Public Libraries of New Zealand

COUNTING OPINIONS

Data Management Case Study

Improved Data Quality and Consistency

Summary

In 2020, the Public Libraries of New Zealand (PLNZ), a public library advocacy association similar to the Public Library Association (PLA) or American Library Association (ALA) in the United States, implemented the Counting Opinions' LibPAS solution. Prior to 2020, PLNZ attempted to collect data across more than 60 libraries via a shared Excel spreadsheet. Moving annual data collection efforts to LibPAS continues to result in improved data quality and consistency and high reporting rates across New Zealand public libraries.

PLNZ and member libraries continue to be empowered by the LibPAS solution. Data literacy continues to grow and LibPAS informs and supports more effective data-driven advocacy for New Zealand's public libraries. PLNZ will be incorporating financial, cultural, environmental, and social well-being measures in LibPAS and looks forward to working with Counting Opinions in this effort.

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 PLNZ.

Highlights

1) Data security provided by Counting Opinions and LibPAS are aligned with New Zealand's strict data security policies.

2) New user setup for LibPAS is easy and training takes as little as 35 minutes.

3) Library reporting rates increased from 40-50% prior to LibPAS to 100% of all New Zealand public libraries.

4) Making changes to the LibPAS solution is easy for user-administrators.

5) LibPAS allows managers to access data that aids in demonstrating value to their community.

6) LibPAS makes transfer of administrative responsibilities easy.

7) High-quality usage data and analysis from LibPAS is informing the layout of new libraries.

8) LibPAS has significantly grown the ability of libraries to effectively tell their stories and advocate for more funding.

9) Data literacy across New Zealand public libraries has greatly accelerated and grown with the implementation of LibPAS.

10) LibPAS made importing and quality checks of historical data easy and straightforward.

11) LibPAS has considerably increased data confidence across the country's libraries.

12) LibPAS was easily the superior tool compared to competitors.

13) Counting Opinions' customer service is superb with most issues resolved in less than 24 hours.