



JUSP COMMUNITY SURVEY REPORT 2015

Jo Alcock
Sukhvinder Kaur

March 2016

Evidence Base
Birmingham City University



JUSP is supported by Jisc <http://jusp.mimas.ac.uk>

JUSP Community Survey 2015

Executive summary

Response rate

72 total responses from 59 institutions (which represents approximately 32% of JUSP institutions).

Use and value of JUSP

Most commonly reported use of JUSP is SCONUL reporting (over 80%), with ad hoc reporting (70%) and reviewing renewals (58%) also being supported by JUSP for over half of the respondents.

All respondents to the question asking about the value of JUSP reported that JUSP adds value to their service.

The primary ways respondents reported JUSP adds value to their service were:

- Saves staff time (92% of respondents)
- Avoids duplication of effort (78% of respondents)
- Provides reliable data (75% of respondents)
- Provides better data for decision making (67% of respondents)
- Improves decision making (58% of respondents)
- Encourages more reporting (52% of respondents)
- Improves the management of journal collections (52% of respondents)
- Saves money (31% of respondents)

Of the respondents who reported that JUSP saves them time, the average time saved was 1.13 days (over 8 hours) per month (this is an estimate based on a mid point of categories).

- Less than ½ day – 17 respondents
- ½ - 1 day – 15 respondents
- 1-2 days – 17 respondents
- 2-3 days – 7 respondents
- Over 3 days – 2 respondents

Some commented that it was difficult to quantify time saving but that it had made things much more efficient.

When asked if JUSP was no longer available would it have an adverse effect on your service, 55 respondents said Yes (8 said No). Many commented on the amount of time that would be taken visiting each publisher, some said they wouldn't be able to collect them, or that it would mean other tasks could no longer be done.

Value of COUNTER reports

The top 10 COUNTER reports in order of value were:

1. JR1 - 3.92 (92% said this was essential)
2. BR2
3. BR1

4. DB1
5. JR1a
6. BR3
7. JR2
8. JR1 GOA
9. DB2
10. JR5

Ebooks

71% of respondents collect ebook usage statistics on a regular basis (e.g. monthly, quarterly, annually).

37% collect ebook usage statistics on an ad hoc basis.

56% do analysis of ebook usage statistics (e.g. produce graphs/charts/reports on ebook usage).

45 respondents reporting experiencing problems when trying to collect or analyse ebook usage statistics. These included:

- Lack of standardisation
- Supplier platforms and interfaces
- Time taken to bring together statistics from multiple suppliers
- Reports available
- Supporting cost per use calculations
- Reliability of data
- Ability to export data

Additional comments

28 respondents chose to leave additional comments about JUSP. Many of these were compliments and thanks.

Others were requests for non-JUSP publishers and for additional reports (ebooks, databases). There were some specific suggestions which have since been addressed.

Introduction

This report presents the findings of an online survey designed for JUSP, the Journal Usage Statistics Portal (JUSP). The JUSP Community Survey 2015 was designed as part of the service's ongoing community engagement with participating institutions and to aid feedback collection activities. A number of aspects of JUSP were explored including usage and value of JUSP, value of different COUNTER reports, use of ebook usage statistics, and suggestions for future development.

Methodology

The survey was designed by Evidence Base, one of the JUSP partners. The survey was created using Survey Monkey and distributed online and via email on 3rd November 2015 and closed on 31st December 2015. The survey was open to all and permitted institutions to submit more than one response.

Findings

The report is structured around the questions asked in the survey. Where appropriate responses representing the total number of respondents are initially presented with any additional comments included and detailed charts.

