



JUSP COMMUNITY SURVEY REPORT 2014

Yvonne Graves
Jo Alcock
Pete Dalton

Evidence Base
Birmingham City University



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

Executive summary

The JUSP Community Survey was created using SurveyMonkey. It was distributed online on 30th October 2014 and closed on 19th December 2014. A total of 81 responses were received from 61 participating institutions, with twelve institutions each submitting two or more separate responses. All responses have been included in the report.

JUSP use

- Most respondents use JUSP monthly (29%), quarterly (23%) or weekly (20%), with 11% using it annually
- Respondents use JUSP for:
 - SCONUL reporting (69%)
 - Ad hoc reporting (69%)
 - Reviewing renewals (56%)
 - Regular reporting (50%)
 - Responding to enquiries (41%)
 - Cost analysis (in open responses)
- Reports predominantly produced for library management (87%) and for subject librarians (70%)

Support materials and guides

- 68% of respondents had used the support materials and guides on the website
- 92% of those who had used the support materials rated them as 4 or 5 (where 5 is extremely useful)
- Most requested support materials:
 - Guides to particular features of JUSP (67%)
 - Webinars (61%)
 - Community area for sharing ideas and best practice (59%)
 - Events/workshops (40%)

Value of JUSP

- 99% of respondents said that JUSP adds value to their service
- How JUSP adds value:
 - Saves staff time (88%)
 - Produces reliable data (72%)
 - Provides better data for decision making (70%)
 - Avoids duplication of effort (59%)
- Time saved:
 - 43% between ½ and 1 day per month
 - 23% less than half a day per month
 - 21% 2-3 days or more per month
 - 13% 1-2 days per month
- If JUSP was no longer available 81% felt this would have an adverse effect on their service resulting in either a lot of staff time taken to visit different publisher sites, or for some they simply would not have resource to access the data

Interoperability

- 52% require JUSP data to be interoperable with other tools and services, predominantly KB+ and exporting to Excel (both of which are already possible, and in the case of KB+ is being further developed)

Additional content

- Additional journal publishers were a key priority for respondents, with 61% selecting this as their first priority, and 22% as their second priority
- Ebooks were the second most selected priority, with 26% selecting it as their first priority, and 32% as their second priority
- Databases were next with 9% selecting it as their first priority, but many selecting it as their second or third priority
- Article level data was less of a priority for many respondents, with 46% selecting it as their fourth priority and 17 respondents (23%) not selecting it at all, however there were still 3 respondents who felt this was their first priority

Other improvements and suggestions

- Additional data for journals and other resources
- Different ways of presenting and sharing data (e.g. visualisations, ability to export images)
- Cost data

Best things about JUSP

- One location for accessing collated usage statistics
- Customer support
- Reliability of data
- Time saving

Additional comments

- Explanation of terminology
- More workshops and webinars
- Compliments on service and staff

JUSP Community Survey 2014 - Summary of results

The JUSP Community Survey was created using SurveyMonkey. It was distributed online on 30th October 2014 and closed on 19th December 2014. The survey permitted institutions to submit more than one response. All responses have been included in the report.

Q1) Please tell us your institution name

78 respondents shared their institution. Responses were received from 61 participating institutions, with twelve institutions each submitting two or more separate responses.

Q2) How regularly do you use JUSP?

There were 79 replies to this question with over a quarter of the respondents (28%) using JUSP on a monthly basis. Almost a quarter of respondents (23%) use JUSP quarterly, one fifth of respondents (20%) use JUSP on a weekly basis, whilst nine respondents (11%) use JUSP annually.

