



Edge Assessment Report for

San Mateo County Libraries

Your assessment has been completed! Congratulations on taking this exciting step toward strengthening your library's public access technology and contributing to your community's goals!

The results you find in this report, coupled with the Edge tools and training, will help you strengthen your library as well as shape your story and share the value your library offers to the community.

About this report: The following pages showcase your library's responses and results to the Edge assessment. As you review the results, remember that Edge is designed to help you set a path for continuous improvement. No matter what opportunities or challenges your library faces, Edge is a tool to use for making strategic, informed decisions about your resources and planning.

Understanding results: Results for your library are presented by three areas, and eleven benchmarks. Your results report outlines how many points your library achieved in each area based on your responses, along with a total number of points possible.

Understanding the overall score: The Edge benchmarks represent a comprehensive set of best practices from leading libraries around the country, of all sizes, related to public access technology. They are aspirational in nature, and are designed to encourage libraries to reach new levels of service. These assessment results are provided so that you can set priorities for your library that will improve the technology services you provide to your patrons. Priorities are individual to each library, and so while the maximum number of points available on the assessment is 1,000 no library is expected to achieve this score. We expect to see a wide range of scores. Whether your library scored 250 or 650, use these results to identify improvement opportunities for your library that are anchored in your library's and your community's strategic goals, a framework which may not require achievement in every benchmark.

Results for San Mateo County Libraries

Strategic Area	Benchmark	Aug 2013	Current Sep 2016
Community Value	1. Digital literacy	60/75	75/75
	2. Digital tools and resources	90/105	100/105
	3. Meeting key community needs	75/130	110/130
	Total	225/310	285/310
Engaging the Community	4. Strategy and evaluation	75/155	95/155
	5. Strategic partnerships	35/75	60/75
	6. Sharing best practices	60/65	55/65
	Total	170/295	210/295
Organizational Management	7. Planning and policies	40/50	50/50
	8. Staff expertise	50/80	75/80
	9. Devices and bandwidth	60/135	105/135
	10. Technology management	65/90	80/90
	11. Technology inclusiveness	25/40	0/40
	Total	240/395	310/395

Level 1 attributes are considered foundational for all library types. These resources, activities, or programs are generally simple and low cost to implement.

Level 2 attributes are generally applicable in most library communities, though a community needs assessment may reveal that some of these resources and services may not create as much value to the community as others.

Level 3 attributes are generally more costly or difficult to implement but are at the forefront of innovative activities, resources, and services that will help put the library at the center of digital inclusion in the community.

Your Library Achieved

	Aug 2013	Current Sep 2016
Level 1 Attributes	70%	80%
Level 2 Attributes	40%	70%
Level 3 Attributes	13%	50%

Benchmark 1

Libraries provide assistance and training with the goal of increasing the level of digital literacy in the community

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

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1-3	Curricula and in-person classes are available in at least one library location in the following topics: Basic computer skills	Yes	15/15	Yes	15/15
	Office productivity software	Yes		Yes	
	Internet searching	Yes		Yes	
	Privacy and security	No, would like to but cannot at this time		No, but plan to do so in the next year	
	Library resources	Yes		Yes	
	Social media	Yes		Yes	
	Multi-media (e.g, photo, video, audio)	No, would like to but cannot at this time		Yes	
2	In-person training classes are available for patron-owned devices (e.g., eReaders, iPods, tablets, smartphones) in at least one library location	Yes	5/5	Yes	5/5
3	In-person technology classes are available in languages other than English in at least one library location	Yes	5/5	Yes	5/5
Total			25/25		25/25

1.2 The library provides individual assistance for digital literacy at all locations.

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1	One-on-one technology help for patrons is available on-demand for at least 10 minute sessions at all library locations	Yes	20/20	Yes	20/20
2	One-on-one technology help is available for patrons on-demand or by appointment for at least 30 minute sessions at all library locations	No, would like to but cannot at this time	0/15	Yes	15/15
2	One-on-one help is available on-demand or by appointment for patron-owned devices (e.g., eReaders, tablets, iPods, smartphones) in at least one library location	Yes	10/10	Yes	10/10
3	One-on-one help is available in languages other than English in at least one library location	Yes	5/5	Yes	5/5
Total			35/50		50/50

