



Summary of CCLS Member Libraries' Edge Assessment Reports

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Edge Initiative Overview



Edge was developed with an understanding of the challenges libraries face today. Technology demands and challenges are different for every library, just as each community has unique needs and demographics.

The Edge Assessment is a set of national Benchmarks developed by a coalition of leading libraries and local government organizations designed to inspire continuous improvement and reinvestment in public access technology services in libraries.

Completing the Edge Assessment, enables libraries to evaluate their current public access technology services and identify opportunities for improvement. By using the assessment tool, libraries understand best practices in technology-related services for their communities and **determine what steps they need to take to improve their public technology programming.**

The Edge Benchmarks are divided into three Strategic Areas. Each Strategic Area has identified Benchmarks for specific practices. Each Benchmark represents a comprehensive set of best practices called Indicators. By working through the assessment, a library sees, on different levels, an overview of current programs, where services are effective, and where improvements can be made.



Learn more about the Edge Initiative @
www.libraryedge.org

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Edge provided criteria and definitions to assist in completing the assessment in an effort to provide a level of objectivity and consistency to the results. However, given that the assessment is self-assessed and self-reported, individual interpretation and perceptions of these criteria and definitions influence the results.

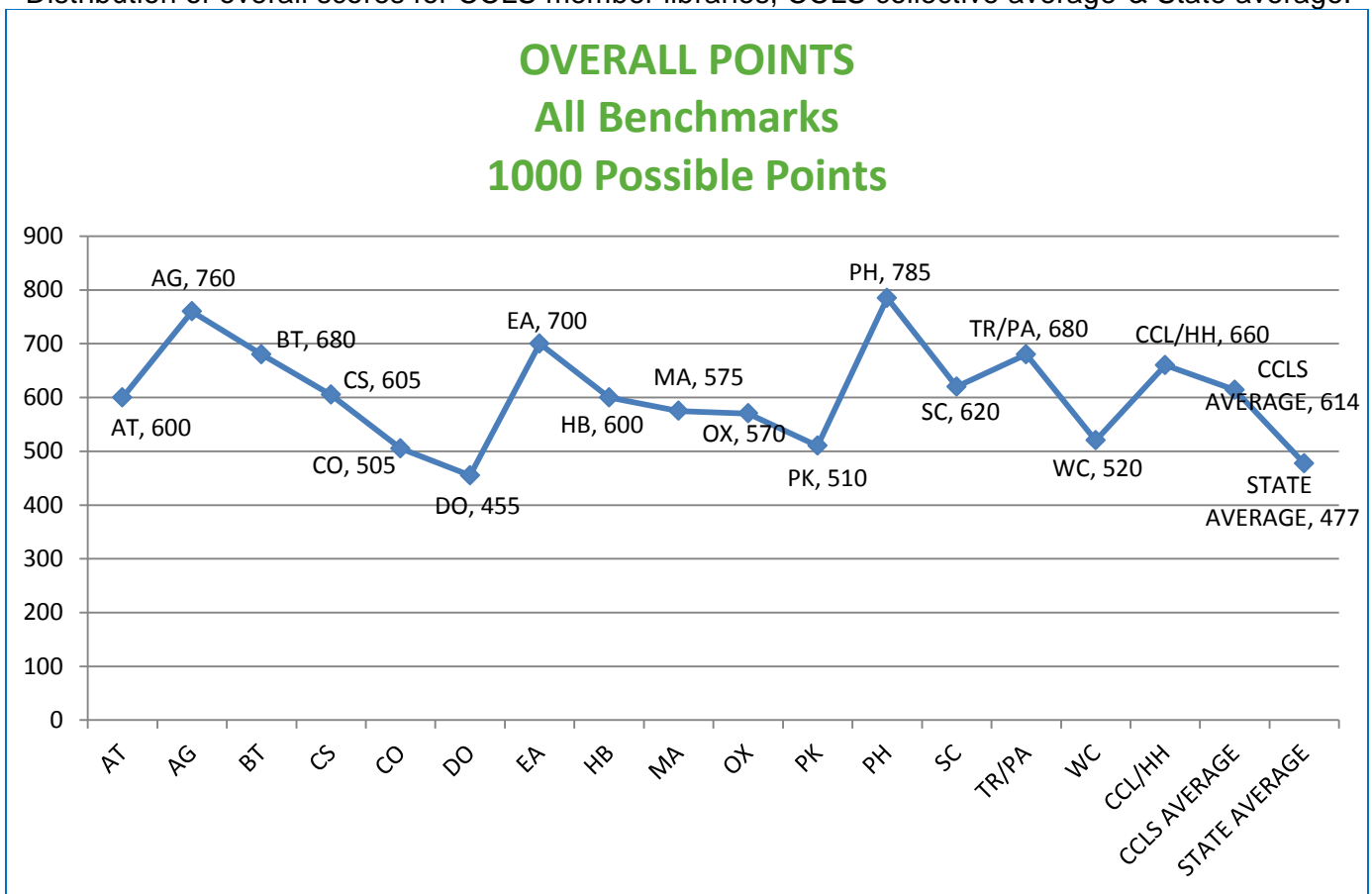
Collectively the CCLS member libraries averaged 61% (614 points) of the overall possible 1000 points for the Edge assessment. While this is above the State average of 477 (306 Pennsylvania libraries completed assessment), there were libraries throughout Pennsylvania who scored higher and in many cases significantly higher than our member libraries or CCLS in several Benchmarks (see Appendix)

