



JUSP COMMUNITY SURVEY REPORT for 2017

Pete Dalton
Suki Kaur
Marianne Bamkin

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Evidence Base
Birmingham City University



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<http://jusp.jisc.ac.uk>

JUSP Community Survey: 2017

Introduction

This report presents the findings of the JUSP Community Survey 2017, which is run annually as part of the service's engagement with participating institutions and to gather information for the development of the service. A number of aspects were explored including: the usage, value and impact of JUSP; analysing, reporting and presenting usage data; database and platform statistics; and satisfaction with the service. The survey was designed by Evidence Base, one of the JUSP partners, and distributed online and via email during November and December 2017.

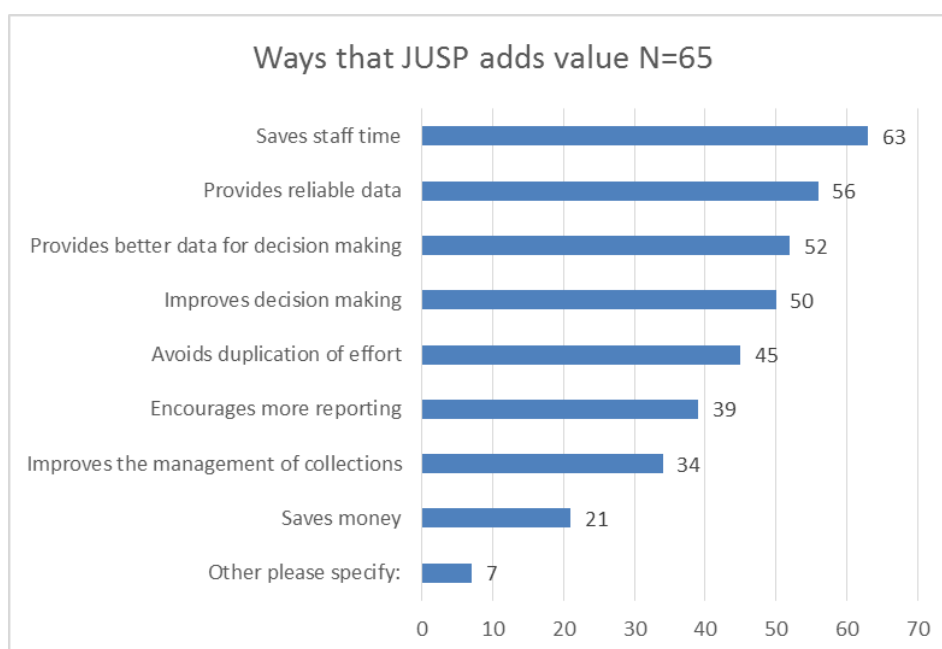
Approximately 29% of Jisc member institutions participating in JUSP are represented by the survey responses. Not all participants answered every question, therefore the figures below are based on the number of respondents to each individual question.

Use, value and impact of JUSP

The survey participants generally considered that using JUSP adds value to their service. The part of JUSP that is of most interest to users is the journal usage statistics, with book and data usage statistics also being important. The three most common uses of JUSP is for ad hoc reporting (55); compiling SCONUL reports (48) and for reviewing subscription renewals (47).

JUSP was considered to add value by 65 respondents in the following ways (Figure 1):

Figure 1: Replies to "If you consider that JUSP adds value, please indicate in what ways"



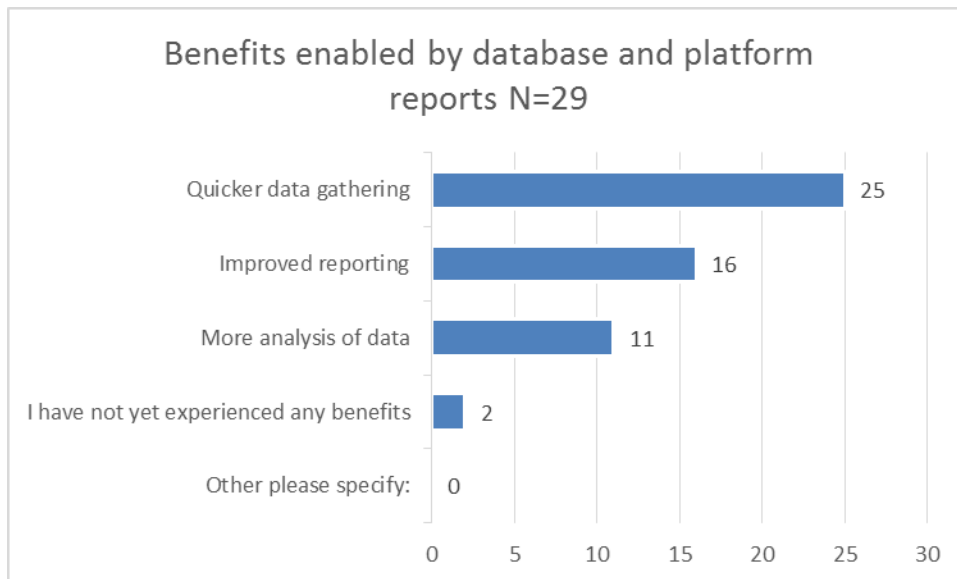
Of the respondents who reported that JUSP saves them time, the average time saved was 1.26 days (over 7 hours) per month.

If JUSP was no longer available, 63 respondents considered that there would be a considerable impact on their workflows and the service that they provide. This would be due to additional time needed to complete routine tasks, or in some cases a reallocation of staff from other tasks.