Benchmark 2

Libraries provide access to relevant digital content and enable community members to create their own digital content

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

Level	Attribute	Aug 2013		Current Sep 2016	
		Library response	Points achieved	Library response	Points achieved
1	Patrons have the ability to retrieve data from and store data to portable devices (e.g., thumb drives, external hard drives, PDAs) while using public computers at all library locations	Yes	10/10	Yes	10/10
1	Office productivity software (e.g., word processing, spreadsheets, presentations) available at all library locations	Yes	10/10	Yes	10/10
2	Photo editing software (e.g., Photoshop, GIMP) is available in at least 50% of library locations	Yes	10/10	Yes	10/10
3	Video/audio recording and editing software is available in at least one library location	No, but plan to do so in the next year	0/5	Yes	5/5
3	Web development software (e.g. Dreamweaver, CoffeeCup) is available in at least one library location	No, we have no plans to do so at this time	0/5	Yes	5/5
		Total	30/40		40/40

2.2 The library monitors its service delivery of online content.

Level	Attribute	Aug 2013		Current Sep 2016	
		Library response	Points achieved	Library response	Points achieved
1	Website links are checked and content is updated at least monthly	Yes	10/10	Yes	10/10
2	Library website analytics (number of website visitors, traffic types, popular pages) are reviewed at least quarterly	Yes	10/10	Yes	10/10
2	Subscription content (e.g., Ebsco databases, Freegal, Learning Express, Lynda) usage reports are reviewed at least quarterly	Yes	5/5	Yes	5/5
3	A content inventory of the library's website is performed at least annually	Yes	5/5	Yes	5/5
		Total	30/30		30/30

2.3 The library provides access to information resources through its website.

Level	Attribute	Aug 2013		Current Sep 2016	
		Library response	Points achieved	Library response	Points achieved
1	eBooks can be downloaded through the library's website	Yes	10/10	Yes	10/10
1	Audio books can be downloaded through the library's website	Yes	10/10	Yes	10/10
2	The library selects and organizes online resources to help patrons learn digital literacy skills (e.g., how-to-guides and videos, tutorials, practice activities)	Yes	5/5	Yes	5/5
2	The library offers access to online interactive language learning tools through its website (e.g. Mango, Livemocha) and/or language learning software (e.g. Rosetta Stone, Auralog)	Yes	5/5	Yes	5/5
3	The library provides real-time reference services (through short message services, instant messaging, Skype, Twitter, texting, or other interactive applications)	No, we have no plans to do so at this time	0/5	No, we have no plans to do so at this time	0/5
		Total	30/35		30/35

Benchmark 3

Libraries provide technology resources to help patrons meet important needs related to personal goals and community priorities

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

Level	Attribute	Aug 2013		Current Sep 2016	
		Library response	Points achieved	Library response	Points achieved
1	The library selects and organizes online resources for job seeking, employment skill-building, or professional certification	Yes	10/10	Yes	10/10
1	The library selects and organizes online resources for small business development	Yes	10/10	Yes	10/10
2	The library offers access to online career testing preparation tools through its website and/or through career testing software	Yes	5/5	Yes	5/5
3	A library-organized or -hosted class for patrons on using online job-seeking, career development, and small business development resources is held at least quarterly	Yes	5/5	Yes	5/5
		Total	30/30		30/30

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

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1	The library selects and organizes online links to local, state, and federal eGovernment resources	No, we have no plans to do so at this time	0/10	Yes	10/10
1	The library selects and organizes online guides and instructions for identifying, finding, and using online eGovernment resources	No, we have no plans to do so at this time	0/10	No, we have no plans to do so at this time	0/10
2	The library offers access to electronic legal and law-related research information and services through its website	No, we have no plans to do so at this time	0/5	Yes	5/5
3	A library-organized or -hosted class for patrons on navigating online government resources is held at least quarterly	No, but plan to do so in the next year	0/5	Yes	5/5
Total			0/30		20/30

3.3

The library supports use of public technology for patrons pursuing educational opportunities.

