



# Case study

## Using JUSP's SUSHI server with statistical packages and tools

JUSP's SUSHI (Standardized Usage Statistics Harvesting Initiative) server is a system that enables the harvesting of JUSP's COUNTER-compliant usage reports directly into other usage statistics packages and tools. This function means that COUNTER compliant reports may be downloaded easily through the one server instead of dealing with many publisher servers. This case study summarises the way that three universities have imported JUSP data into their stats packages and the benefits that they have found.

### Using JUSP with Alma at the Open University

*“... the fact that it is automatically done for us means that we were not going off and gathering it ourselves and manipulating it ourselves.”*

The Open University is the largest academic institution in the UK with over 174,000 students who mainly study part-time through distance learning. The university offers a wide range of subjects and disciplines. All the study and reading resources are supplied to the students by an online library, therefore efficient access to accurate usage statistics is a high priority for the library staff.

The Open University uses Alma, a unified resource management system by Ex Libris, which handles all of the library resources through a single interface. The Open University harvests usage statistics directly into Alma through JUSP's SUSHI server with the intention to use it with Alma Analytics. The e-content advisor undertaking the task imports JUSP data because it automates the process and saves the time and effort of manually manipulating spreadsheets. She worked closely with the JUSP team as soon as it became possible to import JUSP data directly into Alma so that the process would run smoothly for other JUSP users.

Prior to the harvesting functionality going live into Alma, the reports that the Open University wanted from each publisher had to be selected and chosen from a series of tick boxes in Alma. The initial setting up was worthwhile because the JUSP data can now be requested more frequently, for example weekly, whereas their previous product Ustat only allowed monthly requests. Now, harvesting occurs automatically each Saturday, once the system is set to “active”. There is also a manual function for harvesting at any time.

The e-content advisor does a regular “sense check” of the data each week after harvesting. She checks for “invalid” data and investigates the reason for that. Most commonly the cause is late arrival of data or no data due to no use in that harvesting period. Very occasionally it indicates an issue which can then be investigated and solved. The e-content advisor does this because it is “10 minutes of time well spent once a week”. A regular, ongoing check makes sure that all the data are correct when needed, for example for the annual SCONUL Report.

An increased number of report types can now be imported into Alma than previously, for example book reports, which are important to the Open University. JUSP usage statistics are gathered by the Open University to have validated evidence of the use of e-resources and e-journals so that subject or faculty librarians can make informed decisions when reviewing their e-collections. The statistics are also compared with subscription and purchase costs and reported to each faculty in order to see how much of their budget has been spent and how many of their purchases have been used.

Running the reports highlights which resources are well used and what could be promoted. The e-content staff believe that there are educational benefits for doing this exercise, as well as financial, because it shows what resources their students

require for independent learning which is the major priority for the Open University as all their students are distance learners.

Overall, the e-content advisor considered that the Open University benefits from the harvesting through JUSP's SUSHI server because the process successfully provides information needed for the renewals process and the evidence for decisions, for example:

- ◆ They can see where potential savings can be made.
- ◆ They can quickly identify where items can be cancelled.
- ◆ They can be more accountable when they are spending the library budget for the faculty librarians.
- ◆ It increases the value of what is purchased.

## The use of JUSP with EBSCO Usage Consolidation at the University of Liverpool

***“Without JUSP we would have to manually request usage reports from some native sites and manually upload these into Usage Consolidation rather than automating the process using the SUSHI protocol.”***

The University of Liverpool offers a wide range of subjects and conducts research in many areas. It has four libraries which between them provide 2 million print titles along with a large electronic resource collection comprising some 770,000 e-book titles and 80,000 electronic journal titles.

Three members of the library team regularly use JUSP for the monthly report harvesting cycle while other staff use JUSP occasionally for annual subscription review or usage report requests. The Usage Analyst has been using JUSP regularly for the past three years.

EBSCO Usage Consolidation is a COUNTER compliant reporting tool which is part of the EBSCO suite of services. University of Liverpool use Usage Consolidation as a central point to store and retrieve usage report data because it can feed that data directly into their subscription management application. That process enables the library team to view and compare data for their current and historical

collection and to analyse cost-per-use whenever that information is needed.