Database and platform statistics

In September 2017 JUSP introduced database and platform usage reports. Users were asked their opinion of this service development. A little under half of the participants had used this service and reported the following benefits (Figure 2):

Figure 2: Replies to "Has using database and platform reports enabled any of the following benefits?"



Participants who found the database and platform statistics useful made comments such as:

Saves time in having to only log into one place for all reports for some publishers - previously were logging in to JUSP for journal and eBook reports, and publisher site for database/platform. Much easier now they are all together.

Others, who had not used these statistics, reported that the collection of database and platform statistics was not a priority for their institution.

Respondents were asked if there was anything that would encourage them to use the database and platform statistics provided by JUSP. The replies to this question included:

- The need arising from their workplace
- JUSP adding more databases, platforms and publishers
- Acquiring more information about the JUSP database and platform statistics
- Having training and examples of use
- More time to be able to explore and trial the statistics.

Analysing, reporting and presenting usage data

JUSP added data visualisations for journals in October 2017. Survey participants were asked about their general use of data visualisations and their opinions of the new JUSP visualisations. Roughly a third of participants reported that they have created data visualisations for: communications with

schools or senior management; regular and ad hoc reporting; inclusion in presentations; comparisons and to identify trends.

When liaising with schools over the usage of titles or packages, a visual representation is easier to digest and deliver the point you want to share. It is more appropriate to present a chart or graph than a whole list of figures and data, which will probably not be reviewed.

We are trying to create more data visualisations as it makes trends over time and anomalies far easier to identify than just in tabular form.

A small number of participants stated a preference for numbers and raw data rather than visualisations. Others indicated that although they are not currently using data visualisation, they anticipate that they will use them in the future.

It's something we should start thinking about. There's so much data and complexity that dataviz could really help.

Around a third of the participants have already used the JUSP data visualisations and many of these consider that the readily available visualisations will: save them time and effort, change working practices by using data visualisation more frequently, and improve communications and analysis.

The data visualisations have the potential to inform future purchases and possibly bids for funding.

... we will not only use the visualisations to help our management and analysis of collections but also to inform and give us ideas for other areas where we might like to use visualisations.

14 participants gave positive feedback about the JUSP data visualisations and made suggestions for enhancements to make the visualisations more suitable for their way of working.

Would be great to be able to share data - especially on trends in usage. Presenting this in a visual way engages colleagues more regularly.

Using JUSP more effectively

Participants were asked 'is there anything that would help you use JUSP more effectively?' 22 participants thought that they could use JUSP more effectively, either through their own efforts, for example, finding more time, undertaking training or through the development of the service. Suggested developments included the participation of more publishers and aggregators with their COUNTER e-book reports, guidance for new JUSP users, and customisation of reports,

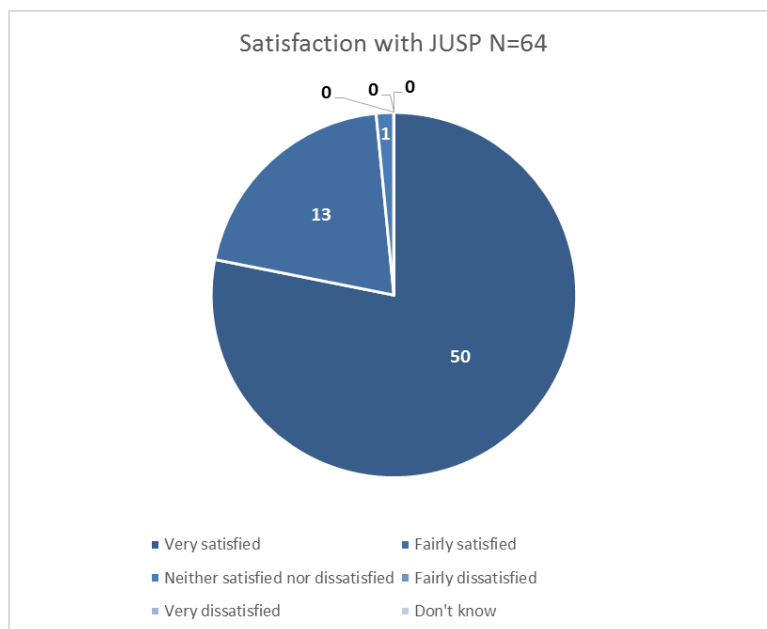
Scenario based support which could be used to train library staff such as subject librarians.

The platform works as we would wish, the only thing would be to continue to add publisher/platforms that are not included...

Satisfaction

Participants were asked their level of satisfaction with JUSP and all who replied to this question considered that they were satisfied with the service (Figure 3).

Figure 3: Replies to "Overall, how satisfied or dissatisfied are you with JUSP?"



Most respondents indicated that they would likely recommend JUSP to a colleague or peer.

Additional comments

Most of the comments that participants made were statements of appreciation for the JUSP service with some suggestions for future developments. Participants generally praised the excellence and responsiveness of JUSP's customer service team; the community aspect of JUSP with its potential to engage with more publishers. Many participants consider that JUSP is an essential service which saves them time. The new features of data visualisation and database and platform reports were appreciated and participants were hoping for the inclusion of more statistics from e-book publishers.

I would just like to take this opportunity, again, to say how wonderful I think JUSP is. Not only am I able to get hold of data quickly, it is clearly presented and allows me to decide what I should be monitoring. I find the comparisons between native databases and intermediaries/hosts particularly interesting. I am pleased that the visualisations are now released because I can see that being very useful.