

# Meeting Agenda



MEETING TITLE: Sherwood Library Advisory Board

DATE & TIME: Wednesday, February 16, 6:30 p.m., 2022

LOCATION: Pursuant to Executive Order 20-16, this meeting will be conducted electronically and will be live streamed at [www.youtube.com/user/CityofSherwood](https://www.youtube.com/user/CityofSherwood)

## ATTENDEES:

Library Advisory Board members (4 year terms)	Position #	Term Expiration
Maggi Gerhard	1	6/30/2023
Randy Mifflin (Vice Chair)	2	6/30/2025
Melanie Dobson (Chair)	3	6/30/2023
Fritz Kaliszewski (Rural Rep)	4	6/30/2024
Jane Vankuren	5	6/30/2024
Steven Remsen	6	6/30/2023
Dani Sticka	7	6/30/2025
Lily Fairman (High School Rep)	8	6/30/2023
Deb Diers (pending)	9	6/30/2023

Liaisons	
Renee Brouse	City Councilor
Doug Scott (Alternate)	City Councilor
Adrienne Doman Calkins	Library Manager
Crystal Garcia (Secretary)	Librarian II

Guests
N/A

## AGENDA:

- |      |  |                 |
|------|--|-----------------|
| 6:30 | Call to Order/Roll Call<br>Welcome, new member, Deb Diers<br>Changes to agenda<br>Approval of <a href="#">January 19, 2022, meeting minutes</a>  | (Dobson)        |
| 6:40 | Edge Assessment Report for measuring the effectiveness of our public-facing technology   | (Doman Calkins) |
| 7:00 | Library Updates: <ul style="list-style-type: none"><li>• WCCLS IGA</li><li>• Budget</li><li>• Current &amp; upcoming events</li><li>• COVID &amp; Strategic Focusing updates</li></ul> |                 |
| 7:25 | Management report  | (Doman Calkins) |
| 7:45 | Council updates / Questions for Councilor Brouse   | (Brouse)        |

7:55 Other business / Public comment

(Dobson)

*Pursuant to Executive Order 20-16, citizen comments must be submitted in writing to [domancalkinsa@sherwoodoregon.gov](mailto:domancalkinsa@sherwoodoregon.gov). To be included in the record for this meeting, the email must clearly state that it is intended as a citizen comment for this meeting and must be received at least 24 hours in advance of the scheduled meeting time.*

*In addition, the board will accept comments during the public meeting via phone. During the live meeting, community comments on non-agenda items and public hearing testimony can be provided by calling into the meeting. To participate via phone, please email or call the Library Manager, Adrienne Doman Calkins, at [domancalkinsa@sherwoodoregon.gov](mailto:domancalkinsa@sherwoodoregon.gov) or 503-625-4272 at least 24 hours in advance of the meeting to receive the phone dial-in instructions. Per Council Rules Ch. 2 Section (V)(D)(5), Citizen Comments, "Speakers shall identify themselves by their names and by their city of residence." Anonymous comments will not be accepted into the meeting record.*

8:00 Adjourn

(Dobson)

# Meeting Minutes



MEETING TITLE: City of Sherwood Library Advisory Board

DATE & TIME: Wednesday, February 16, 6:30 p.m., 2022

LOCATION: Pursuant to Executive Order 20-16, this meeting was conducted electronically and live streamed at <https://www.youtube.com/user/CityofSherwood>

FACILITATOR: Melanie Dobson, Chair

NOTES TAKEN BY: Crystal Garcia

MINUTES APPROVED: Wednesday, March 16, 2022

## ATTENDEES:

Library Advisory Board members (4 year terms)	Position #	Term Expiration	In attendance
Maggi Gerhard	1	6/30/2023	X
Randy Mifflin (Vice Chair)	2	6/30/2021	absent
Melanie Dobson (Chair)	3	6/30/2023	X
Fritz Kaliszewski (Rural Rep)	4	6/30/2024	X
Jane Vankuren	5	6/30/2024	absent
Steven Remsen	6	6/30/2023	X
Dani Sticka	7	6/30/2025	X
Lily Fairman (High School Rep)	8	6/30/2023	X
Deb Diers (pending)	9	6/30/2023	X
<b>Liaison</b>			
Renee Brouse	City Councilor		absent
Doug Scott (Alternate)	City Councilor		X
<b>City Staff</b>			
Adrienne Doman Calkins	Lib. Manager		X
Cyrstal Garcia (Secretary)	Librarian II		X

