



Peer Comparison Report

SHERWOOD PUBLIC LIBRARY

February 2022 Assessment

The below data offers a snapshot of how your Edge Assessment results compare to other Edge libraries, filtered by custom groupings. *Please note: the custom-filtered report requires data from at least five libraries to generate results. Custom comparison results do not reflect statistically representative user data.*

COMPARED BY: \$1M to \$2.5M

	YOUR LIBRARY RESULTS	\$1M TO \$2.5M AVERAGE RESULTS	POSSIBLE TOTAL
Community Value	▲ 337	230	454
BENCHMARK 1: DIGITAL SKILLS	▲ 264	166	328
1.1 Classes or instruction on digital skills	▲ 63	34	67

	YOUR LIBRARY RESULTS	\$1M TO \$2.5M AVERAGE RESULTS	POSSIBLE TOTAL
1.1.1 The library has classes or instruction for: Basic computer skills Office productivity software Using the internet for search Information literacy Online safety, privacy and security Social media Multimedia production User-owned devices, such as eReaders, iPods, tablets, smartphones Digital skills that are available in languages other than English Helping people determine whether information is trustworthy	▲ 63	34	67
1.2 Individual help for digital services	▲ 55	37	55
1.2.1 The library offers one-on-one technology support for users on demand at all locations.	3	3	3
1.2.2 The library offers one-on-one technology support for users by appointment at all locations.	▲ 6	5	6
1.2.3 The library offers one-on-one technology support in at least one location for: User-owned devices (e.g., eReaders, tablets, smartphones) Digital tools, software, digital services	▲ 12	11	12
1.2.4 The library offers one-on-one technology support: In languages other than English To help seniors use digital resources, programs and services To help limited English speakers use digital resources, programs and services To help people with cognitive and physical disabilities use digital resources, programs and services	▲ 34	18	34
1.3 Access to digital tools	▲ 110	67	141
1.3.1 Users have the ability to retrieve and store data to portable devices while using computers at all locations.	3	3	3

	YOUR LIBRARY RESULTS	\$1M TO \$2.5M AVERAGE RESULTS	POSSIBLE TOTAL
<p>1.3.2 The library's website makes it possible to access:</p> <ul style="list-style-type: none"> Downloadable e-books Downloadable audiobooks Streamable video Downloadable interactive language learning tools 	▲ 18	15	18
<p>1.3.3 The library makes available:</p> <ul style="list-style-type: none"> Photo editing software Video/audio recording and editing software Videoconferencing equipment 3-D printers Presentation equipment (e.g., projector, microphone) Multimedia production equipment (e.g., digital cameras, audio recorders, video cameras) Web development and coding software 	▲ 31	16	40
<p>1.3.4 The library:</p> <ul style="list-style-type: none"> Provides a digital archive for local content creators Provides users with the tools to scan, digitize or preserve personal items Provides wireless-enabled printers available for user-owned devices Loans internet-enabled devices Loans Wi-Fi hotspots Selects and organizes online resources about available home broadband and wireless services Provides real-time reference services through text messaging, Skype, Twitter, chat or other interactive applications 	▲ 34	15	46
<p>1.3.5 The library has at least one public terminal with assistive technology that addresses the needs of:</p> <ul style="list-style-type: none"> People with visual impairments People with motor and dexterity impairments Those needing accommodation of wheelchair or mobility vehicles People who are hearing impaired 	▲ 12	10	18
<p>1.3.6 The library uses an online validation service to demonstrate compliance with World Wide Web Consortium (WW3) accessibility standards.</p>	▼ 0	1	3
<p>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?</p>	▲ 6	5	6

