



JUSP COMMUNITY SURVEY REPORT 2016

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JUSP Community Survey 2016

Executive summary

Response rate

61 total responses from 56 institutions (which represents approximately 27% of JUSP institutions).

Use and value of JUSP

The most commonly reported use of JUSP is ad hoc reporting (77%), SCONUL reporting (75%) and reviewing renewals (61%).

All respondents considered that JUSP adds value to their service.

JUSP was considered to add value in the following ways:

- Saves staff time (91% of respondents)
- Provides reliable data (82% of respondents)
- Provides better data for decision making (68% of respondents)
- Avoids duplication of effort (59% of respondents)
- Improves decision making (57% of respondents)
- Improves the management of journal/e-books collections (57% of respondents)
- Encourages more reporting (41% of respondents)
- Saves money (32% of respondents)

Of the respondents who reported that JUSP saves them time, the average time saved was 0.94 days (over 7 hours) per month. Some respondents commented that it was difficult to accurately quantify time savings. Some respondents commented on the value of the help and support provided by the JUSP team and the quality checked, consistent data.

If JUSP was no longer available, 48 respondents considered that it would have an adverse effect on their service. In this case many commented on the amount of additional time that would be taken visiting each publisher site, other tasks that could not be done due to lack of time and in some cases not being able to use usage statistics at all.

Value of COUNTER reports

The top 10 COUNTER reports in order of value were:

1. JR1 (94% said this was essential)
2. BR2
3. BR1
4. DB1
5. BR3
6. JR1a
7. JR2
8. JR1 GOA
9. BR4
10. JR5

E-books

E-books statistics provided by JUSP were used by 46% of respondents, while 58% of respondents do analysis of e-books usage statistics (e.g. produce graphs/charts/reports on e-books usage).

Limited e-books data in JUSP (39%) and lack of time (36%) were the main reasons some respondents had not used e-book statistics provided by JUSP. Including data from more e-book suppliers was a main factor which would encourage respondents to use the JUSP e-books service more.

Screencasts

44% of respondents had viewed, or recommended to colleagues, the JUSP screencasts. Of those respondents who had viewed the screencasts, 65% found the JUSP screencasts very useful.

Lack of awareness (27%) and time (28%) were the main reasons the JUSP screencasts were not used.

Satisfaction

66% of respondents were very satisfied with JUSP and 34% of respondents were fairly satisfied with JUSP. No one reported dissatisfaction with JUSP.

All respondents indicated that they would recommend JUSP to a colleague or peer; 63% of respondents indicated that it would be 'extremely likely' they would do so (rated 10 out of 10).

Additional comments

Fourteen respondents chose to leave additional comments about JUSP. Most of the comments were statements of appreciation for the JUSP service.

Introduction

This report presents the findings of an online survey designed for the Journal Usage Statistics Portal (JUSP). The JUSP Community Survey 2016 was designed as part of the service’s ongoing community engagement with participating institutions and to aid feedback collection activities. A number of aspects were explored including usage, value and impact of JUSP, value of different COUNTER reports, use of e-book usage statistics and screencasts 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 23rd November 2016 and was closed on 31st December 2016. 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. Numbers of respondents answering questions are included alongside percentages of overall respondents as appropriate.

Response Rate

A total of 61 responses were received from 56 participating institutions. These 56 institutions represent around 27% of JUSP institutions. The full list of responding institutions is shown in Appendix A.

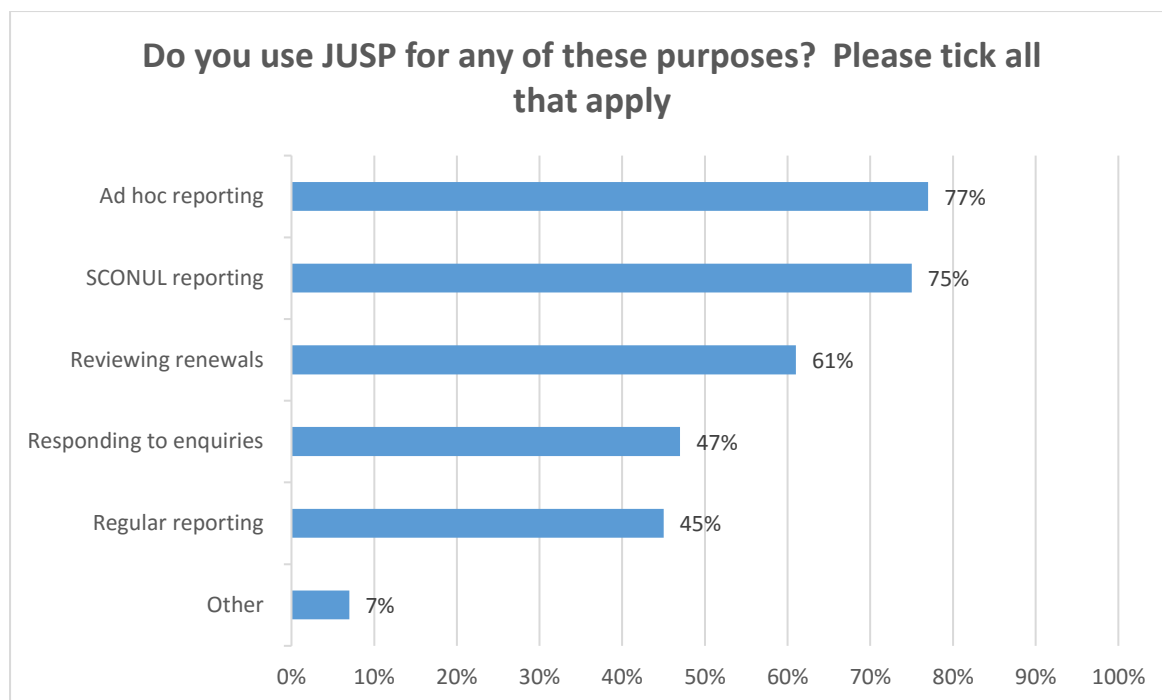
What do you use JUSP for?