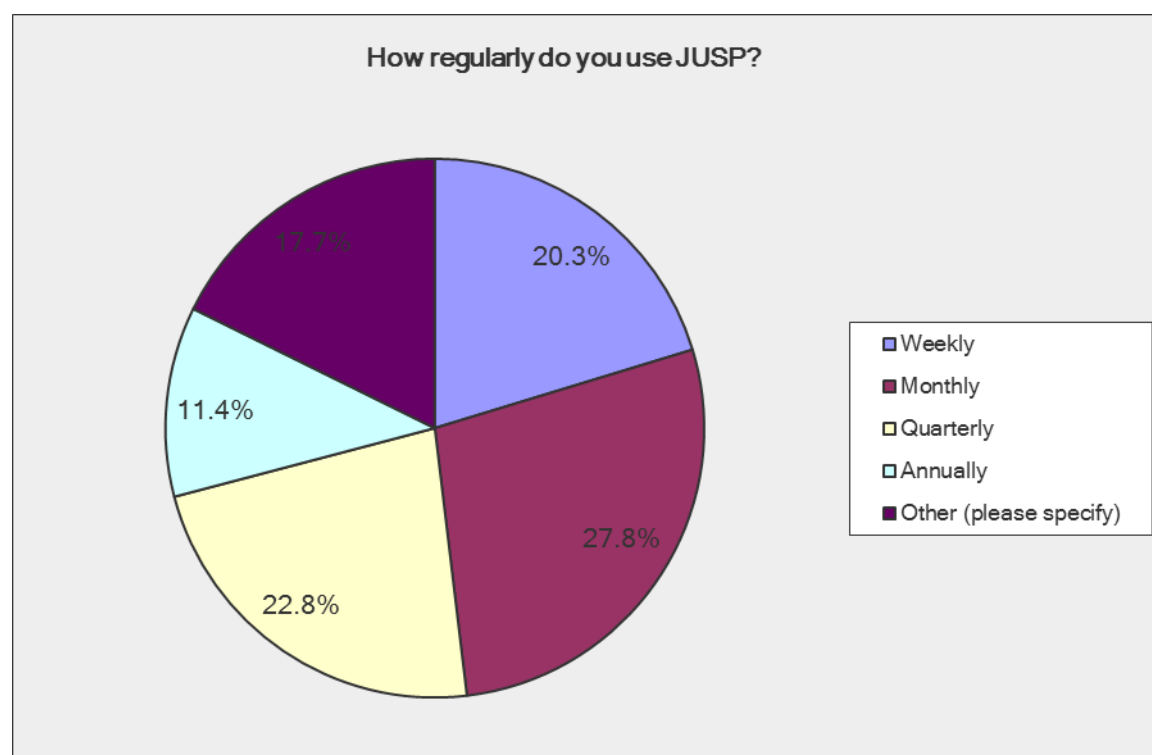


Figure 1 How regularly do you use JUSP?

N=79

Fourteen respondents (10%) indicated 'other' as described below:

I'm quite new at the library so I haven't had the chance to use it regularly yet
We use JUSP annually for the SCONUL report and ad hoc for certain resources due for renewal
As and when necessary
Annually for SCONUL report and ad hoc through the year
Ad hoc. Probably less than quarterly but more than annually
Depends on demand for usage stats
As required by more senior staff
Ad hoc

Irregular

Intensively for about 3 months towards the end of the academic year. Monthly or more in line with subscription requests, package reviews and feedback to academic colleagues.

More than once a week

At least monthly but also for ad hoc title usage stats queries

Depends which time of the year. During the summer we access daily when carrying out a journals review

Occasionally

Q3) What do you use JUSP for?

There were 80 replies to this question, which asked respondents to select how they use JUSP (they could select multiple options). 69% of the respondents (55) use JUSP for ad hoc reporting, and the same number for SCONUL reporting. Just over half of the respondents (56%) use JUSP for reviewing renewals, half for regular reporting (50%) and 41% for responding to enquiries. Nine respondents (11%) used JUSP for other activities, which included benchmarking, tracking usage impact and comparing metrics.

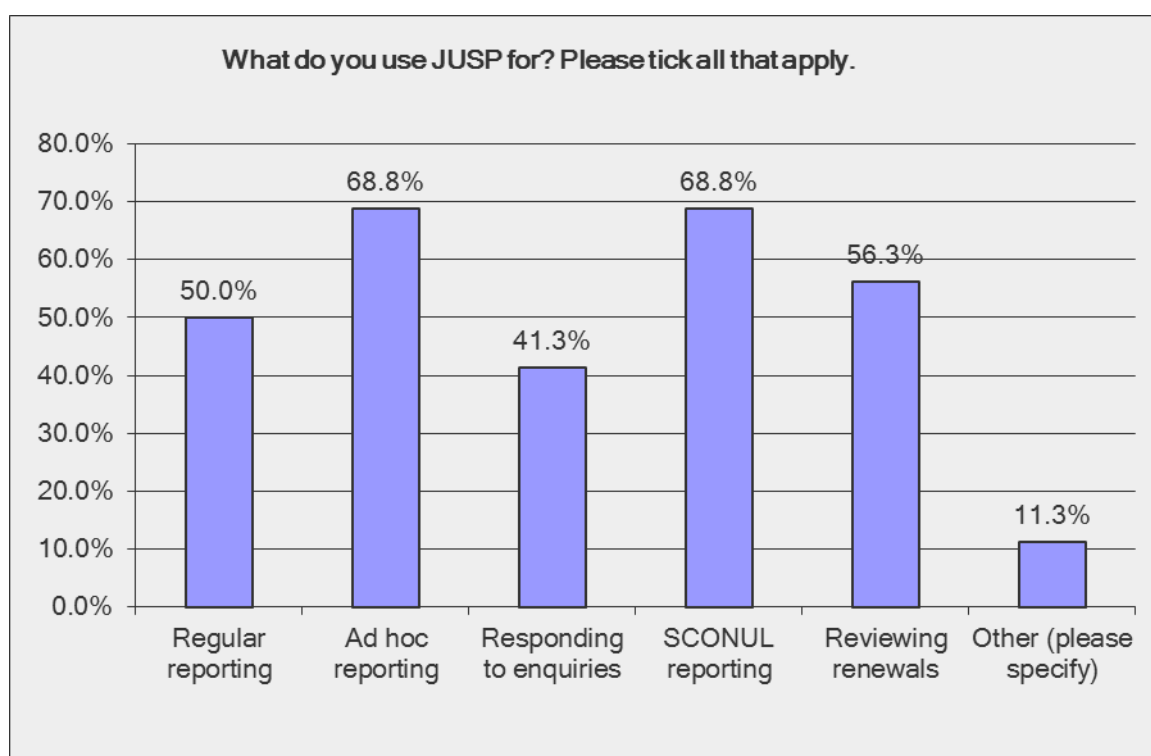


Figure 2 What do you use JUSP for?

N=80

Q4) Please give some examples of the way(s) you use JUSP

Respondents were asked to provide examples of the ways in which they used JUSP. 67 responses were received. Many commented on how JUSP was used for a multitude of purposes, for example:

Creating CPU and graphs for renewal decisions; Nesli2 analysis; SCONUL JR1 data; Checking usage of individual titles; Providing extra information for Nesli2 renewals by using the Usage Profiling report.

When looking at renewals for collections or individual journals, when asked direct questions by academic staff, librarians or line managers, when trying to set up SUSHI.