## AGENDA:

1. Call to Order/Roll Call/Introductions (Dobson)  
Welcome, new member, Deb Diers  
Changes to agenda  
Approval of January 19, 2022 meeting minutes
2. Edge Assessment Report for measuring the effectiveness of our public-facing technology (Doman Calkins)
3. Library Updates: (Doman Calkins)
  - WCCLS IGA
  - Budget

- Current & upcoming events
- COVID & Strategic Focusing updates

4. Management report (Doman Calkins)

5. Council Updates & Questions for Councilor Brouse (Brouse)

6. Other Business / Public comment (Dobson)

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7. Adjourn (Dobson)

## MEETING NOTES:

### Call to Order/Roll Call/Introductions/Changes to agenda/Approval of minutes

The meeting was called to order at 6:35 p.m. by Chair Melanie Dobson.

Vice Chair Mifflin welcomed new board member, Maggi Gerhard. Introductions were made.

Fritz Kaliszewski moved to approve the January 19, 2022, minutes. Steven Remsen seconded, and the motion was approved unanimously.

### Library Updates

Adrienne Doman Calkins shared the following library updates:

- **WCCLS Intergovernmental Agreements Updates**

Adrienne Doman Calkins shared that a Cooperative Agreement Process (CAP) meeting was held earlier today to review and approve last edits to the most recent IGA draft. Next steps are share the final draft with the County Board of Commissioners during a work session where Commissioners will review the final draft and likely give approval to send the draft to the cities and non-profits (i.e. WCCLS members). Sherwood City Council will then have the opportunity to review the draft, as will City of Sherwood legal counsel. Doman Calkins shared a timeline for the signing the WCCLS IGA. May 24<sup>th</sup> is the deadline for WCCLS member libraries to be ready to sign the IGA. As a reminder, Doman Calkins shared that the IGA is for four more years and we are currently in a one-year extension of the last IGA. The IGA is linked to the timeline for the library levy, which comprises about 20% of the Sherwood Public Library budget. The majority of the countywide funding that comes through WCCLS is general fund money from the County. The IGA is a joint IGA among the WCCLS member libraries, not a custom IGA specific to Sherwood, and will go into effect July 1<sup>st</sup>.

- **Budget**

Budget process for the City is moving forward—the kickoff meeting was today. The departmental budgets are due end of March. The Budget Message and additional documentation will be distributed May 20<sup>th</sup>. The Budget Committee meetings are scheduled for May 31<sup>st</sup>, June 1<sup>st</sup>, and June 2<sup>nd</sup> – this schedule is difference from the previous budget process in which each meeting was held one week apart. Concerns expressed about the Library budget so far are that costs are increasing while funding from WCCLS is only a 3% increase – the levy was a renewal and the 3% increase is what was expected, however, it is not keeping pace with inflation and cost increases. Doman Calkins is looking at trimming the collection budget. Currently, there are quite a lot of funds dedicated to purchasing disc formats (DVDs, Blu-rays, music CDs, Books on CD), however, the circulation numbers for these formats has declined sharply, even pre-pandemic.

- **Current & Upcoming Events**

- Programs continue online for the month of February. Library staff are in discussion with online program participants regarding coming back to the library in-person.
- The 9<sup>th</sup> annual Six Word Story Contest will be held in March. The winners will be announced in April during National Library Week.
- Citizenship classes will return in person in April. Citizenship classes were offered online, however, due to technical challenges it was much more difficult to coordinate this series online.
- In-person computer classes (Intro to Word and Intro to Excel) will resume in May.
- In-person “How to Everything” practical skills series will take place in May. This series will include programs on car repair and maintenance, nutrition, and job skills.
- In-person storytimes will resume in May. The library will begin with one in-person storytime a week.
- Summer Reading Program will launch in June and will run through August. As part of Summer Reading there will be bilingual storytimes in Stella Olsen Park and weekly performers on Tuesdays at 11am. These events were previously held on Tuesdays at 2pm, but the time has been changed to help avoid severe weather events.
- Book clubs will continue virtually through April, and return in-person in May.