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1	Early literacy games, web-based read-along programs, and/or electronic toys or tablets are available at the library and through the library website	No, but plan to do so in the next year	0/10	Yes	10/10
1	The library selects, organizes, and maintains online resources related to homework help, research, and information literacy for students	Yes	10/10	Yes	10/10
2	The library selects, organizes, and maintains online resources about college selection and financial aid	Yes	5/5	Yes	5/5
2	The library offers access to education testing preparation (e.g., SAT, GRE, GMAT, TOEFL) through its website and/or educational testing software	No, we have no plans to do so at this time	0/5	Yes	5/5
3	The library provides proctoring of exams for online learners	No, we have no plans to do so at this time	0/5	No, we have no plans to do so at this time	0/5
3	A library-organized or -hosted class for patrons on using or navigating educational resources is held at least quarterly	Yes	5/5	Yes	5/5
Total			20/40		35/40

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

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
2	The library selects and organizes online resources for learning about medical conditions, procedures, prescription drugs, and healthcare providers	Yes	10/10	Yes	10/10
2	The library offers access to medical databases through its website	Yes	10/10	Yes	10/10
3	The library is a designated community access point for health and human services information assistance (211 service)	Yes	5/5	Yes	5/5
3	A library-organized or -hosted class for patrons on using or navigating health and wellness resources is held at least quarterly	No, we have no plans to do so at this time	0/5	No, but plan to do so in the next year	0/5
Total			25/30		25/30

Benchmark 4

Libraries make strategic decisions based on community priorities for digital inclusion and innovation

4.1 The library has leaders who maintain on-going relationships with community leaders.

Level	Attribute	Aug 2013		Current Sep 2016	
		Library response	Points achieved	Library response	Points achieved
1	Library leaders attend regular meetings of local elected governing bodies (e.g., city council, county boards of supervisors, town council) that exist within their legal service area at least annually	Yes	10/10	Yes	10/10
1	A list of local media contacts is maintained and updated at least annually	Yes	5/5	Yes	5/5
2	Outreach to local media is conducted at least quarterly through one-on-one meetings, press releases, op-eds, or media events at the library	Yes	5/5	Yes	5/5
2	A presentation about library technology is made to a community group at least annually (e.g., Kiwanis, Chamber of Commerce)	Yes	5/5	Yes	5/5
2	At least one leader from a community-based organization serves on a library committee or governing board	Yes	5/5	Yes	5/5
3	At least one library representative sits on a key community board (e.g., community planning)	Yes	5/5	Yes	5/5
3	The library places information about library technology and/or digital inclusion in local media outlets at least quarterly (e.g., news or feature story, blog post, radio or TV interview)	Yes	5/5	Yes	5/5
3	The library maintains its own or participates in an ongoing community advisory body whose responsibilities include helping to develop community digital inclusion and technology plans	No, we have no plans to do so at this time	0/5	No, would like to but cannot at this time	0/5
		Total	40/45		40/45

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

Level	Attribute	Aug 2013		Current Sep 2016	
		Library response	Points achieved	Library response	Points achieved
1	An analysis of the social and economic conditions of the community is conducted as part of information gathering for strategic planning and decision making	Yes	10/10	Yes	10/10
2-3	Questions about community technology are included in a library-sponsored needs assessment survey	No, but plan to do so in the next year	0/10	Yes	10/10
	Community technology-related questions are included in a local government survey	No, we have no plans to do so at this time		Yes	
2-3	The library conducts community-representative focus groups on the community's technology needs	No, but plan to do so in the next year	0/10	No, would like to but cannot at this time	0/10
	The library holds advertised forums on the community's technology needs	No, but plan to do so in the next year		No, would like to but cannot at this time	
3	The library conducts a community needs assessment for technology resources in languages other than English	No, but plan to do so in the next year	0/5	Yes	5/5
3	The library conducts a community needs assessment for technology resources for people with disabilities	No, but plan to do so in the next year	0/5	No, would like to but cannot at this time	0/5
Total			10/40		25/40