Response Rate

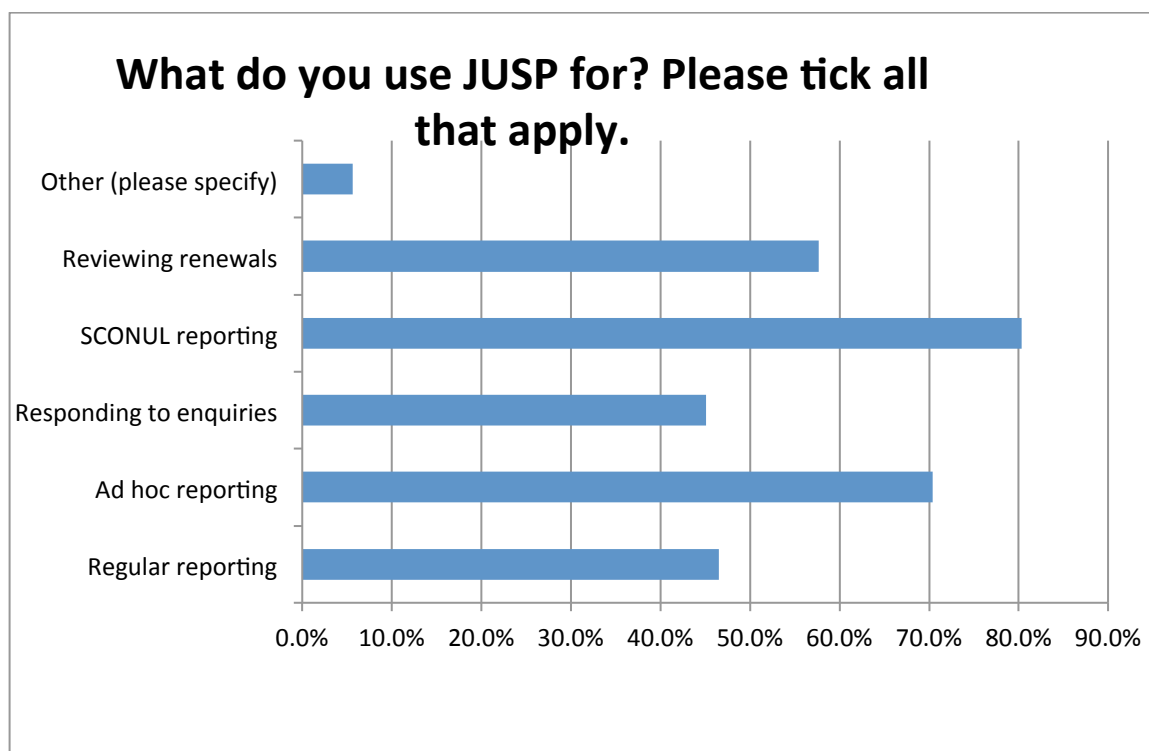
A total of 72 responses were received from 59 participating institutions. These 59 institutions represent around 32% of JUSP institutions. The full list of responding institutions is shown in Appendix A.

What do you use JUSP for?

Respondents were asked to indicate what they used JUSP for. 80% of respondents used JUSP for SCONUL reporting and 70% for ad hoc reporting. 58% used JUSP for reviewing renewals.

What do you use JUSP for? Please tick all that apply.

Answer Options	Response Percent	Response Count
Regular reporting	46.5%	33
Ad hoc reporting	70.4%	50
Responding to enquiries	45.1%	32
SCONUL reporting	80.3%	57
Reviewing renewals	57.7%	41
Other (please specify)	5.6%	4
	<i>answered question</i>	71
	<i>skipped question</i>	1



There were 4 other comments provided and these are shown below.

- Used irregularly at the moment.
- As a feed to ExLibris Ustat and Alma Analytics
- Usage Statistics
- Have done some benchmarking using data, for example, from the Million+ Group.

Please give some examples of the way(s) you use JUSP

There were 58 responses to this question, though some gave more than one example. Some respondents explained how they used JUSP for the reasons given in the previous response:

Regular reporting:

“Compiling set of annual usage statistics and cost per download in time for annual budget setting meetings.”

“We collect stats twice yearly (to reflect calendar & academic year stats), and on demand - JUSP is used rather than going directly to the publisher as this saves time.”

“Quarterly Performance Indicator reports”

“Data for Library Annual Report”

“Collecting data for journal and eBook dashboards.”

Ad hoc reporting:

"If we are asked about usage of a particular title which is covered by JUSP, it is quick and easy to extract the usage data."

SCONUL reporting:

"We recently used JUSP to answer question 4.2 in the SCONUL survey 2014-15 concerning full-text article requests"

Reviewing renewals:

"We have recently carried out a subscriptions review exercise which necessitated obtaining three years' worth of usage statistics for several of our Nesli2 deals - quickly and easily done using JUSP"

"checking on the VFM of a deal before renewing for a further period - especially when there has been a significant price increase, or if key content has moved to a new publisher."

