SHERWOOD PUBLIC LIBRARY

February 2022 Assessment

About this report

The following pages provide an overview of your library's most recent Edge Assessment results. As you continue to engage with Edge tools and training, this data will help you strengthen your library's technology offerings and raise your library's profile as a community tech leader.

Understanding the results

Your library's below Assessment results are presented in 10 benchmark groupings, which are further organized into three overarching strategic areas: community value, engaging the community and organizational management. The Edge benchmarks represent comprehensive best practices for libraries related to public access technology, based on data from U.S. and Canadian libraries of all sizes.

Acting on these results

Edge is designed to help your library set a path for continuous improvement. Points achieved and priorities are unique to each library that takes the Assessment. No matter your results, the below data empowers your team to identify improvement opportunities that are anchored in your library's and your community's strategic goals.

Assessment Results Summary

	YOUR LIBRARY RESULTS	POSSIBLE TOTAL
Community Value	337	454
BENCHMARK 1: DIGITAL SKILLS	264	328
BENCHMARK 2: ECONOMIC OPPORTUNITY	25	37

	YOUR LIBRARY RESULTS	POSSIBLE TOTAL
BENCHMARK 3: CIVIC ENGAGEMENT	12	25
BENCHMARK 4: EDUCATION	20	34
BENCHMARK 5: HEALTH	17	31
Engaging the Community and Decision Makers	204	267
BENCHMARK 6: UNDERSTANDING COMMUNITY NEEDS	124	159
BENCHMARK 7: LEADERSHIP	21	28
BENCHMARK 8: RELATIONSHIPS WITH COMMUNITY LEADERS	58	80
Organizational Management	233	279
BENCHMARK 9: TECHNOLOGY PLANNING/POLICIES/AVAILABILITY	155	181
BENCHMARK 10: STAFF DIGITAL EXPERTISE	78	98
TOTAL	**774**	**1,000**

Library Bandwidth Range

26 Mbps to 100 Mbps

Assessment Results Details

	RESPONSES	YOUR LIBRARY RESULTS	POSSIBLE TOTAL
Community Value		337	454
BENCHMARK 1: DIGITAL SKILLS		264	328

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

	RESPONSES	YOUR LIBRARY RESULTS	POSSIBLE TOTAL
1.3.2 The library's website makes it possible to access:		18	18
Downloadable e-books	Yes		
Downloadable audiobooks	Yes		
Streamable video	Yes		
Downloadable interactive language learning tools	Yes		
1.3.3 The library makes available:		31	40
Photo editing software	Yes		
Video/audio recording and editing software	Yes		
Videoconferencing equipment	Yes		
3-D printers	In Progress		
Presentation equipment (e.g., projector, microphone)	Yes		
Multimedia production equipment (e.g., digital cameras, audio recorders, video cameras)	Yes		
Web development and coding software	In Progress		
1.3.4 The library:		34	46
Provides a digital archive for local content creators	No		
Provides users with the tools to scan, digitize or preserve personal items	Yes		
Provides wireless-enabled printers available for user-owned devices	Yes		
Loans internet-enabled devices	Yes		
Loans Wi-Fi hotspots	Yes		
Selects and organizes online resources about available home broadband and wireless services	Yes		
Provides real-time reference services through text messaging, Skype, Twitter, chat or other interactive applications	No		
1.3.5 The library has at least one public terminal with assistive technology that addresses the needs of:		12	18
People with visual impairments	Yes		
People with motor and dexterity impairments	Yes		
Those needing accommodation of wheelchair or mobility vehicles	Yes		
People who are hearing impaired	No		
1.3.6 The library uses an online validation service to demonstrate compliance with World Wide Web Consortium (WW3) accessibility standards.	No	0	3
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?	Rarely	6	6
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?	Rarely	6	6

