Board of Directors
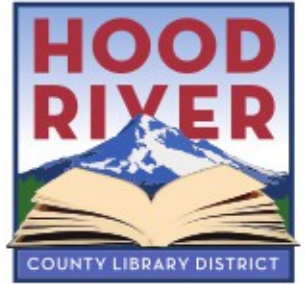## Special Meeting Agenda
Tuesday, March 3, 2015, 7.00-9.00p
Jeanne Marie Gaulke Community Meeting Room
502 State St, Hood River
Suzanne VanOrman, President

I.	**Additions/deletions from the agenda (ACTION)**	VanOrman
II.	**Conflicts or potential conflicts of interest**	VanOrman
III.	**Open forum for the general public**	VanOrman
IV.	**Technology planning session**	Hanning
V.	**Adjournment**	VanOrman

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The times of all agenda items except open forum are approximate and are subject to change. Other matters may be discussed as deemed appropriate by the Board. If necessary, Executive Session may be held in accordance the following. Bolded topics are scheduled for the current meeting's executive session.

ORS 192.660 (1) (d) Labor Negotiations
ORS 192.660 (1) (e) Property
ORS 192.660 (1) (h) Legal Rights
ORS 192.660 (1) (i) Personnel

The Board of Directors meets on the 3rd Tuesday each month from 7.00 to 9.00p in the Jeanne Marie Gaulke Memorial Meeting Room at 502 State Street, Hood River, Oregon.

Board of Directors
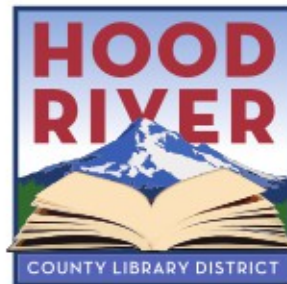## Special Meeting Agenda, Supplementary Info
Tuesday, March 3, 2015, 7.00-9.00p
Jeanne Marie Gaulke Community Meeting Room
502 State St, Hood River
Suzanne VanOrman, President
Notes prepared by Library Director Buzzy Nielsen

I.	Additions/deletions from the agenda (ACTION)	VanOrman
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Attachments:
- IV.a. HRCLD strategic goals
- IV.b. Ten years worth of state library statistical reports
- IV.c. Results of the library's Edge Assessment

Darci Hanning, Technology Development Consultant in Library Support & Development at the Oregon State Library, will be facilitating this annual planning session of the Board of Directors. This year, the focus will be technology. The overall goal of the session is to create a 3-year technology plan to help direct the District in what technology services it wants to offer, how technology integrates with the library's work processes, what kind of hardware and software the district needs, and how often technology resources need to be updated.

There are a few attachments to help you before we begin this process. The first is the District's Strategic Goals, 2012-16. Goals III.i.II, IV.i.I, and IV.i.II particularly focus on technology.

The second attachment shows HRCLD's statistics back to 2004-05. Some of the statistics shown on page 3, 4, 5 (circulation of items not separated into categories, e.g. e-books), and 7 are particularly relevant for our discussion.

Finally, I've included the results of our Edge Assessment. The Edge Assessment is a tool that libraries can use to evaluate the effectiveness of a library's services and community involvement, particularly in regards to technology. The report begins on page 2 with an overview of how our library district scored in various categories such as community engagement and organizational management. Following that are a series of benchmarks such as "The library has curricula for and provides regularly scheduled digital literacy training", with indicators of that benchmark following. Our responses indicate whether we have already achieved that indicator, plan to do so, or have no such plans.

Finally, I'd like to provide some information about our current technology status.

Hood River Library
- *Internet type/speed:* 100mbps download, 20mbps upload, fiber optic connection

- *Main network hardware:* 1 power-over-ethernet 24-port network switch, 1 standard 48-port standard network switch, 1 router
- *Public computer workstations:* 14
- *Devoted kids workstations:* 2
- *Public catalog stations:* 3
- *Staff computer workstations/laptops:* 13
- *Total computer stations:* 32
- *Workstations running Linux operating system:* 26
- *Workstations running Windows operating system:* 2
- *Workstations running Linux and Windows (dual-boot):* 4
- *Wireless access points:* 4
- *Concurrent wireless sessions available:* 230 (public), 221 (staff)
- *Printers:* 4 black and white, 2 color, 1 black and white copier

Cascade Locks Library
- *Internet type/speed:* 1.5mbps download, 0.375mbps upload, cable connection
- *Main network hardware:* one router
- *Public computer workstations:* 6
- *Staff computer workstations/laptops:* 1
- *Total computer stations:* 7
- *Workstations running Linux operating system:* 7
- *Wireless access points:* 1
- *Concurrent wireless sessions available:* 230 (public), 230 (staff)
- *Printers:* 1 black and white, 1 black and white copier

Parkdale Library
- *Internet type/speed:* 100mbps download, 20mbps upload, fiber optic connection (piggybacks off Hood River)
- *Main network hardware:* 1 router
- *Public computer workstations:* 6
- *Staff computer workstations/laptops:* 1
- *Total computer stations:* 7
- *Workstations running Linux operating system:* 7
- *Wireless access points:* 1
- *Concurrent wireless sessions available:* 230 (public), 230 (staff)
- *Printers:* 1 black and white

If there is additional information you'd like before the meeting, please let me know.

V.   Adjournment   VanOrman

Strategic Goals, 2012-2016

The Board of Directors, in consultation with MaryKay Dahlgreen, Program Manager for Library Development Services at the Oregon State Library, established the following at strategic goals for the Hood River County Library District from January 2012 to June 2016.
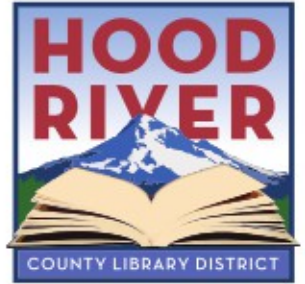
I.   Promotion
    i.   Promote the libraries' materials and services to the Hood River County community.
        I.   Create a promotion/marketing plan for the 2012-13 fiscal year and beyond. Target audiences shall include second grade students, Latino residents, young adults, seniors, and adult non-users of the libraries.
        II. Merchandise library collections through displays and appealing placement.
    ii. Regularly celebrate the community's reopening of its libraries.
        I.   Have a Reopening Day celebration every year on or around July 1.