Respondents were asked to indicate for what purpose they used JUSP. As can be seen below in [Table 1](#) and [Figure 1](#), 77% of respondents used JUSP for ad hoc reporting, 75% used JUSP for SCONUL reporting and 61% used JUSP for reviewing renewals.

Table 1: Uses of JUSP

Do you use JUSP for any of these purposes? Please tick all that apply.		
Answer options	Response Percent	Response Count
Ad hoc reporting	77%	46
SCONUL reporting	75%	45
Reviewing renewals	61%	36
Responding to enquiries	47%	28
Regular reporting	45%	27
Other	7%	4
		<i>answered question</i>
		<i>59</i>

Figure 1: Uses of JUSP



There were five other comments provided and these are shown below:

- Checking for evidence of usage to assert historical access rights
- Annual stats gathering
- Evaluating deals
- Not started to use yet
- Benchmarking against organisations, comparing one resource with another

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

There were 54 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:

“Currently, mainly usage statistics for monthly internal activity reports, governance committee reports, etc”

“Regular reports on use of resources and their content (overall and in detail, title by title)”

“Annual journal usage statistics, price per use information”

Ad hoc reporting:

“Running ad hoc reports on specific journals”

“Ad hoc usage when we wish to review a particular resource”

SCONUL reporting:

"To complete annual SCONUL return"

"We use it mainly for checking SCONUL stats"

Reviewing renewals:

"Use as part of renewals process to ascertain levels of use and value for money (cost per download)"

"Evidence for renewals"

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

"Currently we are using JUSP to inform our decisions on swaps and drops - very useful given the time constraint."

"The usage profiling has also been useful to compare any anomalies we find in our data to that of other institutions to help work out if this is just an issue for us or if it seems like others are affected."

"Indication of usage by cohort (where subject specific) feedback to HE staff / students on the year's top titles usage stats for ROI monitoring"

"JR1 and e-books usage statistics"

"Subject Liaison librarians often want to know how a specific journal is performing. We used JUSP data to investigate the impact of our new discovery service."

"We mainly use the JUSP SUSHI server to automatically harvest our usage reports using EBSCO's Usage Consolidation SUSHI client."

"We use JUSP statistics on our library website, which shows usage such as "top ten journals last month" etc."

Do you consider that JUSP adds value to your service?

Respondents were asked if they consider JUSP adds value to their service. There were 61 responses to this question and all stated that they felt JUSP added value.

If you consider that JUSP adds value, please indicate in what ways.

Respondents were asked to indicate the ways in which they felt JUSP offered value to their service (**Table 2**). 91% of respondents felt that using JUSP saved staff time, 82% felt that it provided reliable data and 68% felt it provided better data for decision making.

Table 2: Value of JUSP

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	91%	51
Provides reliable data	82%	46
Provides better data for decision making	68%	38
Avoids duplication of effort	59%	33
Improves decision making	57%	32
Improves the management of journal/e-books collections	57%	32
Encourages more reporting	41%	23
Saves money	32%	18
Other	2%	1
<i>answered question</i>		56

There was one other comment:

“It revolutionised our reporting and had a hugely positive impact on staff time that is now freed up for analysis rather than finding and downloading data files”

Please provide examples of how JUSP adds value.

There were 38 responses to this question. Some listed the options they had chosen in the previous questions, whilst others expanded on how it adds value, particularly around saving time, improving decision making and providing quality checked, consistent data. For example:

“Ensures that data is of a high standard, as already cleaned up by JUSP before reports generated. Able to query anything with JUSP support desk and feel that can get a valued and knowledgeable opinion. JUSP reports can also reveal useful data that may not already be collected, for example we have just started recording additional BR2 reports and have been able to switch to downloading numerous reports directly through JUSP based on data returned in JUSP, which we may not have been aware of. These are then freely available for subject librarians to utilise and are also used to inform renewals. JUSP also adds value in saving time in navigating through numerous publisher sites and determining how to download reports and which to download.”

“Saves a lot of staff time JUSP staff give advice about platform changes etc. which is very helpful when trying to chase where the stats have moved to.”

