Dashing Assessment: Results of the LLAMA Assessment CoP needs assessment of dashboard educational opportunities

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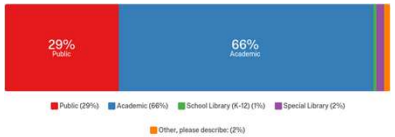
Of the 302 respondents, most were from academic an public libraries



Purpose:
The LLAMA Assessment Community of Practice (CoP) is transitioning from a committee based structure to a new organizational model using “project teams” or “taskforces” to develop and implement CoP activities. This poster reports out on the work of the pilot “project team” charged to develop an action plan for the development of library assessment dashboard educational opportunities. The team developed a survey to help us determine broad training needs both in terms content as well as delivery format and serve as a guide in providing recommendations for a program that would be of most use.

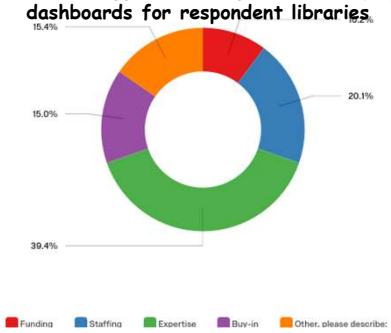
Design, methodology, approach:
To address charge elements relating to investigating constituent needs for dashboards to scope professional development opportunities and identify preferred methods for providing them, the project team conducted a survey of LLAMA membership and the broader library community. The survey was conducted using Qualtrics and distributed through the LLAMA listserv as well as national and state library listservs.

Findings:
The survey received a total of 302 responses. Findings include, that approximately 90% of respondents are moderately to extremely interested in training opportunities regarding dashboards; while less than 30% of respondents indicated that their library currently employs dashboards, over 60% of respondents indicate that their library has considered developing dashboards; that the biggest organizational challenges for developing a dashboard are expertise (39%) and staffing (20%).The format most frequently identified for training is on-demand webinars (37%), followed by “a toolkit that I can refer to any time” (35%).

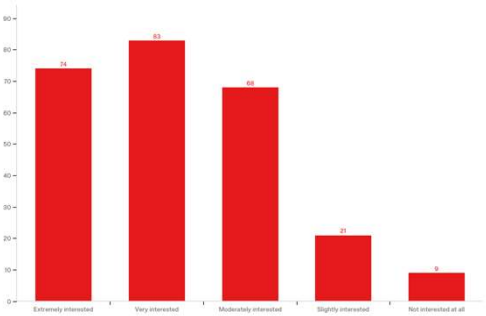
Practical:
Through the lens of operating in a new operational context, this poster presents an evidence-based approach to assessing demand for content and delivery mechanisms for action planning for future library assessment dashboard educational opportunities.

Nearly 3/4ths of respondents indicate that their library is not currently using dashboards for either communicating or informing decisions

Expertise and staffing were identified as the biggest challenges to developing dashboards for respondent libraries

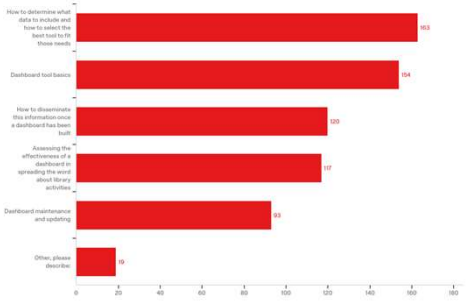


Respondents report substantial interest in receiving training on dashboard development

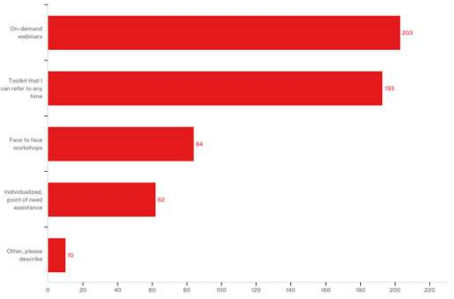


Varieties of data included in existing library dashboards

Tool and content selection, and dashboard basics were the most requested topic areas for training



Respondents preferred on-demand webinars and a toolkit for anytime reference over other format options presented



Key Findings:
- Academic library respondents accounted for 66% of the 302 total submissions, followed by public library respondents (29%)
- An overwhelming number of respondents referenced difficulty in data collection particularly as related to the ability to access needed data.
- 72% of respondents report that their library currently does not currently use dashboards for communication or decision-making purposes
- 59% of respondents indicate that their library has considered developing a library dashboard
- Of tools currently in use, Tableau is the most common tool as reported by 40% of respondents who reported that their library currently uses dashboards
- Expertise was reported with the highest frequency (40%) as the biggest challenge for libraries in developing dashboards, followed by staffing (20%)
- Over 61% of respondents are very to extremely interested in receiving training on the development of dashboards
- In terms of content for training the top two selections included, how to determine what data to include and how to select the best tool to fit those needs received 24% of responses followed by dashboard tool basics (23%)
- The preferred formats for training opportunities are on demand webinars (37%) and a toolkit for anytime reference (35%). Open text responses request that resulting training efforts be freely available for use when needed.

Recommendations:
Host a webinar or series of webinars focused on the basics of dashboards including how to determine what to include in a dashboard and how to select the best tool for the need given available resources to elevate the level of dashboard related expertise of participants.

Implementation team members should be selected from the subset of respondents to the needs assessment survey who indicated interest in serving based on expertise related to data visualization, organizational skills & awareness, and communication

Task force final report

Scan me