Others highlighted specific examples including:

Collecting usage statistics

We aim to gather statistics quarterly and add them to a spread sheet to compare year by year usage.

Usage stats and comparison primarily.

I use JUSP as a "one-stop shop" for getting usage stats from a significant number of our providers which saves me a huge amount of time.

SCONUL

Mainly for SCONUL returns and making informed decisions on journal articles.

To produce SCONUL figures and to review usage of titles and packages.

The SCONUL reports are an essential – it has made annual reporting so much easier.

Cost analysis

We use the data to work cost-per-view of our subscriptions to see what value we are getting and if it is worth renewing subscriptions.

To help calculate cost per download for subs renewals.

We regularly look at usage and cost per use as part of budget management and to ensure we are providing the material that is actually used. We also do quite a lot of analysis of large packages to see if they still represent good value for money.

Q5) Who, if anyone, do you produce reports for using JUSP data?

There were 76 responses to this question, with most of the respondents producing reports mainly for library management (87%) and subject librarians (70%). Fourteen respondents produce reports for senior university management (18%) and twelve for academic departments (16%). Four respondents (5%) suggested other people including project managers and SCONUL.

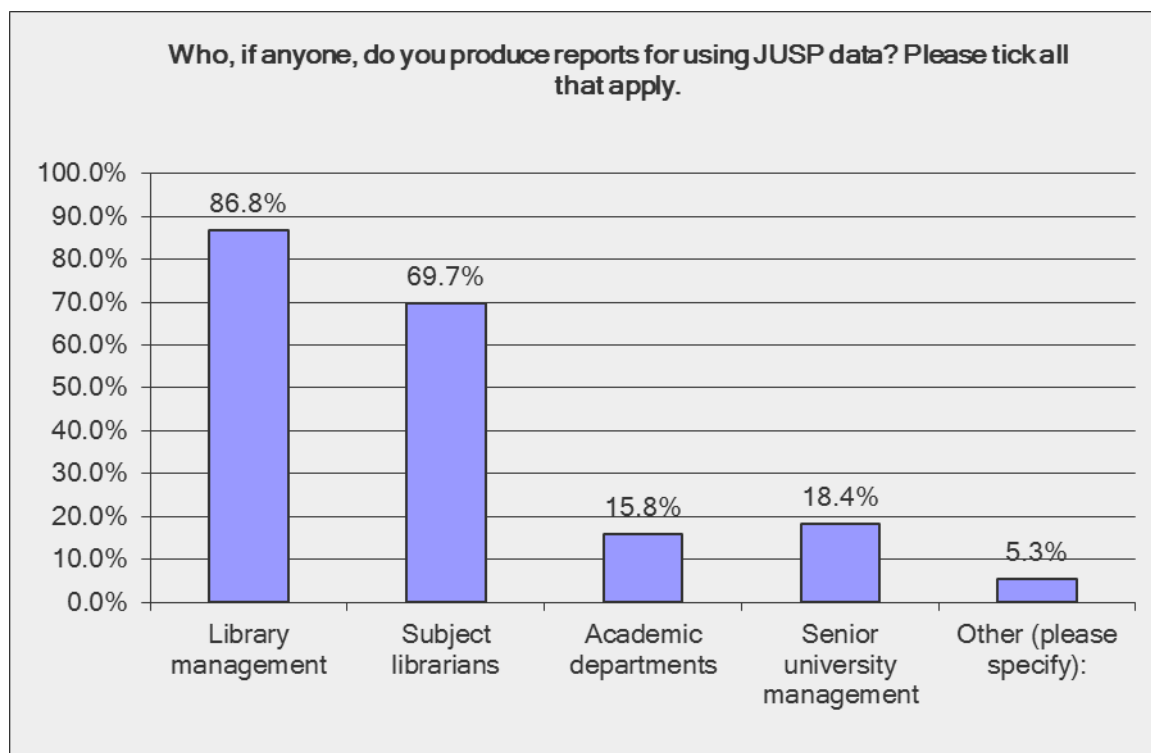


Figure 3 Who do you produce reports for using JUSP data?

N=76

Q6) Have you used any of the JUSP support materials and guides on the website?

There were 81 responses to this question. More than two-thirds of the respondents (68%) have used the JUSP support materials and guides on the website.

Q7) How useful have you found the JUSP support materials and guides?

Those who have used the support materials were asked about their usefulness. There were 49 responses to this question with almost all respondents (92%) providing a rating of 5 or 4 where 5 was extremely useful. Four respondents (8%) gave a rating of 3. Eight respondents provided additional comments, relating either to the support materials themselves or to specific guides:

All workshop materials and guides are useful

They are all clear and concise.

We found the guidance on marking up core titles helpful

Q8) Which of the following would help you use JUSP more effectively?

There were 70 responses to this question, with over half of the respondents expressing interest in guides to a particular feature of JUSP (67%), more webinars (61%) and the community area for sharing ideas and best practice (59%) as ways of helping them use JUSP more effectively. Twenty-eight respondents (40%) felt events and workshops would help them and three respondents (4%) made additional suggestions or comments. This included needing more time

to experiment with JUSP, more opportunity to share experiences in using JUSP in workshops, and more sharing of practical applications of how JUSP can be used.