II.   Outreach
    i.   Ensure that language is not a barrier to involvement with the libraries.
        I.   Hire a dedicated bilingual staff member.
        II. Build Spanish language capacity on staff.
    ii. Reach out to specific audiences whom the libraries can help.
        I.   Staff, in cooperation with the Friends and Foundation, establish outreach activities for Latino residents, seniors, preschool children, and Odell residents.

III. Involvement
    i.   Build a collection and services that appeal to a diverse citizenry.
        I.   Maintain and grow the funding level of the collection development budget.
        II. Increase focus on audiovisual and electronic materials.
    ii. Target collections and services that appeal to a diverse citizenry.
        I.   Dedicate significant portions of the collection development budget to specific populations, including young adults, children, and native Spanish speakers.
        II. Create a young adult area in the Hood River Library.

IV. Currency
    i.   Build and maintain relevant and appropriately up-to-date collections and technology.
        I.   Weed and acquire updated materials for the adult and children's nonfiction collections.
        II. Write a technology plan that incorporates technology replacement cycles and emerging technologies.

V.   Access
    i.   Assure access to library locations based on community needs.
        I.   Balance open hours at all three locations with other community needs to optimize library quality.
        II. Establish regular library service in Odell.

VI. Community
i.   Be an irreplaceable member of the community.
    I.   Establish library district memberships in local business and professional associations.
    II. Develop partnerships with other community organizations and governmental agencies.
    III. Staff actively go out into the community to present, participate in community organizations, and attend community events and meetings.

Key performance measures
These measures will be compared over the same periods on an annualized basis. Targets for the key performance measures will be established by the Board of Directors annually.
- Increased circulation and in-house use of materials.
- Increased use of library resources, including computers, wireless internet, and electronic resources.
- Increased programs and program attendance, both in and outside the libraries.
- Increased volunteers and volunteer hours.
- Addition and deletion of items by collection.

Approved by the Board of Directors, January 17, 2012

Oregon State Library annual library statistics
for Hood River County Library (District)

	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2014-15
Population served	21,050	21,180	21,335	21,470	21,625	21,725	CLOSED	22,625	22,875	
City	Hood River	Hood River	Hood River	Hood River	Hood River	Hood River		Hood River	Hood River	Hood River
County	Hood River	Hood River	Hood River	Hood River	Hood River	Hood River		Hood River	Hood River	Hood River
Boundary change?								No	No	No
System affiliation	NONE	NONE	NONE	NONE	NONE	NONE		NONE	NONE	NONE
Congressional district		2	2	2	2	2		2	2	2
Central library	1	1	1	1	1	1		1	1	1
Branches	2	2	2	2	2	2		2	2	2
Bookmobiles	0	0	0	0	0	0		0	0	0
Other outlets	0	0	0	0	0	0		0	0	0
Registered borrowers	19,532	21,153	14,109	16,070	19,146	20,201		5,387	8,209	9,556
Librarians with ALA/MLS	3.00	4.00	4.00	4.00	4.00	3.68		2.13	2.00	2.00
Other librarians	0.00	0.00	0.00	0.00	0.00	0.00		0.00	0.63	0.75
Total librarians	3.00	4.00	4.00	4.00	4.00	3.68		2.13	2.63	2.75
Other paid staff	6.72	6.25	6.25	6.25	6.25	5.75		4.43	5.88	6.95
Total paid staff	9.72	10.25	10.25	10.25	10.25	9.43		6.56	8.51	9.70
Total staff per 1000 pop. Served	0.46	0.48	0.48	0.48	0.47	0.43		0.29	0.37	
City revenue	$2,000	$2,000	$2,000	$2,000	$2,000	$2,000		$0	$0	$0
County revenue	$592,312	$690,858	$726,036	$715,191	$704,844	$508,900		$0	$0	$0
District revenue	$0	$0	$0	$0	$0	$0		$668,410	$716,928	$739,053
Total local government revenue	$594,312	$692,858	$728,036	$717,191	$706,844	$510,900		$668,410	$716,928	$739,053
State government revenue	$4,090	$4,129	$4,007	$5,081	$4,829	$4,465		$3,650	$3,917	$6,497
LSTA grants	$0	$0	$0	$0	$0	$0		$0	$0	$5,904
E-rate discount	$0	$0	$0	$0	$0	$0		$0	$0	$0
Other federal funds	$0	$0	$0	$0	$0	$0		$0	$0	$0
Total Federal government revenue	$0	$0	$0	$0	$0	$0		$0	$0	$5,904
Other revenue	$35,061	$38,344	$66,388	$63,376	$74,204	$51,297		$225,573	$91,244	$96,041

Oregon State Library annual library statistics
for Hood River County Library (District)