	YOUR LIBRARY RESULTS	\$1M TO \$2.5M AVERAGE RESULTS	POSSIBLE TOTAL
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?	▲ 6	1	6
1.4 Awareness of digital tools	▲ 11	7	15
1.4.1 The library has signage about: Digital tools, peripheral equipment and resources Digital tools, peripheral equipment and resources in the languages spoken in the community Digital tools, peripheral equipment and resources in braille	▲ 5	3	9
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.	▲ 6	5	6
1.5 Content creation	▲ 25	21	49
1.5.1 Users create the following kinds of content using library digital tools: Videos Podcasts Objects or materials using 3-D printers Blogs Reports or written material for school assignments Web pages Software	▲ 25	21	49
BENCHMARK 2: ECONOMIC OPPORTUNITY	▲ 25	21	37
2.1 Job skills, workforce development, entrepreneurship	▲ 25	21	37
2.1.1 The library selects and organizes online resources: For job search, building workforce skills or professional certification For small business development and entrepreneurship For career testing preparation resources That guide users to government websites and government data	▲ 25	18	25

	YOUR LIBRARY RESULTS	\$1M TO \$2.5M AVERAGE RESULTS	POSSIBLE TOTAL
2.1.2 At least quarterly, the library holds classes, either online or at the library facility, on: Job search, building workforce skills, or professional certification Small business development and entrepreneurship	▼ 0	3	12
BENCHMARK 3: CIVIC ENGAGEMENT	▲ 12	11	25
3.1 eGov, legal assistance, citizenship	▲ 12	11	25
3.1.1 Users take advantage of online library resources that: Guide them to government websites (e.g., eGov) Guide them to online legal research or legal assistance Guide them to information on how to become a citizen	▼ 9	10	15
3.1.2 At least quarterly, the library holds classes, either online or at the library facility, on how to: Use online government resources Become a citizen	▲ 3	1	9
BENCHMARK 4: EDUCATION	20	20	34
4.1 Early literacy, homework, lifelong learning	20	20	34
4.1.1 The library makes available: A selection of organized online resources related to homework help, research and information literacy A selection of organized online resources about college selection and financial aid for students, parents or guardians Educational testing preparation (e.g., GED, SAT, GRE, GMAT, TOEFL) through the library's website Online exam proctoring services and software	▲ 17	13	18
4.1.2 The library holds classes, at least on a quarterly basis, on using or navigating online educational content resources.	▼ 0	1	6
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.	3	3	3

	YOUR LIBRARY RESULTS	\$1M TO \$2.5M AVERAGE RESULTS	POSSIBLE TOTAL
4.1.4 Users take ESL and foreign language classes through online programs or classes held at the library.	▼ 0	4	6
BENCHMARK 5: HEALTH	▲ 17	11	31
5.1 Health and wellness	▲ 17	11	31
5.1.1 Library users are able to: Consult a selection of organized online resources to learn about medical conditions, procedures and prescriptions, and wellness Consult medical databases through the library website Take classes, at least quarterly, on using online health and wellness resources, including electronic health care	▲ 9	8	15
5.1.2 The library selects or organizes digital resources to help people: Find out about local doctors or health care providers Learn about options for obtaining health insurance Enroll in health insurance	▲ 8	3	15
Engaging the Community and Decision Makers	▲ 204	129	267
BENCHMARK 6: UNDERSTANDING COMMUNITY NEEDS	▲ 124	51	159
6.1 Community and user engagement	▲ 41	23	64
6.1.1 In order to understand community needs: Questions about community digital needs are included in a library-sponsored needs assessment tool. The library conducts focus groups or forums with community members and users on the community's digital services, programs, tools and resource needs. The library conducts a community needs assessment for technology resources in languages other than English. The library conducts a community needs assessment for technology resources for people with disabilities. A local government assessment tool asks community members about library digital services, programs, tools and resource needs. The library asks community members and library users to test prototypes of digital services, programs, tools and resources.	▲ 29	12	52

