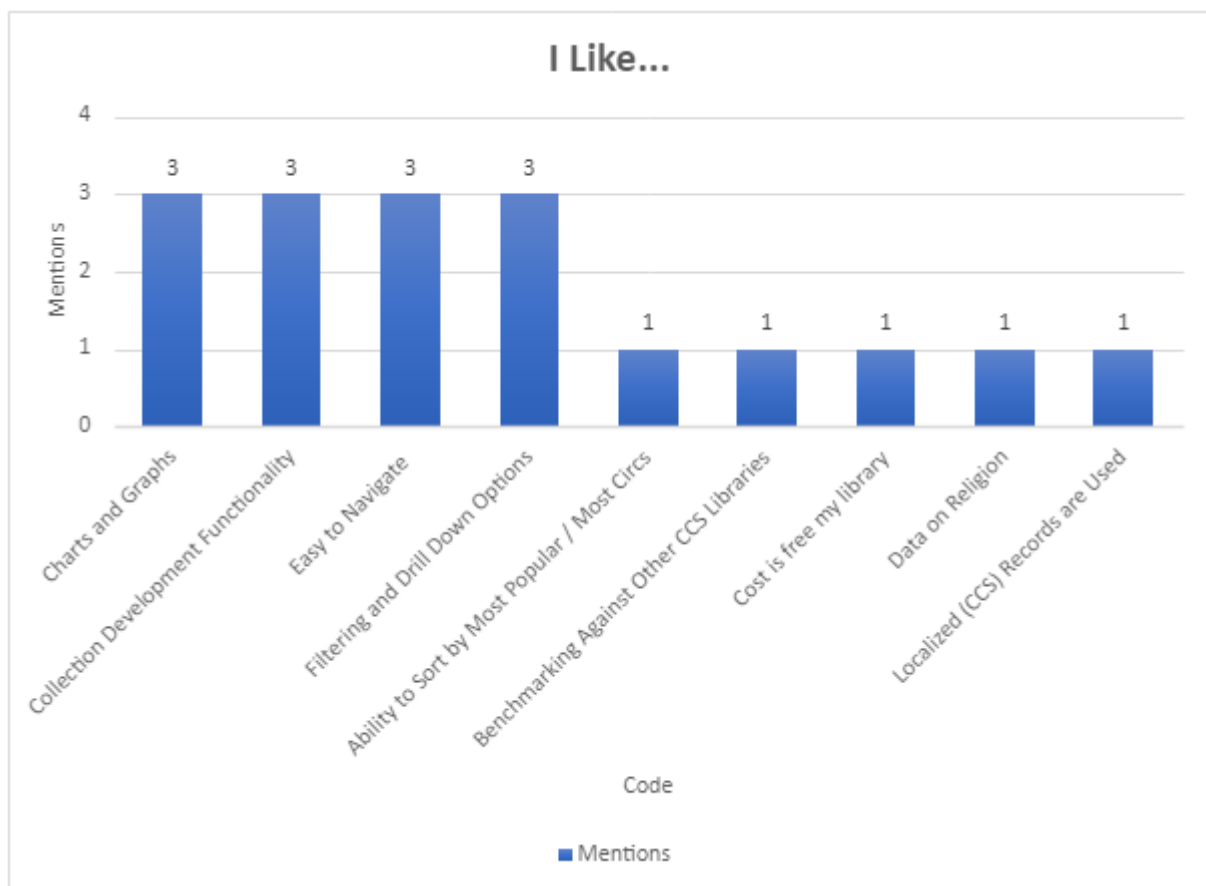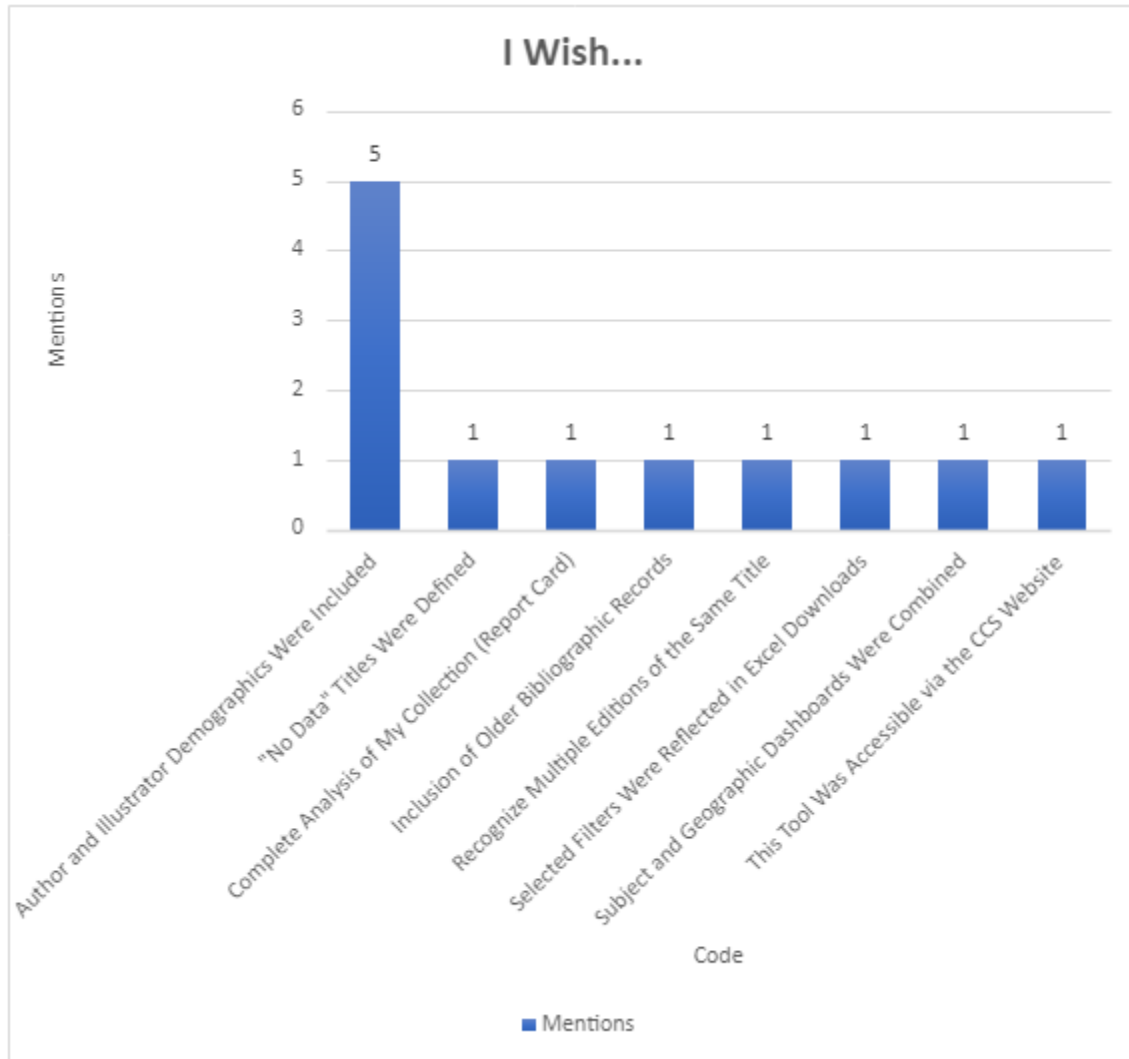# Coded PAS (Public Access Services) Feedback – I Like, I Wish, What If?