The Benchmarks represent a comprehensive set of best practices (Indicators) from leading libraries around the country, of all sizes, related to public access technology. Collectively CCLS:

- Averaged 25% or less of the possible points for 35 of the 135 Indicators (26%)
- Averaged 50% or less of the possible points for 55* of the 135 Indicators (41%).
- Averaged 100% of the possible points for 39 of the 135 Indicators (29%)

**includes the 35 stated in <25%*

Distribution of overall scores for CCLS member libraries, CCLS collective average & State average.



Following are the collective averages for CCLS in the three (3) Strategic Areas **from highest to lowest by percentage**. There is a correlation between strategic achievement and System support – the higher the percentage of System support in a Strategic Area, the better CCLS did collectively.

STRATEGIC AREA	CCLS Average	Possible Points	% of Possible Points	# of Indicators	# of Indicators answered “Yes” because System (CCLS) provides/supports	% of Indicators answered “Yes” because System (CCLS) provides/supports
Community Value	237	310	77%	39	22	56%
Organizational Management	254	395	64%	56	21	38%
Engaging the Community	123	295	42%	40	2	0.5%
TOTAL	-	-	-	135	45	33%

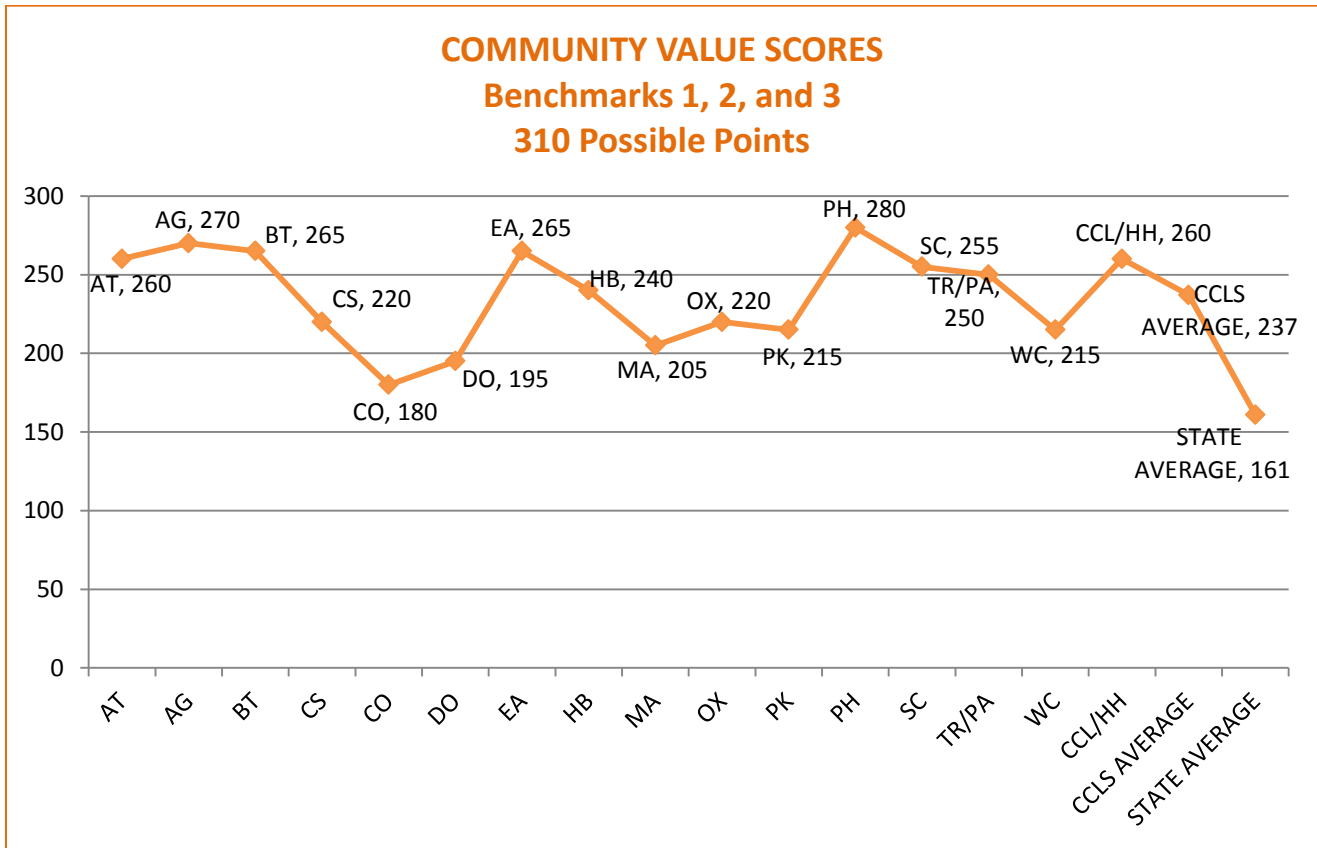
Following are the collective averages for CCLS in each of the eleven (11) Benchmarks **from highest to lowest by percentage**:

BENCHMARK	CCLS Average	Possible Points	% of Possible Points
Benchmark 7 – Planning and Policies	50	50	100%
Benchmark 2 – Digital Tools and Resources	96	105	92%
Benchmark 10 – Technology Management	76	90	85%
Benchmark 3 – Meeting Key Community Needs	98	130	76%
Benchmark 8 – Staff Expertise	57	80	71%
Benchmark 1 – Digital Literacy	43	75	57%
Benchmark 6 – Sharing Best Practices	34	65	52%
Benchmark 9- Devices and Bandwidth	57	135	42%
Benchmark 4 – Strategy and Evaluation	63	155	41%
Benchmark 11 – Technology Inclusiveness	14	40	36%
Benchmark 5 – Strategic Partnerships	26	75	35%

Community Value Strategic Area

The Community Value Strategic Area evaluates a library's ability to provide programs and services that enable people to get value from their use of technology. It measures success on three Benchmarks:

1. Libraries provide assistance and training with the goal of increasing the level of digital literacy in the community.
2. Libraries provide access to relevant digital content and enable community members to create their own digital content.
3. Libraries provide technology resources to help patrons meet important needs related to personal goals and community needs.



	AT	AG	BT	CS	CO	DO	EA	HB	MA	OX	PK	PH	SC	TR/PA	WC	CCL/HH	CCLS AVG	POSSIBLE POINTS	% OF POSSIBLE POINTS	STATE AVG
Benchmark 1. Digital Literacy	70	50	70	25	0	0	65	45	10	35	20	70	65	60	30	65	43	75	57%	42
Benchmark 2. Digital Tools and Resources	95	100	100	100	85	100	100	100	100	95	100	100	95	95	90	85	96	105	92%	65
Benchmark 3. Meeting Key Community Needs	95	120	95	95	95	95	100	95	95	90	95	110	95	95	95	110	98	130	76%	53
COMMUNITY VALUE TOTAL	260	270	265	220	180	195	265	240	205	220	215	280	255	250	215	260	237	310	77%	161

Following are Indicators in the Community Value Strategic Area for which CCLS averaged 25% or less of the possible points:

1.1 The library has curricula for and provides regularly scheduled digital literacy training.

- In-person technology classes available in languages other than English in at least one library location
- One-to-one help is available in languages other than English in at least one library location

2.1 The library supports the creation of digital content on public access computers.

- Web development software (e.g., Dreamweaver, CoffeeCup) available in at least one library location.

