

AI-Powered Reporting + Smarter Support

Counting Opinions is expanding its platform with two new capabilities designed specifically for state library data teams: the **AI Data Assistant** and the new **Help Desk**. Together, these tools reduce manual effort and help provide library teams with trusted data — and the support they need — faster.

1

AI Data Assistant

Explore library data by asking questions in plain language

The AI Data Assistant is an incredibly easy way to explore library data using natural language — by typing or talking — while maintaining **administrative control over datasets, metrics, models, usage and governance**.

- Ask library data questions naturally by typing or talking, with clickable follow-up suggestions to keep the analysis moving.
- Use the AI Data Assistant with library datasets and integrate it directly into the Counting Opinions platform.
- Download charts and tabular results, and share conversations through permalinks for easy reuse and collaboration.
- Schedule a conversation to re-run and email updated results daily, monthly, quarterly or annually.
- **Improve consistency** with clearly defined schemas, concise labels, source references, and pre-calculated summaries, totals and key ratios.
- Maintain administrative control over providers and models, datasets and metrics, user/conversation limits, logging, evaluation and price-performance monitoring.

2

Help Desk

Capture, route and archive support requests in one place

The new Help Desk widget is integrated directly into the application, automatically capturing useful context and routing requests to the right people. A centralized dashboard and archived communications make it easier to **manage issues and maintain continuity**.

- Submit support requests from inside the application; user, page and other relevant details are automatically captured and routed.
- Manage tickets in **one centralized Help Desk** with archived communication histories and streamlined support pathways.

Help Desk — *"Once people realized that their communication was going to the state data coordinator along with the support team at Counting Opinions when they put in a ticket, they were much more likely to use it. When they used the Help Desk, it was much less overwhelming for me as the state data coordinator to have one place to find what people needed."*

— Counting Opinions customer

Interested in trying it?

The AI Data Assistant can be added to existing Counting Opinions implementations, and we're currently welcoming additional beta customers.

Beyond the Annual Survey Count Weeks, Custom Forms + Qualitative Feedback



Flexible tools for recurring counts and richer feedback

Not every question fits neatly into an annual statistics survey. Counting Opinions also supports focused data collection for recurring count periods and custom forms designed around the information your state needs.

1

Count Week

Turn periodic counts into annual reporting data

Use a dedicated Count Week app to collect a predefined set of measures during one or more count periods. No matter how many count days are captured, results can be **projected to year-end totals and used to prepopulate corresponding PLS data elements**.

- Give libraries, systems and outlets a clear, purpose-built place to enter count data.
- Automatically project year-end totals from data collected during defined count periods.
- **Prepopulate applicable PLS measures**, reducing duplicate data entry at annual reporting time.
- Keep recurring counts consistent and organized across libraries and reporting periods.
- Create a repeatable methodology for measures that are impractical to track every day of the year.

2

Custom Forms + Qualitative Feedback

Collect the information that numbers alone can't capture

Build custom data-collection forms and apps around your state's own questions, priorities and initiatives — from structured measures to open-ended responses and qualitative feedback.

- Gather narratives, comments and other qualitative insights alongside quantitative data.
- Collect **state-specific measures that fall outside the standard PLS**.
- Support one-time initiatives, special projects, needs assessments or ongoing data collections.
- Create purpose-built forms for different audiences, programs or reporting requirements.
- Keep custom collections **within the same broader data-management environment**, rather than managing separate spreadsheets, forms and disconnected data sources.
- Bring quantitative and qualitative information together to provide a fuller picture of library activity, needs and impact.

Have a data collection need that doesn't fit the standard survey?

Talk to us about a Count Week or custom-form workflow for your state.