Others gave additional, more specific examples of how they use (or have used) JUSP. For example:

"We have also recently had a journals statistics project & we used JUSP to collect usage data for this."

"We mainly use JUSP SUSHI server to harvest our usage reports into our ERM tool using its SUSHI client."

"comparison of usage to other universities, i.e. other universities on the same JISC banding."

"looking at the top used titles in packages (used for swapping core titles) along with usage and trends over time for comparing one package against another (as a supplement to overlap analysis)"

"As a Faculty Librarian I look at the reports on JUSP (individual title listings by publisher but also some of the comparative tables) 2 or 3 times a year to get an indicator of how much journals across my Faculty (Humanities and Social Sciences) are being used and report any concerns to relevant academics. In June each year I use the data available to feed into title by title spreadsheets which I have been keeping since 2001 to show academics how much (or how little) titles in their areas are being used. I then use the combined totals which I've gathered for journals in each subject area to produce 5 year graphs showing changing patterns in each area. These go to Faculty Board (containing the Dean and Heads of Department) as well as Faculty Library Committee."

"I use JUSP to generate statistics such most used titles and most used publishers. I display these on our website, to promote e-resource usage to university staff and students."

Do you consider JUSP add value to your service?

Respondents were asked if they consider JUSP adds value to their service. There were 62 responses to this question and they all stated that they felt JUSP added value.

If you feel that JUSP offers value to your service, please indicate in what ways

Respondents were asked to indicate the ways in which they felt JUSP offered value to their service. 92% of respondents felt that using JUSP saved staff time, 75% felt that it provided reliable data and 67% felt it provided better data for decision making.

If you consider that JUSP adds value, please indicate in what ways: (tick all that apply)

Answer Options	Response Percent	Response Count
Saves staff time	92.2%	59
Avoids duplication of effort	78.1%	50
Provides reliable data	75.0%	48
Provides better data for decision making	67.2%	43
Improves decision making	57.8%	37
Encourages more reporting	51.6%	33
Improves the management of journal collections	51.6%	33
Saves money	31.3%	20
	<i>answered question</i>	64
	<i>skipped question</i>	8

Please explain how JUSP adds value (you may wish to share examples):.

There were 34 responses to this question.

Some listed the options they had chosen in the previous questions, whilst others expanded on how it adds value in these ways. For example:

“It is getting harder to find sufficient internal staff effort to dedicate to usage stats work so having access to JUSP reports is great blessing.”

“By reducing the amount of data duplication or by not having to access multiple sites to get stats saves time and therefore money.”

“I feel that JUSP adds value as it provides reliable, clean data. This allows for much more meaningful reporting to be carried out. It's very easy to use and data can easily be exported and manipulated. Great to use in conjunction with data from Resource Discovery, Google Analytics etc. etc. in order to get a good overview of usage and collate more reliable cost per use figures.”

“It enables me to gather data very quickly from a wide range of publishers using time periods which I can specify e.g. academic years rather than just calendar years. This then enables me

to produce reports which I can use to persuade academics to review certain titles or encourage students to use them more.”

“By knowing the usage, you will know what you are paying for is worth paying and make decision how to better promote the resource if there is a continuous need. I think JUSP adds the most value in the time it saves us when gathering this information. We can rely on quality accurate information which helps inform our decision making.”

“I like the number of different reports that can be run. We can see what our most popular journals are in seconds whereas gathering this data would take ages.”

“Previous reporting through individual publishers presented only a small barrier to gaining access to data, but this was enough to prevent decision makers from requesting data; they did not want to burden the journals staff. Regular access to data makes decision makers more comfortable in interpreting reports.”

If you feel that JUSP saves staff time, please indicate roughly how much time is saved per month.

Respondents who felt JUSP saved time were asked to estimate how much time is saved per month. The responses can be seen in the table below:

If you feel that JUSP saves staff time, please indicate roughly how much time is saved per month:

Answer Options	Response Percent	Response Count
Less than 1/2 working day	29.3%	17
1/2 working day - 1 working day	25.9%	15
1-2 working days	29.3%	17
2-3 working days	12.1%	7
Over 3 days	3.4%	2
	<i>answered question</i>	58
	<i>skipped question</i>	14

The average time saved was 1.13 days (over 8 hours) per month (this is an estimate calculated based on using a mid point for each of the categories).