“It prevents us having to login to multiple sites, download statistics and then pull them all together. The monitoring of statistics collection by JUSP and the user group means that anomalies are picked up and so we feel we can rely on the data”

“By helping us decide which titles to subscribe to, it ensures our budget is being well allocated. Without stats, we would not be able to easily make these decisions.”

“It allows subject librarians to make informed decisions regarding subscription renewals.”

“Bringing together data in a standard form from different sources provides accuracy and reliability of standards”.

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 **Table 3** below:

Table 3: Time saved by JUSP

If you feel that JUSP saves staff time, please indicate roughly how much time is saved per month:		
Answer options	Response Percent	Response Count
1/2 working day – 1 working day	40%	21
Less than 1/2 working day	23%	12
1-2 working days	21%	11
2-3 working days	10%	5
Over 3 days	6%	3
		<i>answered question</i> 52

Of the respondents who reported that JUSP saves them time, the average time saved was 0.94 days (over 7 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 28 gave further information. A few of these commented that it was difficult to accurately estimate the time savings. Some commented that without JUSP it was 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 a single portal rather than visiting numerous publisher websites:

“I make a lot of use of the JR1 minus archive and gold open access usage. This saves me a lot of time by downloading one report rather than downloading 3 reports from the publisher's site and combining them together.”

“Managing a multitude of login details for all the publisher's admin sites (which seem to be constantly changing) is a time vortex. JUSP speeds up the process beautifully.”

“Time saved in being able to go directly to one place for numerous reports rather than spending time going to multiple platforms to download reports. Also saves time in reports being gathered in consistent formats, making them more easily comparable.”

“JUSP recently saved us a lot of time on completing the SCONUL return as we don't need to visit so many publisher websites and run reports. The new e-books report came in useful for this year's return too.”

“Staff don't have to manually collect data.”

If JUSP did not exist, would this have an impact on your workflows and the service you provide?

Respondents were asked if JUSP was no longer available would it have an impact on their service to which 89% replied, yes, it would have an adverse effect on their service (**Table 4**).

Table 4: Effect of not having JUSP

If JUSP did not exist, would this have an impact on your workflows and the service you provide?			
Answer options	Response Percent	Response Count	
Yes	89%	48	
No	11%	6	
			<i>answered question</i> 54

Those who said it would have an adverse effect on their service were asked to explain their answer. There were 45 responses to this question.

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):

“More time spent downloading reports from numerous platforms, would require more staff and more training on how to download. Also would need to spend more time potentially cleaning up the data and resolving any problems identified with the data.”

“If JUSP didn't exist, much of my time would be taken up simply in running reports on all the different platforms. This would prevent me from spending time on the other aspects of my role, including presentation and analysis of the statistics, troubleshooting access problems, collecting quotes for different resources, maintaining the holdings on our discovery service, answering librarians' queries about subscriptions, liaising with suppliers, maintaining our Ezproxy service, supporting customer service staff and keeping abreast of new resources and developments. I think the service I am able to provide would suffer as a result.”

“If JUSP did not exist, we would have to log into a huge number of e-journal platform institutional admin areas in order to manually download COUNTER-compliant usage data which is a repetitive and time-consuming process, and maintain URL, username and password login details for each of these + collection instructions. Without JUSP we would have less staff time available for evaluation and analysis of data. Work would also need to be carried out by Library staff to quality check data spikes or abnormalities with publishers, which would impact on team capacity.”

“Usage reporting would take more time meaning less time spent on other duties.”

“We would have to revert back to gathering statistics from each publisher/service provider platform. This would take up a lot more staff time.”

“SCONUL reports would be harder”

“It would take much longer to compile the annual SCONUL returns and provide comparative statistics.”

“Reporting on usage would not be as quick or as easy. We would have to cut down on the frequency of reporting, produce less detailed reports, or be more selective about which measures to look at.”

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

“We know we can rely on JUSP to harvest and verify data”

“JUSP does ensure accuracy and reliability.”

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

“We probably wouldn't look at journal usage statistics”

“Without JUSP, the work required to look up journal usage data would become unmanageable.”

A few respondents mentioned they would not have the support and help provided from the JUSP team:

“It is extremely helpful to be able to contact JUSP directly with any problems and discrepancies as in my experience they always respond very quickly and communicate issues with the wider JUSP community, ensuring problems can be addressed in a more proactive manner.”

“We know we can not only rely on the JUSP server but also the support team to quickly resolve any issues encountered.”

“It would be much harder to find advice and support about various issues that are usage data related and so delay a lot of the work we do.”

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.