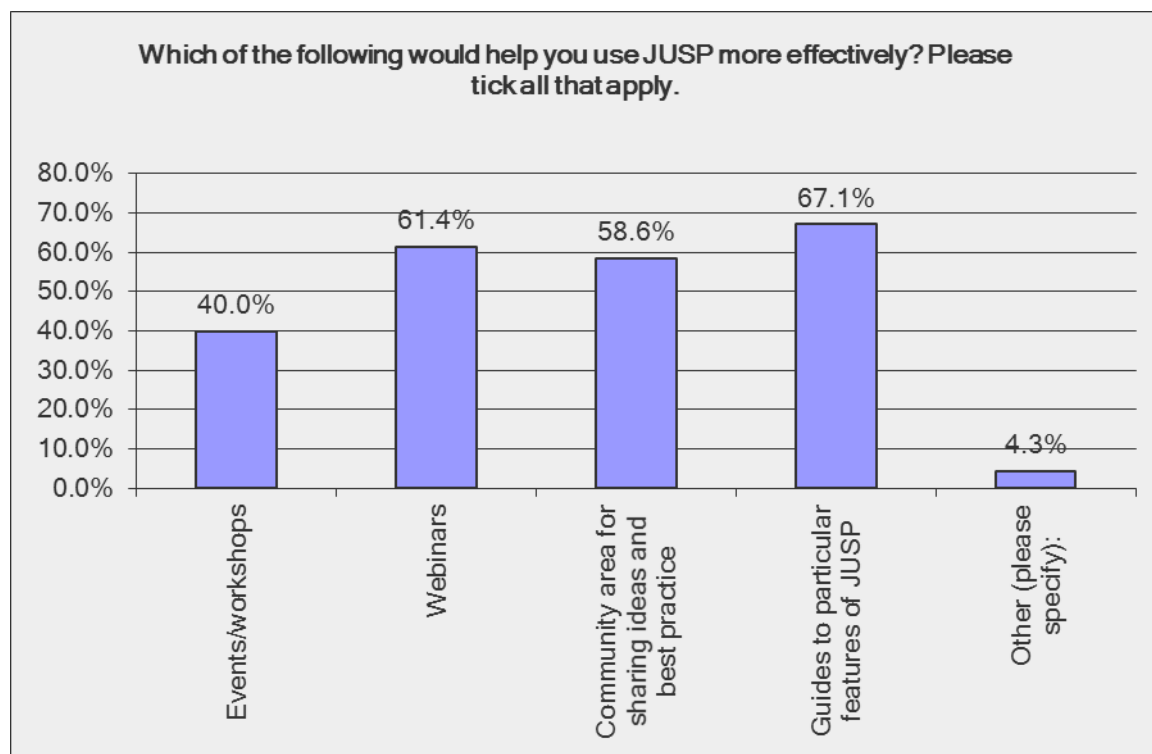


Figure 4 Which would help you use JUSP more effectively?

N=76

Q9) Would you like help with particular aspects of JUSP?

There were 76 responses to this question. The majority of respondents (82%) felt that they did not need help with particular aspects of JUSP. Of the other fourteen respondents (18%) many of them do not use JUSP frequently because of lack of knowledge of its capabilities, training issues and time constraints.

As I use JUSP in a limited way I am not sure of the particular help I need but imagine this would be illuminated from attending events/workshops, webinars.

We are hoping to train our library staff in the use of JUSP

Although I use JUSP infrequently, I believe I would use it more actively if I had a better overall knowledge. Service demands and time restrictions mean I don't often get time to play.

Q10) Do you consider that JUSP adds value to your service?

There were 75 replies to this question and nearly all respondents (99%) answered 'Yes' to the question 'Do you consider that JUSP adds value to your service? The one respondent who said no to this question, did select four options in the next question about how JUSP adds value, suggesting they perhaps answered 'No' in error.

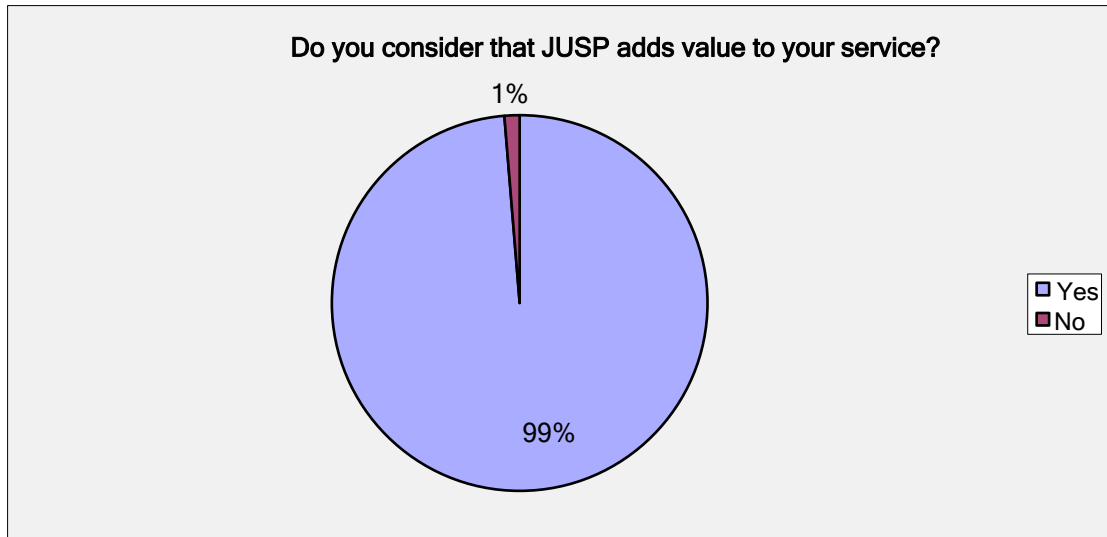


Figure 5 Do you consider that JUSP adds value to your service?