	RESPONSES	YOUR LIBRARY RESULTS	POSSIBLE TOTAL
1.4 Awareness of digital tools		11	15
1.4.1 The library has signage about:		5	9
Digital tools, peripheral equipment and resources	Yes		
Digital tools, peripheral equipment and resources in the languages spoken in the community	In Progress		
Digital tools, peripheral equipment and resources in braille	No		
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	6	6
1.5 Content creation		25	49
1.5.1 Users create the following kinds of content using library digital tools:		25	49
Videos	Yes		
Podcasts	No		
Objects or materials using 3-D printers	No		
Blogs	Yes		
Reports or written material for school assignments	Yes		
Web pages	Yes		
Software	No		
BENCHMARK 2: ECONOMIC OPPORTUNITY		25	37
2.1 Job skills, workforce development, entrepreneurship		25	37
2.1.1 The library selects and organizes online resources:		25	25
For job search, building workforce skills or professional certification	Yes		
For small business development and entrepreneurship	Yes		
For career testing preparation resources	Yes		
That guide users to government websites and government data	Yes		
2.1.2 At least quarterly, the library holds classes, either online or at the library facility, on:		0	12
Job search, building workforce skills, or professional certification	No		
Small business development and entrepreneurship	No		

	RESPONSES	YOUR LIBRARY RESULTS	POSSIBLE TOTAL
BENCHMARK 3: CIVIC ENGAGEMENT		12	25
3.1 eGov, legal assistance, citizenship		12	25
3.1.1 Users take advantage of online library resources that:		9	15
Guide them to government websites (e.g., eGov)	Yes		
Guide them to online legal research or legal assistance	Yes		
Guide them to information on how to become a citizen	No		
3.1.2 At least quarterly, the library holds classes, either online or at the library facility, on how to:		3	9
Use online government resources	No		
Become a citizen	In Progress		
BENCHMARK 4: EDUCATION		20	34
4.1 Early literacy, homework, lifelong learning		20	34
4.1.1 The library makes available:		17	18
A selection of organized online resources related to homework help, research and information literacy	Yes		
A selection of organized online resources about college selection and financial aid for students, parents or guardians	In Progress		
Educational testing preparation (e.g., GED, SAT, GRE, GMAT, TOEFL) through the library's website	Yes		
Online exam proctoring services and software	Yes		
4.1.2 The library holds classes, at least on a quarterly basis, on using or navigating online educational content resources.	No	0	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.	Yes	3	3
4.1.4 Users take ESL and foreign language classes through online programs or classes held at the library.	No	0	6
BENCHMARK 5: HEALTH		17	31
5.1 Health and wellness		17	31

	RESPONSES	YOUR LIBRARY RESULTS	POSSIBLE TOTAL
5.1.1 Library users are able to:		9	15
Consult a selection of organized online resources to learn about medical conditions, procedures and prescriptions, and wellness	Yes		
Consult medical databases through the library website	Yes		
Take classes, at least quarterly, on using online health and wellness resources, including electronic health care	No		
5.1.2 The library selects or organizes digital resources to help people:		8	15
Find out about local doctors or health care providers	In Progress		
Learn about options for obtaining health insurance	In Progress		
Enroll in health insurance	In Progress		

Engaging the Community and Decision Makers

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BENCHMARK 6: UNDERSTANDING COMMUNITY NEEDS		124	159
6.1 Community and user engagement		41	64
6.1.1 In order to understand community needs:		29	52
Questions about community digital needs are included in a library-sponsored needs assessment tool.	Yes		
The library conducts focus groups or forums with community members and users on the community's digital services, programs, tools and resource needs.	No		
The library conducts a community needs assessment for technology resources in languages other than English.	In Progress		
The library conducts a community needs assessment for technology resources for people with disabilities.	No		
A local government assessment tool asks community members about library digital services, programs, tools and resource needs.	Yes		
The library asks community members and library users to test prototypes of digital services, programs, tools and resources.	Yes		
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	6	6
6.1.3 The library updates digital services, programs, tools and resources based on users' feedback and requests.	Yes	6	6
6.2 Assessment		83	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?	Yes	9	9