	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2014-15
Total library revenue	$633,463	$735,331	$798,431	$785,648	$785,877	$566,662		$897,633	$812,089	$847,495
Local capital revenue	$0	$0	$0	$0	$0	$0		$0	$0	$0
State capital revenue	$0	$0	$0	$0	$0	$0		$0	$0	$0
Federal capital revenue	$0	$0	$0	$0	$0	$0		$0	$0	$0
Other capital revenue	$87,715	$0	$0	$0	$0	$0		$0	$0	$10,475
Total capital revenue	$87,715	$0	$0	$0	$0	$0		$0	$0	$10,475
Salaries and wages	$294,874	$316,847	$386,392	$385,123	$362,570	$333,565		$189,560	$267,778	$314,092
Employee benefits	$119,224	$154,245	$141,008	$111,645	$145,894	$74,036		$55,866	$100,758	$100,202
Total staff expenditure	$414,098	$471,092	$527,400	$496,768	$508,464	$407,601		$245,426	$368,536	$414,294
Books and other print materials	$36,000	$44,730	$47,861	$47,317	$30,736	$12,108		$39,138	$49,449	$59,307
Periodicals	$7,967	$7,000	$7,000	$8,000	$8,424	$3,752		$10,416	$3,179	$5,861
Total expenditure on print materials	$43,967	$51,730	$54,861	$55,317	$39,160	$15,860		$49,554	$52,628	$65,168
Total electronic materials expenditure	$1,859	$3,581	$4,447	$4,632	$8,353	$3,075		$3,087	$2,088	$6,205
Audio visual materials	$12,834	$5,500	$7,679	$17,996	$7,942	$5,756		$11,076		
Other materials	$0	$0	$200	$200	$75	$0		$0	$16,425	$22,382
Total expenditure on other materials	$12,834	$5,500	$7,879	$18,196	$8,017	$5,756		$11,076		
Total expenditures on collection	$58,660	$60,811	$67,187	$78,145	$55,530	$24,691		$63,717	$71,141	$93,755
% of operating expenditures on collection	9.38%	8.86%	8.39%	10.01%	7.16%	4.21%		14.02%	11.30%	12.86%
All other operating expenditures	$152,814	$154,766	$206,569	$205,618	$211,572	$154,746		$145,278	$190,013	$220,849
Total library expenditures	$625,572	$686,669	$801,156	$780,531	$775,566	$587,038		$454,421	$629,690	$728,898

Oregon State Library annual library statistics
for Hood River County Library (District)

	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2014-15
Total operating expenditures per capita		$32.42	$37.55	$36.35	$35.86	$27.02		$20.08	$27.53	
Library construction expenditures	$87,715	$0	$0	$0	$0	$0		$0	$0	$0
Capital equipment expenditures	$0	$0	$0	$0	$0	$0		$9,854	$0.00	$23,328
Other capital outlay	$0	$0	$0	$0	$0	$0		$0	$0	$0
Total capital outlay	$87,715	$0	$0	$0	$0	$0		$9,854	$0	$23,328
Print items	85,203	78,013	67,177	69,188	72,685	71,826		74,863	77,093	72,672
Print items added	15,841	16,210	15,249	12,608	5,888	2,694		4,667	5,545	6,144
Audio items	1,944	2,139	2,442	2,568	11,034	2,552		2,855	3,084	2,167
Audio items added	409	755	560	1,669	8,539	248		331	323	317
Video items	3,050	3,493	3,890	4,160	5,699	4,062		5,599	5,418	4,318
Video items added	1,508	1,661	1,468	3,127	843	495		761	1,002	1,018
Print periodical subscriptions	200	207	209	196	222	229		176	187	179
Print periodical subscriptions added	6	7	3	0	2	0		176	11	4
Other library materials	254	254	249	6	119	110		149	149	85
Other library materials added	0	0	0	0	0	0		11	0	0
Total physical items								83,642	85,931	79,421
Physical items per capita								3.70	3.76	
Total physical items added								5,946	6,881	7,483
E-books		0	0	0	0	7,349		30,174	25,761	30,806
E-books added		0	0	0	0	7,349		17,882	4,948	5,045
Downloadable audio items						11,550		19,065	20,107	21,575
Downloadable audio items added						3,027		3,540	1,240	1,468

Oregon State Library annual library statistics
for Hood River County Library (District)

	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2014-15
Downloadable video items						1,617		1,288	1,288	1,285
Downloadable video items added						392		0	0	0
Statewide licensed databases	26	26	26	27	27	22		24	24	24
Statewide licensed databases added	0	0	0	1	0	22		1	0	0
Cooperative or locally licensed databases	11	12	13	14	12	1		3	3	5
Cooperative or locally licensed databases added	0	1	1	1	1	0		3	0	3
Total licensed databases	37	38	39	41	39	23		27	27	29
Total licensed databases added	0	1	1	2	1	22		4	0	3
Total downloadable units								50,554	47,183	53,695
Total downloaded units added								21,426	6,188	6,516
Total physical and downloadable items	90,689	84,145	74,007	76,160	89,799	99,318		134,196	133,114	133,116
Total items added	17,764	18,634	17,281	17,406	15,273	14,227		27,372	13,069	13,999
Total items per capita	4.31	3.97	3.47	3.55	4.15	4.57		5.93	5.82	
Total main library hours in a typical week	63	63	65	65	65	34		43	43	43
Annual public service hours for main library	4,789	4,891	5,216	5,216	5,216	3,172		1,725	2,183	2,167
Weeks main library was open						52		52	52	52
Total annual public service hours						4,472		3,428	4,215	4,183
Total library visits	n.c.	n.c.	n.c.	n.c.	n.c.	n.c.		n.c.	n.c.	n.c.

Oregon State Library annual library statistics
for Hood River County Library (District)

	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2014-15
1st time circulation of adult materials	98,793	96,207	89,737	78,475	68,780	56,313		45,906	54,544	50,939
Renewal of adult materials								9,865	15,709	15,587
1st time circulation of YA materials									2,363	2,578
Renewal of YA materials									713	1,189
1st time circulation of children's materials	75,162	79,109	70,434	61,997	47,691	39,948		38,734	41,879	41,252
Renewal of children's materials								6,741	10,044	11,837
Circulation of electronic materials									4,105	6,090
Total 1st time circulation								84,640	102,891	100,859
Total renewals								16,606	26,466	28,613
Total circulation of adult materials								55,771	70,253	66,526
Total circulation of YA materials									3,076	3,767
Total circulation of children's materials								45,475	51,923	53,089
Total circulation not separated into other categories									4,105	6,090
Total circulation	173,955	175,316	160,171	140,472	116,471	96,261		101,246	129,357	129,472
Total circulation per capita	8.26	8.28	7.51	6.54	5.39	4.43		4.47	5.65	
Total reference questions	10,915	11,106	25,168	30,888	14,248	7,000		n.c.	5,772	n.c.
Total reference per capita	0.52	0.52	1.18	1.44	0.66	0.32		n.c.	0.25	n.c.
Number of children's programs	231	311	321	255	265	209		146	237	284