N=75

Q11) If you consider that JUSP adds value, please indicate in what ways (tick all that apply).

There were 76 responses to this question. Each respondent could select multiple options to show how JUSP adds value. The responses in order of number of responses were:

- Saves staff time (88%)
- Produces reliable data (72%)
- Provides better data for decision making (70%)
- Avoids duplication of effort (59%)
- Improves decision making (57%)
- Improves the management of journal collections (49%)
- Encourages more reporting (42%)
- Saves money (29%)

One respondent selected 'other' and specifically mentioned the SCONUL return:

Great assistance with SCONUL return

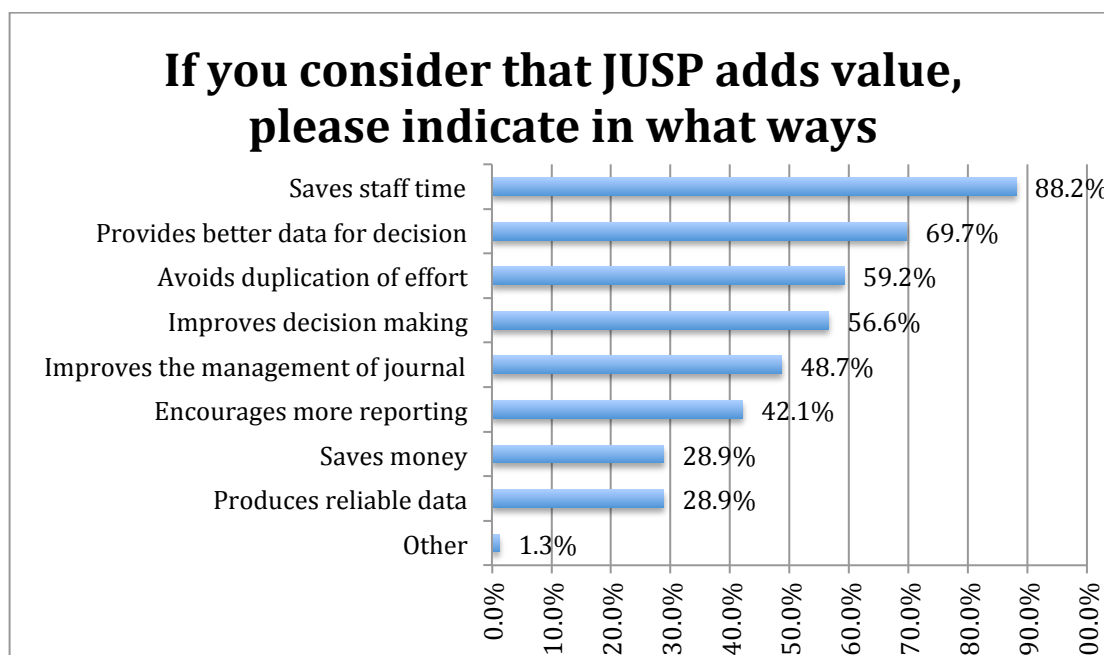


Figure 6 How does JUSP add value?

N=76

Q12) Please explain how JUSP adds value (you may wish to share examples)

There were 50 responses to this question. A number of very positive comments were made around the following areas:

Time-saving

The primary benefit of JUSP is that it saves time, since we don't have to gather data from many different websites.

JUSP is great as it saves a lot of staff time when gathering statistics as it is really easy to use and quick.

By bringing stats together in a structured way it saves staff time whilst improving our ability to gather the information needed to focus our spending effectively.

Trying to extract stats from some publishers is difficult and they only provide reports in their chosen format. Some resist providing stats at all. JUSP means I don't have to take time asking and following up, I can just get the information I need.

A one-stop shop for statistics for the collections that we have so that I don't have to go to individual administration areas to download information.

Reliability of data

Being able to run reliable reports with cleaned data through a single-interface for many publishers is invaluable to us as a small institution with very limited staff resources.

Ensuring our data is reliable is key. We do not have time to check through all our data ensuring it is correct- knowing that what we get from JUSP is correct, or that JUSP will contact us if there is a problem is key.

The data is also much more reliable as the community acts as a check to the data with JUSP, making us more confident we are using the right data to support decisions.

Enables time to be spent analysing rather than collecting

Automatic capture of stats via JUSP gives library staff more time to create enhanced usage/cost analysis for subject librarians/library management. This hopefully leads to more effective and efficient renewal decisions, maximising library and university investment in resources/stock.

It allows us more time for analysis rather than just data gathering.

JUSP makes finding and using data for reports much faster so we are able to spend more time providing evidence for decision making.

Q13) If you feel that JUSP saves time, please indicate roughly how much time is saved per month?

Respondents were asked to estimate how much time JUSP saved them. 74 responses were received. 32 respondents (43%) estimated that using JUSP saved between half a day and one working day per month and 13% saw savings of 1-2 working days. Whilst 23% estimated savings of less than half a day, 15 respondents to this question (21%) were making savings of 2-3 days or more and 2 respondents (3%) indicated savings of over 3 days per month.