- **COVID & Strategic Focusing Updates**

In-person programs are in the process of returning. Going forward every other computer will remain accessible to allow for social distancing, so far this has allowed us to keep up with demand. If demand outpaces the computers available library staff will reassess. Progress is being made on getting a diversity, equity, and inclusion training scheduled. Doman Calkins will discuss Census data at the next meeting. Chair Dobson asked about the “creation station” computer. Doman Calkins said that the public library computers currently available have basic software (Word, internet access, etc.). The “creation station” computer will be able to handle more robust processing and hopefully have Adobe Creative Cloud software which would allow for film and music editing, Photoshop, etc. There are some licensing issues still to figure out with Adobe.

## **Edge Assessment**

Doman Calkins noted that she uploaded several Edge Benchmark documents uploaded to the Library Advisory Board Meeting page (see attachments). Doman Calkins gave a brief overview of Edge Assessment, noting that it is a self-assessment tool that helps libraries measure the effectiveness of their public facing technology and helps plan for technology improvements in the library. The Library has been participating in the Edge Assessment since 2016. The Library's Edge Assessment score went down during the pandemic, which was expected given that the Library could not provide computer classes, in-person tech help, etc. However, the Library added circulating Chromebooks and hotspots during the pandemic, which helped raise the overall score. Doman Calkins shared the 2022 Edge Assessment document. The library's current Edge score is 778 out of a possible 1000, which puts the library in the 98<sup>th</sup> percentile for libraries nationwide of Sherwood's size. In the documentation that Doman Calkins uploaded it is also possible to compare Sherwood to Oregon libraries, libraries with similar budgets, and to libraries in the Urban Library Council (ULC) which are the larger library systems, such as Multnomah County Libraries.

## **Management Report**

Doman Calkins shared statistics comparing the first seven months of FY21-22 to the first seven months of FY18-19, which is the last full fiscal year unaffected by the pandemic. Highlights include:

- Total checkouts, which includes both physical and digital materials, is at 33,159 this fiscal year which is a 5% increase over FY18-19.
- Total checkouts continue to trend upward. In July 2021 total checkouts were -12% compared to pre-pandemic numbers, and by January 2022 total checkouts +5% compared to pre-pandemic numbers.
- Digital checkouts now comprise 27% of total checkouts, +4.5% compared to last year and nearly double pre-pandemic.
- Total registered patrons is 14,395, +7.6% compared to last year.
- 92 new library card were added in January, which is very close to pre-pandemic numbers. Pre-pandemic the library was averaging 100 new library cards per month.
- The current collection size is 53,159.
- There were 24 programs held in January and 762 participants.

Doman Calkins shared that WCCLS is getting close to offering digital magazines. A team of librarians at WCCLS have reviewed possible vendors and have narrowed it down to two choices, which are Overdrive/Libby and PressReader. Both options include magazines in languages other than English. All library staff have the opportunity to test and provide feedback on both options. It is expected a decision will be made within the next few months.

Doman Calkins shared that the Public Library Standards Assessment is made available by the Oregon Library Association and should, ideally, be completed before the next library strategic planning process. The last time the Public Library Standards Assessment was completed for Sherwood was pre-pandemic and the Assessment has been updated since then.

## **Council Updates & Question for Councilor Brouse**

Councilor Doug Scott shared the following updates:

- Council passed a supplemental budget, which typically happens halfway through the fiscal year.
- Council passed an ordinance to allow residential chickens in Sherwood. Many HOAs will not allow chickens, however, for those who live in a qualifying area there is small fee and application process through the City to obtain a permit to keep backyard chickens.
- Planning Commission will meet next week to have three public hearings – two hearings around industrial development and one hearing for a proposed apartment complex.

## **Other Business/Public Comment**

Kaliszewski asked if the library had received any questions from the public asking for any books to be banned. Doman Calkins shared that the library has not received any such requests. Steven Remsen asked if a local public school library were to ban a book, would it be possible to feature that book at the Sherwood Library. Doman Calkins said library staff would follow our normal guidelines for reconsideration of materials. She said that the library wouldn't want to make a political statement by displaying the book, and that realistically because of the publicity around a book when it is banned or challenged that book becomes popular and likely will be checked out and not available to display, as was the case when the Dr. Seuss books were removed from print last year. Remsen said that public comment had been made at the Sherwood School Board regarding the content of some books. Councilor Scott asked about language in a previous meeting related to removing or banning certain books. Doman Calkins shared that this referred to updating the Collection Development Policy, which doesn't specifically call out not including a book because of hate speech. Councilor Scott shared that censoring materials that some find offensive is a slippery slope that we shouldn't go down.