Respondents were invited to explain their response and 44 gave further information. Many of these commented that it was difficult to estimate the time savings. Some commented that without JUSP it is unlikely that they would use usage statistics. Others explained how it saved time (predominantly by having usage statistics harvested on their behalf and available in one portal rather than visiting numerous publisher websites, though some also mentioned specific features that saved them time).

“Having a single, intuitive interface to run the majority of reports from saves a lot of time. Native publisher platforms vary greatly with some being far easier to use than others. Data is often questionable and you have to hunt around for the correct report etc. (and the procedures for running reports can change frequently which adds greatly to the time spent)”

“By providing the combined reports like JR1 plus intermediaries or JR1 minus archive and open access usage.”

“...don't have to waste time converting tab delimited files into Excel before I can save them in folders.”

“It's hard to estimate this as I didn't collect usage stats before JUSP and if it didn't exist, I probably still wouldn't. So it has created a task, but its a task that is well worth doing as it means our collections are developed alongside demand.”

One respondent added a request for turnaways (JR2):

“Turnaways would be great, would allow us to assess the demand for our print journals, which we're currently trying to slim down”

If JUSP was no longer available would it have an adverse effect on your service?

Respondents were asked if JUSP was no longer available would it have an adverse effect on their service. 87% stated yes it would have an adverse effect on their service.

If JUSP was no longer available would it have an adverse effect on your service?

Answer Options	Response Percent	Response Count
No	12.7%	8
Yes	87.3%	55
	<i>answered question</i>	63
	<i>skipped question</i>	9

Those who said it would have an adverse effect on the service were asked to explain their answer.

The main reason mentioned by respondents was that they would have to spend more time collecting data from publishers and reporting (which would have an impact on other tasks):

“We'd have to return to manually retrieving stats from suppliers, which is incredibly time-consuming”

“Adverse in as much it would take much longer to achieve the reporting we currently have. Would be a backward step into the dark ages!”

“By having to go to each publisher individually (and keep track of the logins for all these) would be a real nightmare. I'm the only one who deals with stats so the amount of extra time it would take up would be increased, affecting my other tasks.”

“It would have an adverse effect on the time I have available for other duties.”

“I think the time spent in various report generation can be used for other services delivery.”

"The more time I spend on data collection (which JUSP speeds up) the less time I and my team have to spend on other projects."

"Significant staff time would need to be spent on reporting, meaning other work would not get done. Alternatively reporting would be limited to SCONUL reports only, resulting in usage not being monitored."

"I find gathering usage statistics particularly tedious and JUSP makes it all more bearable. If I had to spend longer gathering the data it would prevent me from doing other things useful to my organisation."

Others mentioned the fact the accuracy of the data may not be as high:

"JUSP tells us when statistics have been incorrect and recalculated by the publisher. If this didn't happen, we might have incorrect figures."

"It would take far longer to collect stats and it would also mean that individual libraries would have to contact publishers individually if discrepancies are noticed or if stats have to be restated."

"Lack of cohesive data, increased time spent gathering data from various native interfaces, having less confidence in data provided so less likely to use it in decision-making processes, core titles would be less reflective of actual package use."

Some commented that without JUSP it is unlikely that they would be able to use usage statistics:

"We'd not be able to provide the data we do to library management, and our ability to make collection development decisions would be negatively impacted."

"I'd have to collate all that data myself - would take days and probably would not be done."

"We don't have the resources to harvest the sort of data JUSP does on any sort of regular basis. The data is more and more important to us in evidence-based decision making on our subscription spending."

"It would be impossible for me to calculate our top publishers or titles myself."

"Our small institution could not justify the cost of paying for an amalgamated service. We would do without and fall back on making decisions without accessing data."

COUNTER recommends vendors and publishers provide the following reports. Please assign a value to these reports.

Respondents were asked to provide an indication of the value of each of the COUNTER reports. The results are shown below with most highly valued first.