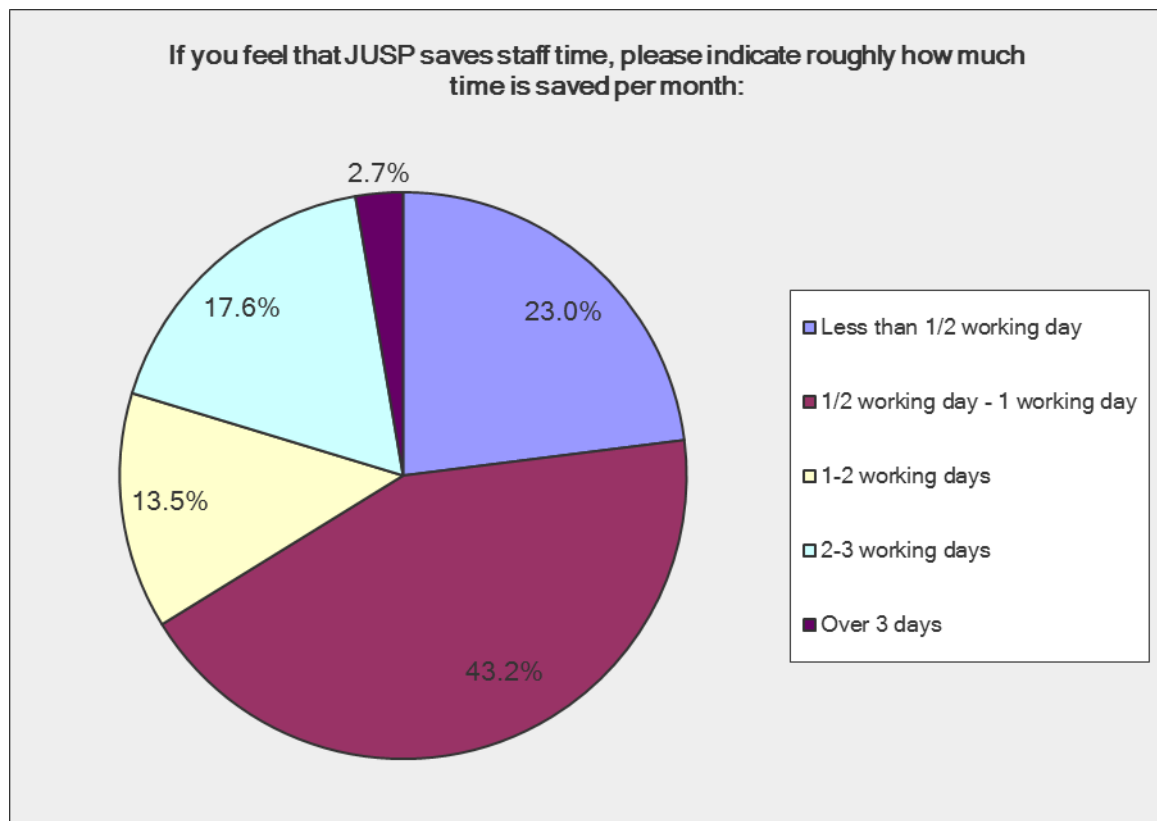


Figure 7 How much time does JUSP save?

n=74

Respondents were asked to provide examples of how JUSP saves time. 36 replies were received.

Many respondents referred to the way in which JUSP reduced the number of individual publisher platforms that need to be accessed to get data. For example:

We do not have to spend time logging into the administrator areas of many journal providers in order to download usage data.

Providing one portal to collect a number of statistics from, instead of having to visit lots of different publisher sites.

Instead of going to 30 different websites and keeping records of logins, I can just go to JUSP

Having a lot of usage data in one place means it's easier to produce reports.

Before we would have to trawl through various different reports and systems to gain the stats. JUSP gives us one place with very straightforward reporting tools to help us gather statistics.

Some commented on specific features of JUSP which save time:

The ability to run reports for several publishers at once saves a lot of time especially for SCONUL returns. The ability to indicate which are our core titles is also a big time saver

Produces reports that can be easily exported in CSV, which saves so much time.

One also commented on the fact that JUSP is intuitive to use reducing staff training time:

The majority of our resources require us to gather statistics manually and this is time consuming and also requires training as platforms for different suppliers vary. As JUSP is intuitive training time is reduced and the time it takes to gather statistics is shorter as it is in one place.

Q14) If JUSP was no longer available would it have an adverse effect on your service?

There were 75 replies to this question with almost all respondents (81%) answering yes.

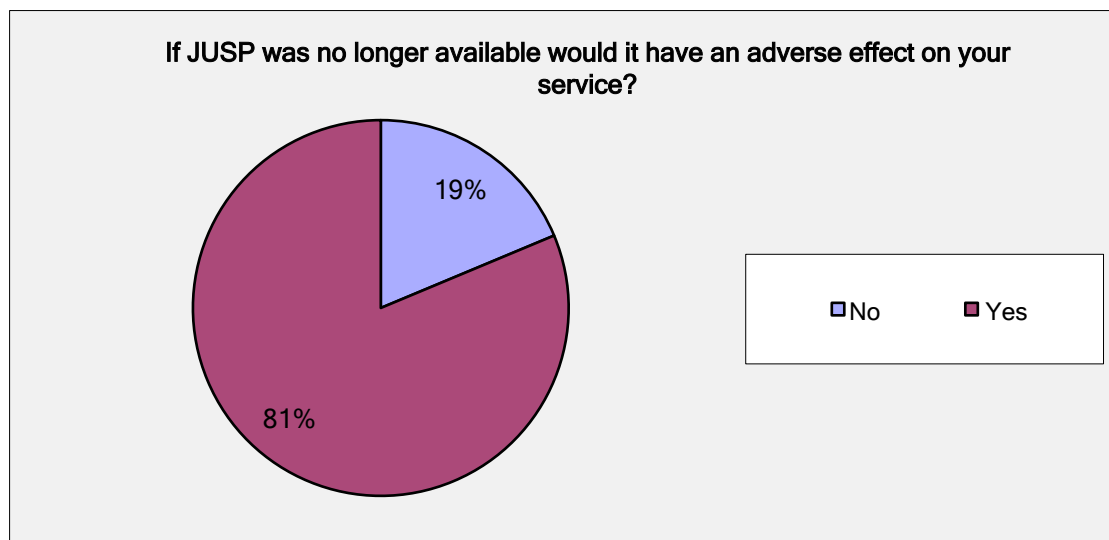


Figure 8 Adverse Effect on service is JUSP was no longer available?

