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Edge Strengthens Libraries

Edge helps libraries of all sizes align their technology resources to community priorities. Edge provides libraries with standards in technology services to help libraries continuously improve and plan for change. Through Edge, libraries establish a baseline for continuous improvement and greater community impact.

By the Numbers

2,900
North American libraries have completed an Edge Assessment

169 million
Population served by Edge libraries

49
Number of U.S. states in which at least one library has completed an Edge Assessment

8
Edge subscriptions currently held by entire U.S. states or Canadian provinces

The Value of Edge

Edge equips libraries to make informed decisions, better serve their communities and clearly demonstrate their leadership role by:

- Generating reliable benchmarking data to identify success areas and growth opportunities.

- Enabling libraries to dynamically compare performance data to that of libraries across North America using customizable filters.

- Identifying next steps for the library's digital inclusion efforts and planning for sustainable, long-term growth.

- Providing targeted assistance such as training sessions, educational learning events and topic-based toolkits.

"Edge ... caused a ripple effect on our library and our community. Our patrons ... are seeing a much more positive and responsive staff who are accessible to them, and the staff is now able to engage in much more meaningful work."
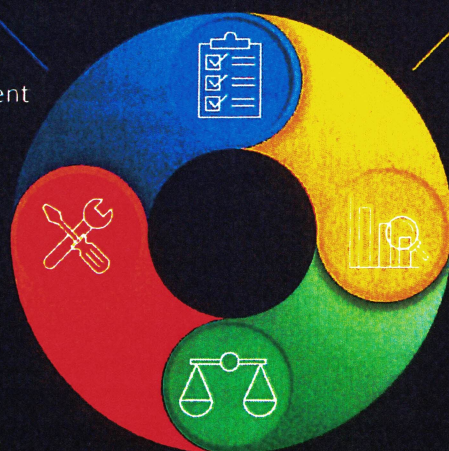— *Dr. Molly Kinney, Executive Director, Mifflin County Library*

THE EDGE LIFECYCLE OF CHANGE

PHASE 1: PREPARE
Makes it easy for your library to review its community data, previous Assessment results and the Assessment Workbook, ensuring your team is ready to maximize its success with Edge.

PHASE 2: ASSESS
Guides you through completing the Edge Assessment to clearly evaluate and measure the library's performance, strategies and resources, as well as its continued improvement with Edge.

PHASE 4: ACT
Equips you with tools and resources to develop and prioritize action plans for expanding your library's community leadership role.

PHASE 3: COMPARE
Empowers you to contextualize the library's latest Edge Assessment results using comparison data from libraries across North America.

ABOUT EDGE
Led by the Urban Libraries Council, Edge was created by a national coalition of leading library and local government organizations with support from the Bill & Melinda Gates Foundation.

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Learn more at libraryedge.org

Edge Benchmarks

The Edge Benchmarks provide a comprehensive framework of key performance indicators for public libraries, emphasizing libraries' digital inclusion efforts and community leadership role. By completing Edge Assessments, libraries gain a concrete snapshot of their progress across the Edge Benchmarks, providing clear guidance for impactful next steps and long-term planning.

STRATEGIC AREA 1
Community Value

Benchmarks 1-5 measure how libraries use services, programs, technologies and staff expertise to serve the community and library users, with a focus on digital inclusion efforts and how users value them.

Benchmark 1: Digital Skills
- 1.1 Classes or instruction on digital skills
- 1.2 Individual help for digital services
- 1.3 Access to digital tools
- 1.4 Awareness of digital tools
- 1.5 Content creation

Benchmark 2: Economic Opportunity
- 2.1 Job skills, workforce development, entrepreneurship

Benchmark 3: Civic Engagement
- 3.1 eGov, legal assistance, citizenship

Benchmark 4: Education
- 4.1 Early literacy, homework, lifelong learning

Benchmark 5: Health
- 5.1 Health and wellness

STRATEGIC AREA 2
Engaging the Community and Decision Makers

Benchmarks 6-8 measure the library's position as a community partner and leader — emphasizing the library's local outreach efforts to advance digital inclusion.

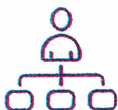**Benchmark 6: Understanding Community Needs and Outcomes**
- 6.1 Community and user engagement
- 6.2 Assessment

Benchmark 7: Leadership
- 7.1 Library thought leadership

Benchmark 8: Relationships with Community Leaders
- 8.1 Outreach to community leaders and partners

STRATEGIC AREA 3
Organizational Management

Benchmarks 9-10 measure how the library's management practices relate to its digital services and programs, focusing on staff participation, thought leadership and competencies.

Benchmark 9: Technology Planning, Policies and Availability
- 9.1 Technology planning
- 9.2 Digital services and programs planning
- 9.3 Technology management
- 9.4 Digital services and program tracking

Benchmark 10: Staff Digital Expertise
- 10.1 Staff digital knowledge
- 10.2 Staff thought leadership and participation

Learn more at libraryedge.org

edge *Prepare, Compare, and Act*
Webinar Series

For those that have completed the 2.0 Assessment

Prepare – Understanding Your Community Context

This webinar will illustrate how you can use community data to evaluate community needs and identify organizational partners and priorities. This webinar will walk you through the Prepare section of your Edge dashboard, focusing on gathering information about your community to establish a list of community needs and priorities.

Tuesday October 29 11 a.m. PT

Register Online

Compare – Understanding Your Assessment Results

By placing your results in the context of your peer libraries, we will identify your library's strengths and opportunities. We will walk through the Compare section of your Edge dashboard and discuss the different ways to analyze and filter your Edge results.

Tuesday December 3 11 a.m. PT

Register Online

Act – Crafting your S.M.A.R.T. Action Plan

This webinar will introduce you to a planning framework and work with you to establish goals for your library based on your Edge Assessment results. We will walk through the Act section of your Edge dashboard and develop S.M.A.R.T. goals and Action Plans based on your Edge Assessment Results. ·
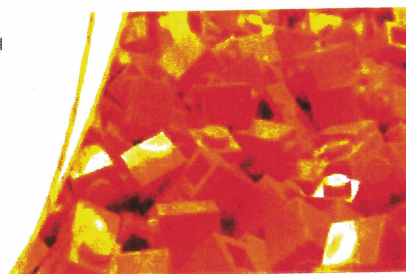
Tuesday January 14 11 a.m. PT

Register Online

Register at: **https://www.libraryedge.org/education/webinars**

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ASSESSMENT BUILDING BLOCKS
WEBINAR SERIES

For those that have *NOT* completed the 2.0 Assessment:

Community Value – An Edge Assessment Deep-Dive

This webinar will illustrate how you can use community data to evaluate community needs and identify organizational partners and priorities. This webinar will walk you through the Prepare section of your Edge dashboard, focusing on gathering information about your community to establish a list of community needs and priorities.

Tuesday November 12 11 a.m. PT

Register Online

Engaging the Community – An Edge Assessment Deep-Dive

By placing your results in the context of your peer libraries, we will identify your library's strengths and opportunities. We will walk through the Compare section of your Edge dashboard and discuss the different ways to analyze and filter your Edge results.

Tuesday December 10 11 a.m. PT

Register Online

Organizational Management – An Edge Assessment Deep-Dive

This webinar will introduce you to a planning framework and work with you to establish goals for your library based on your Edge Assessment results. We will walk through the Act section of your Edge dashboard and develop S.M.A.R.T. goals and Action Plans based on your Edge Assessment Results.

Tuesday January 21 11 a.m. PT

Register Online

Register at: https://www.libraryedge.org/education/webinars