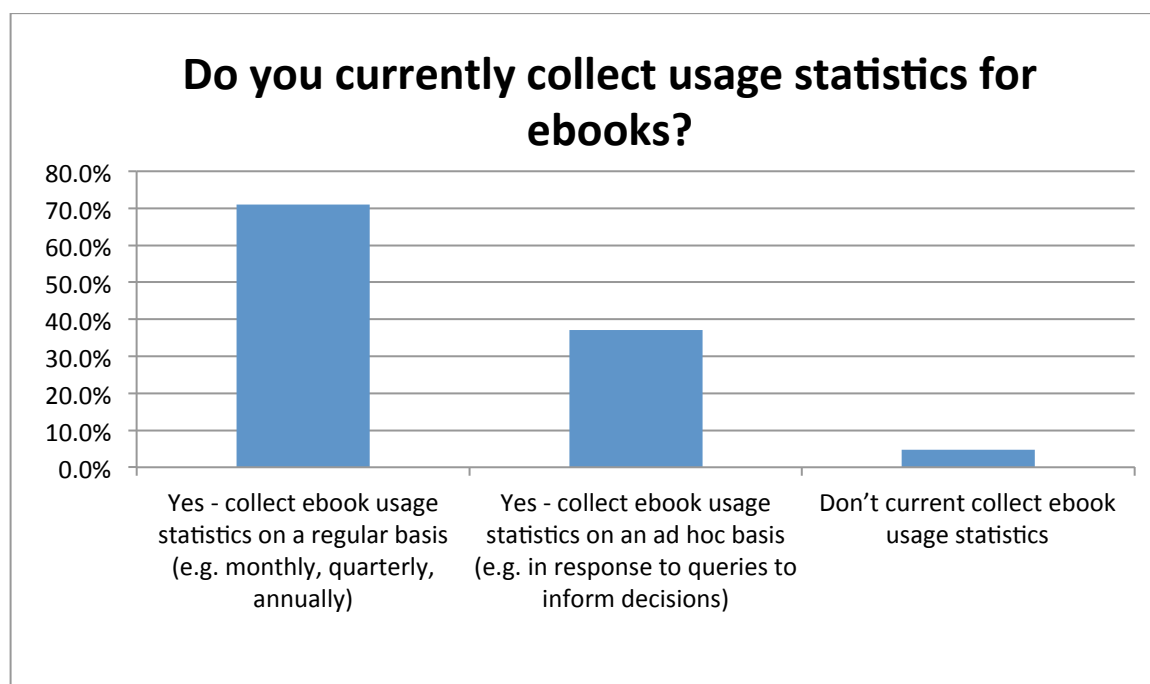
Answer Options	Not useful	Useful	Very useful	Essential	Not sure	Rating Average	Response Count
Journal Report 1 - Number of Successful Full-Text Article Requests by Month and Journal	0	0	5	57	0	3.92	62
Book Report 2 - Number of Successful Section Requests by Month and Title	0	5	11	38	6	3.61	60
Book Report 1 - Number of Successful Title Requests by Month and Title	0	8	22	27	2	3.33	59
Database Report 1 - Total Searches, Result Clicks and Record Views by Month and Database	1	12	19	27	0	3.22	59
Journal Report 1a - Number of Successful Full-Text Article Requests from an Archive by Month and Journal	4	18	25	10	3	2.72	60
Book Report 3 - Access Denied to Content Items by Month, Title and Category	2	19	20	9	10	2.72	60
Journal Report 2 - Access Denied to Full-Text Articles by Month, Journal and Category	2	19	26	6	7	2.68	60
Journal Report 1 GOA - Number of Successful Gold Open Access Full-Text Article Requests by Month and Journal	3	16	26	3	12	2.60	60
Database Report 2 - Access Denied by Month, Database and Category	3	24	16	9	5	2.60	57
Journal Report 5 - Number of Successful Full-Text Article Requests by Year-of-Publication (YOP) and Journal	6	20	21	4	10	2.45	61
Book Report 5 - Total Searches by Month and Title	6	22	18	4	9	2.40	59
Book Report 4 - Access Denied to Content items by Month, Platform and Category	7	22	17	0	12	2.22	58
Journal Report 4 - Total Searches Run By Month and Collection	10	23	13	2	12	2.15	60
Journal Report 3 - Number of Successful Item Requests by Month, Journal and Page-type	11	23	8	3	13	2.07	58
Multimedia Report 1 - Number of Successful Full Multimedia Content Unit Requests by Month and Collection	12	14	8	0	25	1.88	59
Multimedia Report 2 - Number of Successful Full Multimedia Content Unit Requests by Month, Collection and Item Type	12	13	8	0	26	1.88	59

Do you currently collect usage statistics for ebooks?