Maggie Gerhard recalled that the library had scheduled some diversity, equity, and inclusion (DEI) programs scheduled pre-pandemic that she was looking forward to and asked if the library is planning to do more DEI programming in the future. Doman Calkins and Crystal Garcia shared that staff trainings centered on DEI are upcoming and that the Oregon Humanities Conversation Program has a slate of facilitated conversation programs centered on DEI that the library does have the opportunity to schedule and these programs would be open to the public.

## **Next Meeting**

The next meeting will take place on Wednesday, March 16, 2021, at 6:30 pm. The March meeting is scheduled to take place on Zoom and April will likely be in-person again.

Meeting adjourned at 8:01 pm by Chair Dobson.

Respectfully submitted,

Crystal Garcia



## SHERWOOD PUBLIC LIBRARY

### February 2022 Assessment

#### About this report

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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

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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

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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		
<b>BENCHMARK 2: ECONOMIC OPPORTUNITY</b>		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
<b>BENCHMARK 3: CIVIC ENGAGEMENT</b>			
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		
<b>BENCHMARK 4: EDUCATION</b>			
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
<b>BENCHMARK 5: HEALTH</b>			
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		
<b>Engaging the Community and Decision Makers</b>		<b>204</b>	<b>267</b>
<b>BENCHMARK 6: UNDERSTANDING COMMUNITY NEEDS</b>		<b>124</b>	<b>159</b>
<b>6.1 Community and user engagement</b>		<b>41</b>	<b>64</b>
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
<b>6.2 Assessment</b>		<b>83</b>	<b>95</b>
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 <sup>1</sup> :		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		
<b>BENCHMARK 7: LEADERSHIP</b>		<b>21</b>	<b>28</b>
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
<b>BENCHMARK 8: RELATIONSHIPS WITH COMMUNITY LEADERS</b>		<b>58</b>	<b>80</b>
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.		6	6
<b>Organizational Management</b>		<b>233</b>	<b>279</b>
<b>BENCHMARK 9: TECHNOLOGY PLANNING/POLICIES/AVAILABILITY</b>		<b>155</b>	<b>181</b>
9.1 Technology planning		52	55
9.1.1 The library has a technology management plan?		3	3
9.1.2 The library's technology plan has accessibility goals.		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		
<b>BENCHMARK 10: STAFF DIGITAL EXPERTISE</b>		<b>78</b>	<b>98</b>
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		
<b>TOTAL</b>		<b>774</b>	<b>1,000</b>



# 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
1.3.2 The library's website makes it possible to access: Downloadable e-books Downloadable audiobooks Streamable video Downloadable interactive language learning tools	▲ 18	15	18
1.3.3 The library makes available: 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
1.3.4 The library: 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
1.3.5 The library has at least one public terminal with assistive technology that addresses the needs of: 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
1.3.6 The library uses an online validation service to demonstrate compliance with World Wide Web Consortium (WW3) accessibility standards.	▼ 0	1	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?	▲ 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
<b>BENCHMARK 2: ECONOMIC OPPORTUNITY</b>	▲ 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
<b>BENCHMARK 3: CIVIC ENGAGEMENT</b>	▲ 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
<b>BENCHMARK 4: EDUCATION</b>	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
<b>BENCHMARK 5: HEALTH</b>	▲ 17	11	31
<b>5.1 Health and wellness</b>	▲ 17	11	31
<b>5.1.1 Library users are able to:</b> 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
<b>5.1.2 The library selects or organizes digital resources to help people:</b> Find out about local doctors or health care providers Learn about options for obtaining health insurance Enroll in health insurance	▲ 8	3	15
<b>Engaging the Community and Decision Makers</b>	▲ 204	129	267
<b>BENCHMARK 6: UNDERSTANDING COMMUNITY NEEDS</b>	▲ 124	51	159
<b>6.1 Community and user engagement</b>	▲ 41	23	64
<b>6.1.1 In order to understand community needs:</b> 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
<b>BENCHMARK 7: LEADERSHIP</b>	▲ 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
<b>BENCHMARK 8: RELATIONSHIPS WITH COMMUNITY LEADERS</b>	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

