



PEER COMPARISON REPORT
PLEASANTVILLE PUBLIC LIBRARY
JULY 16, 2015

The Pleasantville Public Library recently completed the Edge Assessment to evaluate its public access technology services and resources. This peer comparison report—along with the assessment evaluation, training opportunities, and action plan feature—is a management and leadership tool to aid the library planning process.

This report shows the Pleasantville Public Library results in the context of other libraries serving populations of a similar size. Pleasantville Public Library belongs to the "Small" peer group, made up of libraries serving communities with a population between 5,000 and 15,000. The peer library scores are derived from the results of a random sample of public libraries across the nation. The scores below will help the library understand the assessment results in the context of possible points and the average points attained by libraries in the Small peer group.

No library is expected to achieve 100% on the assessment. In fact, libraries are encouraged to focus on the particular service needs they have identified through community assessments, customer feedback, and community-wide initiatives. Peer scores should not be seen as competitive, but as reference points to support strategic planning. Libraries with below average scores for a targeted benchmark may choose to move resources to that area. Libraries with above average scores for particular benchmarks may have strategies and stories that can inspire other libraries.

Strategic Area	Benchmark	Points Achieved	Peer Average	Points Possible
Community Value	1. Digital literacy	50	46	75
	2. Digital tools and resources	65	65	105
	3. Meeting key community needs	55	52	130
	Total	170	163	310
Engaging the Community	4. Strategy and evaluation	50	64	155
	5. Strategic partnerships	30	29	75
	6. Sharing best practices	45	34	65
	Total	125	127	295
Organizational Management	7. Planning and policies	40	34	50
	8. Staff expertise	40	54	80
	9. Devices and bandwidth	50	54	135
	10. Technology management	60	50	90
	11. Technology inclusiveness	10	16	40
	Total	200	208	395
Overall Score		495	498	1000

Your score in context:

The overall score for Pleasantville Public Library is 495 of 1000 possible points.

Pleasantville Public Library is a member of the Small peer group (population between 5,000 and 15,000).

In a representative sample of libraries in the Small peer group scores ranged from 160-845.

The average score for libraries in the Small peer group was 446-581.

The table below shows your library's assessment results in the context of possible points and the average attained by libraries in the Small peer group. The results are shown at the indicator level to help identify areas where your library excels and to diagnose areas where additional activity might enhance patron outcomes.

Strategic Area	Benchmark	Points Achieved	Peer Average	Points Possible
Community Value	1. Digital literacy			
	1.1 Digital literacy group training	5	10	25
	1.2 Digital literacy individual training	45	36	50
	2. Digital tools and resources			
	2.1 Digital content creation	30	23	40
	2.2 Website content monitoring	5	19	30
	2.3 Website information resources	30	23	35
	3. Meeting key community needs			
	3.1 Workforce development	5	10	30
	3.2 eGovernment and legal	10	9	30
	3.3 Educational opportunities	30	21	40
	3.4 Health and wellness	10	12	30
Engaging the Community	4. Strategy and evaluation			
	4.1 Maintaining community relationships	35	31	45
	4.2 Community analysis and assessment	10	9	40
	4.3 Patron surveys	0	1	20
	4.4 Technology services evaluation	5	10	25
	4.5 Strategic planning	0	13	25
	5. Strategic partnerships			
	5.1 Partnership development	30	20	45
	5.2 Technology outreach	0	10	30
	6. Sharing best practices			
	6.1 Community of practice	45	30	45
	6.2 Annual survey	0	4	20
Organizational Management	7. Planning and policies			
	7.1 Data management policies	40	34	50
	8. Staff expertise			
	8.1 Staff technology training	30	31	40
	8.2 Staff technology competencies	0	9	20
	8.3 Patron technology support	10	14	20
	9. Devices and bandwidth			
	9.1 Device availability	10	10	30
	9.2 Bandwidth capacity	0	17	30
	9.3 Device session periods	25	24	35
	9.4 Peripheral technology equipment	15	19	40
	10. Technology management			
	10.1 Internet connectivity	25	18	35
	10.2 Out-of-service devices	25	18	30
	10.3 Technology service metrics	10	14	25
11. Technology inclusiveness				
11.1 Assistive technology	10	16	40	