	YOUR LIBRARY RESULTS	\$1M TO \$2.5M AVERAGE RESULTS	POSSIBLE TOTAL
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.	▲ 6	5	6
6.1.3 The library updates digital services, programs, tools and resources based on users' feedback and requests.	6	6	6
6.2 Assessment	▲ 83	28	95
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?	▲ 9	4	9
6.2.2 Identify whether your library engages in activities to determine the results of the library's programs or resources on patrons': Digital skills Ability to protect their online privacy and security Ability to find a job Level of workforce preparedness Level of health or wellness Educational attainment Ability to pursue artistic or creative activities Ability to create and distribute digital content	▲ 40	8	46
6.2.3 How does the library determine the results of library programs or resources? Project outcome Partnerships with local universities Tools the library has developed	▲ 12	5	18
6.2.4 The library has a program in place to formally assess the outcomes and impacts of the library's programs or resources?	▲ 9	3	9
6.2.5 The library keeps track of the use of the following? Databases Hotspots	▲ 12	9	12
BENCHMARK 7: LEADERSHIP	▲ 21	20	28

	YOUR LIBRARY RESULTS	\$1M TO \$2.5M AVERAGE RESULTS	POSSIBLE TOTAL
7.1 Library thought leadership	▲ 21	20	28
7.1.1 Libraries leaders and staff: 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 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 Collaborate on grant and other funding opportunities with a community organization for initiatives to improve digital access, skills and information literacy for community members 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	▲ 21	20	28
BENCHMARK 8: RELATIONSHIPS WITH COMMUNITY LEADERS	58	58	80
8.1 Outreach to community leaders and partners	58	58	80
8.1.1 In its outreach to community leaders and partners, the library: Shares training resources and curricula with other libraries or community-based organizations Maintains a list of community organizations to help distribute materials about library digital services, programs, tools and resources Maintains a list of community organizations that offer digital services and resources to easily refer community members for additional services Have a list of local media contacts and updates it at least annually Conducts outreach to local media at least quarterly through one-on-one meetings, press releases, op-eds or media events at the library Partners with corporate foundations, private foundations, community nonprofit organizations and other institutions to support digital programs Partners with corporate foundations, private foundations, community nonprofit organizations and other institutions in its outreach on digital services, programs, tools and expertise	▼ 18	21	31

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<p>8.1.2 Library leaders or staff do the following things with respect to community outreach:</p> <p>Library leaders attend meetings of local elected governing bodies within their legal service area at least annually.</p> <p>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.</p> <p>At least one library representative sits on the board of a key community-based organization.</p> <p>Library leadership effectively communicates community priorities to library staff.</p> <p>Library leaders communicate the outcomes and impact of the library's digital programs to local government officials.</p> <p>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).</p>	▲ 34	32	43
8.1.3 At least one leader from a community-based organization serves on a library committee or governing board.	▲ 6	5	6
Organizational Management	▲ 233	166	279
BENCHMARK 9: TECHNOLOGY PLANNING/POLICIES/AVAILABILITY	▲ 155	117	181
9.1 Technology planning	▲ 52	32	55
9.1.1 The library has a technology management plan?	▲ 3	2	3
9.1.2 The library's technology plan has accessibility goals.	▲ 6	3	6
9.1.3 The library annually updates its accessibility goals.	▲ 6	1	6
<p>9.1.4 The library has:</p> <p>A software and hardware replacement plan with a three to five year refresh cycle</p> <p>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</p> <p>Network security practices for timely application of updates and patches</p> <p>Processes for system recovery to ensure continuity of services in the event of catastrophic technology failure</p> <p>Processes to provide technology services to the community in the event of a disaster or other community emergency</p>	▲ 28	22	28