	YOUR LIBRARY RESULTS	\$1M TO \$2.5M AVERAGE RESULTS	POSSIBLE TOTAL
<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
<b>Organizational Management</b>	<b>▲ 233</b>	<b>166</b>	<b>279</b>
<b>BENCHMARK 9: TECHNOLOGY PLANNING/POLICIES/AVAILABILITY</b>	<b>▲ 155</b>	<b>117</b>	<b>181</b>
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
<b>BENCHMARK 10: STAFF DIGITAL EXPERTISE</b>	▲ 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
<b>TOTAL</b>	<b>▲ 774</b>	<b>525</b>	<b>1,000</b>

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



# 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: Oregon

	YOUR LIBRARY RESULTS	OREGON AVERAGE RESULTS	POSSIBLE TOTAL
Community Value	▲ 337	202	454
BENCHMARK 1: DIGITAL SKILLS	▲ 264	146	328
1.1 Classes or instruction on digital skills	▲ 63	27	67

	YOUR LIBRARY RESULTS	OREGON 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	27	67
1.2 Individual help for digital services	▲ 55	36	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	4	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	19	34
1.3 Access to digital tools	▲ 110	60	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	OREGON AVERAGE RESULTS	POSSIBLE TOTAL
1.3.2 The library's website makes it possible to access: Downloadable e-books Downloadable audiobooks Streamable video Downloadable interactive language learning tools	▲ 18	13	18
1.3.3 The library makes available: 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	11	40
1.3.4 The library: 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	16	46
1.3.5 The library has at least one public terminal with assistive technology that addresses the needs of: 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
1.3.6 The library uses an online validation service to demonstrate compliance with World Wide Web Consortium (WW3) accessibility standards.	▼ 0	1	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?	▲ 6	5	6

	YOUR LIBRARY RESULTS	OREGON 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	4	6
1.5 Content creation	▲ 25	15	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	15	49
<b>BENCHMARK 2: ECONOMIC OPPORTUNITY</b>	▲ 25	18	37
2.1 Job skills, workforce development, entrepreneurship	▲ 25	18	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	16	25

	YOUR LIBRARY RESULTS	OREGON 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	2	12
<b>BENCHMARK 3: CIVIC ENGAGEMENT</b>	▲ 12	10	25
3.1 eGov, legal assistance, citizenship	▲ 12	10	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	9	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
<b>BENCHMARK 4: EDUCATION</b>	▲ 20	18	34
4.1 Early literacy, homework, lifelong learning	▲ 20	18	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	12	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	2	3

	YOUR LIBRARY RESULTS	OREGON AVERAGE RESULTS	POSSIBLE TOTAL
4.1.4 Users take ESL and foreign language classes through online programs or classes held at the library.	▼ 0	3	6
<b>BENCHMARK 5: HEALTH</b>	▲ 17	10	31
<b>5.1 Health and wellness</b>	▲ 17	10	31
<b>5.1.1 Library users are able to:</b> 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
<b>5.1.2 The library selects or organizes digital resources to help people:</b> Find out about local doctors or health care providers Learn about options for obtaining health insurance Enroll in health insurance	▲ 8	2	15
<b>Engaging the Community and Decision Makers</b>	▲ 204	117	267
<b>BENCHMARK 6: UNDERSTANDING COMMUNITY NEEDS</b>	▲ 124	50	159
<b>6.1 Community and user engagement</b>	▲ 41	23	64
<b>6.1.1 In order to understand community needs:</b> 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	14	52

	YOUR LIBRARY RESULTS	OREGON 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	4	6
6.1.3 The library updates digital services, programs, tools and resources based on users' feedback and requests.	▲ 6	5	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	7	12
<b>BENCHMARK 7: LEADERSHIP</b>	▲ 21	16	28
7.1 Library thought leadership	▲ 21	16	28

	YOUR LIBRARY RESULTS	OREGON AVERAGE RESULTS	POSSIBLE TOTAL
<p>7.1.1 Libraries leaders and staff:</p> <p>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</p> <p>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</p> <p>Collaborate on grant and other funding opportunities with a community organization for initiatives to improve digital access, skills and information literacy for community members</p> <p>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</p>	▲ 21	16	28
<b>BENCHMARK 8: RELATIONSHIPS WITH COMMUNITY LEADERS</b>	▲ 58	51	80
8.1 Outreach to community leaders and partners	▲ 58	51	80
<p>8.1.1 In its outreach to community leaders and partners, the library:</p> <p>Shares training resources and curricula with other libraries or community-based organizations</p> <p>Maintains a list of community organizations to help distribute materials about library digital services, programs, tools and resources</p> <p>Maintains a list of community organizations that offer digital services and resources to easily refer community members for additional services</p> <p>Have a list of local media contacts and updates it at least annually</p> <p>Conducts outreach to local media at least quarterly through one-on-one meetings, press releases, op-eds or media events at the library</p> <p>Partners with corporate foundations, private foundations, community nonprofit organizations and other institutions to support digital programs</p> <p>Partners with corporate foundations, private foundations, community nonprofit organizations and other institutions in its outreach on digital services, programs, tools and expertise</p>	▲ 18	17	31
<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	28	43