3.1 The library supports use of public technology for workforce development & entrepreneurship.

- Library-organized or -hosted class for patrons using online job-seeking, career development, and small business development resources is held at least quarterly.

3.2 The library supports use of public technology for eGovernment or legal purposes.

- Library selects & organized online guides and instructions for identifying, finding and using online eGovernment resources.
- A library-organized or -hosted class for patrons on navigating online government resources is held at least quarterly.

3.3 The library supports use of public technology for patron pursuing education opportunities.

- A library-organized or -hosted class for patrons on using or navigating educational resources is held at least quarterly.

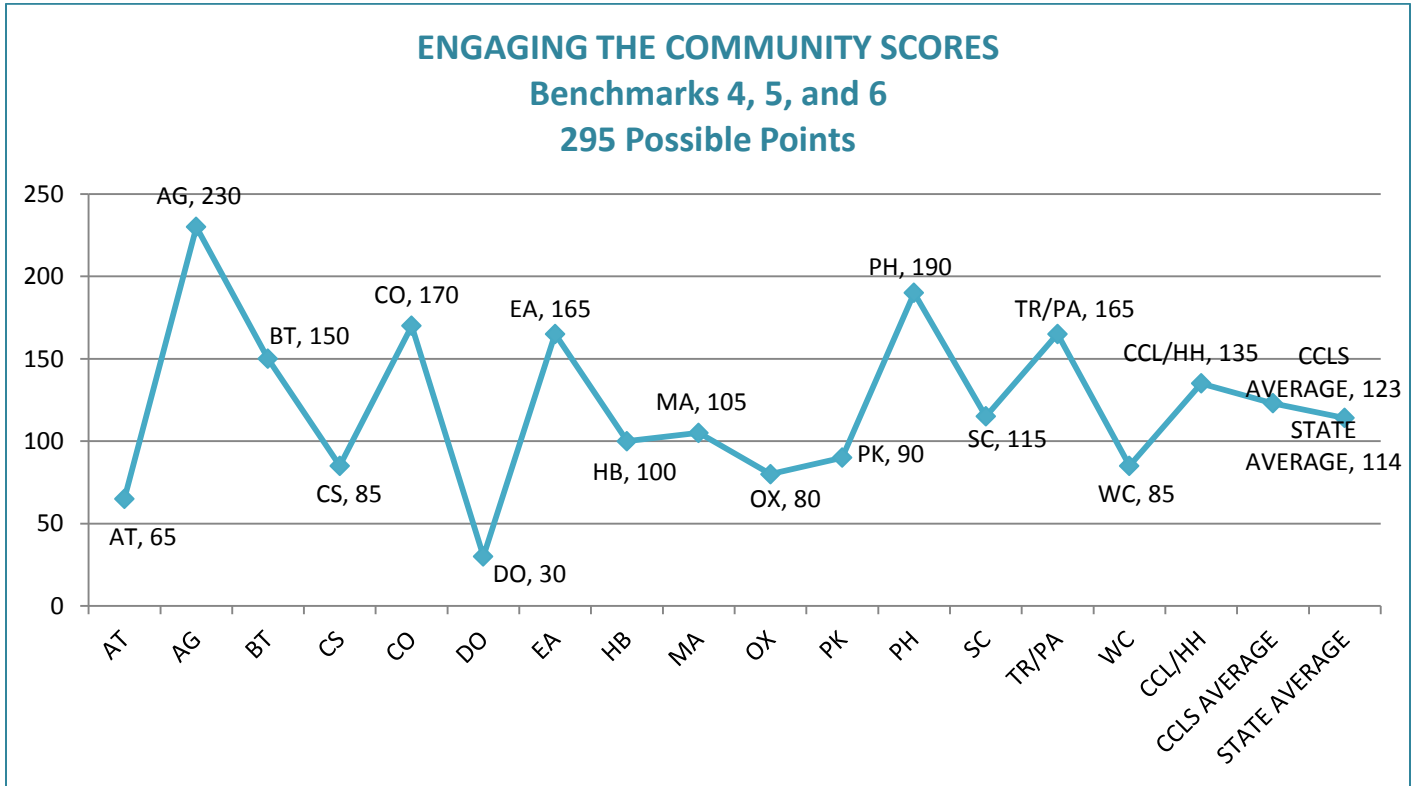
3.4 The library supports use of public technology for health and wellness purposes.