Table 5: Value of COUNTER reports

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	1	1	50	1	3.94	53
Book Report 2 - Number of Successful Section Requests by Month and Title	2	4	4	37	6	3.62	53
Book Report 1 - Number of Successful Title Requests by Month and Title	0	8	11	25	8	3.39	52
Database Report 1 - Total Searches, Result Clicks and Record Views by Month and Database	1	8	13	25	5	3.32	52
Book Report 3 - Access Denied to Content Items by Month, Title and Category	2	13	13	18	7	3.02	53
Journal Report 1a - Number of Successful Full-Text Article Requests from an Archive by Month and Journal	2	15	19	11	6	2.83	53
Journal Report 2 - Access Denied to Full-Text Articles by Month, Journal and Category	1	19	20	10	3	2.78	53
Journal Report 1 GOA - Number of Successful Gold Open Access Full-Text Article Requests by Month and Journal	2	14	15	8	14	2.74	53
Book Report 4 - Access Denied to Content items by Month, Platform and Category	5	10	12	8	17	2.66	52
Journal Report 5 - Number of Successful Full-Text Article Requests by Year-of-Publication (YOP) and Journal	0	21	17	4	10	2.60	52
Database Report 2 - Access Denied by Month, Database and Category	2	22	17	5	6	2.54	52
Multimedia Report 1 - Number of Successful Full Multimedia Content Unit Requests by Month and Collection	3	11	10	4	24	2.54	52
Book Report 5 - Total Searches by Month and Title	2	22	9	6	14	2.49	53
Multimedia Report 2 - Number of Successful Full Multimedia Content Unit Requests by Month, Collection and Item Type	3	12	10	3	24	2.46	52
Journal Report 4 - Total Searches Run By Month and Collection	7	19	9	5	13	2.30	53
Journal Report 3 - Number of Successful Item Requests by Month, Journal and Page-type	7	19	8	2	17	2.14	53

Have you used e-books statistics provided by JUSP?

Respondents were asked if they used e-books statistics provided by JUSP. **Table 6** shows that 46% had used e-books statistics provided by JUSP.

Table 6: Use of E-book Statistics

Have you used e-books statistics provided by JUSP?			
Answer options	Response Percent	Response Count	
Yes	46%	26	
No	54%	30	
			<i>answered question</i> 56

Why have you not used the e-books statistics provided by JUSP?

Respondents who had not used e-books statistics provided by JUSP were asked to give a reason and 39% stated there is limited e-books data in JUSP and 36% felt they had lack of time to use e-book statistics (**Table 7**).

Table 7: Reasons for not using e-book statistics

Why have you not used the e-books statistics provided by JUSP?			
Answer options	Response Percent	Response Count	
Limited e-books data in JUSP	39%	11	
Lack of time	36%	10	
Other	32%	9	
I was not aware of it	4%	1	
E-books statistics are not important	0%	0	
			<i>answered question</i> 28

There were 15 comments highlighting reasons for not using the JUSP e-books data. These included:

Limited e-book data in JUSP in particular aggregator data:

“We were waiting for more book data to become available before taking the time to change our processes to using JUSP”

“We use DawsonEra, MyiLibrary, Wiley and Elsevier for our e-books - these publishers are not included in the e-books reporting section (I believe)”

“We mainly use aggregators which are not currently available”

“Most of our e-books are from Ebrary/Ebooks Central and MyiLibrary, which are not available in JUSP yet”

“We only use aggregators, not publisher platforms, and they aren't represented in JUSP (yet). I would love to see Dawsonera and VLEbooks there....”

"We don't provide e-books from JUSP participating providers - at present we only provide via ClinicalKey"

Technical issues:

"E-books stats are definitely important. At the moment we have struggled with getting e-books titles into our ERM (different ISBN numbers, poor matches) and so do not have an alternative - so would be useful to us"

Not dealing with e-books or being new to the service:

"I don't manage e-books"

"I don't deal with them"

"I am going to, but have only signed up to it fairly recently"

Relying on publisher platforms (possibly due to having a small number of e-books deals):

"We only use one e-books platform and we receive statistics from their management information"

"We only have 2 suppliers at present but have just taken on a 3rd and one question we asked before signing up was about JUSP so we might start using them"

"We use supplier platforms"

"We have limited e-books platforms so it is quite straightforward at the moment to get the stats from the platform supplier"

Is there anything that would encourage you to use the JUSP e-books service more?

Respondents were asked if there was anything that would encourage them to use the JUSP e-books service more. Forty respondents provided a response to this question indicating factors that would encourage greater use of the JUSP e-books service.

Respondents considered a main factor to be the inclusion of more e-book data:

"More publishers and aggregators being available in JUSP."

"Stats from aggregators."

"If there were more publishers on board it would be our "go to place" for all statistical information"

Some respondents specified certain suppliers including aggregators:

"Greater number of publishers available, particularly Askews, Dawsonera, EBSCO, MyiLibrary and Proquest (EBL)"

"Would like the aggregators present e.g. Dawson, askews & holts, Coutts."

"Aggregators (MyiLibrary, VLe-books, E-books Central) statistics being available"

"Until VLE-books and Dawsonera data is in JUSP"

"Most of our e-books are from Dawsons so really them being on board is the sole thing that would encourage us to use the JUSP e-books service more."

"Inclusion of supplier platform such as Dawsonera, MyiLibrary and the JISC e-book collection for FE (Ebrary), Safari Tech books Online and EBSCO's e-books for FE UK Collection"

"Involvement from Proquest"

"If you covered more publishers- for example EBL, Cambridge Companions, Jisc Historic texts, EBSCO, etc."