	RESPONSES	YOUR LIBRARY RESULTS	POSSIBLE TOTAL
6.2.2 Identify whether your library engages in activities to determine the results of the library's programs or resources on patrons':		40	46
Digital skills	Yes		
Ability to protect their online privacy and security	No		
Ability to find a job	Yes		
Level of workforce preparedness	Yes		
Level of health or wellness	Yes		
Educational attainment	Yes		
Ability to pursue artistic or creative activities	Yes		
Ability to create and distribute digital content	Yes		
6.2.3 How does the library determine the results of library programs or resources?		12	18
Project outcome	Yes		
Partnerships with local universities	No		
Tools the library has developed	Yes		
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	9	9
6.2.5 The library keeps track of the use of the following?		12	12
Databases	Yes		
Hotspots	Yes		
BENCHMARK 7: LEADERSHIP		21	28
7.1 Library thought leadership		21	28
7.1.1 Libraries leaders and staff:		21	28
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	Yes		
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	Yes		
Collaborate on grant and other funding opportunities with a community organization for initiatives to improve digital access, skills and information literacy for community members	No		
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	Yes		

	RESPONSES	YOUR LIBRARY RESULTS	POSSIBLE TOTAL
BENCHMARK 8: RELATIONSHIPS WITH COMMUNITY LEADERS		58	80
8.1 Outreach to community leaders and partners		58	80
8.1.1 In its outreach to community leaders and partners, the library:		18	31
Shares training resources and curricula with other libraries or community-based organizations	Yes		
Maintains a list of community organizations to help distribute materials about library digital services, programs, tools and resources	Yes		
Maintains a list of community organizations that offer digital services and resources to easily refer community members for additional services	Yes		
Have a list of local media contacts and updates it at least annually	Yes		
Conducts outreach to local media at least quarterly through one-on-one meetings, press releases, op-eds or media events at the library	Yes		
Partners with corporate foundations, private foundations, community nonprofit organizations and other institutions to support digital programs	No		
Partners with corporate foundations, private foundations, community nonprofit organizations and other institutions in its outreach on digital services, programs, tools and expertise	No		
8.1.2 Library leaders or staff do the following things with respect to community outreach:		34	43
Library leaders attend meetings of local elected governing bodies within their legal service area at least annually.	Yes		
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.	Yes		
At least one library representative sits on the board of a key community-based organization.	Yes		
Library leadership effectively communicates community priorities to library staff.	Yes		
Library leaders communicate the outcomes and impact of the library's digital programs to local government officials.	Yes		
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).	No		
8.1.3 At least one leader from a community-based organization serves on a library committee or governing board.	Yes	6	6

Organizational Management

	RESPONSES	YOUR LIBRARY RESULTS	POSSIBLE TOTAL
Organizational Management		**233**	**279**
BENCHMARK 9: TECHNOLOGY PLANNING/POLICIES/AVAILABILITY		155	181
9.1 Technology planning		52	55
9.1.1 The library has a technology management plan?	Yes	3	3
9.1.2 The library's technology plan has accessibility goals.	Yes	6	6

