



# MORENET SERVICES RELATED TO EDGE BENCHMARKS AND ASSESSMENT

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**Contents**

Introduction ..... 2

Benchmark 1: Digital Skills ..... 2

Benchmark 2: Economic Opportunity..... 3

Benchmark 3: Civic Engagement..... 3

Benchmark 4: Education ..... 3

Benchmark 5: Health ..... 3

Benchmark 6: Understanding Community Needs and Outcomes ..... 4

Benchmark 7: Leadership..... 4

Benchmark 8: Relationships with Community Leaders ..... 4

Benchmark 9: Technology Planning, Policies and Availability ..... 4

Benchmark 10: Staff Digital Expertise..... 5

Crosswalk ..... 6

    Benchmark 1: Digital Skills ..... 6

    Benchmark 2: Economic Opportunity ..... 13

    Benchmark 3: Civic Engagement..... 14

    Benchmark 4: Education ..... 15

    Benchmark 5: Health..... 17

    Benchmark 6: Understanding Community Needs and Outcomes ..... 18

    Benchmark 9: Technology Planning, Policies and Availability ..... 22

    Benchmark 10: Staff Digital Expertise..... 28

## Introduction

MOREnet members have access to a wide variety of services that will assist libraries in addressing the Edge Benchmarks and Assessment. These services are included as part of [MOREnet service packages](#). These services include

- [Professional Development](#)
- [Network Services](#)
- [Security Services](#)
- [Online Resources](#)
- Fee Based Services
- Various Member Services

## Benchmark 1: Digital Skills

MOREnet provides many professional development opportunities that are available for member libraries. Most are included at no charge for full members, while basic members pay a per-person fee. The [current class offerings](#) and custom courses can address the indicators below.

- 1.1.1
- 1.2.1
- 1.2.2
- 1.2.3
- 1.3.3
- 1.4.1
- 1.5.1

[MOREnet online resources](#) can support the indicators below. Members also have access to consortium discounts on [additional online resources](#). See [Computer Skills Center](#) from LearningExpress Library (EBSCO).

- 1.1.1
- 1.3.1
- 1.5.1

Online Resources of interest

- [LearningExpress Library](#)
- [Computer Skills Center](#)
- [EBSCO](#)
- [Explora – Elementary](#)
- [Explora – Middle School](#)
- [Explora – High School](#)

MOREnet also provides fee-based services to support 1.3.2.

- [Consortium discounts](#) additional online resources
- Mango

- Pronunciator
- Rosetta Stone

MOREnet Cybersecurity can also support the online safety, privacy and security that is part of 1.1.1. Security can provide cybersecurity consulting and training, provide security alerts, assist with best practices and provide tools to support library training programs.

MOREnet can provide [hosted discussion lists](#) to assist in sending patrons announcements, part of indicator 1.4.2.

MOREnet members are eligible for free or inexpensive [Zoom videoconference licenses](#) to support 1.3.4.

## Benchmark 2: Economic Opportunity

MOREnet professional development and the provided online resources can support indicators 2.1.1 and 2.1.2.

- [LearningExpress Library](#)
- [EBSCO](#)
- [LearningExpress Library webinars](#)

## Benchmark 3: Civic Engagement

[LearningExpress Library](#), a MOREnet-provided online resource, can support indicators 3.1.1 and 3.1.2.

## Benchmark 4: Education

- The MOREnet-provided online resources can support the indicators below. See [LearningExpress Library](#), [EBSCO](#), [live and recorded webinars](#),
- 4.1.1
- 4.1.2
- 4.1.3
- 4.1.4

### Related Resources

- [LearningExpress Library](#)
- [EBSCO](#)
- [Live and recorded webinars](#)
- TumbleBooks
- Read It!

## Benchmark 5: Health

The MOREnet-provided online resource [Consumer Health Complete](#) can support indicator 5.1.1.

## Benchmark 6: Understanding Community Needs and Outcomes

MOREnet Cybersecurity can support the ability to protect the online privacy and security portion of indicator 6.2.2.

The [MyMOREnet portal](#) allows members to track the use of databases as outlines in indicator 6.2.5.

## Benchmark 7: Leadership

MOREnet offerings do not currently support Benchmark 7.

## Benchmark 8: Relationships with Community Leaders

MOREnet offerings do not currently support Benchmark 8.