Others highlighted specific features that could be implemented or resolved:

"Would be useful for BR3 reports to be available more frequently than monthly (e.g. weekly), particularly at busy times of the year to identify items with a high number of turnaways at the time they are occurring. This would allow us to purchase more copies of popular items at the point of need for students."

"There is also the issue of the inconsistency of e-books statistics: providers have different definitions of what constitutes a section, and some use the BR1 more than the BR2. I know this is an issue for COUNTER rather than JUSP, but it does stop me looking at e-books statistics grouped together."

"We have found the use of a separate SUSHI server URL for the e-books portal to be problematic for any platforms where we have mixed content. Unfortunately, we can only provide/point our SUSHI client to a single URL which means that we're only able to either harvest our journal or book usage reports using JUSP and manually upload the other. Not sure of the feasibility of this at the JUSP end but using a single URL for both would be perfect for our needs."

"If we can resolve our Shibboleth configuration problem and finally gain access."

Some respondents indicated time was an issue whilst others mentioned being new to post and would certainly look at the e-books service in the foreseeable future:

"I don't know until I look at it in the summer when there's more time."

"It is something that I hope to do in the New Year. I am new in post and just getting used to the different reports available. I hope to get my head around this in the future"

"No, just haven't had the time to investigate."

"We will be doing in due course but are currently in the process of a complete institutional re-structure and many staff changes, so this is not the moment to change our work processes for e-book stats. I expect to do this in the next few months."

"More awareness of how it fits with my work (I have only been in my job two months!)"

Do you collect e-books usage statistics from other sources (i.e. not from JUSP)?

Respondents were asked if they collected e-books usage statistics from other sources, 92% stated that they did (Table 8).

Table 8: Collection of e-book statistics from alternative sources

Do you collect e-books usage statistics from other sources (i.e. not from JUSP)?			
Answer options	Response Percent	Response Count	
Yes	92%	48	
No	8%	4	
			<i>answered question</i> 52

There were 49 comments provided which indicated the use of other sources used and the reasons for using them.

Most respondents collected statistics from aggregator websites, publishers and individual platforms including:

- Dawson Era
- Coutts
- MyiLibrary
- Ebrary
- Ebooks Central
- EBSCO
- Elsevier
- OUP
- ACLS
- ClinicalKey
- Dawsonenter
- ProQuest

Some referred specifically to BR2 and BR3 reports.

These sources were used for a variety of reasons:

“Looking at setting up collecting e-book usage statistics through Intota Assessment (which I believe can be linked to JUSP)”

“Use them to aid collection development decisions”

“Publisher website administrator areas/portals/platforms for manual downloading”

“We collate stats from publisher's admin platform.”

“We collect e-book stats from the provider/publisher websites as we want to look at the usage that our full collection is getting. Also, some of our e-books are subscriptions so we need to look at this data for renewals decisions.”

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

Respondents were asked if they currently undertook analysis of e-books statistics. Over half of the respondents (58%) indicated that they did (Table 9).

Table 9: Analysis of e-book statistics

Do you currently do any analysis of e-books usage statistics (e.g. produce graphs/charts/reports on e-books usage)?			
Answer options	Response Percent	Response Count	
Yes	58%	30	
No	42%	22	
			answered question 52

Thirty eight respondents provided details of the analysis they did and their reasons for doing the analysis. This included:

Regular reporting:

“Internal reporting on e-book use”

“Produce reporting for local management”

“I produce weekly BR3 data to help make purchasing decisions. Monthly BR2 data to have an overview of e-book usage and I produce a e-book statistics dashboard for management once every six months.”

“We report to the senior management team on e-book statistics.”

“We produce reports on overall usage of e-books regularly”

Inform decision making:

“I look at BR3/turnaway figures every month for our main suppliers to see if we need to upgrade licences or buy more copies.”

“We normally just make the reports available for colleagues to view to help inform purchase decisions.”

“We look at turnaway data weekly to inform purchasing of additional copies/licences.”

Creating graphs:

“We produce charts and tables of usage.”

“I create graphs and top ten lists for our website, to promote e-resource usage”

“For most usage we hold, we include charts and graphs as a quick visual way into the data”

Analysis and usage:

“Apart from the standard cost per download appraisals we've also devised a set of methodologies to determine a number of KPIs for assessing a number of our e-book

collections (e.g., Palgrave Connect, Duke, Edward Elgar). We use these to determine value for money (cost per use) but also the intensity (average number of requests per title), breadth (the % of titles within the collection having recorded use) and regularity of use (% of titles used regularly) all as a function of the length of time we have owned the collection."

"Just track usage for interest"

"Regular analysis to track usage."

"We analysis by collection particularly subscription content but also perpetual access content to identify high use by subject area and publisher to inform collection development"

Trends and comparisons:

"Monthly totals are shown in a spreadsheet with a graph comparing years"

"We look at trends over time"

"We produce monthly reports and an annual report to show usage across the year compared to the previous year(s), including graphs."

Others gave additional comments, some specific to having done no or little analysis of e-books usage statistics:

"It is an area that we are aware we need to do more work on in the future"

"No demand as yet"

"They are collated and kept on a shared data area but have not been asked to take it any further."

