

# TAKING THE EDGE INITIATIVE STATEWIDE



edge

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Where People Connect, Communities Achieve

# Goals for Today

- Edge Overview
- Missouri Activity
- Edge 2.0
- Q & A



# What is Edge?

A management tool to help libraries align their technology resources to community priorities.



# EDGE COALITION



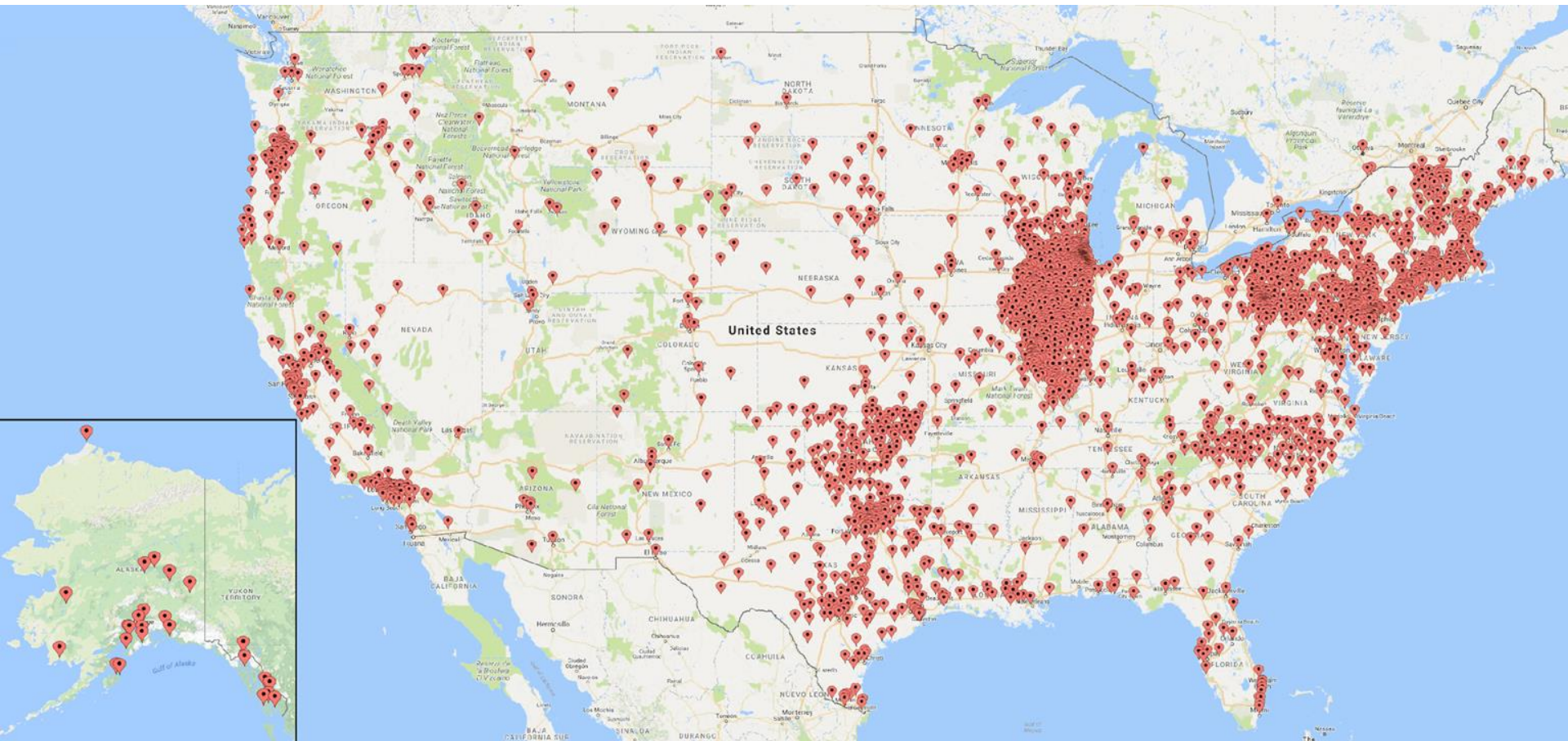
BILL & MELINDA  
GATES *foundation*



# VALUE OF EDGE TO THE FIELD



# 2,800 PUBLIC LIBRARIES HAVE COMPLETED AN EDGE ASSESSMENT



# 22 MISSOURI LIBRARIES HAVE COMPLETED AN EDGE ASSESSMENT

- Montgomery City Public Library
- Albany Carnegie Public Library
- **Washington Public Library**
- Barton County Library
- West Plains Public Library
- Daviess County Library
- De Soto Public Library
- Caruthersville Public Library
- Farmington Public Library
- Morgan County Library
- Sikeston Public Library
- Boonslick Regional Library
- Stone County Library
- Polk County Library
- Little Dixie Regional Libraries
- Mexico-Audrain County Library District
- Pulaski County Library
- **St. Louis County Library**
- New Madrid County Public Library
- Hickory County Public Library
- Rolling Hills Consolidated Library
- Grundy County Jewett Norris Library



# Caruthersville Public Library

Caruthersville, MO | population 6,168



*“The Edge Program, for our library, showed us our strengths – which made me proud, and pointed out some ways to improve.”*

– Teresa Tidwell



# Morgan County Library

Versailles, MO | population: 20,565

*“I can honestly say that I am proud to receive this grant. The whole process went so smoothly because Edge gave us the ability to reference how our library was doing in comparison to our peers and how we measured against national benchmarks.”*

- Stacey Embry



# Barton County Library

Lamar, MO | Population: 12,400

*“Edge is designed to help your library plan and focus on what is best for the community that you serve and plan how to get the biggest bang for your buck.”*