- The library is a designated community access point for health and human services information assistance (211 service).
- A library -organized or -hosted class for patrons on using or navigating health and wellness resources is held at least quarterly.

Engaging the Community

Engaging the Community Strategic Area demonstrates that libraries are a valuable community resource and a strategic partner in helping people and communities improve their quality of life. It measures success on three Benchmarks:

4. Libraries make strategic decisions based on community priorities for digital inclusion and innovation.
5. Libraries build strategic relationships with community partners to maximize public access technology resources and services provided to the community.
6. Libraries support continuous improvement in public access technology services by sharing expertise and best practices with other digital inclusion organizations.



	AT	AG	BT	CS	CO	DO	EA	HB	MA	OX	PK	PH	SC	TR/PA	WC	CCL/HH	CCLS AVG	POSSIBLE POINTS	% OF POSSIBLE POINTS	STATE AVG
Benchmark 4. Strategy and Evaluation	35	130	80	50	75	15	100	75	35	30	40	100	55	75	55	55	63	155	41%	58
Benchmark 5. Strategic Partnerships	5	35	45	0	50	0	30	10	35	35	10	50	25	35	10	40	26	75	35%	24
Benchmark 6. Sharing Best Practices	25	65	25	35	45	15	35	15	35	15	40	40	35	55	20	40	34	65	52%	32
ENGAGING THE COMMUNITY TOTAL	65	230	150	85	170	30	165	100	105	80	90	190	115	165	85	135	123	295	42%	114

Following are Indicators in the Engaging the Community Strategic Area for which CCLS averaged 25% or less of the possible points:

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

- The library maintains its own or participates in an ongoing advisory body whose responsibilities include helping to develop community digital inclusion and technology plans.

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

- The library conducts community-representative focus groups on the community's technology needs. The library holds forums on the community's technology
- 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.

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

- The library surveys patrons annually about public technology use and outcomes in the following purpose areas: eGovernment, Education, Health & Wellness.

4.4 The library evaluates its technology programs and services.

- The effectiveness of digital literacy programs and services is evaluated annually.

5.1 The library develops & maintains partnerships that amplify the library's reach, avoid duplication of effort, aid the library in planning or advocacy, or are otherwise mutually beneficial.

- The library has strategies for strengthening existing partnerships and developing new partnerships to advance digital inclusion and innovation goals.
- Devices or space are loaned to community organizations for technology-related training classes in the library.

5.2 The library engages in technology outreach activities.

- A list of community organizations that offer technology services & resources is maintained to easily refer community members in the event additional
- The library maintains a plan to provide technology services to the community in the event of a disaster or other emergency.

6.1 The library participates in a community of practice & shares public access technology knowledge, resources & other tools.

- At least one technology-related presentation is made by library staff at formal professional gatherings (in-services, conferences, webinars) annually.
- 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.

