**Using JUSP to Analyse, Compare and Inform**

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The Journal Usage Statistics Portal (JUSP) has grown from humble beginnings1 to become one of the most recognisable and valued statistical and analytical services available to UK Higher Education libraries. The service, through its portal, provides a single point of access to journal usage data for multiple publishers and enables multi-year usage reports to be generated at the click of a button.

Since its formal launch in 20102, JUSP has grown to encompass JR1/JR1a journal usage data from over 60 participating publishers and intermediaries, and over 160 institutions. Libraries outside the core HE sector have expressed interest in the service, and pilot trials have been extended to government libraries, FE colleges and overseas HE institutions. Supported by Jisc for the benefit of UK HEIs, the service is hosted at Mimas at the University of Manchester, and is developed and maintained by a consortium which also includes Jisc Collections, Evidence Base at Birmingham City University, and Cranfield University.

In addition to presenting basic journal usage reports, JUSP has developed a portfolio of reports and services to allow librarians and subject specialists to analyse their usage in more depth: these include linking data with deal and title information; allowing users to mark up particular subscribed titles; exporting data into other platforms; and providing exportable summary reports by a variety of date ranges.

This article will look at five features in particular, and show how these can be used variously to help staff with journal acquisitions and renewals, to collate and analyse data from multiple sources, and to link journal usage with subscribed deal information. It will also describe future developments planned for 2014 and beyond.

**5 key features**

**1.** SCONUL return and annual summary statistics

The annual SCONUL3 statistical return asks member libraries to report on the number of full-text article requests (COUNTER JR14 or equivalent) for the previous academic year (August 1 - July 31). JUSP provides a single report which not only allows libraries to quickly and easily view and export their usage from every participating publisher for which they have usage recorded in the system but also shows usage data collected via intermediaries: SwetsWise, Ebsco EJS and ingentaconnect (Publishing Technology). Institutions subscribing to all publishers can therefore collect all those usage figures with a single click, rather than needing to log into a different statistics interface at each publisher's website. The report thus confers a large additional time-saving benefit. Research has indicated that JUSP can save users up to 99% of time in terms of collecting usage data and displaying, downloading and analysing reports from individual publishers5.

JUSP also provides accompanying reports which allow the user to select a calendar year and generate the same statistics, and a new report which allows users to select a date range of their own choosing, thus enabling the collation and export of monthly statistics on demand. A final additional benefit of this suite of reports is the inclusion of "frontfile" (JR1 minus JR1a) usage for each publisher for which reports are available, which enables users to clearly view the discrete usage of frontfile and backfile data in one place.

*“JUSP is proving invaluable this year with regard to SCONUL reporting and I am extremely pleased that there are so many more publishers on board to make the remainder of the data collation that much more straightforward.”* Tracey Randall, Bangor University

**2.** Titles and deals

Although not exhaustive, JUSP allows users to enter and store deal information for each of the publishers in the system. The service provides accompanying title list data for many of these deals spanning multiple years (2009 - 2013 in many cases). One JUSP report shows the JR1 usage data for each title, with clear marking of which titles in the report belong to the institution's subscribed deal. Thus users can quickly see which titles in their deal are being used (and more importantly which titles aren't!). Similarly, usage of titles which fall outside the deal can also be viewed and further analysed. This information can prove highly useful in analysing the value of a particular deal or subscription, and can help libraries make informed choices when it comes to negotiating a new deal or subscription with a publisher.

The title lists can also be viewed independently through the JUSP interface, either on an individual yearly basis, or in a report which allows users to see which titles formed part of a deal across multiple years (2009-2013 in many cases). In November 2013, JUSP held title lists for 165 deals from 35 publishers, all of which can be viewed from a single interface. Title lists are taken from information supplied by the publisher and are subject to change throughout the lifetime of a deal.

An accompanying summary report provides a breakdown of the JR1 report for a particular publisher and year, showing how many titles both within and outside the deal fall into various usage ranges: nil use; low (1-9 accesses); medium (10-99); high (100-999) and very high (1000+). This again allows librarians to make informed choices about the deals they are purchasing.

**3.** Marking up your "subscribed titles"

In 2012, we introduced a new service enhancement6 which allows sites to mark up their "subscribed titles", specifically titles which form part of a core offering from a publisher. The simple yet flexible user interface allows sites to actively edit this list, and also provides discrete lists per calendar year so that, for example, sites can retain a list for 2012 and a separate one for 2013. Sites can then generate a complete JR1 report for all the titles they have marked up through this interface, with customisable date ranges.