Respondents were asked if they collect usage statistics for ebooks, and if so when (they were able to select more than one option). 71% of respondents collected usage statistics on a regular basis and 37% on an ad-hoc basis, as shown below.

Do you currently collect usage statistics for ebooks? Please select all that apply.

Answer Options	Response Percent	Response Count
Yes - collect ebook usage statistics on a regular basis (e.g. monthly, quarterly, annually)	71.0%	44
Yes - collect ebook usage statistics on an ad hoc basis (e.g. in response to queries to inform decisions)	37.1%	23
Don't currently collect ebook usage statistics	4.8%	3
<i>answered question</i>		62
<i>skipped question</i>		10



Do you currently do any analysis of ebook usage statistics (e.g. produce graphs/charts/reports on ebook usage)?

Respondents were asked if they currently undertake analysis of ebook statistics. Just over half of the respondents (56%) indicated that they did.

Do you currently do any analysis of ebook usage statistics (e.g. produce graphs/charts/reports on ebook usage)?

Answer Options	Response Percent	Response Count
Yes	55.7%	34
No	44.3%	27
	<i>answered question</i>	61
	<i>skipped question</i>	11

Do you experience any challenges when trying to collect and/or analyse usage statistics for ebooks?

Respondents were asked if they experience any challenges when trying to collect or analyse usage statistics for ebooks, and to explain the challenges if so. 45 respondents provided a response to this question. Challenges mentioned included:

Lack of standardisation

“The main challenge is little consistency still in data provided, particularly where NCC (non Counter compliant). Even Counter reports do not always measure the same thing; Elsevier for example provides BR2 reports that instead of book chapter downloads count each page view. The SCOUNL approximation of multiplying BR1 by 5.4 is an approximation and has to be treated as indicative. Publishers can opt between providing BR1 and BR2 stats, when it would be more useful to have BR2s or both.”

“The main issue is that reports, even from COUNTER compliant vendors, are not consistent. For example, the definition of a "section" in the BR2 report is different in ebrary and MyiLibrary. Also, some providers don't provide BR2, and some providers have a different idea of what the BR2 is for (e.g. EBSCO's BR2 figures are much lower than their BR1 figures).”

“The fact that a section request can mean different things to different suppliers is a problem.”

“It's annoying when not all publishers provide the BR2, so you have to use the BR1 for some and the BR2 for others. Makes it awkward to do comparisons.”

Supplier platforms and interfaces:

“Supplier platforms change regularly with regards to usage statistics downloading, including which COUNTER usage statistics are provided.”

"Some of our provider sites are not easy to navigate making the collection/generation of stats difficult."

"On occasion our login details won't work or a given site will be down."

Time taken to bring together statistics from multiple suppliers:

"We currently don't have the time to do this work but this is something we want to do more of"

"The time taken to collect and analyse the data can be huge. We'd use the data much more if some of the time to harvest the data could be reduced."

Reports available:

"We also need a report on searches for each ebook platform."

"One of the big problems is zero use reporting - it's really hard to find out which ebooks haven't been used at all, as they don't appear in the counter reports!"

Supporting cost per use calculations:

"Inability to attach and relate cost per use"

"Payment models vary / difficult to determine cost per 'use'"

Reliability of data:

"Have experienced 6 months' nonsensical data from one platform - still not resolved for us."

Ability to export data:

"It is very important to be able to download into a suitable standard format e.g. for use in Excel rather than having to do a lot of conversions."

Additional comments about JUSP.

Respondents were given the opportunity to provide any additional comments they had about JUSP. 28 respondents provided a comment.

Many of these mentioned how valuable they find JUSP, for example:

"I think JUSP is wonderful and use it a lot in my day to day tasks."