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

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1-3	The library surveys patrons annually about public technology use and outcomes in the following purpose areas: Workforce development	No, but plan to do so in the next year	0/20	No, but plan to do so in the next year	0/20
	eGovernment	No, but plan to do so in the next year		No, but plan to do so in the next year	
	Education	No, but plan to do so in the next year		No, but plan to do so in the next year	
	Health & wellness	No, but plan to do so in the next year		No, but plan to do so in the next year	
Total			0/20		0/20

4.4 The library evaluates its technology programs and services.

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1	The effectiveness of digital literacy programs and services is evaluated annually	No, but plan to do so in the next year	0/10	No, but plan to do so in the next year	0/10
2	Web analytics are used to evaluate the use of online library resources annually	Yes	5/5	Yes	5/5
3	The effectiveness of outreach activities is evaluated annually	No, we have no plans to do so at this time	0/5	No, but plan to do so in the next year	0/5
3	The effectiveness of partnerships is evaluated biennially	No, we have no plans to do so at this time	0/5	No, would like to but cannot at this time	0/5
Total			5/25		5/25

4.5 The library makes strategic decisions based on information about community needs and priorities.

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1	Digital inclusion and technology innovation goals are included in the strategic plan	Yes	10/10	Yes	10/10
2	Technology-related goals in the strategic plan are reviewed and updated annually	Yes	5/5	Yes	5/5
3	Staffing plans reflect community needs related to digital inclusion	Yes	5/5	Yes	5/5
3	Technology resources and services are aligned with community needs	No, but plan to do so in the next year	0/5	Yes	5/5
Total			20/25		25/25

Benchmark 5

Libraries build strategic relationships with community partners to maximize public access technology resources and services provided to the community

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

Level	Attribute	Aug 2013		Current Sep 2016	
		Library response	Points achieved	Library response	Points achieved
1	The library has strategies for strengthening existing partnerships and developing new partnerships to advance digital inclusion and innovation goals	No, but plan to do so in the next year	0/10	Yes	10/10
2-3	The library engages in resource-sharing partnerships benefitting the library (with expertise, in-kind contributions, programming, or workspace) with some/all of the following: A workforce development organization	Yes	10/10	Yes	10/10
	A local government or social service organization	Yes		Yes	
	An educational organization (K-12, community college, university)	Yes		Yes	
	A local health & wellness organization, hospital, or other healthcare provider	Yes		Yes	
3	Devices or space are loaned to community organizations for technology-related training classes in the library	Yes	10/10	Yes	10/10
3	Mobile training equipment is maintained to support library-sponsored technology training located in partner facilities	Yes	5/5	Yes	5/5
3	The library collaborates on grant or other funding opportunities with a community organization	Yes	10/10	Yes	10/10
Total			35/45		45/45

5.2 The library engages in technology outreach activities.

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1	A list of community organizations is maintained to help distribute materials about library technology services	No, would like to but cannot at this time	0/10	No, but plan to do so in the next year	0/10
1	A list of community organizations that offer technology services and resources is maintained to easily refer community members in the event additional services are needed	No, we have no plans to do so at this time	0/10	Yes	10/10
2	The library tracks emerging technology trends and applications in the community (e.g., new eGovernment portals, community technology centers, technology programs, etc.)	No, we have no plans to do so at this time	0/5	Yes	5/5
3	The library maintains a plan to provide technology services to the community in the event of a disaster or other emergency	No, we have no plans to do so at this time	0/5	No, would like to but cannot at this time	0/5
Total			0/30		15/30

Benchmark 6

Libraries support continuous improvement in public access technology services by sharing expertise & best practices with other digital inclusion organizations