	YOUR LIBRARY RESULTS	OREGON AVERAGE RESULTS	POSSIBLE TOTAL
8.1.3 At least one leader from a community-based organization serves on a library committee or governing board.	▲ 6	5	6
<b>Organizational Management</b>	<b>▲ 233</b>	<b>146</b>	<b>279</b>
<b>BENCHMARK 9: TECHNOLOGY PLANNING/POLICIES/AVAILABILITY</b>	<b>▲ 155</b>	<b>102</b>	<b>181</b>
9.1 Technology planning	▲ 52	30	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	2	6
9.1.3 The library annually updates its accessibility goals.	▲ 6	1	6
9.1.4 The library has: A software and hardware replacement plan with a three to five year refresh cycle 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 Network security practices for timely application of updates and patches Processes for system recovery to ensure continuity of services in the event of catastrophic technology failure Processes to provide technology services to the community in the event of a disaster or other community emergency	▲ 28	20	28
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	2	6
9.2 Digital services and programs planning	▲ 18	8	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

	YOUR LIBRARY RESULTS	OREGON AVERAGE RESULTS	POSSIBLE TOTAL
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	3	6
9.2.3 The library has explicit policies for technology product and service partnerships.	▲ 6	2	6
9.3 Technology management*	▲ 46	36	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	21	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	9	12
9.4 Digital services and program tracking	▲ 38	28	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	9	15

	YOUR LIBRARY RESULTS	OREGON AVERAGE RESULTS	POSSIBLE TOTAL
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	19	34
<b>BENCHMARK 10: STAFF DIGITAL EXPERTISE</b>	<b>▲ 78</b>	<b>44</b>	<b>98</b>
10.1 Staff digital knowledge	▲ 51	24	61
10.1.1 Public service staff job descriptions contain digital competencies and responsibilities.	▲ 6	4	6
10.1.2 The annual evaluation of public service staff performance includes digital services, programs, tools and competency goals.	▲ 6	3	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	4	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
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	7	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	20	37

	YOUR LIBRARY RESULTS	OREGON AVERAGE RESULTS	POSSIBLE TOTAL
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	20	37
<b>TOTAL</b>	<b>▲ 774</b>	<b>466</b>	<b>1,000</b>

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



# 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: ULC Member

	YOUR LIBRARY RESULTS	ULC MEMBER AVERAGE RESULTS	POSSIBLE TOTAL
Community Value	▲ 337	331	454
BENCHMARK 1: DIGITAL SKILLS	▲ 264	241	328
1.1 Classes or instruction on digital skills	▲ 63	51	67
1.2 Individual help for digital services	▲ 55	45	55
1.3 Access to digital tools	▲ 110	95	141

	YOUR LIBRARY RESULTS	ULC MEMBER AVERAGE RESULTS	POSSIBLE TOTAL
1.4 Awareness of digital tools	▲ 11	10	15
1.5 Content creation	▼ 25	39	49
<b>BENCHMARK 2: ECONOMIC OPPORTUNITY</b>	▼ 25	32	37
2.1 Job skills, workforce development, entrepreneurship	▼ 25	32	37
<b>BENCHMARK 3: CIVIC ENGAGEMENT</b>	▼ 12	16	25
3.1 eGov, legal assistance, citizenship	▼ 12	16	25
<b>BENCHMARK 4: EDUCATION</b>	▼ 20	26	34
4.1 Early literacy, homework, lifelong learning	▼ 20	26	34
<b>BENCHMARK 5: HEALTH</b>	▲ 17	15	31
5.1 Health and wellness	▲ 17	15	31
<b>Engaging the Community and Decision Makers</b>	▲ 204	188	267
<b>BENCHMARK 6: UNDERSTANDING COMMUNITY NEEDS</b>	▲ 124	93	159
6.1 Community and user engagement	▲ 41	38	64