"JUSP has been a real boon to the Library community and my job would certainly be a lot harder (and slower) without it. I'm now able to provide a lot more evidence to support recommendations to Library management which can make a real difference to the way we buy our resources."

"JUSP has made collecting journal usage data so much easier and I love it! Thank you for providing it and continuing to get more publishers involved."

"Just is a great service. I trust it and it is very easy to use."

"JUSP is a great service with more publishers being offered all the time. I'm very pressed for time and JUSP definitely makes my life easier."

"JUSP is an invaluable service: it has added so much to my reporting of usage and has enabled decisions to be made on resource renewal on a more timely basis."

"JUSP provide a wonderful and much needed service and the staff are always willing to help with any enquiries you might have"

"A very useful and valuable service. Really appreciate the work you put in running this service."

"JUSP is actually enjoyable to use and the team are very helpful. Presently I have been too busy to explore the Knowledge Base and review our core titles, but am looking forward to using this function."

"Although so far we have used JUSP only for the annual SCONUL return, we are planning to use it much more as we investigate cost per use and undertake more analysis of our usage statistics."

Some gave details of additional publishers they would like to be added to JUSP, which have been passed on to Jisc Collections.

Others left requests for improvements to JUSP, including:

"I would love if we could copy the graphs that are generated when we run reports - pie chart and top 5, so I can use them in reports for colleagues. I also really like the feature where you can now have a monthly breakdown of JR1 - JR1a etc. This saves time rather than having run

searches by month which, if you only update once a year could take a while."

(NOTE: You can now save graphs)

"Just one thing - I'm finding the list of reports a little unwieldy now (i.e. the summary grid in the ""my data"" area) in that recent reports are not on my screen without scrolling across. There's probably a way to alter the display so apologies if I'm missing something!"

(NOTE: This has been amended based on this request)

"Improved harvesting from JUSP into our Ex Libris UStat instance would be good. Having the data in UStat allows us to correlate usage against other data (cost being the most obvious and important one). Currently UStat support SUSHI feeds from some providers, JUSP from a different set of providers and getting the ones from JUSP into UStat requires an individual feed for each provider. Being able to integrate more tightly would bring added value to current benefits of both JUSP and UStat."

(NOTE: We have been in touch with this person for more information)

"It would be even better if there were e book stats."

(NOTE: Ebook service is now live)

"Could you please include DB1 and BR2 reports as well"

(NOTE: BR2 are included in the ebooks service – other reports are being investigated)

Others thanked the JUSP team and praised them on delivery of the service:

"The quick response times and friendly response of JUSP staff to queries has been very much appreciated."

"It's great to have to have the support and advice of the JUSP service; they always answer e-mail queries almost immediately, and have offered advice about various usage statistics issue."

"Extremely useful service with excellent support (regular training sessions and webinars, online documentation, mailing list, etc.)."

"When I have a query I always get a prompt, helpful response - thank you!"

"Thanks again for a brilliant service - it's irreplaceable!"

"Just to say thank you for an excellent, responsive and continually evolving service."

Appendix A – Institutions responding to the survey

Abertay University	Anglia Ruskin University
Aston University	Bangor University
Birkbeck, University of London	Bradford College
Buckinghamshire New University	Cranfield University
Durham University	Edge Hill University
Edinburgh Napier University	Glasgow Caledonian University
Harper Adams University	Imperial College London
Institute of Cancer Research	Keele University
King's College London	London Metropolitan University
London School of Economics and Political Science	London School of Hygiene and Tropical Medicine
Loughborough University	Manchester Metropolitan University
Newcastle University	Northumbria University
Oxford Brookes University	Plymouth University
Queen Mary, University of London	Queen's University Belfast
Royal Agricultural University	SOAS
Southampton Solent University	The Open University
The University of Manchester	University of Bedfordshire
University of Bolton	University of Bradford
University of Bristol	University of Cambridge
University of Derby	University of East Anglia
University of Huddersfield	University of Hull
University of Liverpool	University of Manchester
University of Northampton	University of Portsmouth
University of Sheffield	University of Southampton
University of St Andrews	University of Stirling
University of Sunderland	University of the Arts London
University of the West of England	University of the West of Scotland
University of Warwick	University of West London
University of Westminster	University of Winchester
York St John University	