Oregon State Library annual library statistics
for Hood River County Library (District)

	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2014-15
Children's programs attendance	4,725	6,969	7,908	6,029	5,317	6,183		4,105	7,282	9,668
Number of Young adult's programs					7	1		32	138	158
Young adult's programs attendance					27	13		1,969	2,655	4,222
Number of adult programs	13	33	39	17	34	27		48	78	129
Adult's programs attendance	607	1,553	2,226	412	420	439		1,866	2,802	4,235
Total number of programs	244	344	360	272	306	237		226	453	571
Total program attendance	5,332	8,522	10,134	6,441	5,764	6,635		7,940	12,739	18,125
Total program attendance per 100 pop. Served	25.33	40.24	47.50	30.00	26.65	30.54		35.09	55.69	
Summer Reading Program provided		Yes		Yes	Yes	Yes		Yes	Yes	Yes
Outreach to children & families provided		No		Yes	Yes	No		Yes	Yes	Yes
Early literacy training provided		No		No	Yes	Yes		Yes	Yes	Yes
ILLs loaned within system								2592	4,181	7,677
ILLS loaned outside of system								62	184	262
Total ILLs loaned	4,249	3,556	3,774	6,797	2,632	2,787		2,654	4,365	7,939
ILLs borrowd within system								4,386	6,260	9,213
ILLS borrowed outside of system								29	48	49
Total ILLs borrowed	12,496	11,730	10,128	12,972	6,923	5,664		4,415	6,308	9,262
Total number of volunteers	30	35	34	40	40	29		40	50	39

Oregon State Library annual library statistics
for Hood River County Library (District)

	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2014-15
Total volunteer hours	1,072	2,106	2,850	3,097	3,096	2,251		2,763	2,856	4,026
Number of circulations made without charge to non-residents	20,452	21,514	20,137	27,100	26,992	21,866		7,130	11,234	9,393
Annual number of users of public Internet computers	35,795	35,251	53,202	53,496	38,201	20,788		17,021	18,664	14,087
Number of Internet terminals used by general public	17	20	19	22	25	26		25	27	25
Number of wireless sessions from general public										n.c.
Type of Internet connection (main library)	Fractional T1	Fractional T1		Fractional T1	Cable	Cable		Cable	Cable	DSL
Internet connection speed (main library)	More than 1.5M	More than 1.5M		More than 1.5M	1.5Mbps	1.5Mbps		11M-100Mbps	11M-100Mbps	11M-100Mbps
All facilities have minimum connectivity				Yes	Yes	Yes		Yes	Yes	Yes
Vendor of automated system								Evergreen	Evergreen	Evergreen
Automation consortia								Sage	Sage	Sage
Square footage of main library	18,000	18,000	18,000	18,000	18,000	18,000		18,000	18,000	18,000
Total square feet of all facilities	19,600	19,600	19,600	19,600	19,600	19,600		19,600	19,600	19,600
Total square feet per capita	0.93	0.93	0.92	0.91	0.91	0.90		0.87	0.86	

Edge Assessment Report for

Hood River Library District

Your assessment has been completed! Congratulations on taking this exciting step toward strengthening your library's public access technology and contributing to your community's goals!

The results you find in this report, coupled with the Edge tools and training, will help you strengthen your library as well as shape your story and share the value your library offers to the community.

About this report: The following pages showcase your library's responses and results to the Edge assessment. As you review the results, remember that Edge is designed to help you set a path for continuous improvement. No matter what opportunities or challenges your library faces, Edge is a tool to use for making strategic, informed decisions about your resources and planning.

Understanding results: Results for your library are presented by three areas, and eleven benchmarks. Your results report outlines how many points your library achieved in each area based on your responses, along with a total number of points possible.

Understanding the overall score: The Edge benchmarks represent a comprehensive set of best practices from leading libraries around the country, of all sizes, related to public access technology. They are aspirational in nature, and are designed to encourage libraries to reach new levels of service. These assessment results are provided so that you can set priorities for your library that will improve the technology services you provide to your patrons. Priorities are individual to each library, and so while the maximum number of points available on the assessment is 1,000 no library is expected to achieve this score. We expect to see a wide range of scores. Whether your library scored 250 or 650, use these results to identify improvement opportunities for your library that are anchored in your library's and your community's strategic goals, a framework which may not require achievement in every benchmark.

Future reports: Following the national launch of the Edge Initiative in Spring 2014, Edge will release library comparison information along with these reports. This new release of comparative information will provide additional context for libraries, including scores in each benchmark for similar libraries, based on the population of your library service area.

Results for Hood River Library District

	Benchmark	Points Achieved	Points Possible
Community Value	1. Digital literacy	55	75
	2. Digital tools and resources	100	105
	3. Meeting key community needs	80	130
	Total	**235**	**310**

	Benchmark	Points Achieved	Points Possible
Engaging the Community	4. Strategy and evaluation	105	155
	5. Strategic partnerships	65	75
	6. Sharing best practices	30	65
	Total	**200**	**295**

	Benchmark	Points Achieved	Points Possible
Organizational Management	7. Planning and policies	20	50
	8. Staff expertise	80	80
	9. Devices and bandwidth	75	135
	10. Technology management	75	90
	11. Technology inclusiveness	15	40
	Total	**265**	**395**

Your library achieved:
63% of Level 1 Attributes
47% of Level 2 Attributes
30% of Level 3 Attributes