"Very limited, but yes. We are having to use these figures to supplement the decrease of issue stats for print books."

"We don't currently analyse in much detail. We normally just make the reports available for colleagues to view to help inform purchase decisions."

"We haven't started doing this yet but I'm sure it will be asked for soon."

"We just report usage - I don't have the time to do anything more."

"We pretty much just do the Sconul total, and any ad hoc queries. There's no demand for more".

"Would like to but don't have time."

Have you viewed, or recommended to colleagues, any of the JUSP screencasts?

Respondents were asked if they had viewed or recommended to colleagues any of the JUSP screencasts. **Table 10** shows that just under half of respondents (44%) indicated that they had.

Table 10: Viewing Screencasts

Have you viewed, or recommended to colleagues, any of the JUSP screencasts?			
Answer options	Response Percent	Response Count	
Yes	44%	24	
No	56%	30	
			<i>answered question</i> 54

Overall, how would you rate the screencasts?

Respondents who had viewed, or recommended to colleagues any of the JUSP screencasts were asked overall, how they would rate the screencasts and 65% of respondents who viewed them found them 'very useful' (**Table 11**).

Table 11: Rating the screen casts

Overall, how would you rate the screencasts?			
Answer options	Response Percent	Response Count	
Very useful	65%	15	
Of some use	17%	4	
Neither useful nor un-useful	9%	2	
Essential	9%	2	
Not useful	0%	0	
			<i>answered question</i> 23

There were 11 other comments provided, all highlighted the usefulness of the screencasts:

"Used for training and as a refresher"

"Useful visual aid to the mathematically challenged"

"I attended a webinar on stats which helped me do the SCONUL returns "

"They're really useful for getting an overview, a reminder of how to do something at point of need, and as a follow up to face-to-face training or to find the answer to a specific question"

"The ones I watched confirmed our use of stats as good practice which is useful for demonstrating to non-library university staff how we analyse our use to ensure vfm. Also useful for new ideas on doing this"

"They save one from having to contact support at JUSP all the time"

"It can be really useful to get a refresher of key aspects of the JUSP site"

“These are useful for new people to the team in support of their training”

“While it was useful the session was far too long for the content covered”

“I’ve saved them onto our shared drive for the benefit of my colleagues, but not watched them myself”

“Gets you started on the right foot. Means you don’t waste time trying things out. Very clear instructions”

Why have you not used the screencasts?

Respondents who had not viewed the screencasts were asked why they had not done so. There were 30 responses to this question (Table 12). Most respondents mentioned lack of time, awareness and having no need to use them as the main reasons for not using the screencasts. A few respondents mentioned they may use them in the future.

Table 12: Reasons for not using screencasts

Why have you not used the screencasts?		
Answer options	Response Percent	Response Count
Not aware	27%	8
Lack of time	27%	8
Not necessary, not needed to	23%	7
Maybe in future	10%	3
New staff	7%	2
View/attended JUSP webinar	7%	2
Already familiar with them	3%	1
Can manage without them	3%	1
Don’t have colleagues who would use JUSP	3%	1
Difficult to access	3%	1
Busy using JUSP	3%	1
<i>answered question</i>		30

Is there anything that would help you use JUSP more effectively?

Respondents were asked if there was anything that would help them use JUSP more effectively. Twenty six respondents provided a response to this question. Some of the topics mentioned included:

More publishers/suppliers on board:

“More suppliers on board for e-books.”

“More publishers reporting JR2s would be very useful. We would also love to be able to easily present subject-specific stats to our subject team so some anything to support that would be wonderful.”

“Greater number of publishers/platforms available, particularly in book portal”

"Just more contributing publishers."

"More publishers by agreement, or perhaps the ability to upload / archive publishers' data (perhaps on a separate archive which won't be used comparatively)"

"Inclusion of Proquest and EbscoHost content statistics"

"I think it is intuitive to use. Incorporating a larger number of publishers improves effectiveness."

"More publishers reporting JR2s would be very useful"

Time:

"More time"

"More time to explore it"

"More understanding on my part of what is available. I am booked on more seminars and need to take the time to explore it more"

Training and support:

"More JUSP workshops held in London"

"Watching the screen casts!"

"Training - I need to make better use of the training resources"

Technical/specific features:

"Ability to easily break down to title level as well as broad overview"

"More regular reporting of turnaways at busy times of year. Email alerts when stats for month are available for different platforms."

"I find the "Your data" section difficult to use, because when you scroll down the page the top row disappears. Would it be possible to freeze the row with the dates in (like freezing panes in Excel)?"

"It would be useful if you get set reports to run automatically and get emailed to you at set periods?"

"It's more to do with the COUNTER 4 standard rather than JUSP, but I'd love to be able to run JR1 reports based on database/platform rather than publisher. This is because we buy most of our e-journal content via aggregators such as EBSCO and ProQuest, so it would be a lot easier to assess their value for money per database if I could do this."

"Maybe more visual representations of the data e.g. the possibility to export the reports into line or bar charts"

"Ability to upload/archive publishers' data (perhaps on a separate archive which won't be used comparatively)"

"We would also love to be able to easily present subject-specific stats to our subject team so some anything to support that would be wonderful."

