

Recommendations for Inputting Data to the CSL / CENIC Survey

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The Issue: Inputting Multiple Library Branch Needs Assessment Surveys (LBNAS)

The project team has heard from librarians having difficulty inputting branch information for the second and additional branches for the LBNAS survey. Having completed one LBNAS, the person conducting the input finds that calling up the survey for a second or succeeding survey retrieves the survey already populated with the most recent input.

Here is what we have found:

- The data displayed in the survey when it is recalled for a second or subsequent input is “ghost” data left in the survey form as a result of browsers holding on to input history. The data is *not* resident on SurveyMonkey (the survey website CSL and CENIC are using for data gathering).
- We have identified three methods that can work to input second and subsequent LBNAS:
 - *Recommended:* When inputting second and subsequent branches, use your browser’s private searching features such as “Incognito” (in the Chrome browser) or “InPrivate” (in Internet Explorer).
 - It is also possible to key data in over the top of the existing data, either by erasing each input field and then typing new information in, or for fields that have responses with on-screen buttons, by simply clicking the appropriate button.
 - Finally, you could use the “Delete Browsing History” feature in your browser when you begin the second or succeeding input of an LBNAS. This should erase the “ghost” data.
- Attempting to return to a partially completed input may not always work correctly.

Recommendations: Best Practices for Input to SurveyMonkey

Here is what we believe are the best methods:

1. The “Incognito” or “InPrivate” browser features require the least effort, and are not likely to accidentally delete cookies needed for linking to SurveyMonkey. If your browser supports a private Internet session, “Incognito” or “InPrivate” are recommended.
2. If you prefer not to use the private methods, the “Delete Browsing History” method will have the least probability of accidentally re-using old data.
3. If you must break off an input session, do so only after completing an LBNAS. It may not always be possible to return to a truncated input session. Break off a session after you finish input on a LBNAS and click the “Done” button.

Thanks to Hong Lieu, Santa Barbara Public Library, for the tip on “Incognito” mode.