Benchmark 1

1.1 The library has curricula for and provides regularly scheduled digital literacy training.

Level	Indicator	Library response	Points achieved	Points possible
1-3	Curricula and in-person classes are available in at least one library location in the following topics: Basic computer skills	No, would like to but cannot at this time	0	15
	Office productivity software	No, would like to but cannot at this time		
	Internet searching	No, would like to but cannot at this time		
	Privacy and security	No, but plan to do so in the next year		
	Library resources	Yes		
	Social media	No, would like to but cannot at this time		
	Multi-media (e.g, photo, video, audio)	No, we have no plans to do so at this time		
2	In-person training classes are available for patron-owned devices (e.g., eReaders, iPods, tablets, smartphones) in at least one library location	Yes	5	5
3	In-person technology classes are available in languages other than English in at least one library location	No, but plan to do so in the next year	0	5

Total Points: 5 / 25 pts

1.2 The library provides individual assistance for digital literacy at all locations.

Level	Indicator	Library response	Points achieved	Points possible
1	One-on-one technology help for patrons is available on-demand for at least 10 minute sessions at all library locations	Yes	20	20
2	One-on-one technology help is available for patrons on-demand or by appointment for at least 30 minute sessions at all library locations	Yes	15	15
2	One-on-one help is available on-demand or by appointment for patron-owned devices (e.g., eReaders, tablets, iPods, smartphones) in at least one library location	Yes	10	10
3	One-on-one help is available in languages other than English in at least one library location	Yes	5	5

Total Points: 50 / 50 pts

Benchmark 2

2.1 The library supports the creation of digital content on public access computers.

Level	Indicator	Library response	Points achieved	Points possible
1	Patrons have the ability to retrieve data from and store data to portable devices (e.g., thumb drives, external hard drives, PDAs) while using public computers at all library locations	Yes	10	10
1	Office productivity software (e.g., word processing, spreadsheets, presentations) available at all library locations	Yes	10	10
2	Photo editing software (e.g., Photoshop, GIMP) is available in at least 50% of library locations	Yes	10	10
3	Video/audio recording and editing software is available in at least one library location	Yes	5	5
3	Web development software (e.g. Dreamweaver, CoffeeCup) is available in at least one library location	Yes	5	5

Total Points: 40 / 40 pts

2.2 The library monitors its service delivery of online content.

Level	Indicator	Library response	Points achieved	Points possible
1	Website links are checked and content is updated at least monthly	Yes	10	10
2	Library website analytics (number of website visitors, traffic types, popular pages) are reviewed at least quarterly	Yes	10	10
2	Subscription content (e.g., Ebsco databases, Freegal, Learning Express, Lynda) usage reports are reviewed at least quarterly	Yes	5	5
3	A content inventory of the library's website is performed at least annually	Yes	5	5

Total Points: 30 / 30 pts

2.3 The library provides access to information resources through its website.

Level	Indicator	Library response	Points achieved	Points possible
1	eBooks can be downloaded through the library's website	Yes	10	10
1	Audio books can be downloaded through the library's website	Yes	10	10
2	The library selects and organizes online resources to help patrons learn digital literacy skills (e.g., how-to-guides and videos, tutorials, practice activities)	No, we have no plans to do so at this time	0	5
2	The library offers access to online interactive language learning tools though its website (e.g. Mango, Livemocha) and/or language learning software (e.g. Rosetta Stone, Auralog)	Yes	5	5
3	The library provides real-time reference services (through short message services, instant messaging, Skype, Twitter, texting, or other interactive applications)	Yes	5	5

Total Points: 30 / 35 pts

Benchmark 3

Libraries provide technology resources to help patrons meet important needs related to personal goals and community priorities

3.1 The library supports use of public technology for workforce development and entrepreneurship.

Level	Indicator	Library response	Points achieved	Points possible
1	The library selects and organizes online resources for job seeking, employment skill-building, or professional certification	No, we have no plans to do so at this time	0	10
1	The library selects and organizes online resources for small business development	No, we have no plans to do so at this time	0	10
2	The library offers access to online career testing preparation tools through its website and/or through career testing software	Yes	5	5
3	A library-organized or -hosted class for patrons on using online job-seeking, career development, and small business development resources is held at least quarterly	No, would like to but cannot at this time	0	5

Total Points: 5 / 30 pts

3.2 The library supports use of public technology for eGovernment or legal purposes.

Level	Indicator	Library response	Points achieved	Points possible
1	The library selects and organizes online links to local, state, and federal eGovernment resources	Yes	10	10
1	The library selects and organizes online guides and instructions for identifying, finding, and using online eGovernment resources	Yes	10	10
2	The library offers access to electronic legal and law-related research information and services through its website	Yes	5	5
3	A library-organized or -hosted class for patrons on navigating online government resources is held at least quarterly	No, would like to but cannot at this time	0	5

Total Points: 25 / 30 pts

3.3 The library supports use of public technology for patrons pursuing educational opportunities.

Level	Indicator	Library response	Points achieved	Points possible
1	Early literacy games, web-based read-along programs, and/or electronic toys or tablets are available at the library and through the library website	Yes	10	10
1	The library selects, organizes, and maintains online resources related to homework help, research, and information literacy for students	Yes	10	10
2	The library selects, organizes, and maintains online resources about college selection and financial aid	Yes	5	5
2	The library offers access to education testing preparation (e.g., SAT, GRE, GMAT, TOEFL) through its website and/or educational testing software	Yes	5	5
3	The library provides proctoring of exams for online learners	Yes	5	5
3	A library-organized or -hosted class for patrons on using or navigating educational resources is held at least quarterly	No, would like to but cannot at this time	0	5

Total Points: 35 / 40 pts

3.4 The library supports use of public technology for health and wellness purposes.

Level	Indicator	Library response	Points achieved	Points possible
2	The library selects and organizes online resources for learning about medical conditions, procedures, prescription drugs, and healthcare providers	No, we have no plans to do so at this time	0	10
2	The library offers access to medical databases though its website	Yes	10	10
3	The library is a designated community access point for health and human services information assistance (211 service)	Yes	5	5
3	A library-organized or -hosted class for patrons on using or navigating health and wellness resources is held at least quarterly	No, would like to but cannot at this time	0	5

