



## Data Management Case Study

### Streamlining Administration and Data Analysis

#### Summary

Around 2017, the Association of Academic Health Sciences Libraries (AAHSL) determined the need for a more user-friendly, dynamic, and flexible solution to administer and analyze AAHSL's three (3) member surveys. These surveys include an annual survey analogous to the state-level annual survey public libraries in the US must complete, an annual salary survey, and an electronic resource survey administered every three (3) years. Counting Opinion's LibPAS solution was identified and chosen by an internal AAHSL committee. LibPAS has provided AAHSL with a more powerful solution that allows more effective access to the survey data and improved flexibility.

#### Highlights

- 1) LibPAS allows for quickly executable changes to survey questions and guidance language.
- 2) LibPAS has easy-to-use reporting features for members.
- 3) LibPAS gives AAHSL and respondents the ability to see the previous year's responses which assists in data quality and error checks.
- 4) LibPAS makes it easy for members to access, analyze, and export data if desired.
- 5) LibPAS is very reasonably priced for the quality of the solution and level of customer service.
- 6) LibPAS surveys are easy to administer and include important prompts when specified data thresholds are exceeded.
- 7) Since Counting Opinions is an industry leader and works with other public libraries and library associations, AAHSL can leverage what peers are doing with and within the solution.
- 8) The LibPAS user interface is very clear and allows for additional visually expandable resources when necessary.
- 9) LibPAS is a great solution for both the end user and administrator.
- 10) Counting Opinions' customer service has been superb.

*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 AAHSL.*