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

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1	Existing resources are used to help improve library technology management and public services (e.g., TechSoup, WebJunction, Edge)	Yes	10/10	Yes	10/10
1	The library participates in peer learning through technology programs sponsored by a state library, consortium, library association, or other organization	Yes	10/10	Yes	10/10
2-3	Training resources and curricula are shared with other libraries or community-based organizations	Yes	10/10	Yes	10/10
	Network management policies and practices are shared with other libraries or community-based organizations	Yes		Yes	
3	At least one technology-related presentation is made by library staff at formal professional gatherings (in-services, conferences, webinars) annually	Yes	5/5	Yes	5/5
3	The library participates in or facilitates a technology mentorship program that pairs library staff with more experienced or knowledgeable mentors involved in managing library technology and public technology access	Yes	5/5	Yes	5/5
3	The library has a collection of technology devices that it loans out for staff development and programming purposes	Yes	5/5	Yes	5/5
	The library hosts a dedicated development environment to allow library staff to experiment with new applications and online environments	No, but plan to do so in the next year		Yes	
Total			45/45		45/45

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

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1	The following questions are included in an annual survey: Patron satisfaction with library technology	Yes	10/10	Yes	10/10
2	Personal importance of library technology	No, but plan to do so in the next year	0/5	No, but plan to do so in the next year	0/5
3	Importance of library technology to others in the community	Yes	5/5	No, we have no plans to do so at this time	0/5
Total			15/20		10/20

Benchmark 7

Libraries integrate public access technology into planning and policies

7.1 The library maintains technology and patron data management policies.

Level	Attribute	Aug 2013		Current Sep 2016	
		Library response	Points achieved	Library response	Points achieved
1	The library has a hardware replacement plan with a 3-5 year refresh cycle	Yes	10/10	Yes	10/10
1	The library has a software upgrade plan with a 3-5 year refresh cycle	Yes	10/10	Yes	10/10
1	Practices for updating to current versions of Internet browsers, web applications, and plug-ins (e.g., Java, PDF, Flash, Shockwave, Windows Media Player) are included in a technology management plan	No, but plan to do so in the next year	0/10	Yes	10/10
1	Practices to ensure the security of patron data, including at least clearing online session data from public computers and procedures for handling sensitive information, are included in a patron privacy plan	Yes	10/10	Yes	10/10
2	Network security practices for timely application of updates and patches are included in a technology management plan	Yes	5/5	Yes	5/5
2	Processes for system recovery are included in a technology management plan to ensure continuity of services in the event of catastrophic technology failure	Yes	5/5	Yes	5/5
Total			40/50		50/50

Benchmark 8

Libraries have sufficient staff with technology expertise to help patrons achieve their goals

8.1 The library provides staff with work time to engage in technology related learning activities.

Level	Attribute	Aug 2013		Current Sep 2016	
		Library response	Points achieved	Library response	Points achieved
1	All public services staff are allowed work time to engage in technology-related learning activities such as webinars, online tutorials, or classes	Yes	10/10	Yes	10/10
1	All public services staff are allowed work time for hands-on learning with new devices, software, or other technology	Yes	10/10	Yes	10/10
2-3	All staff are provided the opportunity to attend annual training during work time from experts in the following areas: Workforce development	Yes	5/5	Yes	5/5
	eGovernment	No, but plan to do so in the next year		Yes	
	Education	Yes		Yes	
	Health & wellness	Yes		Yes	
2	Key staff are cross-trained to perform technology-related duties	Yes	5/5	Yes	5/5
3	Key staff are provided the opportunity to attend training in the creation of digital content during work time	No, but plan to do so in the next year	0/5	Yes	5/5
3	Key staff are provided the opportunity to attend training in instructional design and techniques during work time	Yes	5/5	No, but plan to do so in the next year	0/5
Total			35/40		35/40