Total Points: 15 / 30 pts

Benchmark 4

4.1 The library has leaders who maintain on-going relationships with community leaders.

Level	Indicator	Library response	Points achieved	Points possible
1	Library leaders attend regular meetings of local elected governing bodies (e.g., city council, county boards of supervisors, town council) that exist within their legal service area at least annually	Yes	**10**	**10**
1	A list of local media contacts is maintained and updated at least annually	Yes	**5**	**5**
2	Outreach to local media is conducted at least quarterly through one-on-one meetings, press releases, op-eds, or media events at the library	Yes	**5**	**5**
2	A presentation about library technology is made to a community group at least annually (e.g., Kiwanis, Chamber of Commerce)	Yes	**5**	**5**
2	At least one leader from a community-based organization serves on a library committee or governing board	Yes	**5**	**5**
3	At least one library representative sits on a key community board (e.g., community planning)	Yes	**5**	**5**
3	The library places information about library technology and/or digital inclusion in local media outlets at least quarterly (e.g., news or feature story, blog post, radio or TV interview)	Yes	**5**	**5**
3	The library maintains its own or participates in an ongoing community advisory body whose responsibilities include helping to develop community digital inclusion and technology plans	Yes	**5**	**5**

Total Points: 45 / 45 pts

4.2 The library gathers feedback from the community about its public technology needs.

Level	Indicator	Library response	Points achieved	Points possible
1	An analysis of the social and economic conditions of the community is conducted as part of information gathering for strategic planning and decision making	Yes	**10**	**10**
2-3	Questions about community technology are included in a library-sponsored needs assessment survey	No, we have no plans to do so at this time	**0**	**10**
	Community technology-related questions are included in a local government survey	No, we have no plans to do so at this time		
2-3	The library conducts community-representative focus groups on the community's technology needs	No, we have no plans to do so at this time	**0**	**10**
	The library holds advertised forums on the community's technology needs	No, we have no plans to do so at this time		
3	The library conducts a community needs assessment for technology resources in languages other than English	No, we have no plans to do so at this time	**0**	**5**
3	The library conducts a community needs assessment for technology resources for people with disabilities	No, we have no plans to do so at this time	**0**	**5**

Total Points: 10 / 40 pts

4.3 The library surveys its patrons about technology use in strategic purpose areas.

Level	Indicator	Library response	Points achieved	Points possible
1-3	The library surveys patrons annually about public technology use and outcomes in the following purpose areas: Workforce development	No, we have no plans to do so at this time	0	20
	eGovernment	No, we have no plans to do so at this time		
	Education	No, we have no plans to do so at this time		
	Health & wellness	No, we have no plans to do so at this time		

Total Points: 0 / 20 pts

4.4 The library evaluates its technology programs and services.

Level	Indicator	Library response	Points achieved	Points possible
1	The effectiveness of digital literacy programs and services is evaluated annually	Yes	10	10
2	Web analytics are used to evaluate the use of online library resources annually	Yes	5	5
3	The effectiveness of outreach activities is evaluated annually	Yes	5	5
3	The effectiveness of partnerships is evaluated biennially	Yes	5	5

Total Points: 25 / 25 pts

4.5 The library makes strategic decisions based on information about community needs and priorities.

Level	Indicator	Library response	Points achieved	Points possible
1	Digital inclusion and technology innovation goals are included in the strategic plan	Yes	10	10
2	Technology-related goals in the strategic plan are reviewed and updated annually	Yes	5	5
3	Staffing plans reflect community needs related to digital inclusion	Yes	5	5
3	Technology resources and services are aligned with community needs	Yes	5	5

Total Points: 25 / 25 pts

Benchmark 5

<div style="background-color:#2ec4c4; color:white;">

Libraries build strategic relationships with community partners to maximize public access technology resources and services provided to the community

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5.1 The library develops and maintains partnerships that amplify the library's reach, avoid duplication of effort, aid the library in planning or advocacy, or are otherwise mutually beneficial.

Level	Indicator	Library response	Points achieved	Points possible
1	The library has strategies for strengthening existing partnerships and developing new partnerships to advance digital inclusion and innovation goals	Yes	**10**	**10**
2-3	The library engages in resource-sharing partnerships benefitting the library (with expertise, in-kind contributions, programming, or workspace) with some/all of the following: A workforce development organization	Yes	**10**	**10**
	A local government or social service organization	Yes		
	An educational organization (K-12, community college, university)	Yes		
	A local health & wellness organization, hospital, or other healthcare provider	Yes		
3	Devices or space are loaned to community organizations for technology-related training classes in the library	Yes	**10**	**10**
3	Mobile training equipment is maintained to support library-sponsored technology training located in partner facilities	No, we have no plans to do so at this time	**0**	**5**
3	The library collaborates on grant or other funding opportunities with a community organization	Yes	**10**	**10**

Total Points: 40 / 45 pts

5.2 The library engages in technology outreach activities.

Level	Indicator	Library response	Points achieved	Points possible
1	A list of community organizations is maintained to help distribute materials about library technology services	Yes	**10**	**10**
1	A list of community organizations that offer technology services and resources is maintained to easily refer community members in the event additional services are needed	Yes	**10**	**10**
2	The library tracks emerging technology trends and applications in the community (e.g., new eGovernment portals, community technology centers, technology programs, etc.)	Yes	**5**	**5**
3	The library maintains a plan to provide technology services to the community in the event of a disaster or other emergency	No, but plan to do so in the next year	**0**	**5**

Total Points: 25 / 30 pts

Benchmark 6

6.1 The library participates in a community of practice and shares public access technology knowledge, resources, and other tools.