	YOUR LIBRARY RESULTS	ULC MEMBER AVERAGE RESULTS	POSSIBLE TOTAL
<p>6.1.1 In order to understand community needs:</p> <p>Questions about community digital needs are included in a library-sponsored needs assessment tool.</p> <p>The library conducts focus groups or forums with community members and users on the community's digital services, programs, tools and resource needs.</p> <p>The library conducts a community needs assessment for technology resources in languages other than English.</p> <p>The library conducts a community needs assessment for technology resources for people with disabilities.</p> <p>A local government assessment tool asks community members about library digital services, programs, tools and resource needs.</p> <p>The library asks community members and library users to test prototypes of digital services, programs, tools and resources.</p>	▲ 29	26	52
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	6	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	56	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	7	9
<p>6.2.2 Identify whether your library engages in activities to determine the results of the library's programs or resources on patrons':</p> <p>Digital skills</p> <p>Ability to protect their online privacy and security</p> <p>Ability to find a job</p> <p>Level of workforce preparedness</p> <p>Level of health or wellness</p> <p>Educational attainment</p> <p>Ability to pursue artistic or creative activities</p> <p>Ability to create and distribute digital content</p>	▲ 40	24	46
<p>6.2.3 How does the library determine the results of library programs or resources?</p> <p>Project outcome</p> <p>Partnerships with local universities</p> <p>Tools the library has developed</p>	▲ 12	10	18

	YOUR LIBRARY RESULTS	ULC MEMBER AVERAGE RESULTS	POSSIBLE TOTAL
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	5	9
6.2.5 The library keeps track of the use of the following? Databases Hotspots	▲ 12	10	12
<b>BENCHMARK 7: LEADERSHIP</b>	▼ 21	26	28
7.1 Library thought leadership	▼ 21	26	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	26	28
<b>BENCHMARK 8: RELATIONSHIPS WITH COMMUNITY LEADERS</b>	▼ 58	69	80
8.1 Outreach to community leaders and partners	▼ 58	69	80

	YOUR LIBRARY RESULTS	ULC MEMBER AVERAGE RESULTS	POSSIBLE TOTAL
<p>8.1.1 In its outreach to community leaders and partners, the library:</p> <p>Shares training resources and curricula with other libraries or community-based organizations</p> <p>Maintains a list of community organizations to help distribute materials about library digital services, programs, tools and resources</p> <p>Maintains a list of community organizations that offer digital services and resources to easily refer community members for additional services</p> <p>Have a list of local media contacts and updates it at least annually</p> <p>Conducts outreach to local media at least quarterly through one-on-one meetings, press releases, op-eds or media events at the library</p> <p>Partners with corporate foundations, private foundations, community nonprofit organizations and other institutions to support digital programs</p> <p>Partners with corporate foundations, private foundations, community nonprofit organizations and other institutions in its outreach on digital services, programs, tools and expertise</p>	▼ 18	27	31
<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	37	43
8.1.3 At least one leader from a community-based organization serves on a library committee or governing board.	▲ 6	5	6
<b>Organizational Management</b>	<b>▲ 233</b>	<b>204</b>	<b>279</b>
<b>BENCHMARK 9: TECHNOLOGY PLANNING/POLICIES/AVAILABILITY</b>	<b>▲ 155</b>	<b>140</b>	<b>181</b>
9.1 Technology planning	▲ 52	42	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	4	6

	YOUR LIBRARY RESULTS	ULC MEMBER AVERAGE RESULTS	POSSIBLE TOTAL
9.1.3 The library annually updates its accessibility goals.	▲ 6	4	6
9.1.4 The library has: A software and hardware replacement plan with a three to five year refresh cycle 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 Network security practices for timely application of updates and patches Processes for system recovery to ensure continuity of services in the event of catastrophic technology failure Processes to provide technology services to the community in the event of a disaster or other community emergency	▲ 28	25	28
9.1.5 The library annually updates its BYOD and device lending policies.	▲ 6	4	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	15	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	5	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	6	6
9.2.3 The library has explicit policies for technology product and service partnerships.	▲ 6	4	6
9.3 Technology management*	▲ 46	43	58