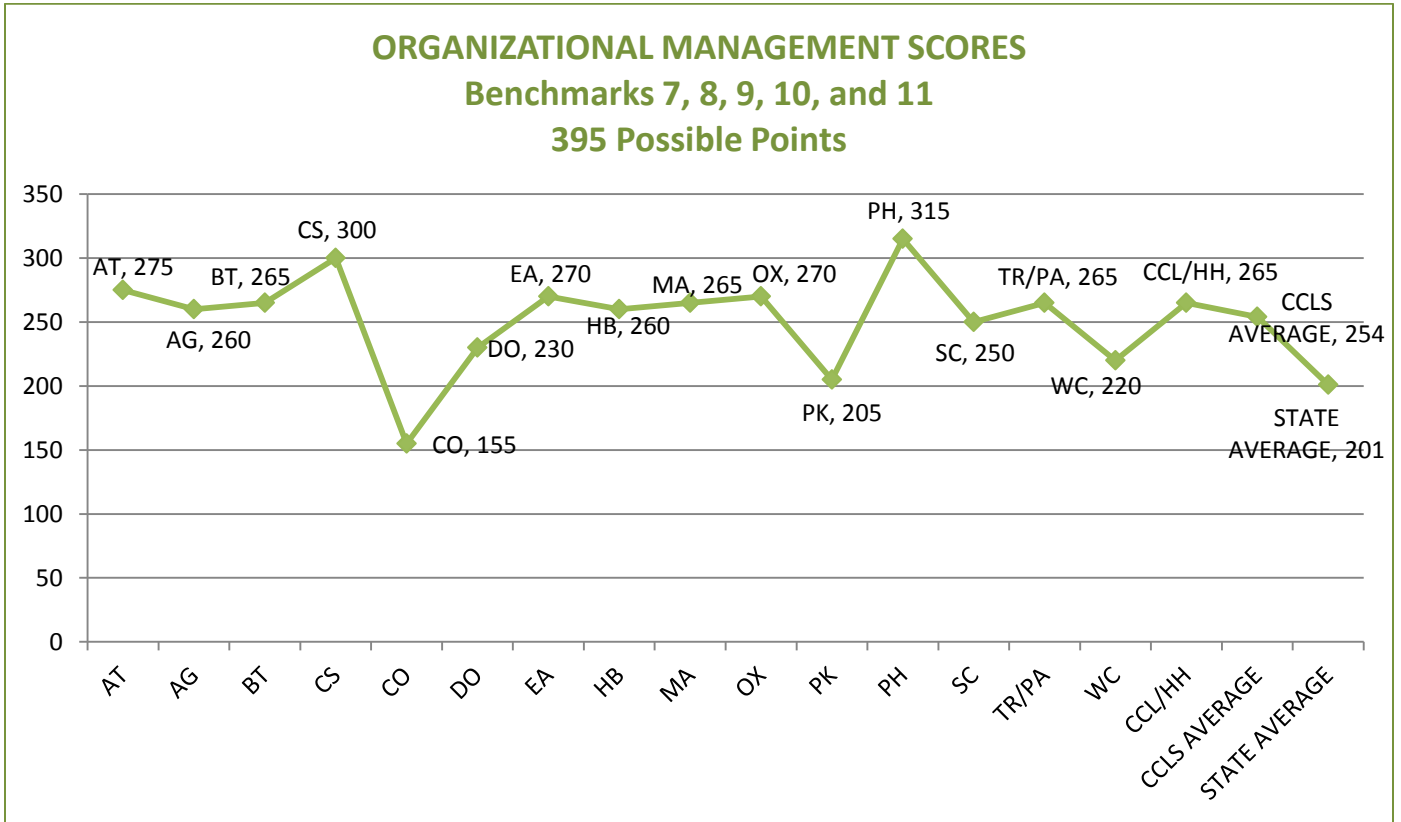
6.2 The library conducts surveys to gather feedback about library technology.

- The following questions are included in the annual survey:
 - Patron satisfaction with library technology.
 - Personal importance of library technology.
 - Importance of library technology to others in the community.

Organizational Management

The Organizational Management Strategic Area measures how libraries manage resources so that members of the community who need or want access can get it regardless of ability, skill, personal technology or available time. It measures success on five Benchmarks:

7. Libraries integrate public access technology into planning and policies.
8. Libraries have sufficient staff with technology expertise to help patrons achieve their goals.
9. Libraries have sufficient devices and bandwidth to accommodate user demand.
10. Libraries manage their technology resources to maximize quality.
11. Libraries ensure participation in digital technology for people with disabilities.



	AT	AG	BT	CS	CO	DO	EA	HB	MA	OX	PK	PH	SC	TR/PA	WC	CCL/HH	CCLS AVG	POSSIBLE POINTS	% OF POSSIBLE POINTS	STATE AVG*
Benchmark 7. Planning and Policies	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	100 %	27*
Benchmark 8. Staff Expertise	50	70	60	75	0	55	65	60	65	70	30	80	55	80	45	50	57	80	71%	49*
Benchmark 9. Devices and Bandwidth	80	40	75	75	20	55	55	70	65	60	50	70	55	45	40	55	57	135	42%	32*
Benchmark 10. Technology Management	80	85	75	75	70	70	85	70	75	80	65	85	70	80	75	80	76	90	85%	49*
Benchmark 11. Technology Inclusiveness	15	15	5	25	15	0	15	10	10	10	10	30	20	10	10	30	14	40	36%	15*
ORGANIZATIONAL MANAGEMENT TOTAL	275	260	265	300	155	230	270	260	265	270	205	315	250	265	220	265	254	395	64%	202

**These numbers provided by Commonwealth Libraries. The numbers do not sum correctly.*

Following are Indicators in the Organizational Management Strategic Area for which CCLS averaged 25% or less of the possible points:

9.1 The library has sufficient number of device hours available on a per capita basis.

- Device hours per capita.

