2018 In Library Use Survey
University of Washington Libraries

Working with Survey Results in Tableau Dashboards

2018 In Library Use Dashboards

Dashboards for survey data and comments have been created. One dashboard allows you to compare results across all participating libraries. One dashboard allows you to examine the results for a particular library in depth. The third allows you to view all comments by library or code. Find links to all 3 dashboards at the following link:


*Thumbnail views of the 2018 In Library Use Survey dashboards. From left to right: the comparison dashboard; the individual library dashboard, and the comments dashboard.*

When to use each dashboard?

- The comparison dashboard is best for making general statements about use of the Libraries across the entire system. The dashboard only shows sessions run by all libraries and only the questions every library had in common.
- The library dashboard is best for looking at the use of a particular library throughout the duration of the survey. It has all the local questions and categories for the library. As a result, this should not be used to make general statements about use across the system or to compare different libraries.
- The comments dashboard is used to review themes in qualitative comments by library or across the system. It allows you to explore the comments by code, library, demographics, or in a keyword search. Topical reports can also be made available for lengthier review or additional analysis.

Assessment Activates at UW Libraries

Use this to find information about other assessment projects and to find additional sources of data [https://staff.lib.uw.edu/operations/assessment-planning/policies-procedures/surveys-and-assessment-projects](https://staff.lib.uw.edu/operations/assessment-planning/policies-procedures/surveys-and-assessment-projects)

UW Assessment Toolkit

Ready to start a project of your own? Find information on methods and best practices at the Assessment toolkit. [https://staff.lib.uw.edu/operations/assessment-planning/policies-procedures/assessment-toolkit](https://staff.lib.uw.edu/operations/assessment-planning/policies-procedures/assessment-toolkit)

Contact Us

Questions? Concerns? Feeling stuck?

Contact Jackie Belanger ([jeb24@uw.edu](mailto:jeb24@uw.edu)) or Maggie Faber ([faberm@uw.edu](mailto:faberm@uw.edu)) for help working with these results, or if you have an idea for a follow up assessment project.
Working with Filters

Selecting a filter will affect all charts on the dashboard. You can hover over any mark for additional detail and screenshot the dashboard at any time to make comparisons. At the top right of the dashboard you will find dropdown filters.

- **Select a Library**
  - Suzallo Allen Library

  Click this filter to view a particular library in isolation.

- **Select Survey Session**
  - All sessions

  Click here to compare special sessions (weekend/evening) and standard M-F sessions.

- **Highlight**
  - Local Questions

  Click this filter to highlight selected patterns (group vs. individual) or local questions.

The grey bar charts also work as demographic filters. Select any bar on the dashboard to filter results to that category.

Select filter by deselecting the bar, or clicking Undo in the menu screen at the lower left.
Hover over any bar to see how many respondents there were in a category, and what percent overall it represents.

**Select college/school**
Or click the + sign to drill down to a specific major

- Arts & Sciences (Natural Sci.)
- Engineering
- Arts & Sciences (Social Sci.)
- Undecided
- Business
- Public Health

24% of respondents
n=746

Hover over the School/College to pull up the + menu. Click to expand down to department-level detail.

- **Demographic filters**
Survey Questions

Two questions, “How long did you spend in the library today?” and “What sort of environment do you prefer” had limited selections available. Only one answer could be chosen for “How long did you spend in the library today.” Participants were asked to only select two choices for “what sort of environment do you prefer,” though responses where they selected three were still included.

The two limited selection questions. Please note that “How long did you spend in the library today” will add up to 100% whereas “What sort of environment do you prefer” will not.

The other two questions, “What did you do in the library today?” and “What were you working on in the library today” were multiple choice questions and participants could choose as many options as they liked.

Clicking any bar from any question will filter the results in the remaining charts to just respondents who selected that answer. This allows you to see and compare the intersection of two answers, for example, how long people who were studying for an exam stayed in the library vs. people who were working on a creative project or assigned class reading.
For the multiple choice questions, participants also had the opportunity to fill out a text response to “Other (please specify).” These qualitative text responses are available off to the side when you click the bar to bring up the chart.

### What did you do in the library today? Select all that apply

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Studied or worked individually</td>
<td>71%</td>
</tr>
<tr>
<td>Used a laptop/tablet</td>
<td>28%</td>
</tr>
<tr>
<td>Studied or worked in a group</td>
<td>24%</td>
</tr>
<tr>
<td>Used a library computer</td>
<td>21%</td>
</tr>
<tr>
<td>Used a printer</td>
<td>18%</td>
</tr>
<tr>
<td>Looked for on-site and/or onli..</td>
<td>8%</td>
</tr>
<tr>
<td>Other (please specify):</td>
<td>6%</td>
</tr>
<tr>
<td>Checked out or returned mat.</td>
<td>6%</td>
</tr>
<tr>
<td>Used a scanner</td>
<td>5%</td>
</tr>
<tr>
<td>Asked library staff for assista..</td>
<td>3%</td>
</tr>
<tr>
<td>Used specific software (e.g., ..</td>
<td>2%</td>
</tr>
</tbody>
</table>

For the “What did you do in the library today?” question, “Used specific software” also allowed respondents the opportunity to fill out a text response; those are also available to the side when you select the “used specific software” bar.

In the library-specific dashboard, any questions particular to that library will be available in the lower left of the screen. For East Asia, Health Sciences, Music, Odegaard, and Suzzallo/Allen, we asked “Which library areas did you visit or use today (check all that apply)” and for Engineering, we asked “How often do you visit the Engineering Library in person.

### Which library areas did you visit or use today?

(Please check all that apply.)

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other Study/Seating ar..</td>
<td>53%</td>
</tr>
<tr>
<td>Suzzallo Starbucks</td>
<td>25%</td>
</tr>
<tr>
<td>Research Commons</td>
<td>24%</td>
</tr>
<tr>
<td>Reading Room</td>
<td>20%</td>
</tr>
<tr>
<td>Service desks (e.g., Circ..</td>
<td>8%</td>
</tr>
<tr>
<td>Other:</td>
<td>8%</td>
</tr>
<tr>
<td>Government Publicatio..</td>
<td>4%</td>
</tr>
<tr>
<td>Media Arcace</td>
<td>3%</td>
</tr>
<tr>
<td>Special Collections</td>
<td>3%</td>
</tr>
<tr>
<td>Exhibit areas</td>
<td>2%</td>
</tr>
</tbody>
</table>

Any responses to the “Other” category will also be available off to the side if you select the bar.
Survey Comments

Text responses to the survey have been gathered in their own dashboard. These can also be filtered by the demographic categories above, and the same information will be available on hover.

a) Select or comments from a particular library from the menu at the top right

Select a Library

Note that selecting a library means selecting users who received surveys at that library during the sampling schedule. Users were free to suggest improvements to any library or comment generally on the UW Libraries system.

b) Select a bar to see comments in that category. Use the + and – buttons to find more or less specific categories.

Grey bars indicate demographic filters; purple bars indicate coded comments by topic.

c) Search for a particular term or name using the keyword search just above the comments.

Keyword search

d) If you find a comment you want to copy into a report or onto a slide, click it, then look to the bottom of the screen. You can highlight and copy paste comments one at a time from the text there.