8.2 Library staff assigned to assist patrons are responsible for maintaining technology competencies.

Level	Attribute	Aug 2013		Current Sep 2016	
		Library response	Points achieved	Library response	Points achieved
1	Job descriptions for public services staff contain technology competencies and responsibilities	No, but plan to do so in the next year	0/10	Yes	10/10
2	Annual evaluations for public services staff include review of technology related performance	No, we have no plans to do so at this time	0/5	Yes	5/5
3	Annual goal setting for public services staff includes expectations for technology performance	No, we have no plans to do so at this time	0/5	Yes	5/5
		Total	0/20		20/20

8.3 Staff assigned to assist patrons are able to answer patrons' technology questions.

Level	Attribute	Aug 2013		Current Sep 2016	
		Library response	Points achieved	Library response	Points achieved
1	100% of public services staff are able to assist patrons with basic technology questions	Yes	10/10	Yes	10/10
2	25% of public services staff in each location are able to assist patrons with intermediate technology questions	Yes	5/5	Yes	5/5
3	10% of public services staff in each location are able to assist patrons with advanced technology questions	No, we have no plans to do so at this time	0/5	Yes	5/5
		Total	15/20		20/20

Benchmark 9

Libraries have sufficient devices and bandwidth to accommodate user demand

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

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1-3	Device hours available per capita	3.99 device hours per capita	10/30	3.89 device hours per capita	10/30
Total			10/30		10/30

9.2 The library meets or exceeds the minimum bandwidth capacity necessary to support public user demand.

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1-3	Bandwidth capacity	Level 0	0/30	Level 3	30/30
Total			0/30		30/30

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

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1	Library has session management software	Yes	5/5	Yes	5/5
1	Library staff are empowered to extend public access sessions	Yes	10/10	Yes	10/10
1	The wireless network signal extends to all public areas of the library at all locations	Yes	10/10	Yes	10/10
2-3	Some public access terminals are designated with extended session periods	No, we have no plans to do so at this time	0/5	Yes	5/5
	Internet-enabled devices with extended session periods are loaned within the library	No, but plan to do so in the next year		Yes	
3	Internet-enabled devices are loaned for use outside the library	No, but plan to do so in the next year	0/5	Yes	5/5
Total			25/35		35/35

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

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1	Headphones are available to loan to patrons	Yes	10/10	Yes	10/10
1-3	Patron needs for privacy while conducting sensitive transactions are accommodated through at least one of the following: Installing privacy screens for computer monitors	Yes	5/5	Yes	5/5
	Placing computer monitors so they can't be viewed by other patrons	No, we have no plans to do so at this time		No, we have no plans to do so at this time	
	Installing partitions between workstations	No, we have no plans to do so at this time		No, we have no plans to do so at this time	
	Having public computers in private rooms	No, we have no plans to do so at this time		No, we have no plans to do so at this time	
2	Patrons are able to scan documents into digital formats	No, we have no plans to do so at this time	0/5	Yes	5/5
2	Wireless-enabled printers are available for patron owned devices	Yes	5/5	Yes	5/5
3	Video conferencing equipment is available for public use	No, we have no plans to do so at this time	0/5	No, but plan to do so in the next year	0/5
3	Presentation equipment (e.g., projector, microphone, etc.) is available for public use	Yes	5/5	No, but plan to do so in the next year	0/5
3	Multimedia production equipment (e.g. digital cameras, audio recorders, video cameras) is available for public use	No, but plan to do so in the next year	0/5	Yes	5/5
Total			25/40		30/40

Benchmark 10

Libraries manage their technology resources to maximize quality

10.1 The library actively manages Internet connectivity.

Level	Attribute	Aug 2013		Current Sep 2016	
		Library response	Points achieved	Library response	Points achieved
1	The library knows the maximum available bandwidth speed available at each location	Yes	5/5	Yes	5/5
1	Speed tests are performed on public computers to compare advertised and actual bandwidth speed	Yes	5/5	Yes	5/5
1	Alerts about connectivity problems are received in real time	Yes	5/5	Yes	5/5
2	Connectivity (up/down/ping) is continuously monitored at the network level for all locations	Yes	5/5	Yes	5/5
2	Network traffic is monitored by packet type and volume	Yes	5/5	Yes	5/5
3	Library allocates bandwidth for library staff functions and public Internet access through separate data circuits or through hardware/software mechanisms to prioritize network traffic	Yes	5/5	Yes	5/5
3	Network bandwidth is shaped for quality of service	No, but plan to do so in the next year	0/5	Yes	5/5
		Total	30/35		35/35

10.2

The library minimizes out-of-service devices.