	RESPONSES	YOUR LIBRARY RESULTS	POSSIBLE TOTAL
9.1.3 The library annually updates its accessibility goals.	Yes	6	6
9.1.4 The library has:		28	28
A software and hardware replacement plan with a three to five year refresh cycle	Yes		
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	Yes		
Network security practices for timely application of updates and patches	Yes		
Processes for system recovery to ensure continuity of services in the event of catastrophic technology failure	Yes		
Processes to provide technology services to the community in the event of a disaster or other community emergency	Yes		
9.1.5 The library annually updates its BYOD and device lending policies.	Yes	6	6
9.1.6 The library's technology management plan is available for all staff to consult.	In Progress	3	6
9.2 Digital services and programs planning		18	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.	Yes	6	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.	Yes	6	6
9.2.3 The library has explicit policies for technology product and service partnerships.	Yes	6	6
9.3 Technology management		46	58
9.3.1 When it comes to managing its internal technology capabilities, the library:		25	31
Conducts speed tests on public computers to compare actual and advertised bandwidth speed	Yes		
Responds to alerts about connectivity problems in a timely way	Yes		
Monitors in real time connectivity (up/down/ping) at the network level for all locations	Yes		
Allocates bandwidth for library staff functions and public internet access through separate data circuits in some locations	Yes		
Uses session management software	Yes		
Makes available to staff a troubleshooting guide for network devices and peripherals, including call numbers and service provider information	Yes		
Uses a master image deployment and recovery system (e.g., Clonezilla, Ghost) for public computers	Yes		
Has a lockdown software program (e.g., Deepfreeze) installed on public computers	Yes		
Has cold spares available to switch out downed devices with fresh hardware within a business day	No		

	RESPONSES	YOUR LIBRARY RESULTS	POSSIBLE TOTAL
9.3.2 With respect to the library's network capabilities:		12	12
The wireless network signal extends to all public areas of the library at all locations.	Yes		
The library has access to personnel with sufficient IT expertise to maintain its network and public technology systems.	Yes		
The library has at least one staff member located onsite with sufficient IT expertise to maintain the library's network and public technology systems.	Yes		
9.4 Digital services and program tracking		38	49
9.4.1 For library web resources, staff:		14	15
Checks web links at least monthly	In Progress		
Reviews library analytics (e.g., number of website and social media visitors, traffic types, popular pages, referrals, retweets) at least quarterly	Yes		
Reviews subscription content (e.g., EBSCO databases, Freegal Music, Learning Express, Lynda.com) usage reports at least quarterly	Yes		
9.4.2 With respect to metrics for library digital resources, staff records metrics of:		25	34
Hours public devices are in use by users	Yes		
Number of attendees in digital classes	Yes		
Wait times for public devices	Yes		
Number of requests for one-on-one technology help	Yes		
Number of Wi-Fi sessions initiated by users	No		
BENCHMARK 10: STAFF DIGITAL EXPERTISE		78	98
10.1 Staff digital knowledge		51	61
10.1.1 Public service staff job descriptions contain digital competencies and responsibilities.	Yes	6	6
10.1.2 The annual evaluation of public service staff performance includes digital services, programs, tools and competency goals.	Yes	6	6
10.1.3 How many public service staff are able to answer basic questions about the library's technology and digital resources:	Most	3	3
10.1.4 How many public service staff are able to answer intermediate questions about the library's technology and digital resources:	Most	6	6
10.1.5 How many public service staff are able to answer advanced questions about the library's technology and digital resources:	About Half	5	9

	RESPONSES	YOUR LIBRARY RESULTS	POSSIBLE TOTAL
10.1.6 To enhance the staff's levels of digital capabilities, the library:		18	25
Participates in or facilitates formal or informal mentorship programs related to digital skills or access	Yes		
Offers a collection of current technology devices and loans them to staff for professional development	Yes		
Provides training at least annually to help serve users with limited accessibilities (e.g., physical disabilities, cognition challenges, seniors)	In Progress		
Provides training at least annually on how to protect the online privacy and security of library users	In Progress		
10.1.7 The library evaluates staff's preparedness to serve digital needs of library users.	Yes	6	6
10.2 Staff thought leadership and participation		28	37
10.2.1 Library staff:		28	37
Receives recognition for participating in knowledge-sharing forums on libraries' digital programs and services	Yes		
Participates in the design, evaluation and implementation of digital services, programs and tools	Yes		
Participates in internal initiatives to improve the community's digital skills and access	Yes		
Participates externally with partners, community organizations or professional associations	Yes		
Participates in emerging technology and digital applications initiatives in the community (e.g., new eGovernment portals, community technology centers, technology programs)	No		
TOTAL		**774**	**1,000**