## Benchmark 9: Technology Planning, Policies and Availability

Libraries subscribing to a MOREnet connection have dedicated bandwidth, so purchased bandwidth is actual bandwidth received. [MyMOREnet](#) provides network usage graphs and subscription usage. Connected members can also receive 24-hour alerts for network disruptions (9.3.1).

MOREnet can also provide [network assessments](#) and [wireless surveys](#) to help to identify issues with network coverage (9.3.1).

Hosted [WordPress](#) and training are available to members (9.4.1).

MOREnet also offers [managed wireless service](#) (9.4.2).

MOREnet Network Services can provide guidance in support of the indicators below, including assistance with third-party software that will reboot and restore computers (Deep Freeze, Clean Slate, etc.). Network Consulting can assist members with technology tools that can prioritize and manage bandwidth between public and staff functions.

- 9.1.1
- 9.1.4
- 9.3.1
- 9.3.2

MOREnet Cybersecurity can support the indicators below with consulting, training and alerts, and they can assist with best practices and tools. The security team can also provide resources to assist libraries with their internal training efforts.

- 9.1.4
- 9.2.2
- 9.3.2

MOREnet professional development can support indicators 9.2.2 and 9.2.3 with custom classes.

MOREnet offers [network backup](#) and [SecondWeb](#) which is addressed in 9.1.4.

[MOREnet's blog](#) and the [MOREnet discussion lists](#) can support 9.2.2.

## Benchmark 10: Staff Digital Expertise

MOREnet Network Services can support the indicators below.

- 10.1.3
- 10.1.4
- 10.1.5

MOREnet professional development and MOREnet Cybersecurity can support 10.1.6 and 10.2.1 with custom training and resources.

The MOREnet Annual Conference brings together technical staff from the library community to share knowledge and experiences related to supporting technology in public libraries as described in 10.2.1.

## Crosswalk

### Benchmark 1: Digital Skills

Indicator	PD	Security Services	Online Resources	Member Services	Fee Based Services
1.1: CLASSES OR INSTRUCTION ON DIGITAL SKILLS					
1.1.1 The library has classes or instruction for:					
Basic computer skills	X		<a href="#">Computer Skills Center</a> (LearningExpress Library)		
Office productivity software	X		<a href="#">Computer Skills Center</a> (LearningExpress Library)		
Using the Internet for search	X		<a href="#">Computer Skills Center</a> (LearningExpress Library)		
Information literacy	X				
Online safety, privacy and security	X	Cybersecurity consulting, training and alerts. Assist with best practices, tools to support library training programs.	<a href="#">Computer Skills Center</a> (LearningExpress Library)		
Social media	X		<a href="#">Computer Skills Center</a> (LearningExpress Library)		
Multimedia production	X				
User-owned devices, such as eReaders, tablets, smartphones					
Digital skills that are available in languages other than English					
Helping people determine whether information is trustworthy					

Indicator	PD	Security Services	Online Resources	Member Services	Fee Based Services
1.2: INDIVIDUAL HELP FOR DIGITAL SERVICES					
1.2.1 The library offers one-on-one technology support for users on demand at all locations.	X				
1.2.2 The library offers one-on-one technology support for users by appointment at all locations.	X				
1.2.3 The library offers one-on-one technology support in at least one location for:	X				
User-owned devices (e.g., eReaders, tablets, smartphones)					
Digital tools, software, digital services					
1.2.4 The library offers one-on-one technology support:					
In languages other than English					
To help seniors use digital resources, programs and services					



Indicator	PD	Security Services	Online Resources	Member Services	Fee Based Services
To help limited English speakers use digital resources, programs and services					
To help people with cognitive and physical disabilities use digital resources, programs and services					
1.3: ACCESS TO DIGITAL TOOLS					
1.3.1 Users have the ability to retrieve and store data to portable devices while using computers at all locations					
1.3.2 The library's website makes it possible to access:					
Downloadable e-books			<a href="#">EBSCO LearningExpress Library</a>		
Downloadable audiobooks					
Streaming video					
Downloadable interactive language-learning tools					<a href="#">Online Resources Consortium Discount</a> Mango, Pronunciator, Rosetta Stone
1.3.3 The library makes available:					
Photo editing software	X				