9.3 The library assures adequate time for patrons to complete tasks.

- Library has session management software.
- Internet-enabled devices are loaned for use outside the library.

9.4 The library provides peripheral equipment that enables patrons to complete tasks.

- Wireless-enabled printers are available for patron owned devices.
- Video conferencing equipment is available for public use.
- Multimedia production equipment (e.g., digital cameras, audio recorders, video cameras) is available for public use.

10.1 The library actively manages Internet connectivity.

- Library allocates bandwidth for library staff functions and public Internet access through separate data circuits or through hardware/software mechanisms

11.1 The library accommodates users with disabilities.

- At least one public terminal that can be converted with assistive technology to facilitate usage by people with motor and dexterity impairments (e.g., touch screens, trackball, switches, voice recognition software) is available at all locations.
- The library website is compliant with World Wide Web Consortium (W3C) disability standards as evidenced by the use of an online validation service.
- Specific accessibility goals are included in the strategic plan.
- Staff are provided with training at least annually for recognizing and serving patrons with disabilities.

APPENDIX

	AT	AG	BT	CS	CO	DO	EA	HB	MA	OX	PK	PH	SC	TR/ PA	WC	CCL/ HH	CCLIS AVG	POSSIBLE POINTS	% OF POSSIBLE POINTS	STATE AVG*	HIGHEST SCORE IN STATE	LOWEST SCORE IN STATE
EDGE ASSESSMENT RESULTS																						
CHESTER COUNTY LIBRARY SYSTEM																						
COMMUNITY VALUE																						
Benchmark 1. Digital Literacy	70	50	70	25	0	0	65	45	10	35	20	70	65	60	30	65	43	75	57%	42	75	0
Benchmark 2. Digital Tools and Resources	95	100	100	100	85	100	100	100	100	95	100	100	95	95	90	85	96	105	92%	65	105	20
Benchmark 3. Meeting Key Community Needs	95	120	95	95	95	95	100	95	95	90	95	110	95	95	95	110	98	130	76%	53	120	0
COMMUNITY VALUE TOTAL	260	270	265	220	180	195	265	240	205	220	215	280	255	250	215	260	237	310	77%	161		
ENGAGING THE COMMUNITY																						
Benchmark 4. Strategy and Evaluation	35	130	80	50	75	15	100	75	35	30	40	100	55	75	55	55	63	155	41%	58	150	0
Benchmark 5. Strategic Partnerships	5	35	45	0	50	0	30	10	35	35	10	50	25	35	10	40	26	75	35%	24	75	0
Benchmark 6. Sharing Best Practices	25	65	25	35	45	15	35	15	35	15	40	40	35	55	20	40	34	65	52%	32	65	0
ENGAGING THE COMMUNITY TOTAL	65	230	150	85	170	30	165	100	105	80	90	190	115	165	85	135	123	295	42%	114		
ORGANIZATIONAL MANAGEMENT																						
Benchmark 7. Planning and Policies	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	100%	27*	50	0
Benchmark 8. Staff Expertise	50	70	60	75	0	55	65	60	65	70	30	80	55	80	45	50	57	80	71%	49*	80	0
Benchmark 9 Devices and Bandwidth	80	40	75	75	20	55	55	70	65	60	50	70	55	45	40	55	57	135	42%	32*	115	61
Benchmark 10 Technology Management	80	85	75	75	70	70	85	70	75	80	65	85	70	80	75	80	76	90	85%	49*	90	0
Benchmark 11. Technology Inclusiveness	15	15	5	25	15	0	15	10	10	10	10	30	20	10	10	30	14	40	36%	15*	40	0
ORGANIZATIONAL MANAGEMENT TOTAL	275	260	265	300	155	230	270	260	265	270	205	315	250	265	220	265	254	395	64%	202		
TOTAL	600	760	680	605	505	455	700	600	575	570	510	785	620	680	520	660	614	1000	-	477	-	-
% of Possible Points	60%	76%	68%	61%	51%	46%	70%	60%	58%	57%	51%	79%	62%	68%	52%	66%	61%	-	-	-	-	-

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