Colorado State Library

COUNTING OPINIONS

Data Management Case Study

More Effective Data Storytelling

Summary

In December 2022, the Colorado State Library (CSL) moved from their previous annual statistics reporting system to Counting Opinions' LibPAS. CSL wanted an improved and more dynamic data collection tool with data visualization capabilities for Colorado's 112 public libraries. LibPAS provides CSL with the ability to easily create new data collection surveys while maintaining all the created survey data in a single, quickly accessible location.

Even with CSL only being 12 months into the adoption of Counting Opinions' LibPAS solution, the benefits provided by the tool and Counting Opinions' outstanding customer service are already apparent. Data is more easily accessible and the easy creation and sharing of reports is supporting more effective data storytelling across the state. Designing new collection surveys in LibPAS is straightforward and CSL is already working toward the deployment of a new Telehealth data collection tool.

Counting Opinions has partnered with Crucial Strategies Consulting to obtain client feedback regarding each client's experience using Counting Opinions solutions. This customer approved Case Study provides the highlights of conversation(s) between Crucial Strategies and Colorado State Library.

Highlights

1) Migrating from CSL's old system to LibPAS was easy.

2) LibPAS has resulted in significant efficiencies related to pulling and analyzing data.

3) Creation and setup of a new telehealth survey/form in LibPAS was simple and straightforward.

4) CSL selected Counting Opinions and LibPAS due to very positive reviews from public library data coordinators with other states.

5) Colorado's 112 public libraries like the canned reports, easier report access, and the ability to build their own reports provided by LibPAS.

6) LibPAS allows for easy sharing of built reports that allow further customization.

7) One-page visual usage summary report provided by LibPAS has been well-received by Colorado's public libraries.

8) "Outstanding customer service" has been provided by Counting Opinions.

9) Support by Counting Opinions provides detailed explanation of how any issues were addressed to help CSL better understand the solution moving forward.

10) LibPAS implementation is allowing CSL to more effectively cultivate new data partners.

11) Prebuilt LibPAS reports support more effective data storytelling for larger Colorado library systems.

12) LibPAS simplifies data collection and data access for users of all skill levels.