Level	Indicator	Library response	Points achieved	Points possible
1	Existing resources are used to help improve library technology management and public services (e.g., TechSoup, WebJunction, Edge)	No, but plan to do so in the next year	0	10
1	The library participates in peer learning through technology programs sponsored by a state library, consortium, library association, or other organization	Yes	10	10
2-3	Training resources and curricula are shared with other libraries or community-based organizations	Yes	10	10
	Network management policies and practices are shared with other libraries or community-based organizations	Yes		
3	At least one technology-related presentation is made by library staff at formal professional gatherings (in-services, conferences, webinars) annually	Yes	5	5
3	The library participates in or facilitates a technology mentorship program that pairs library staff with more experienced or knowledgeable mentors involved in managing library technology and public technology access	No, would like to but cannot at this time	0	5
3	The library has a collection of technology devices that it loans out for staff development and programming purposes	Yes	5	5
	The library hosts a dedicated development environment to allow library staff to experiment with new applications and online environments	No, we have no plans to do so at this time		

Total Points: 30 / 45 pts

6.2 The library conducts surveys to gather feedback about library technology.

Level	Indicator	Library response	Points achieved	Points possible
1	The following questions are included in an annual survey: Patron satisfaction with library technology	No, would like to but cannot at this time	0	10
2	Personal importance of library technology	No, would like to but cannot at this time	0	5
3	Importance of library technology to others in the community	No, would like to but cannot at this time	0	5

Total Points: 0 / 20 pts

Benchmark 7

Libraries integrate public access technology into planning and policies

7.1 The library maintains technology and patron data management policies.

Level	Indicator	Library response	Points achieved	Points possible
1	The library has a hardware replacement plan with a 3-5 year refresh cycle	Yes	10	10
1	The library has a software upgrade plan with a 3-5 year refresh cycle	Yes	10	10
1	Practices for updating to current versions of Internet browsers, web applications, and plug-ins (e.g., Java, PDF, Flash, Shockwave, Windows Media Player) are included in a technology management plan	No, but plan to do so in the next year	0	10
1	Practices to ensure the security of patron data, including at least clearing online session data from public computers and procedures for handling sensitive information, are included in a patron privacy plan	No, but plan to do so in the next year	0	10
2	Network security practices for timely application of updates and patches are included in a technology management plan	No, but plan to do so in the next year	0	5
2	Processes for system recovery are included in a technology management plan to ensure continuity of services in the event of catastrophic technology failure	No, but plan to do so in the next year	0	5

Total Points: 20 / 50 pts

Benchmark 8

<div style="background-color:green; color:white; padding:8px;">**Libraries have sufficient staff with technology expertise to help patrons achieve their goals**</div>

8.1 The library provides staff with work time to engage in technology related learning activities.

Level	Indicator	Library response	Points achieved	Points possible
1	All public services staff are allowed work time to engage in technology-related learning activities such as webinars, online tutorials, or classes	Yes	**10**	**10**
1	All public services staff are allowed work time for hands-on learning with new devices, software, or other technology	Yes	**10**	**10**
2-3	All staff are provided the opportunity to attend annual training during work time from experts in the following areas: Workforce development	Yes	**5**	**5**
	eGovernment	Yes		
	Education	Yes		
	Health & wellness	Yes		
2	Key staff are cross-trained to perform technology-related duties	Yes	**5**	**5**
3	Key staff are provided the opportunity to attend training in the creation of digital content during work time	Yes	**5**	**5**
3	Key staff are provided the opportunity to attend training in instructional design and techniques during work time	Yes	**5**	**5**

Total Points: 40 / 40 pts

8.2 Library staff assigned to assist patrons are responsible for maintaining technology competencies.

Level	Indicator	Library response	Points achieved	Points possible
1	Job descriptions for public services staff contain technology competencies and responsibilities	Yes	**10**	**10**
2	Annual evaluations for public services staff include review of technology related performance	Yes	**5**	**5**
3	Annual goal setting for public services staff includes expectations for technology performance	Yes	**5**	**5**

Total Points: 20 / 20 pts

8.3 Staff assigned to assist patrons are able to answer patrons' technology questions.

Level	Indicator	Library response	Points achieved	Points possible
1	100% of public services staff are able to assist patrons with basic technology questions	Yes	**10**	**10**
2	25% of public services staff in each location are able to assist patrons with intermediate technology questions	Yes	**5**	**5**
3	10% of public services staff in each location are able to assist patrons with advanced technology questions	Yes	**5**	**5**

Total Points: 20 / 20 pts

Benchmark 9

<div style="background-color:#8CC63F; color:white; padding:8px;">

Libraries have sufficient devices and bandwidth to accommodate user demand

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9.1 The library has a sufficient number of device hours available on a per capita basis.

Level	Indicator	Library response	Points achieved	Points possible
1-3	Device hours available per capita	2.01 device hours per capita	**0**	**30**

Total Points: 0 / 30 pts

9.2 The library meets or exceeds the minimum bandwidth capacity necessary to support public user demand.

Level	Indicator	Library response	Points achieved	Points possible
1-3	Bandwidth capacity	Level 1	**10**	**30**

Total Points: 10 / 30 pts

9.3 The library assures adequate time for patrons to complete tasks.

Level	Indicator	Library response	Points achieved	Points possible
1	Library has session management software	No, we have no plans to do so at this time	**0**	**5**
1	Library staff are empowered to extend public access sessions	Yes	**10**	**10**
1	The wireless network signal extends to all public areas of the library at all locations	Yes	**10**	**10**
2-3	Some public access terminals are designated with extended session periods	Yes	**5**	**5**
	Internet-enabled devices with extended session periods are loaned within the library	No, but plan to do so in the next year		
3	Internet-enabled devices are loaned for use outside the library	Yes	**5**	**5**