– Carol Darrow



*Proudly Serving the Communities of Barton County, MO*

edge



# ASSESSMENT CONTENT CHANGES

- Expand focus from public access to digital inclusion and digital literacy
- Emphasis on library program and service assessment
- Emphasis on community needs assessment

# EDGE 2.0 is LIVE!

New website: [www.libraryedge.org](http://www.libraryedge.org)

New platform: <https://platform.libraryedge.org>

Edge 1.0 reports: [legacyplatform.libraryedge.org](http://legacyplatform.libraryedge.org)



[About](#)[Platform Tour](#)[Community](#)[LOG IN](#)

## Library Profiles

Discover how libraries of all sizes have successfully used Edge to advance key community outcomes.

KEY OUTCOME AREA ▾

STATE/PROVINCE ▾

PEER GROUP ▾

### MASCOUTAH PUBLIC LIBRARY

Mascoutah Public Library used Edge to update the library website, equip staff with laptops and employ individuals from a wide range of ages.

[READ MORE >](#)

### POTTSBORO AREA PUBLIC LIBRARY

Edge propelled Pottsboro Area Public Library to rethink how it could better meet its community's technology needs, including expanding services to provide greater public Wi-Fi access and assistive technology for disabled patrons.

[READ MORE >](#)

### GENESEO PUBLIC LIBRARY DISTRICT

Geneseo Public Library District used Edge to develop an action plan that focuses on improving digital literacy among staff and patrons, and to build strong partnership with community members that led to several funding opportunities.

[READ MORE >](#)



# STRATEGIC AREAS AND BENCHMARKS



# ORIGINAL

# REVISED

## COMMUNITY VALUE

- B 1: Digital literacy
- B 2: Digital tools and resources
- B 3: Meeting key community needs

- B 1: Digital skills
- B 2: Economic opportunity
- B 3: Civic engagement
- B 4: Education
- B 5: Health

## ENGAGING THE COMMUNITY AND DECISION MAKERS

- B 4: Strategy and evaluation
- B 5: Strategic partnerships
- B 6: Sharing best practices