These subscribed titles are also clearly indicated in every JUSP report that presents title level data. When used in conjunction with the titles and deals reports mentioned above, this can prove extremely helpful in drilling down into a report and identifying the usage or non-usage of key titles quickly and efficiently.

*“Having attended the very useful JUSP workshop in Birmingham I set about adding our core subscriptions for a range of publishers. Having only previously used JUSP to collate statistics I was relieved to find that adding our core subscriptions was really easy and rectifying mistakes was simple too. The added bonus was that I only had to enter the data for one year as the JUSP Team were able to copy my data across to other years on request. I have now completed an evaluation of one of our publisher deals using JUSP which has proved that we are getting value for money and should recommend renewal. Being able to clearly see our core titles made this task much simpler and I was able to complete the evaluation much quicker than anticipated.”* Carol Seagrove, Loughborough University

**4.** Quality assurance and restated data

JUSP collects tens of thousands of JR1 reports each month, containing millions of individual usage statistics. Before any of those pieces of data are entered into our system, a rigorous series of checks is performed including: a basic test for COUNTER compliance; a check that each journal contains a title and at least accompanying print or electronic ISSN number (or DOI); a check that full text "total" counts appear correct; and confirmation that a report is what is says it is (JR1 or JR1a). Should any check fail, the data are reverted to the publisher for comment or amending. JUSP also works on behalf of institutions to ensure that any data queries, large or small, are handled quickly and efficiently - communicating on behalf of more than 160 institutions often achieves a quicker response than dozens of queries from individual sites. At this point, JUSP contains more than 180 million individual points of data, each of which has been quality checked and assured.

An area in which JUSP can provide a dramatic and demonstrable benefit is when publishers restate data. For example, consider a case where Publisher Y discovers an error in its systems and subsequently changes 6 months' worth of usage data for all 100 of its subscribing sites. With the combination of rapid SUSHI7 downloads, fast checking and loading processes, and database management, we can completely replace datasets in hours - sometimes minutes - and notify our institutions accordingly. For libraries to do this would take a lot more time, even assuming they had been made aware of the changes!

*“For us the real advantage of JUSP is the quality and reliability of the data. We know that the data can be relied on, and that if there is a problem with the data then we will be notified of this via email. The usage statistics are used to inform important decisions and we really want to be sure we can rely on the accuracy of the data; with JUSP we know we can. We will often present this information to academics and it will be scrutinised so it’s important for us to be sure that the data is reliable.”* Birkbeck, University of London

**5.** Interoperability with other statistics packages

In addition to the large scale harvesting of usage data from many publishers and platforms, JUSP provides a SUSHI server of its own. This enables sites to gather fully checked and COUNTER-compliant data from one central place, again removing the need to connect to dozens of vendor sites to gather data. Individuals can use a single piece of software, such as that created by the SUSHI Starters Project8, to collect data.

JUSP was also the first provider to implement a COUNTER Release 4 implementation, both of our outgoing SUSHI server and clients for collecting data from vendor sites. Additionally, JUSP has also worked with commercial vendors and suppliers to ensure that sites can download SUSHI data from JUSP into packages such as UStat from Ex Libris, Innovative Interfaces' ERM product and 360 Counter from Serials Solutions.

**Future Developments**

JUSP has several key developments lined up for 2014. As has already been mentioned, we have fully implemented a COUNTER Release 4 (R4) server and have gathered R4 compliant data from Springer, the first publisher to make its JR1 reports available in that format. We are working closely with publishers and platforms to ensure that the transition to R4 is as smooth as possible. One part of R4 is the separation of Gold Open Access (GOA) journal usage into a new report: again, we have undertaken some pioneering work with Springer in this area, and hope to extend this as other publishers provide this report.

We are fully committed to working closely with related services and projects such as Jisc's Knowledge Base+9 (KB+). JUSP and KB+ are working together to create efficiencies in areas of shared interest, such as subscribed titles and KBart-format title lists, to help reduce workload from both a technical and user perspective. We have also undertaken pilot trials with government libraries, FE colleges and an overseas HE institution, though our primary focus remains very much that of serving the needs of the UK HE community.

We work very closely with institutions and our Community Advisory Group (CAG) to ensure that we continue to develop the service in line with specific user requirements, and develop our systems and reports in an agile and clear way. Finally we are undertaking pilot work to investigate ebook and database usage statistics, an exciting challenge.

JUSP provides demonstrable value to libraries and institutions, both in terms of efficiencies and time saving, and in helping librarians and subject specialists get a better understanding and analysis of the usage and value of the deals and subscriptions they purchase. As more publishers join JUSP we expect these benefits to increase. We have a very active and committed group of users, and with their input and advice, JUSP continues to develop in a way which directly and clearly serves the needs of our community.

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