	YOUR LIBRARY RESULTS	ULC MEMBER AVERAGE RESULTS	POSSIBLE TOTAL
<p>9.3.1 When it comes to managing its internal technology capabilities, the library:</p> <p>Conducts speed tests on public computers to compare actual and advertised bandwidth speed</p> <p>Responds to alerts about connectivity problems in a timely way</p> <p>Monitors in real time connectivity (up/down/ping) at the network level for all locations</p> <p>Allocates bandwidth for library staff functions and public internet access through separate data circuits in some locations</p> <p>Uses session management software</p> <p>Makes available to staff a troubleshooting guide for network devices and peripherals, including call numbers and service provider information</p> <p>Uses a master image deployment and recovery system (e.g., Clonezilla, Ghost) for public computers</p> <p>Has a lockdown software program (e.g., Deepfreeze) installed on public computers</p> <p>Has cold spares available to switch out downed devices with fresh hardware within a business day</p>	▼ 25	26	31
<p>9.3.2 With respect to the library's network capabilities:</p> <p>The wireless network signal extends to all public areas of the library at all locations.</p> <p>The library has access to personnel with sufficient IT expertise to maintain its network and public technology systems.</p> <p>The library has at least one staff member located onsite with sufficient IT expertise to maintain the library's network and public technology systems.</p>	▲ 12	11	12
9.4 Digital services and program tracking	▼ 38	40	49
<p>9.4.1 For library web resources, staff:</p> <p>Checks web links at least monthly</p> <p>Reviews library analytics (e.g., number of website and social media visitors, traffic types, popular pages, referrals, retweets) at least quarterly</p> <p>Reviews subscription content (e.g., EBSCO databases, Freegal Music, Learning Express, Lynda.com) usage reports at least quarterly</p>	14	14	15
<p>9.4.2 With respect to metrics for library digital resources, staff records metrics of:</p> <p>Hours public devices are in use by users</p> <p>Number of attendees in digital classes</p> <p>Wait times for public devices</p> <p>Number of requests for one-on-one technology help</p> <p>Number of Wi-Fi sessions initiated by users</p>	▼ 25	26	34
<b>BENCHMARK 10: STAFF DIGITAL EXPERTISE</b>	▲ 78	64	98
10.1 Staff digital knowledge	▲ 51	32	61

	YOUR LIBRARY RESULTS	ULC MEMBER AVERAGE RESULTS	POSSIBLE TOTAL
10.1.1 Public service staff job descriptions contain digital competencies and responsibilities.	▲ 6	4	6
10.1.2 The annual evaluation of public service staff performance includes digital services, programs, tools and competency goals.	▲ 6	3	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	1	9
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	13	25
10.1.7 The library evaluates staff's preparedness to serve digital needs of library users.	▲ 6	4	6
10.2 Staff thought leadership and participation	▼ 28	31	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	31	37
<b>TOTAL</b>	<b>▲ 774</b>	<b>724</b>	<b>1,000</b>

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





## EDGE PROGRESS SNAPSHOT

# SHERWOOD PUBLIC LIBRARY

### Our Community At-A-Glance

Percent of homes without broadband

8.80%



Population size

24,646



School age children

5,242



Percent of population below the poverty level

3.80%



Percent of population unemployed

3.30%



### Our Library At-A-Glance

Full-time equivalent staff

11.88



Operating revenue

\$1,270,654.00



Internet computers used by the public

13.00



### Top Digital Inclusion Benchmarks

#### Understanding Community Needs: 100th Percentile

Measures the library's capacity and activities to assess library digital resource use and local digital inclusion needs.

#### Digital Skills: 97th Percentile

Measures the extent of the library's digital skill-building offerings, online resources and publicly accessible digital devices.

#### Tech Planning/Policies/Availability: 95th Percentile

Measures the library's capacity to manage its technology investments and digital inclusion efforts.

*For each Edge Benchmark identified above, the given percentile reflects the percent of similarly sized libraries who scored below our library when taking the Edge Assessment*

### Low Digital Inclusion Benchmarks

#### Relationships with Community Leaders: 52nd Percentile

Measures the extent of the library's partnerships with local organizations to magnify the library's digital inclusion leadership.

#### Civic Engagement: 47th Percentile

Measures the library's capacity to provide and leverage digital tools to engage community members in civic processes and discourse.

#### Education: 44th Percentile

Measures the library's online education opportunities, services and resources designed to support lifelong learning.

*For each Edge Benchmark identified above, the given percentile reflects the percent of similarly sized libraries who scored below our library when taking the Edge Assessment*