Total Points: 30 / 35 pts

9.4 The library provides peripheral equipment that enables patrons to complete tasks.

Level	Indicator	Library response	Points achieved	Points possible
1	Headphones are available to loan to patrons	Yes	**10**	**10**
1-3	Patron needs for privacy while conducting sensitive transactions are accommodated through at least one of the following: Installing privacy screens for computer monitors	Yes	**5**	**5**
	Placing computer monitors so they can't be viewed by other patrons	No, we have no plans to do so at this time		
	Installing partitions between workstations	No, we have no plans to do so at this time		
	Having public computers in private rooms	No, we have no plans to do so at this time		
2	Patrons are able to scan documents into digital formats	Yes	**5**	**5**
2	Wireless-enabled printers are available for patron owned devices	Yes	**5**	**5**
3	Video conferencing equipment is available for public use	Yes	**5**	**5**
3	Presentation equipment (e.g., projector, microphone, etc.) is available for public use	Yes	**5**	**5**
3	Multimedia production equipment (e.g. digital cameras, audio recorders, video cameras) is available for public use	No, would like to but cannot at this time	**0**	**5**

Total Points: 35 / 40 pts

Benchmark 10

Libraries manage their technology resources to maximize quality

10.1 The library actively manages Internet connectivity.

Level	Indicator	Library response	Points achieved	Points possible
1	The library knows the maximum available bandwidth speed available at each location	Yes	5	5
1	Speed tests are performed on public computers to compare advertised and actual bandwidth speed	Yes	5	5
1	Alerts about connectivity problems are received in real time	Yes	5	5
2	Connectivity (up/down/ping) is continuously monitored at the network level for all locations	No, but plan to do so in the next year	0	5
2	Network traffic is monitored by packet type and volume	Yes	5	5
3	Library allocates bandwidth for library staff functions and public Internet access through separate data circuits or through hardware/software mechanisms to prioritize network traffic	Yes	5	5
3	Network bandwidth is shaped for quality of service	Yes	5	5

Total Points: 30 / 35 pts

10.2 The library minimizes out-of-service devices.

Level	Indicator	Library response	Points achieved	Points possible
1	Library staff have access to a troubleshooting guide for network devices and peripherals, including call numbers and service provider information	Yes	5	5
1	A lockdown software program (e.g. Deepfreeze) is installed on public computers	Yes	5	5
1	The library uses a master image deployment and recovery (e.g. Clonezilla, Ghost) system for public computers	Yes	5	5
2	Cold spares are available to switch out downed devices with fresh hardware within a business day	No, but plan to do so in the next year	0	5
2	The library has access to personnel with sufficient IT expertise to maintain the library's network and public technology systems	Yes	5	5
3	The library has at least one staff member located onsite with sufficient IT expertise to maintain the library's network and public technology systems	Yes	5	5

Total Points: 25 / 30 pts

10.3 The library tracks key measures about public technology services for planning purposes.

Level	Indicator	Library response	Points achieved	Points possible
1	The following metrics are tracked on an on-going basis: Number of hours public devices are in use by patrons	Yes	5	5
1	Number of attendees in technology classes	Yes	5	5
1	Average wait times for public devices	No, we have no plans to do so at this time	0	5
2	Number of wireless sessions	Yes	5	5
3	Number of requests for one-on-one technology help	Yes	5	5

Total Points: 20 / 25 pts

Benchmark 11

<div style="background-color:#8cc63f;color:white;padding:10px;">

Libraries ensure participation in digital technology for people with disabilities

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11.1 The library accommodates users with disabilities.

Level	Indicator	Library response	Points achieved	Points possible
1	At least one public terminal with assistive technology that enable use by persons with visual impairments (e.g., screen readers, magnification, high contrast keyboards and displays) is available at all locations	No, but plan to do so in the next year	0	10
1	At least one public terminal that can be converted with assistive technology to facilitate usage by people with motor and dexterity impairments (e.g., touch screens, trackballs, switches, voice-recognition software) is available at all locations	No, but plan to do so in the next year	0	5
1	The library has at least one workstation in each location that can accommodate a wheelchair or mobility vehicle	Yes	10	10
2	The library website is compliant with World Wide Web Consortium (W3C) disability standards as evidenced by the use of an online validation service	Yes	5	5
3	Specific accessibility goals are included in the strategic plan	No, would like to but cannot at this time	0	5
3	Staff are provided with training at least annually for recognizing and serving patrons with disabilities	No, but plan to do so in the next year	0	5

Total Points: 15 / 40 pts

LOCATION DETAILS

This section provides details about your library's results for Benchmark 9.1 and Benchmark 9.2. It contains calculations based on the information you provided for each of your library locations in the assessment.

Benchmark 9.1: Device Hours Per Capita, was calculated using the number of hours and public computers or laptops available at each location and the total population of your legal service area. This article provides more detail about how device hours per capita are calculated.

Benchmark 9.2: Bandwidth, was calculated using the number of public computers or laptops available and wireless availability. Scores for each location were rolled up into an overall score for the library system. This article provides more detail about how bandwidth calculations are made.

This report also provides the results from the speed tests you performed at each location as part of the assessment. As recommended in Benchmark 10.1, you should carefully compare the advertised vs. actual download and upload speeds in this report. If the two measures differ drastically, you may want to contact your ISP to discuss ways in which they can improve your connectivity and reduce the difference between promised and actual download and upload speeds.

* Values are calculated using ISP advertised speeds only.

Location	Hours Open	Public Computers		Internet	Bandwidth (Mbps)		Calculated Device Hours & Bandwidth		
Location Name	Weekdays / Weekend	Desktops	Laptops / Tablets	Is Wireless Available?	Download / Upload Speed (ISP)	Download / Upload Speed (Speedtest)	Device Hours	Bandwidth Level*	Kbps / user*
CASCADE LOCKS LIBRARY	16.00 / 4.00	6	0	Yes	1.50 / 0.38	1.81 / 0.47	6,240	0	197
HOOD RIVER LIBRARY	35.00 / 8.00	13	2	Yes	100.00 / 5.00	35.89 / 3.07	33,540	3	5,251
PARKDALE LIBRARY	16.00 / 4.00	6	0	Yes	2.00 / 0.50	16.05 / 1.99	6,240	0	263

Total Device Hours: 46,020

9.1 Device Hours per Capita: 2.01 / Level 0

9.2 Bandwidth: Level 1