Markham Public Library

COUNTING OPINIONS

Data Management Case Study

LibPAS as a "Data Lake"

Summary

Since 2012, Markham Public Library's (MPL) use of data to guide organizational decisions has dramatically increased. As MPL's organizational needs rapidly changed, the requirement for data analysis tools have also continued to change. Counting Opinions' LibPAS and LibSat solutions have continued to serve important purposes in MPL's data toolbox.

The greatest functionality of LibPAS for MPL is acting as a "data lake". In this way, LibPAS functions as MPL's official data book of record and provides consistency for historical/archival statistics. Data recorded in LibPAS include programs, volunteers, public access information, other usage and textual data, etc. LibPAS housed data are crucial when executing year-over-year analyses, which has been especially important post-Covid.

MPL has had a very positive experience with Counting Opinions over several years and intends to continue partnering with Counting Opinions, given the strong existing relationship. With Counting Opinions ongoing commitment to the "continuous improvement of their applications", MPL believes they will continue to be a valuable, ongoing data management partner.

Highlights

1) LibPAS brings consistency to an organization's data.

2) LibPAS functions very well as an archival data resource.

3) LibPAS provides a tool to centralize data with the ability to publish reports.

4) LibSat provides consistent customer feedback data across multiple libraries. This provides helpful, meaningful library-to-library comparisons.

5) The analytic functions of the Counting Opinions tools can be very advantageous (use case specific).

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 MPL.