- B 6: Understanding community needs and outcomes
- B 7: Leadership
- B 8: Relationships with community leaders

## ORGANIZATIONAL MANAGEMENT

- B 7: Planning and policies
- B 8: Staff expertise
- B 9: Devices and bandwidth
- B 10: Technology management
- B 11: Technology inclusiveness

- B 9: Technology planning, policies and availability
- B 10: Staff digital experience





# MISSOURI STRATEGIC AREA RESULTS

## National Results

|                           |      |        |
|---------------------------|------|--------|
| Community Value           | 54 % | 54 %   |
| Engaging the Community    | 46 % | 45.1 % |
| Organizational Management | 59 % | 57.8%  |



# BENCHMARKS: HIGHEST SCORING

|    |   |     |
|----|---|-----|
| 8  | Libraries have sufficient staff with technology expertise to help patrons achieve their goals                         | 68% |
| 10 | Libraries manage their technology resources to maximize quality   | 66% |
| 2  | Libraries provide access to relevant digital content and enable community members to create their own digital content | 61% |



# BENCHMARKS: LOWEST SCORING

|    |   |     |
|----|---|-----|
| 11 | Libraries ensure participation in digital technology for people with disabilities   | 42% |
| 4  | Libraries make strategic decisions based on community priorities for digital inclusion and innovation   | 43% |
| 5  | Libraries build strategic relationships with community partners to maximize public access technology resources and services provided to the community | 44% |





**PREPARE**



**ASSESS**



**COMPARE**



**ACT**

# PREPARE





# Dashboard

PREPARE

ASSESS

COMPARE

ACT

Edge Toolkits

Glossary

FAQ

## PREPARE

Whether you are new to Edge or a longtime user, we recommend reviewing the information linked below to prepare your library to achieve the greatest success with Edge.

### Library Profile

Ensure your library's information is complete and up to date.

[View](#)



### Assessment Workbook

Review a comprehensive guide to the Edge Assessment questions, including a detailed answer key.

[View](#)



### Completed Assessments Reports and Data

[View](#)

[Continue](#)

ABERNATHY PUBLIC LIBRARY

**FSCS KEY**

**MATCHING EMAIL DOMAINS**

**ADDRESS**

**COUNTRY**

**ADDRESS 1**

**ADDRESS 2**

**CITY**

**STATE**

**ZIP CODE**

**COUNTY**

**LIBRARY PROFILE**

**LEGAL BASIS**

**TOTAL FTE**



## COMMUNITY PROFILE

We recommend identifying the below information to support your library in planning strategically to meet your community's needs to identify this information for the desired town. Unless otherwise noted, you can easily identify this information for your community by using the [U.S. Census Bureau American FactFinder tool](#).

### POPULATION SERVED

3,578

This information has been populated using data from the [Institute of Museum and Library Services Public Libraries Survey](#)

### ESTIMATED NUMBER OF SCHOOL AGE CHILDREN

1,020,909

### ESTIMATED HIGH SCHOOL GRADUATION RATE (%)

75.00

### ESTIMATED PERCENT OF PEOPLE LIVING BELOW POVERTY LEVEL (%)

### ESTIMATED UNEMPLOYMENT RATE (%)

### ESTIMATED PERCENT OF HOMES WITH BROADBAND (%)

- Visit the U.S. Census Bureau's [Why We Ask Questions About](#) page to identify this information for your community. **You must click the "View Results" button under the "Results from these questions" section header to access the data.**
- BroadbandNow's [broadband coverage in the U.S. search tool](#). Scroll down on the linked page to view an interactive map of the United States. Click on your library's state to access information about your county.

## LOCATIONS / BRANCHES


| BRANCH ↑ | HOURS/YEAR | WEEKS/YEAR | DEVICES | EDIT |
|----------|------------|------------|---------|------|
|----------|------------|------------|---------|------|

No records available.