"Single SUSHI server URL for both journal and book usage requests"

One respondent commented:

“Right now, I’m getting everything I need from an excellent service.”

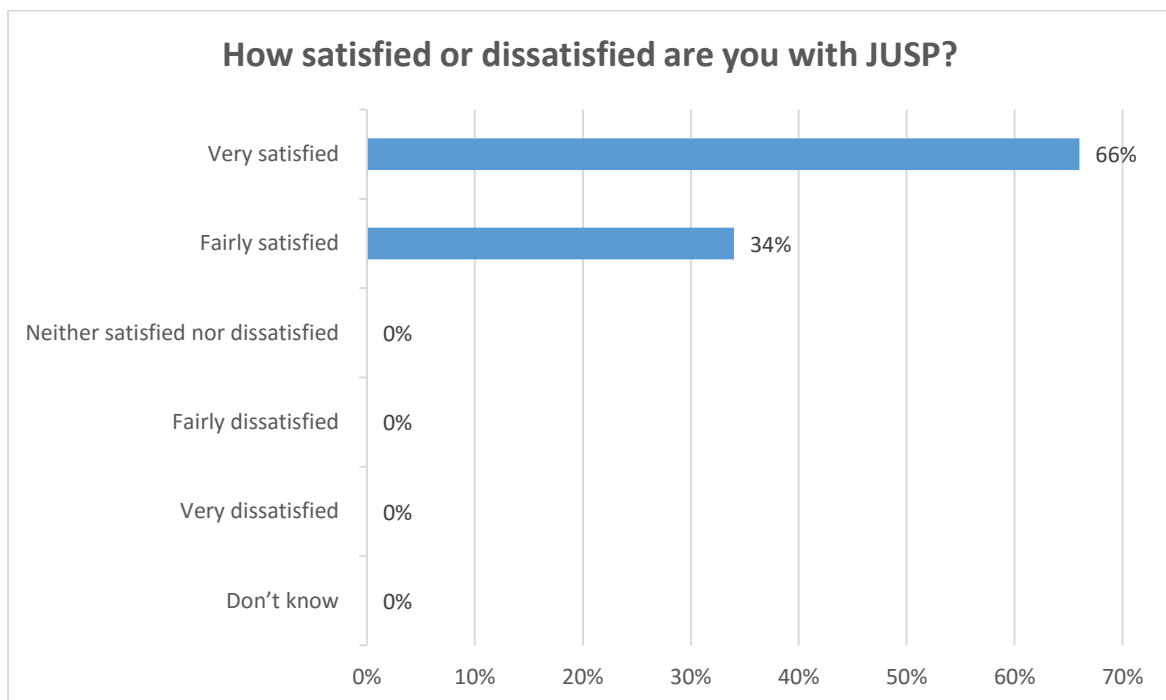
How satisfied or dissatisfied are you with JUSP?

Respondents were asked how satisfied or dissatisfied they were with JUSP. Fifty three respondents provided a response, all indicating they were either very (66%) or fairly (34%) satisfied with JUSP. As indicated by **Table 13** and **Figure 2**, no one replied that they were dissatisfied.

Table 13: Satisfaction with JUSP

How satisfied or dissatisfied are you with JUSP?		
Answer options	Response Percent	Response Count
Very satisfied	66%	35
Fairly satisfied	34%	18
Neither satisfied nor dissatisfied	0%	0
Fairly dissatisfied	0%	0
Very dissatisfied	0%	0
Don't know	0%	0
<i>Answered question</i>		53

Figure 2: Satisfaction with JUSP



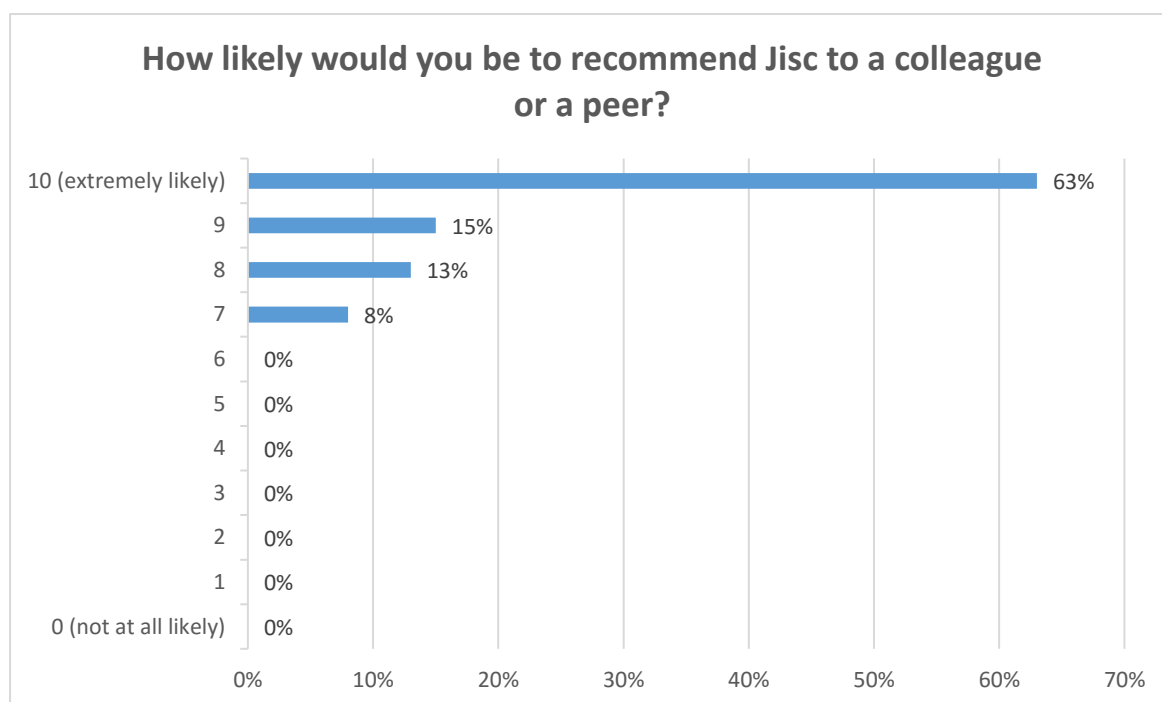
Based on your understanding of JUSP, how likely would you be to recommend Jisc to a colleague or peer?

