Join JUSP and make usage statistics count

Information for content suppliers
Introduction to JUSP

Support your customers better by joining the academic shared service for usage reports

The Journal Usage Statistics Portal (JUSP) is a shared service which responds to academic libraries’ demands for more efficient access to e-resource usage data. JUSP is a Jisc service.

JUSP is being used by the majority of higher, and an increasing number of further education institutions in the UK, providing them with a single point of access to COUNTER usage reports for participating publishers and content suppliers. Libraries can now download individual usage reports without needing to maintain separate passwords, or visit each publisher’s website. As a result the service is highly valued by academic libraries – especially given the increasing pressure for efficiency.

In order to better support your customers, a growing number of large, medium and small publishers and content suppliers are participating. This has a number of benefits, including reducing workload responding to multiple institutions. A list of participating institutions, publishers and content suppliers is available on the website at https://jusp.jisc.ac.uk/participants.

Key benefits for publishers and content suppliers

• Free to join
• View usage data in the same user-friendly way as your academic customers
• Reduce the vast amount of time your academic customers spend manually downloading individual COUNTER reports
• Streamline the correction process because any errors in your data are reported back to you for you to address at source
• Offer your customers accurate and reliable usage data in a format that works for them
• Cut down on queries from multiple institutions
• Benefit from an additional quality check on your data
• Access free technical advice, guidance and support on:
  - Any usage-related queries
  - Continuity of usage reporting during migrations and changes
  - Issues concerning the COUNTER standard

“I really like JUSP and quite often use it to cross check against our own figures as a form of quality control. Additionally many of our customers use it, so by running reports myself from this portal I know I’m looking at the same data as they are.”

Sally Iannacci, Oxford University Press
Publisher Q&A

Who can join JUSP?
It is open to publishers and content suppliers worldwide.

Will I be able to see the data my subscribers can view?
All publishers and content participating in JUSP receive an individual username and password. This enables you to log in to the portal and see your own usage data as it is displayed to your customers.

Is there a cost, or a lot of work, involved in signing up?
There is no fee involved for you. To ensure an efficient and sustainable service, we gather COUNTER compliant usage statistics using the SUSHI protocol. Once we receive a signed Publisher Participation Agreement, our technical team will then work with you to implement harvest usage statistics for your academic customers.

Who can see the data in the portal and how secure is it?
Each institution can only view its own usage statistics. We manage our responsibility for collecting and displaying commercially sensitive data and safeguarding all stakeholders’ confidentiality. Access to the portal is provided via secure authentication.

Are subscription costs stored in the portal?
No, JUSP does not hold any financial data.

Do you make any changes to the data you gather?
No. We harvest COUNTER reports as provided by the publisher or platform provider. If we spot any errors or discrepancies, we refer these back to you to be corrected at source and we then re-harvest the data. In doing so, we perform an additional quality check on your data.

What data does JUSP collect?
COUNTER-compliant usage reports form the basis of the service. JUSP collects them on behalf of participating institutions using the SUSHI (Standardised Usage Statistics Harvesting Initiative) protocol.

“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 it.”
Leon Perry, University of Portsmouth

“JUSP is a one-stop shop for a large number of resources, saving us considerable amounts of time which would otherwise be used going to individual publisher websites to obtain usage figures.”
Eleanor Craig, University of Sussex
“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”.
Sarah Taylor, formerly University of Bolton

“Edinburgh University Press is delighted to join JUSP, and grateful to the team for being so helpful and flexible in assisting us in implementing the SUSHI protocol for data gathering on the Atypon platform.”
Sarah Edwards, Head of Journals, Edinburgh University Press

How to join JUSP
Please contact us for further information or a demonstration of JUSP.

A signed Publisher Participation Agreement is required in order to participate.

Upon receipt of this, the JUSP technical team harvest participating academic libraries’ COUNTER usage data into the secure portal, via SUSHI. This data can then be accessed via secure authentication, offering both you and your customers a single point of access to the data. The JUSP team also inform participating institutions each time a new publisher or content supplier joins.

Find out more
Please contact (include JUSP in the subject line):
E: help@jisc.ac.uk
W: https://jusp.jisc.ac.uk