Indicator	PD	Security Services	Online Resources	Member Services	Fee Based Services
Video/audio recording and editing software	X				
Videoconferencing equipment	X				
3-D printers	X				
Presentation equipment (e.g., projector, microphone)					
Multimedia production equipment (e.g., digital cameras, audio recorders, video cameras)					
Web development and coding software					
1.3.4 The library:					
Provides a digital archive for local content creators					
Provides users with the tools to scan, digitize or preserve personal items					
Provides wireless-enabled printers available for user-owned devices					
Loans Internet-enabled devices					
Loans Wi-Fi hot spots					

Indicator	PD	Security Services	Online Resources	Member Services	Fee Based Services
Selects and organizes online resources about available home broadband and wireless services					
Provides real-time reference services through text messaging, Skype, Twitter, chat or other interactive applications				Members are eligible for free or inexpensive <a href="#">Zoom</a> mobile videoconferencing licenses based on your Membership Service Package.	
1.3.5 The library has at least one public terminal with assistive technology that addresses the needs of					
People with visual impairment					
People with motor and dexterity impairments					
People using wheelchair or mobility vehicles					
People who are hearing impaired					
1.3.6 The library uses an online validation service to demonstrate compliance with W3C accessibility standards.					

Indicator	PD	Security Services	Online Resources	Member Services	Fee Based Services
1.3.7 How often do library users run out of the time allotted to them in a given day to use the library's computers for Internet access?					
1.3.8 How often do library users have to wait to borrow Internet-enabled devices for use outside the library due to a limited number of available devices?					
1.4: AWARENESS OF DIGITAL TOOLS					
1.4.1 The library has signage about:	X				
Digital tools, peripheral equipment and resources					
Digital tools, peripheral equipment and resources in the languages spoken in the community					
Digital tools, peripheral equipment and resources in Braille					

Indicator	PD	Security Services	Online Resources	Member Services	Fee Based Services
1.4.2 The library sends announcements (e.g., email, newsletter or social media) to users about available digital tools, peripheral equipment and resources				<a href="#">MOREnet Hosted Discussion Lists</a>	
1.5: CONTENT CREATION					
1.5.1 Users create the following kinds of content using library digital tools:					
Videos	X				
Podcasts	X				
Objects or materials using 3-D printers	X				
Blogs					
Reports or written material for school assignments	X		<a href="#">EBSCO Explora – Elementary</a> <a href="#">Explora – Middle School</a> <a href="#">Explora – High School</a>		
Web pages	X				
Software					

## Benchmark 2: Economic Opportunity

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
2.1: JOB SKILLS, WORKFORCE DEVELOPMENT, ENTREPRENEURSHIP						
2.1.1 The library selects and organizes online resources:						
For job search, building workforce skills or professional certification	X			<a href="#">LearningExpress Library</a>		
For small business development and entrepreneurship				<a href="#">EBSCO</a>		
For career testing preparation resources	X			<a href="#">LearningExpress Library</a>		
That guide users to government websites and government data						
2.1.2 At least quarterly, the library holds classes, either online or at the library facility, on:						
Job search, building workforce skills, or professional certification	X			<a href="#">LearningExpress Library webinars</a>		
Small business development and entrepreneurship						

### Benchmark 3: Civic Engagement

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
3.1: EGOV, LEGAL ASSISTANCE, CITIZENSHIP						
Guide them to government websites (e.g., eGov)						
Guide them to online legal research or legal assistance						
Guide them to information on how to become a citizen				<a href="#">LearningExpress Library</a>		
3.1.2 At least quarterly, the library holds classes, either online or at the library facility, on how to:						
Use online govt resources						
Become a citizen				<a href="#">LearningExpress Library</a>		

## Benchmark 4: Education

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
4.1 EARLY LITERACY, HOMEWORK, LIFELONG LEARNING						
4.1.1 The library makes available:						
A selection of organized online resources related to homework help, research and information literacy				<a href="#">EBSCO</a>		
A selection of organized online resources about college selection and financial aid for students, parents or guardians						
Educational testing preparation (e.g., GED, SAT, GRE, GMAT, TOEFL) through the library's website				<a href="#">LearningExpress Library</a>		
Online exam proctoring services and software						
4.1.2 The library holds classes, at least on a quarterly basis, on using or navigating online educational content resources				Recorded webinars and other training tools are at <a href="#">search.more.net</a> .		



Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
4.1.3 Parents, caregivers and children participate in online early literacy games or read-along programs at the library or using the library's website				TumbleBooks		
4.1.4 Users take ESL and foreign language classes through online programs or classes held at the library				Read It!		