Based on their understanding of JUSP, respondents were asked how likely they would be to recommend JISC to a colleague or peer. This was represented on a rating scale of 0 to 10 where 0 equalled 'not at all likely' and 10 equalled 'extremely likely', Table 14. There were 52 responses to this question with all respondents providing a rating of 7 or over and 63% of respondents provided a rating of 10 i.e. they were 'extremely likely' to recommend JUSP.

Table 14: JUSP recommendation

How likely would you be to recommend Jisc to a colleague or peer?		
Answer options	Response Percent	Response Count
0 (not at all likely)	0%	0
1	0%	0
2	0%	0
3	0%	0
4	0%	0
5	0%	0
6	0%	0
7	8%	4
8	13%	7
9	15%	8
10 (extremely likely)	63%	33
<i>answered question</i>		52

Figure 3 JUSP recommendation:



Additional comments about JUSP, please give them here.

Respondents were given the opportunity to provide any additional comments they had about JUSP. Fourteen respondents provided a comment. One comment referred to getting support with e-books data:

"Could you look into what we have to do to set up e-books stats please that would be really useful"

The rest of the comments expressed praise for the JUSP service:

"I think it is very useful and am frustrated that since I started in post 3 months ago I haven't had the time to get to grips with using it properly."

"It's a massive undertaking, from liaising with publishers and content providers to checking the data to developing services and communicating with users. Thank you to the whole team for doing this on our behalf - you are very much appreciated!"

"JUSP staff always reply to e-mails very quickly, and are always incredibly helpful and nice."

"Nothing to add - thank you for providing this useful service."

"Doing a great job - keep going!"

"JUSP is becoming an essential service."

"It's a vital service for my role."

"JUSP is an absolutely essential service, and I am particularly grateful that it continues to be developed. Being able to get hold of the majority of my usage statistics from one place and so quickly has meant that I have been able to enhance my statistical reporting as it affords me the time to analyse these stats."

"You run an excellent service. Keep it up!"

"I would really like to see JUSP become more of a one-stop shop for all our e-resource usage statistics. This would involve getting more publishers on board, and also getting all the reports from each publisher into JUSP (at the moment I might be able to go to JUSP for the JR1, but I also have to keep track of the login to the publisher's admin site to get a DB1). This is definitely improving with new publishers coming on board and JR2/JR5 and e-books statistics now in JUSP - I'd just like to see it go further."

"The team supporting JUSP are always very helpful and quick to respond to queries"

"The JUSP support team is very responsive and helpful"

"I'm looking forward to seeing JUSP develop and grow even further."

Appendix A – Institutions responding to the survey

Aston University	Royal Agricultural University
Bangor University	Royal College of Surgeons of England
Bath Spa University	SOAS, University of London
Birmingham City University	Southampton Solent University
Brunel University London	Stranmillis University College
City, University of London	Swansea University
Durham University	The Open University
Edge Hill University	University of Bedfordshire
Edinburgh Napier University	University of Birmingham
Goldsmiths	University of Bolton
Harper Adams University	University of Brighton
Hartpury College	University of Bristol
Imperial College London	University of Cumbria
Keele University	University of Derby
Kingston University	University of East Anglia
Leeds Beckett University	University of Gloucestershire
Liverpool John Moore University	University of Hull
London School of Economics	University of Leicester
Manchester Metropolitan University	University of Liverpool
Moulton College	University of Nottingham
National Marine Biological Library	University of Oxford
Newcastle University	University of Portsmouth
Oxford Brookes University	University of Stirling
Queen Mary, University of London	University of Sunderland
Queen's University Belfast	University of Sussex
Reaseheath College	University of the Arts London
Robert Gordon University	University of the West of England, Bristol