



# Sacramento Public Library Authority

March 14, 2013

Agenda Item 5.0: EDGE Initiative Update

**TO: Sacramento Public Library Authority Board Members**

**FROM: Denise M. Davis, Deputy Director**

**RE: EDGE Initiative Update**

**RECOMMENDED ACTION(S):**

None - information only.

The EDGE Initiative seeks to develop a framework of best practices that will help libraries evaluate, continually improve and spur reinvestment in their public technology equipment and services. Sacramento Public Library participated as a beta tester for the benchmark framework in summer 2012. The Library Board was informed about the results at the October 25, 2012, Board meeting.

Sacramento Public Library placed at the highest level of the random sample of libraries that participated in the beta test; however, staff identified improvements. The attached summary outlines efforts to begin implementing improvement opportunities for the Library.

**ATTACHMENT(S)**

Attachment A: EDGE Initiative Update



## **THE EDGE INITIATIVE: Update**

### **THE EDGE INITIATIVE**

*Driven by a coalition of leading library and government organizations and funded by the Bill & Melinda Gates Foundation, the Edge Initiative seeks to develop a framework of best practices that will help libraries evaluate, continually improve and spur reinvestment in their public technology equipment and services.*

Sacramento Public Library placed at the highest level of the random sample of libraries that participated in the beta test; however, staff identified improvements.

### **COMMUNITY PRIORITIES**

Based on staff knowledge of community needs at our 28 library locations, the following priorities have emerged as those most in need of strengthening:

- Monthly structured and scheduled digital literacy training in all branches, to include:
  - Technology classes in languages other than English
  - Assistance with basic computer skills
  - Assistance with patron-owned devices (e.g. eReaders, iPods and smartphones)
- Individual assistance for digital literacy, ensuring comparable service levels in all branches
- Increased staff technology expertise to better serve patrons and help them achieve their goals
- Supported use of public technology for health and wellness purposes through 2-1-1 service collaboration (This is in process)

### **Activities since September 2012:**

- A Virtual Branch Coordinator position has been established and filled, and program coordinators are in place. These staff will lead planning to expand training opportunities and establish baseline expectations for technology-related training and assistance to the public in all library branches.
- Staff is participating in local and regional discussions, webinars and conferences. Examples include the Library IT Manager participating in a 3-day Broadband summit and the Virtual Branch Coordinator making conference and Webinar presentations. Staff will continue to pursue opportunities to participate as they arise.
- The Library has launched accessible eReader devices for visually impaired patrons and is ready to provide one-on-one training (February 2013). Screen reader software is being installed on all public PCs and catalogs.
- Discussions to integrate 2-1-1 support from the Central Library TELIS service are still in the planning stages.