## Benchmark 5: Health

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
5.1: HEALTH AND WELLNESS						
5.1.1 Library users are able to:						
Consult a selection of organized online resources to learn about medical conditions, procedures and prescriptions, and wellness				<a href="#">Consumer Health Complete</a> (EBSCO)		
Consult medical databases through the library website				<a href="#">Consumer Health Complete</a> (EBSCO)		
Take classes, at least quarterly, on using online health and wellness resources, including electronic health care						
5.1.2 The library selects or organizes digital resources to help people:						
Find out about local doctors or health care providers						
Learn about options for obtaining health insurance						
Enroll in health insurance						

### Benchmark 6: Understanding Community Needs and Outcomes

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
6.1 COMMUNITY AND USER ENGAGEMENT						
6.1.1 In order to understand community needs:						
Questions about community digital needs are included in a library sponsored needs assessment tool						
The library conducts focus groups/forums with community members and users on the community's digital services, programs, tools and resource needs						
The library conducts a community needs assessment for technology resources in languages other than English						
The library conducts a community needs assessment for technology resources for people with disabilities						

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
A local government assessment tool asks community members about library digital services, programs, tools and resource needs						
The library asks community members and library users to test prototypes of digital services, programs, tools and resources.						
6.1.2 The library updates digital services, programs, tools and resources based on the result of the library's efforts to understand community needs.						
6.1.3 The library updates digital services, programs, tools and resources based on users' feedback and requests						
6.2 ASSESSMENT						

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
6.2.1 Does the library have a program in place to determine the results of the programs and services it provides its users and community?						
6.2.2 Identify whether your library engages in activities to determine the results of the library's programs/resources on patrons':						
Digital skills						
Ability to protect their online privacy and security						
Ability to find a job						
Level of workforce preparedness						
Level of health or wellness						
Education						
Ability to pursue artistic or creative activities						
Ability to create and distribute digital content						

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
6.2.3 How does the library determine the results of library programs/resources?						
Project outcome						
Partnerships with local universities						
Tools the library has developed						
6.2.4 The library has a program in place to formally assess the outcomes and impacts of the library's programs or resources?						
6.2.5 The library keeps track of the use of the following?						
Databases				<a href="#">MyMOREnet and vendor portal</a>		
Hot spots						

### Benchmark 9: Technology Planning, Policies and Availability

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
9.1 TECHNOLOGY PLANNING						
9.1.1 The library has a technology management plan?		Network Consulting can assist with technology planning				
9.1.2 The library's technology plan has accessibility goals						
9.1.3 The library annually updates its accessibility goals.						
9.1.4 The library has:						
A software/hardware replacement plan with a three to five year refresh cycle						
A user privacy plan that has practices to ensure security of user data, including clearing online session data from public computers and procedures for handling sensitive information		Network Consulting can guide and assist with third-party software that will reboot to restore (Deep Freeze, Clean Slate, etc.)	Security Consulting can provide guidance on creating security policies and plans			Third-party software that will reboot to restore (Deep Freeze, Clean Slate, etc.)
Network security practices for timely application of updates and patches		Network Consulting can provide assistance			MOREnet <a href="#">Network</a> and <a href="#">Cybersecurity</a> Assessments	

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
Processes for system recovery to ensure continuity of services in the event of catastrophic technology failure		Network Consulting can provide guidance and assistance	Security Consulting can provide assistance			<a href="#">MOREnet Network Backup</a>
Processes to provide technology services to the community in the event of a disaster or other community emergency		Network Consulting can assist with this topic.	Security Consulting can assist with this topic.			<a href="#">MOREnet SecondWeb</a>
9.1.5 The library annually updates its BYOD and device lending policies.						
9.1.6 The library's technology management plan is available for all staff to consult.						
9.2 DIGITAL SERVICES AND PROGRAMS PLANNING						
9.2.1 The library's strategic plan includes goals aimed at helping users improve digital skills, understand their personal data or improve information literacy.	X					



Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
9.2.2 The library's strategic plan includes goals for library staff to stay up to date with the latest developments in information and communications technology.	X		MOREnet Security services provides alerts on security related topics.		<a href="#">MOREnet Discussion Lists</a> <a href="#">MOREnet blog</a>	
9.2.3 The library has explicit policies for technology product and service partnership						
INDICATOR 9.3: TECHNOLOGY MANAGEMENT						
9.3.1 When it comes to managing its internal technology capabilities, the library:						
Conducts speed tests on public computers to compare actual and advertised bandwidth speed					MOREnet provides dedicated bandwidth. Members can view their utilization through <a href="#">MyMOREnet</a>	
Responds to alerts about connectivity problems in a timely way						