ADD BRANCH







# Dashboard

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### Completed Assessments Reports and Data

[View](#)[Continue](#)

## Manage Users

| NAME          | EMAIL                            | ROLE                                 | EDIT   |
|---------------|----------------------------------|--------------------------------------|--|
| Hawaii Leader | H10001-leader@urbanlibraries.org | Edge Team Leader<br>Edge Team Member |   |
| Hawaii Staff  | H10001-staff@urbanlibraries.org  | Edge Team Member                     |  |

[ADD USER](#)

# ASSESS



# Dashboard

PREPARE

**ASSESS**

COMPARE

ACT

## ASSESS

Completing Edge Assessments allows your library to clearly measure how its performance, strategies and resources compare to libraries across North America.

### Current Assessment Progress

1 OF 166 ANSWERED (0% COMPLETE)

[Continue Assessment](#)

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 FAQ

# Assessment

89 OF 168 ANSWERED (52% COMPLETE)

## Community Value

### Benchmark 1: Digital Skills

1.1 CLASSES OR INSTRUCTION ON DIGITAL SKILLS

9/10

IN PROGRESS

1.2 INDIVIDUAL HELP FOR DIGITAL SERVICES

COMPLETED

1.3 ACCESS TO DIGITAL TOOLS

10/26

IN PROGRESS

1.4 AWARENESS OF DIGITAL TOOLS

COMPLETED

1.5 CONTENT CREATION

COMPLETED

### Benchmark 2: Economic Opportunity

2.1 JOB SKILLS, WORKFORCE DEVELOPMENT, AND ENTREPRENEURSHIP

COMPLETED

# Assessment

## 1.1: Classes or Instruction on Digital Skills

### 1.1.1

The library has classes or instruction for:



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

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

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

|                                     | YES                              | NO                               | IN PROGRESS                      |
|-------------------------------------|----------------------------------|----------------------------------|----------------------------------|
| Basic computer skills               | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            |
| Office productivity software        | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            |
| Using the internet for search       | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| Information literacy                | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            |
| Online safety, privacy and security | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> |
| Social media                        | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| Multimedia production               | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |



# Assessment

## 1.1: Classes or Instruction on Digital Skills

1.1.1

The library has classes or instruction for:




YES NO IN PROGRESS

### Notes

1.1.1: The library has classes or instruction for:

Create Note

Direct to the attention of:

All Edge Team Members 

Send email to the above Edge Team member(s) upon note creation

CREATE NOTE

# COMPARE







Peer Comparison Report

Custom Comparison Report



KEY TOPIC AREA:

ENTIRE ASSESSMENT

Update Report

The below data provides a look at how your recent Assessment results compare to other libraries across North America within your Edge Peer Group (defined by service population size and number of service outlets). The results below reflect the statistically representative Edge Assessment baseline values set by the 2018 Edge Representative Sample. Use the above filters to adjust the scope of your comparison. Click here to learn more about how these values have been determined.



YOUR LIBRARY RESULTS

YOUR PEER GROUP REPRESENTATIVE SAMPLE AVERAGE

POSSIBLE TOTAL

|   | YOUR LIBRARY RESULTS | YOUR PEER GROUP REPRESENTATIVE SAMPLE AVERAGE | POSSIBLE TOTAL |
|---|----------------------|---|----------------|
| <b>- Community Value</b>                                  | <b>▲ 302</b>         | <b>154</b>                                    | <b>454</b>     |
| <b>- BENCHMARK 1: DIGITAL SKILLS</b>                      | <b>▲ 215</b>         | <b>118</b>                                    | <b>328</b>     |
| + 1.1 Classes or instruction on digital skills            | + 32                 | 26  | 67             |
| + 1.2 Individual help for digital services                | + 48                 | 27  | 55             |
| + 1.3 Access to digital tools                             | + 65                 | 44  | 141            |
| + 1.4 Awareness of digital tools                          | + 12                 | 5   | 15             |
| + 1.5 Content creation                                    | + 37                 | 13  | 48             |
| <b>- BENCHMARK 2: ECONOMIC OPPORTUNITY</b>                | <b>▲ 29</b>          | <b>10</b>                                     | <b>37</b>      |
| + 2.1 Job skills, workforce development, entrepreneurship | + 29                 | 10  | 37             |
| <b>- BENCHMARK 3: CIVIC ENGAGEMENT</b>                    | <b>▲ 18</b>          | <b>6</b>                                      | <b>25</b>      |