	YOUR LIBRARY RESULTS	\$1M TO \$2.5M AVERAGE RESULTS	POSSIBLE TOTAL
9.1.5 The library annually updates its BYOD and device lending policies.	▲ 6	2	6
9.1.6 The library's technology management plan is available for all staff to consult.	3	3	6
9.2 Digital services and programs planning	▲ 18	10	18
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.	▲ 6	4	6
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.	▲ 6	4	6
9.2.3 The library has explicit policies for technology product and service partnerships.	▲ 6	2	6
9.3 Technology management*	▲ 46	38	58
9.3.1 When it comes to managing its internal technology capabilities, the library: Conducts speed tests on public computers to compare actual and advertised bandwidth speed Responds to alerts about connectivity problems in a timely way Monitors in real time connectivity (up/down/ping) at the network level for all locations Allocates bandwidth for library staff functions and public internet access through separate data circuits in some locations Uses session management software Makes available to staff a troubleshooting guide for network devices and peripherals, including call numbers and service provider information Uses a master image deployment and recovery system (e.g., Clonezilla, Ghost) for public computers Has a lockdown software program (e.g., Deepfreeze) installed on public computers Has cold spares available to switch out downed devices with fresh hardware within a business day	▲ 25	22	31
9.3.2 With respect to the library's network capabilities: The wireless network signal extends to all public areas of the library at all locations. The library has access to personnel with sufficient IT expertise to maintain its network and public technology systems. The library has at least one staff member located onsite with sufficient IT expertise to maintain the library's network and public technology systems.	▲ 12	10	12

	YOUR LIBRARY RESULTS	\$1M TO \$2.5M AVERAGE RESULTS	POSSIBLE TOTAL
9.4 Digital services and program tracking	▲ 38	36	49
9.4.1 For library web resources, staff: Checks web links at least monthly Reviews library analytics (e.g., number of website and social media visitors, traffic types, popular pages, referrals, retweets) at least quarterly Reviews subscription content (e.g., EBSCO databases, Freegal Music, Learning Express, Lynda.com) usage reports at least quarterly	▲ 14	12	15
9.4.2 With respect to metrics for library digital resources, staff records metrics of: Hours public devices are in use by users Number of attendees in digital classes Wait times for public devices Number of requests for one-on-one technology help Number of Wi-Fi sessions initiated by users	▲ 25	24	34
BENCHMARK 10: STAFF DIGITAL EXPERTISE	▲ 78	49	98
10.1 Staff digital knowledge	▲ 51	27	61
10.1.1 Public service staff job descriptions contain digital competencies and responsibilities.	▲ 6	5	6
10.1.2 The annual evaluation of public service staff performance includes digital services, programs, tools and competency goals.	▲ 6	4	6
10.1.3 How many public service staff are able to answer basic questions about the library's technology and digital resources:	3	3	3
10.1.4 How many public service staff are able to answer intermediate questions about the library's technology and digital resources:	▲ 6	3	6
10.1.5 How many public service staff are able to answer advanced questions about the library's technology and digital resources:	▲ 5	2	9

	YOUR LIBRARY RESULTS	\$1M TO \$2.5M AVERAGE RESULTS	POSSIBLE TOTAL
10.1.6 To enhance the staff's levels of digital capabilities, the library: Participates in or facilitates formal or informal mentorship programs related to digital skills or access Offers a collection of current technology devices and loans them to staff for professional development Provides training at least annually to help serve users with limited accessibilities (e.g., physical disabilities, cognition challenges, seniors) Provides training at least annually on how to protect the online privacy and security of library users	▲ 18	8	25
10.1.7 The library evaluates staff's preparedness to serve digital needs of library users.	▲ 6	3	6
10.2 Staff thought leadership and participation	▲ 28	22	37
10.2.1 Library staff: Receives recognition for participating in knowledge-sharing forums on libraries' digital programs and services Participates in the design, evaluation and implementation of digital services, programs and tools Participates in internal initiatives to improve the community's digital skills and access Participates externally with partners, community organizations or professional associations Participates in emerging technology and digital applications initiatives in the community (e.g., new eGovernment portals, community technology centers, technology programs)	▲ 28	22	37
TOTAL	▲ 774	525	1,000

* The score for your library bandwidth (/library-profile) response is included in Benchmark 9.