



Where People Connect, Communities Achieve

As the driving force behind the Edge Initiative, the Edge Benchmarks help libraries evaluate and continually improve their public technology services and better serve their communities.

Community Value

Libraries provide programs and services that enable people to get value from their use of technology.

- 1 Libraries provide assistance and training with the goal of increasing the level of digital literacy in the community
- 2 Libraries provide access to relevant digital content and enable community members to create their own digital content
- 3 Libraries provide technology resources to help patrons meet important needs related to personal goals and community priorities

Engaging the Community & Decision Makers

Libraries are a valuable community resource and a strategic partner in helping people and communities improve their quality of life.

- 4 Libraries make strategic decisions based on community priorities for digital inclusion and innovation
- 5 Libraries build strategic relationships with community partners to maximize public access technology resources and services provided to the community
- 6 Libraries support continuous improvement in public access technology services by sharing expertise & best practices with other digital inclusion organizations

Organizational Management

Libraries manage resources so that members of the community who need or want access can get it regardless of ability, skill, personal technology, or available time.

- 7 Libraries integrate public access technology into planning and policies
- 8 Libraries have sufficient staff with technology expertise to help patrons achieve their goals
- 9 Libraries have sufficient devices and bandwidth to accommodate user demand
- 10 Libraries manage their technology resources to maximize quality
- 11 Libraries ensure participation in digital technology for people with disabilities