# CUSTOM COMPARISON

Peer Comparison Report

Custom Comparison Report

## KEY TOPIC AREA:

DIGITAL LITERACY/DIGITAL ACCESS PROGRAMS AND ▾

## COMPARE BY

State/Province

Region

Operating Revenue

Peer Group

ULC Member

Peer Comparison Report

Custom Comparison Report



KEY TOPIC AREA:

DIGITAL LITERACY/DIGITAL ACCESS PROGRAMS AND

COMPARE BY

STATE/PROVINCE

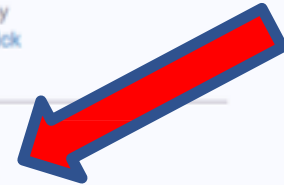
SELECT STATE/PROVINCE

TEXAS

Update Report



The below data offers a snapshot of how your most recent Edge Assessment results compare to other Edge libraries, filtered by custom groupings. *Please note: the custom-grouped results below do not reflect statistically representative user data.* [Click here to learn more](#) about how these values have been determined.



|   | YOUR LIBRARY RESULTS | TEXAS AVERAGE RESULTS | POSSIBLE TOTAL |
|---|----------------------|-----------------------|----------------|
| 1.1 Classes or Instruction on Digital Skills  | 14.5                 | 0                     | 22             |
| 1.1.1 The library has classes or instruction for:   | 14.5                 | 0                     | 22             |
| 1.2 Individual Help for Digital Services  | 14                   | 0                     | 18             |
| 1.2.1 The library offers one-on-one technology support for users on demand at all locations.      | 0                    | 0                     | 1              |
| 1.2.2 The library offers one-on-one technology support for users by appointment at all locations. | 1                    | 0                     | 2              |

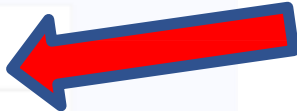
**ACT**



1.1.1

The library has classes or instruction for:

|   | RESPONSE    | DIFFICULTY LEVEL |
|---|-------------|------------------|
| Office productivity software                                      | No          | ● ○ ○            |
| Information literacy  | In Progress | ● ● ○            |
| Online safety, privacy and security                               | No          | ● ● ●            |
| Social media  | No          | ● ● ○            |
| User-owned devices, such as eReaders, iPads, tablets, smartphones | In Progress | ● ● ●            |
| Helping people determine whether information is trustworthy       | No          | ● ● ●            |



### S.M.A.R.T. ACTION PLAN

Use the fields below to develop an action plan for improving your library's points achieved for this indicator when taking future Edge Assessments. This plan follows the S.M.A.R.T. framework, focusing on goals that are Specific, Measurable, Achievable, Relevant and Time Bound.

#### PRIORITIZE ACTION PLAN

Select this box to prioritize this action plan.

#### SPECIFIC

Identify specific areas for improvement and outcome goals ...

#### MEASURABLE

Identify the metrics you will use to measure progress in achieving your library's specific goals ...

#### ACHIEVABLE

Identify specific actions your team will take to achieve your library's specific goals ...

#### RELEVANT

Identify city/county, library governance and staff and community priorities impacted by your library's success in these areas ...

#### TIME BOUND

Identify the time frame for completing this action plan and all planned actions ...

Create Plan

CANCEL

[Return to Dashboard](#)

# Toolkits



## Leveraging Edge in Your Library

This toolkit is designed to help you transition your Edge Assessment results into action.

[View](#)

# Questions?





Presenter:

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