



**PEER COMPARISON REPORT**  
**GOTHAM CITY PUBLIC LIBRARY**  
**DECEMBER 1, 2014**

The Gotham City 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 Gotham City Public Library results in the context of other libraries serving populations of a similar size. Gotham City Public Library belongs to the "Very Large" peer group, made up of libraries serving communities with a population greater than 300,000. 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 Very Large 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	55	75
	2. Digital tools and resources	60	80	105
	3. Meeting key community needs	85	94	130
	<b>Total</b>	<b>195</b>	<b>229</b>	<b>310</b>
Engaging the Community	4. Strategy and evaluation	110	91	155
	5. Strategic partnerships	40	48	75
	6. Sharing best practices	15	41	65
	<b>Total</b>	<b>165</b>	<b>180</b>	<b>295</b>
Organizational Management	7. Planning and policies	40	39	50
	8. Staff expertise	55	63	80
	9. Devices and bandwidth	65	63	135
	10. Technology management	50	70	90
	11. Technology inclusiveness	25	20	40
	<b>Total</b>	<b>235</b>	<b>255</b>	<b>395</b>
<b>Overall Score</b>		<b>595</b>	<b>664</b>	<b>1000</b>

**Your score in context:**

The overall score for Gotham City Public Library is 595 of 1000 possible points.

Gotham City Public Library is a member of the Very Large peer group (population greater than 300,000).

In a representative sample of libraries in the Very Large peer group scores ranged from 435-845.

The average score for libraries in the Very Large peer group was 614-717.

The table below shows your library's assessment results in the context of possible points and the average attained by libraries in the Very Large 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	15	21	25
	1.2 Digital literacy individual training	35	34	50
	2. Digital tools and resources			
	2.1 Digital content creation	25	25	40
	2.2 Website content monitoring	20	24	30
	2.3 Website information resources	15	31	35
	3. Meeting key community needs			
	3.1 Workforce development	10	25	30
	3.2 eGovernment and legal	25	19	30
	3.3 Educational opportunities	30	31	40
	3.4 Health and wellness	20	20	30
	Engaging the Community	4. Strategy and evaluation		
4.1 Maintaining community relationships		35	38	45
4.2 Community analysis and assessment		20	18	40
4.3 Patron surveys		20	3	20
4.4 Technology services evaluation		15	15	25
4.5 Strategic planning		20	18	25
5. Strategic partnerships				
5.1 Partnership development		35	33	45
5.2 Technology outreach		5	15	30
6. Sharing best practices				
6.1 Community of practice		15	36	45
6.2 Annual survey		0	8	20
Organizational Management		7. Planning and policies		
	7.1 Data management policies	40	39	50
	8. Staff expertise			
	8.1 Staff technology training	25	36	40
	8.2 Staff technology competencies	10	13	20
	8.3 Patron technology support	20	13	20
	9. Devices and bandwidth			
	9.1 Device availability	10	2	30
	9.2 Bandwidth capacity	0	15	30
	9.3 Device session periods	30	28	35
	9.4 Peripheral technology equipment	25	15	40
	10. Technology management			
	10.1 Internet connectivity	20	29	35
10.2 Out-of-service devices	15	25	30	
10.3 Technology service metrics	15	16	25	
11. Technology inclusiveness				
11.1 Assistive technology	25	20	40	