University of Liverpool finds that JUSP's SUSHI server is the ideal tool for automatically harvesting usage data into Usage Consolidation because it “provides us with a stable environment”. For example, they have found that certain content providers' native SUSHI servers are incompatible with their EBSCO SUSHI client which meant that they could not harvest usage data directly from the providers' platforms. In their experience they found it difficult and time consuming to resolve such issues directly with the providers.

The Usage Analyst listed the actions that would have to be taken if they were not using JUSP's SUSHI server. Each e-resource provider's SUSHI server would have to be located, configured and tested. Then issues that may have arisen would be reported back to the provider hoping that a resolution can be found. Harvesting reports from platforms that



contained both journal and book reports were “protracted” and “problematic” prior to using JUSP because “Usage Consolidation only allows you to point its SUSHI client towards a single URL”.

The Usage Analyst is appreciative of the work done on his behalf and the support provided by the JUSP team “... who not only provide excellent support whenever requested but also provide alerts and regular updates on known data issues”. For instance, JUSP provided them with a single SUSHI server URL

for both the book and journal portals which allows quick and efficient harvesting. He also considers that when issues arise, they can be resolved quickly through the efforts of the JUSP team.

The Usage Analyst believes that University of Liverpool benefit from using JUSP’s SUSHI server by saving staff time with more efficient workflows. This is because processes are automated rather than having to individually gather usage data.

## The advantages of importing JUSP into 360 COUNTER at Brunel University

*“We know we can rely on JUSP to harvest and verify data and fix problems, often before we are aware of the problem ourselves.”*

Brunel University focuses on technology, creativity, enterprise and innovation. It has one library on campus which holds an increasing number of e-resources. JUSP is used regularly by the E-resources Librarian.

Brunel University uses 360 COUNTER which is a ProQuest service that aggregates, assesses and reports on COUNTER compliant e-resources usage. JUSP’s SUSHI server is used to import usage data into 360 COUNTER because of the quality and continuity of the data which is checked by the JUSP team.

The E-Resources Librarian considers that JUSP usage statistics are reliable because the JUSP team

standardises metadata, de-duplicates data and ensures that data are complete. Issues can be resolved quickly and disruptions are buffered when any publisher migrates their service to a new platform because JUSP has done the work to ensure that reports remain available. Using JUSP is beneficial to Brunel University because staff time is saved by the JUSP team solving generic issues on behalf of the JUSP user community. For example, as soon as the team are alerted to an issue by one user, the team investigate and find a solution for all the users. Therefore, the data are continually updated and problems solved without many users realising that there has been an issue.

## Summary

In this case study we have seen examples of JUSP data being harvested directly into three different statistical packages. The three examples of JUSP’s SUSHI server being used in this way cover:

- ◆ A member of an e-content team using JUSP’s SUSHI server to import data into Alma and working closely with the JUSP team to ensure the smooth running of this process. The JUSP data will be automatically compared with cost data to provide evidence of cost per use for decision making.
- ◆ A Usage Analyst who uses JUSP’s SUSHI server to import data into EBSCO Usage Consolidation because it provides them with a stable environment and a single point of harvesting. The advantage of using JUSP SUSHI is that it enables an efficient workflow, saving time and money.
- ◆ An e-resource librarian who uses JUSP’s SUSHI server to import data into 360 COUNTER because of the quality and continuity of the data and the service provided by the JUSP team.

In general, the e-resource staff said that they are using JUSP's SUSHI server because the data are reliable and accurate. Pulling data in from single point of information, JUSP, is quicker and easier than taking the information from numerous content providers whose SUSHI servers may not be compatible with the statistical package used. There is a sense of security with the aggregating aspect of JUSP and its strong community links.

Harvesting JUSP data through JUSP's SUSHI server saves the time and effort of the workforce. It automates the task previously performed by manually populating a complex spreadsheet. Combining usage data with purchase data allows informed renewal or purchase decisions. As JUSP provides a single source of data it is easier to resolve issues when they arise and the pre-cleaned data are simpler to manage. The benefits of using JUSP's SUSHI server are:

- ◆ It is compatible with other systems.
- ◆ JUSP community support resolves issues quickly for all users.
- ◆ It is more stable than using multiple supplier SUSHI servers.
- ◆ It is more efficient than manually collecting the data.

## What you can do now

- ◆ To find out more about harvesting data through JUSP's SUSHI server look at the information on the SUSHI server administration / authorisation pages from the portal welcome page