n = 75

Respondents were asked to explain the adverse effect of JUSP no longer being available. Responses focussed for the majority on the extra time that would be needed to get reports from individual publisher sites – for some this would mean additional staff time taken for this, for some they simply would not be able to do it:

The ability to obtain data in a timely manner from a reliable and stable source would be a backwards step for our service. We would have to revise the expectations of our stakeholders and various processes that are partly informed by the data obtained from JUSP.

I would have to use publishers own stats portals which would have different log in and interfaces and this would be annoying and inefficient.

We would have to return to gathering stats from individual websites, which would definitely take longer.

I would have no way of collecting the data. Accessing all the different publisher platforms is not something anyone here would have the time to do so collection development of serials would be guesswork.

Q15) Do you require the JUSP data to be interoperable with other tools and services?

There were 75 replies to this question with just over half (52%) of the respondents answering yes to this question.

The majority of comments indicated that they would like to see JUSP interoperable with KnowledgeBase+:

KB+ (I know this is in the pipeline, but just to indicate that is definitely a development we would be interested in).

We use KB+

Further integration with KB+ would be beneficial.

Some only required data to be able to be exported to Excel, whilst others mentioned Alma, UStat, Intota Assessment, 360 Counter, EBSCO Usage Consolidation, Raptor, and Electronic Resource Management systems, Library Management Systems (Sierra in particular was mentioned twice, whilst others didn't specify which LMS). Others took the opportunity to add suggestions of resources for JUSP to collect usage data from such as discovery services and ebooks.

Q16) Is there any additional content that you would like to see in JUSP?

This question asked respondent to prioritise different types of content in terms of what they would like to usage data in JUSP. The options included were additional journal publishers, ebooks, databases, and article level statistics, as well as an option for 'Other'. They could select as many or as few as were relevant to them. 74 respondents selected at least one option for this question.

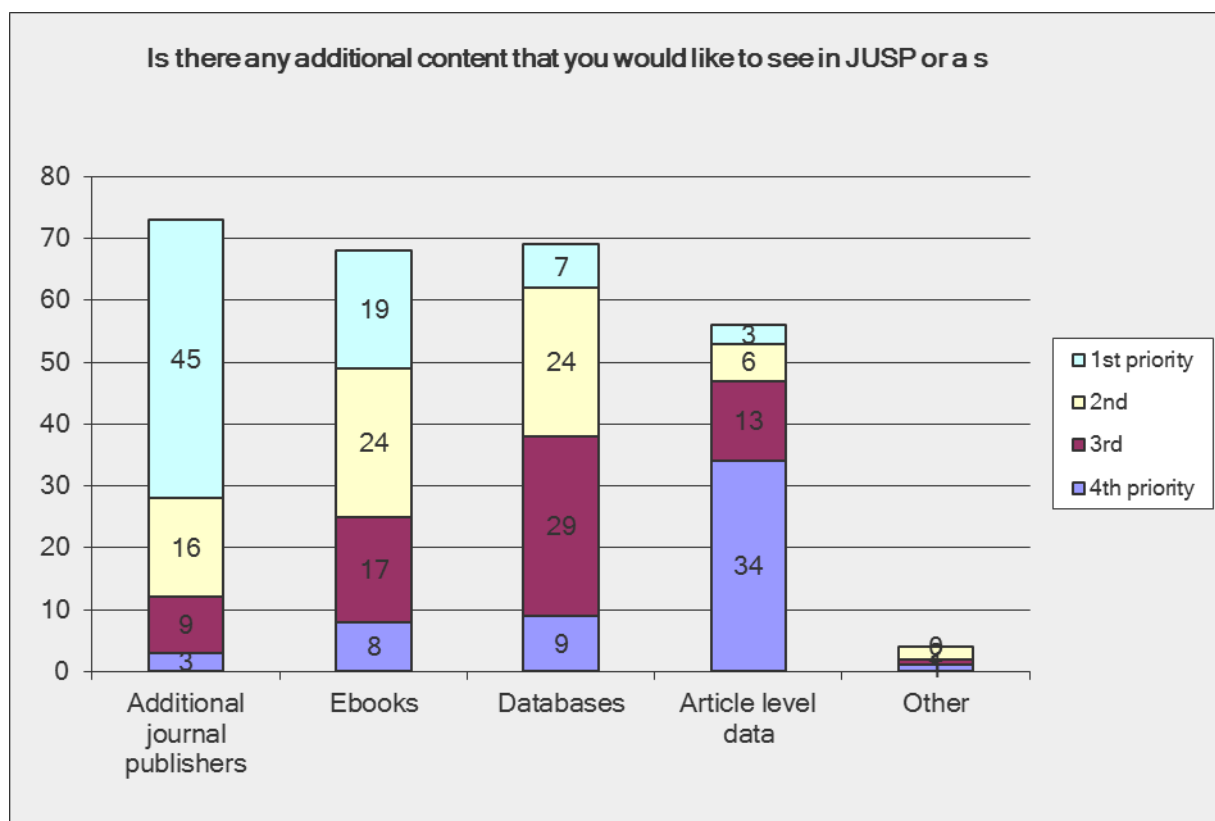


Figure 9 Additional content you would like to see?