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
Monitors in real time connectivity (up/down/ping) at the network level for all locations		MOREnet provides dedicated bandwidth. Members can view their utilization through <a href="#">MyMOREnet</a>				
Allocates bandwidth for library staff functions and public internet access through separate data circuits in some locations		Network Consulting can assist members in technology tools that can prioritize and manage bandwidth between public and staff functions.				
Uses session management software		Network Consulting can provide guidance on this topic				
Makes available to staff a troubleshooting guide for network devices and peripherals, including call numbers and service provider information						
Uses a master image deployment and recovery system (e.g., Clonezilla, Ghost) for public computers		Network Consulting can provide guidance and support				
Has a lockdown software program (e.g., Deepfreeze) installed on public computers		Network Consulting can provide guidance and support				

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
Has cold spares available to switch out downed devices with fresh hardware within a business day						
9.3.2 With respect to the library's network capabilities:						
The wireless network signal extends to all public areas of the library at all locations.		Network Consulting can provide support and guidance				<a href="#">Wireless Surveys</a>
The library has access to personnel with sufficient IT expertise to maintain its network and public technology systems		Network Consulting support is available in the form of troubleshooting, consulting, design and analysis.	Cybersecurity consulting, training and alerts. Assist with best practices, tools and security-			
The library has at least one staff member located onsite with sufficient IT expertise to maintain the library's network and public technology systems.						
9.4 DIGITAL SERVICES AND PROGRAM TRACKING						
9.4.1 For library web resources, staff:						

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
Checks web links at least monthly						
Reviews library analytics (e.g., number of website and social media visitors, traffic types, popular pages, referrals, retweets) at least quarterly						<a href="#">Hosted WordPress</a>
Reviews subscription content (e.g., EBSCO databases, Freegal Music, Learning Express, Lynda.com) usage reports at least quarterly				Available MyMOREnet and vendor portal		
9.4.2 With respect to metrics for library digital resources, staff records metrics of:						
Hours public devices are in use						
Number of attendees in digital classes						
Wait times for public devices						
Number of requests for one-on-one technology help						
Number of Wi-Fi sessions initiated by users						<a href="#">Managed Wireless</a>

### Benchmark 10: Staff Digital Expertise

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
10.1: STAFF DIGITAL KNOWLEDGE						
10.1.1 Public service staff job descriptions contain digital competencies and responsibilities.						
10.1.2 The annual evaluation of public service staff performance includes digital services, programs, tools and competency goals.						
10.1.3 How many public service staff are able to answer basic questions about the library's technology and digital resources:						
10.1.4 How many public service staff are able to answer intermediate questions about the library's technology and digital resources:						

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
10.1.5 How many public service staff are able to answer advanced questions about the library's technology and digital resources:						
10.1.6 To enhance the staff's levels of digital capabilities, the library:						
Participates in or facilitates formal or informal mentorship programs related to digital skills or access						
Offers a collection of current technology devices and loans them to staff for professional development						
Provides training at least annually to help serve users with limited accessibilities (e.g., physical disabilities, cognition challenges, seniors)						
Provides training at least annually on how to protect the online privacy and security of library users			Security Consulting provides resources to assist libraries with their internal training efforts			

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
10.1.7 The library evaluates staff's preparedness to serve digital needs of library users.						
10.2 STAFF THOUGHT LEADERSHIP AND PARTICIPATION						
10.2.1 Library staff:						
Receives recognition for participating in knowledge-sharing forums on libraries' digital programs and services						
Participates in the design, evaluation and implementation of digital services, programs and tools						
Participates in internal initiatives to improve the community's digital skills and access	X		Security Consulting provides resources to assist libraries with their internal training efforts			
Participates externally with partners, community organizations or professional associations	X					MOREnet's annual technology conference brings together technical staff from the library community to share knowledge and experiences related to supporting technology in a public library.

Indicator	PD	Network Services	Security Services	Online Resources	Member Services	Fee Based Services
Participates in emerging technology and digital applications initiatives in the community (e.g., new eGovernment portals, community technology centers, technology programs)						