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1	Library staff have access to a troubleshooting guide for network devices and peripherals, including call numbers and service provider information	Yes	5/5	Yes	5/5
1	A lockdown software program (e.g. Deepfreeze) is installed on public computers	Yes	5/5	Yes	5/5
1	The library uses a master image deployment and recovery (e.g. Clonezilla, Ghost) system for public computers	Yes	5/5	Yes	5/5
2	Cold spares are available to switch out downed devices with fresh hardware within a business day	No, we have no plans to do so at this time	0/5	Yes	5/5
2	The library has access to personnel with sufficient IT expertise to maintain the library's network and public technology systems	Yes	5/5	Yes	5/5
3	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	5/5	Yes	5/5
Total			25/30		30/30

10.3

The library tracks key measures about public technology services for planning purposes.

		Aug 2013		Current Sep 2016	
Level	Attribute	Library response	Points achieved	Library response	Points achieved
1	The following metrics are tracked on an on-going basis: Number of hours public devices are in use by patrons	Yes	5/5	Yes	5/5
1	Number of attendees in technology classes	No, but plan to do so in the next year	0/5	Yes	5/5
1	Average wait times for public devices	No, we have no plans to do so at this time	0/5	No, we have no plans to do so at this time	0/5
2	Number of wireless sessions	Yes	5/5	Yes	5/5
3	Number of requests for one-on-one technology help	No, we have no plans to do so at this time	0/5	No, but plan to do so in the next year	0/5
Total			10/25		15/25

Benchmark 11

Libraries ensure participation in digital technology for people with disabilities

11.1 The library accommodates users with disabilities.

Level	Attribute	Aug 2013		Current Sep 2016	
		Library response	Points achieved	Library response	Points achieved
1	At least one public terminal with assistive technology that enable use by persons with visual impairments (e.g., screen readers, magnification, high contrast keyboards and displays) is available at all locations	Yes	10/10	No, but plan to do so in the next year	0/10
1	At least one public terminal that can be converted with assistive technology to facilitate usage by people with motor and dexterity impairments (e.g., touch screens, trackballs, switches, voice-recognition software) is available at all locations	Yes	5/5	No, but plan to do so in the next year	0/5
1	The library has at least one workstation in each location that can accommodate a wheelchair or mobility vehicle	Yes	10/10	No, but plan to do so in the next year	0/10
2	The library website is compliant with World Wide Web Consortium (W3C) disability standards as evidenced by the use of an online validation service	No, we have no plans to do so at this time	0/5	No, but plan to do so in the next year	0/5
3	Specific accessibility goals are included in the strategic plan	No, we have no plans to do so at this time	0/5	No, would like to but cannot at this time	0/5
3	Staff are provided with training at least annually for recognizing and serving patrons with disabilities	No, we have no plans to do so at this time	0/5	No, but plan to do so in the next year	0/5
Total			25/40		0/40

SAN CARLOS LIBRARY	49.00 / 11.00	40	7	Yes	1024.00 / 1024.00 Mbps	796.07 / 867.90 Mbps	146,640	3	17 162
WOODSIDE LIBRARY	38.00 / 6.00	6	6	Yes	1024.00 / 1024.00 Mbps	810.18 / 922.93 Mbps	27,456	3	67 216

Total Device Hours: 1,084,356

9.1 Device Hours per Capita: 3.89 / Level 1
9.2 Bandwidth: Level 3