n=74

As can be seen in the figure, additional journal publishers were seen as a 1st priority for 45 of the respondents (61%). All but one respondent to this question selected additional journal publishers as one of their priorities. The next most popular selection was ebooks, with 19 respondents (26%) selecting this as their 1st priority, and another 24 respondents (32%) selecting this as their 2nd priority. 7 respondents (9%) selected databases as their 1st priority, with 24 respondents (32%) selecting it as their 2nd priority. Smaller numbers of respondents chose article level data as a high priority, but there were still 3 respondents who selected this as their 1st priority, and 6 who selected it as their 2nd priority.

4 respondents chose 'Other' which included JR2 (Access Denied to Full-Text Articles by Month, Journal and Category), cost per use reporting, and open access usage. Other respondents added comments which explained the reasons behind their choices.

Q17) Are there any other improvements or enhancements you would like to see?

There were 73 replies to this question with 22 respondents (30%) giving ideas for improvements or enhancements. Suggestions included:

Additional data, both for journals and other sources

E-book usage would be great! Collecting that individually is even more time-consuming than journal/database.

I would like to see more publishers included in JUSP and also additional reports available for ebooks and databases.

I'd like to see the JISC products e.g. Historic journals included

Would it be possible to provide turnaway data?

Inclusion of additional COUNTER reports, especially those surrounding Searches, would also be very useful.

Ways of presenting and sharing data

More options to create custom visualisation of stats- graphs, charts. Maybe some sort of dashboard.

Possibly more floating windows would be useful, or frozen frames to view data a bit easier.

I would like to be able to export the charts that are produced in JUSP so that I can use them to inform colleagues

This is only a niggle and may depend entirely on my screen set up but, when a report is displayed eg JR1, it is good that the chart and overall usage displays, but it would also be good to see JR1 totals without having to scroll....

Cost data

Cost of journals would be very useful but I understand that this would be extremely difficult to set up and administer.

The facility to add cost information to enable cost per use analysis.

Specific suggestions

JUSP is very good responding to community needs, and I would like to see this continue

I sometimes find the system to slow.

At present, data for consortium deals is difficult to cope with in JUSP- generally it's all sites usage which isn't helpful. Not sure if there is anything JUSP can do about this- it's a publisher problem.

Q18) What do you consider to be the best thing(s) about JUSP?

There were 61 responses to this question. There were many positive comments made in the following areas:

One location for collating usage statistics

Central source for statistics, variety of reports available is excellent.

It gathers most of the usage data we need in one place and presents it in a simple-to-use interface. It has speeded up statistics collection enormously.

Being able to go to one place to download data from different publishers.

It's being a one-stop shop. It's such an improvement to have one portal which pulls everything together so much data from so many sources. This can only get more important as our e-collections continue.

Customer support

Enthusiastic and helpful staff.

Brilliant customer support.

Perhaps the best thing about JUSP is that it's constantly evolving and moving forward with the e-resources landscape, and that's due to staff working on it to implement users' requests. I never feel like any query is too stupid or any idea too far-fetched to at least try out on you amazing JUSP innovators. Thank you from the bottom of my heart!

The staff. They are great. Very responsive to any query, no matter how strange or simplistic it may seem to them.

Reliability of data

The reliability of the portal and the quality of the data. Reporting is so easy and you've provided with a broad range to choose from (SCONUL returns being a big bonus).

The best thing about JUSP is the reliability of the data.

The reliability of the data- we know that if there are problems with downloads then this is communicated to us and action will be taken.

The fact that the data is reliable, that issues are reported promptly and resolutions chased on our behalf.

Time-saving

Automated stats collection- saves time.

SCONUL- used to take me weeks to provide usage figures- now it's done within a few minutes.

For my purposes it's the time it saves us not only in downloading reports but also dealing with any issues or anomalies with the stats. It's great to have someone else to do it and know they're keeping an eye on things.

Q19) If you have any additional comments about JUSP, please give them here

There were 23 replies to this question. Some took the opportunity to thank the JUSP team.

One respondent asked for more clarification on terminology used:

More explanation of terminology is required. I think that JUSP was designed for acquisitions/electronic resources librarians who are familiar with all of the report types and terminology used, however, I am a subject librarian so only possess some of that knowledge. It would be helpful, for example, to have a mouse over preview or other visual representation of the different reports, currently you need to click into them and run them to understand whether they are useful or not.

Some asked for more workshops and webinars:

We would please like another 'Making the most of JUSP' workshop to be held in London in the New Year for new members of staff in our team to attend.

I really like the fact you continue to provide help resources and workshops for JUSP - they're helpful. I would like to see more webinars - sometimes it's difficult to get out of the office for a whole day - an hour spent at a webinar is much easier.

Many took the opportunity to praise JUSP:

Superb service, the people that support JUSP are really enthusiastic and very helpful. And I feel the work that has been done by the JUSP support team is fantastic and should now be supported by the academic community and help push JUSP forward to pressure publishers to use JUSP as their main platform for stats gathering.

In conversation with a Swedish librarian I mentioned that we had access to JUSP and explained what it does. She nearly swooned with jealousy. UK institutions are very lucky to have such a reliable and consistently excellent resource. Thank you!

It's a great service - I appreciate all the updates on what's happening. I sincerely hope it can continue to build on its success to date.