFF DIGITAL KNOWLEDGE

10.1.1 Public service staff job descriptions contain digital competencies and responsibilities.

☐ Yes ☐ No ☐ In Progress

Answer *Yes* if library job descriptions include the necessary digital skills and responsibilities required for all public service staff positions.

Answer *No* if library job descriptions does not include the necessary digital skills and responsibilities required for all public service staff positions.

Answer *In Progress* if the library is working on adding digital skills and responsibilities to all public service staff positions.

10.1.2 The annual evaluation of public service staff performance includes digital services, programs, tools and competency goals.

☐ Yes ☐ No ☐ In Progress

Answer *Yes* if a portion of the library's public service staff performance review focuses on digital skills and competencies.

Answer *No* if the library's public service staff performance review does not include digital skills and competencies.

Answer *In Progress* if the library is planning to add digital skills and competencies to public service staff performance review.

10.1.3 How many public service staff are able to answer basic questions about the library's technology and digital resources:

☐ Most ☐ About Half ☐ Few

Answer *Most* if more than 75 percent of public service staff are able to answer basic questions about digital technology and resources.

Answer *About Half* if between 50 and 75 percent of public service staff are able to answer basic questions about digital technology and resources.

Answer *Few* if less than 50 percent of public service staff are able to answer basic questions about digital technology and resources.

10.1.4 How many public service staff are able to answer intermediate questions about the library's technology and digital resources:

☐ Most ☐ About Half ☐ Few

Answer *Most* if more than 75 percent of public service staff are able to answer intermediate questions about digital technology and resources.

Answer *About Half* if between 50 and 75 percent of public service staff are able to answer intermediate questions about digital technology and resources.

Answer *Few* if less than 50 percent of public service staff are able to answer intermediate questions about digital technology and resources.

10.1.5 How many public service staff are able to answer advanced questions about the library's technology and digital resources:

☐ Most ☐ About Half ☐ Few

10.1.6 To enhance the staff's levels of digital capabilities, the library:

	Yes	No	In Progress
Participates in or facilitates formal or informal mentorship programs related to digital skills or access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers a collection of current technology devices and loans them to staff for professional development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides training at least annually to help serve users with limited accessibilities (e.g., physical disabilities, cognition challenges, seniors)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides training at least annually on how to protect the online privacy and security of library users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10.1.7 The library evaluates staff's preparedness to serve digital needs of library users.

☐ Yes ☐ No ☐ In Progress

Answer *Most* if more than 75 percent of public service staff are able to answer advanced questions about digital technology and resources.

Answer *About Half* if between 50 and 75 percent of public service staff are able to answer advanced questions about digital technology and resources.

Answer *Few* if less than 50 percent of public service staff are able to answer advanced questions about digital technology and resources.

Answer *Yes* if the library offers the listed item to help staff develop their digital skills and competencies.

Answer *No* if the library does not offer the listed item to help staff develop their digital skills and competencies.

Answer *In Progress* if the library is working on offering staff professional development or resources to enhance their digital skills and competencies.

Answer *Yes* if the library has a formal process to evaluate staff's ability to serve library users digital needs.

Answer *No* if the library does not have a formal process to evaluate staff's ability to serve library users digital needs.

Answer *In Progress* if the library is planning a formal process to evaluate staff's ability to serve library users digital needs.

INDICATOR 10.2 STAFF THOUGHT LEADERSHIP AND PARTICIPATION

10.2.1 Library staff:

	Yes	No	In Progress
Receives recognition for participating in knowledge-sharing forums on libraries' digital programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participates in the design, evaluation and implementation of digital services, programs and tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participates in internal initiatives to improve the community's digital skills and access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participates externally with partners, community organizations or professional associations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participates in emerging technology and digital applications initiatives in the community (e.g., new eGovernment portals, community technology centers, technology programs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer **Yes** if library staff are provided the listed opportunity.

Answer **No** if library staff are not provided the listed opportunity.

Answer **In Progress** if the library is working on offering staff the listed opportunity.