Twenty-seven public services librarians reacted after viewing a demonstration of the Diversity Audit Dashboard for the first time. The librarians sorted their comments into I Like, I Wish, and What If? Librarians worked in small groups to discuss their comments and presented to the larger PAS technical group. Kathleen Weiss, User Experience Specialist completed a thematic analysis of their comments and coded the feedback.
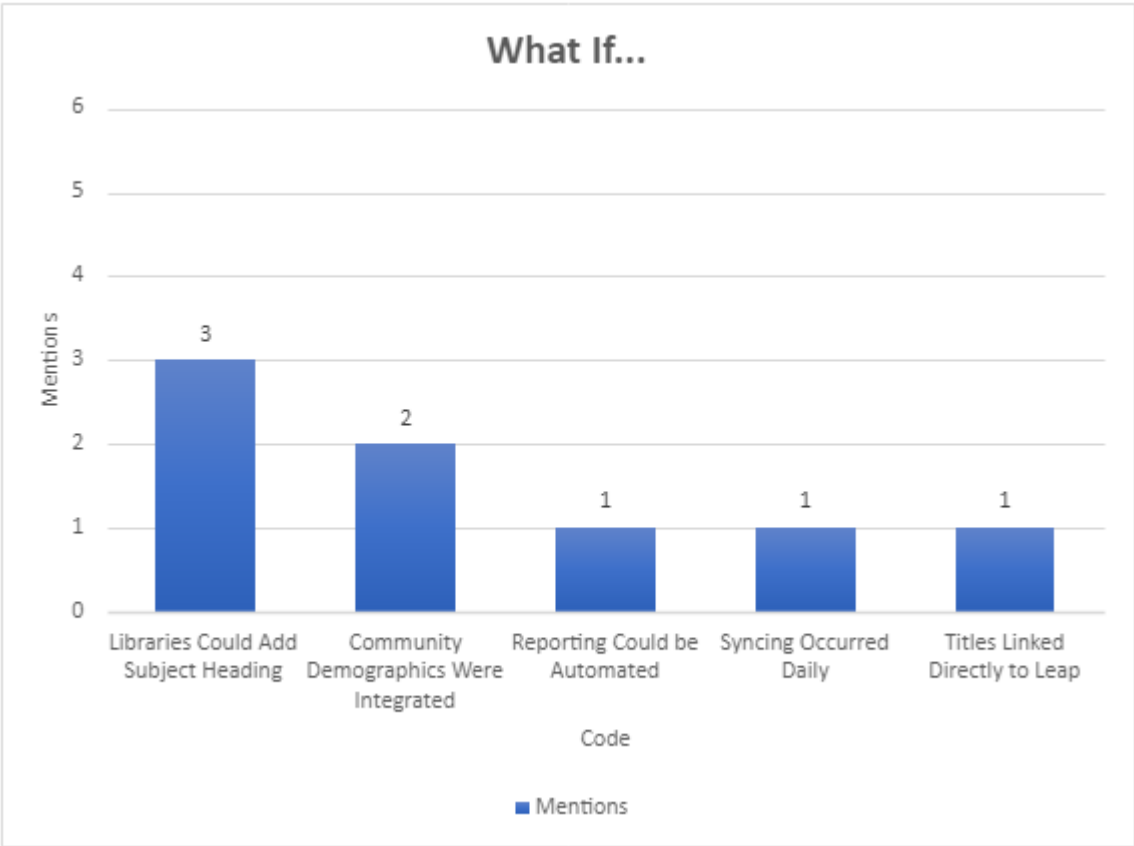
I Like – includes positive feedback from users about the tool

I Wish – includes feedback about potential improvements or changes users would like to see in the tool

What If – includes feedback about how the tool might evolve in the future

Questions – includes questions about the tool from users that could be addressed via a tutorial or FAQ

- Is there was way to download the data in multiple formats (Excel spreadsheet, PDF)?
- Is there a way to sort the listing of libraries by ascending/descending? (For example, to sort ascending by highest % of LGBTQIA+)
- I'm interested in finding out how the data is treed - for example, a list of all the subject headings that fall under BIPOC. What is the data hierarchy under BIPOC?
- What is the best way to incorporate ethnic headings in places where there is only a geographic heading?
- Can catalogers add ethnicity headings when creating records?
- Will member libraries be able to add subject headings and tags to build the database over time to help all CCS libraries?