JUSP Community Survey 2012

Executive summary

The JUSP Community Survey was created using SurveyMonkey. It was distributed online in April 2012 and closed on 18th June 2012. The survey permitted institutions to submit more than one response. A total of 61 responses was received from 52 participating institutions, with nine institutions each sending in two separate responses. All responses have been included in the report.

- 54% of respondents considered themselves to be inexperienced users of JUSP, 39% moderate users and 7% experienced users
- Over half the respondents were using JUSP for ad hoc reporting and SCONUL reporting. A third were also using it for regular reporting, responding to enquiries and reviewing renewals
- Of those using JUSP for regular reporting, about half were collecting statistics for monthly reports, and the rest producing annual or less often quarterly reports.
- Regular or ad hoc reports were mainly produced for subject librarians (73%) or library management (68%) and less often for academic departments (30%) or senior university management (12%)
- 46% planned to use JUSP monthly, and 30% on an ad hoc basis, the rest quarterly or weekly
- 40% now did more reporting as a result of JUSP, with others able to produce reports more quickly or planning to use JUSP more in future
- Over half (56%) wanted more support materials to help them use JUSP more effectively, with events (44%) and webinars (41%) also in demand
- The main barrier to using JUSP was limited time (61%)
- 98% of respondents felt that JUSP added value to their service, the most popular reasons cited (chosen by over 70% of respondents) being 'provides better data for decision-making', 'provides reliable data' and 'saves staff time'
- Additional journal publishers were the first priority for new content, followed by databases and e-books
- 82% of respondents felt that if JUSP was no longer available it would have an adverse effect on their service, citing the extra time that they would need to collect data manually and to be sure of its accuracy
- A very high level of support for JUSP was seen in the answers to open ended questions included in the survey. Specific issues raised will be discussed with the JUSP team.

JUSP Community Survey 2012

Summary of results

The JUSP Community Survey was created using SurveyMonkey. It was distributed online in April 2012 and closed on 18th June 2012. The survey permitted institutions to submit more than one response.

Q1) Please tell use your institution?

A total of 61 responses was received from 52 participating institutions, with nine institutions each sending in two separate responses. All responses have been included in the report.
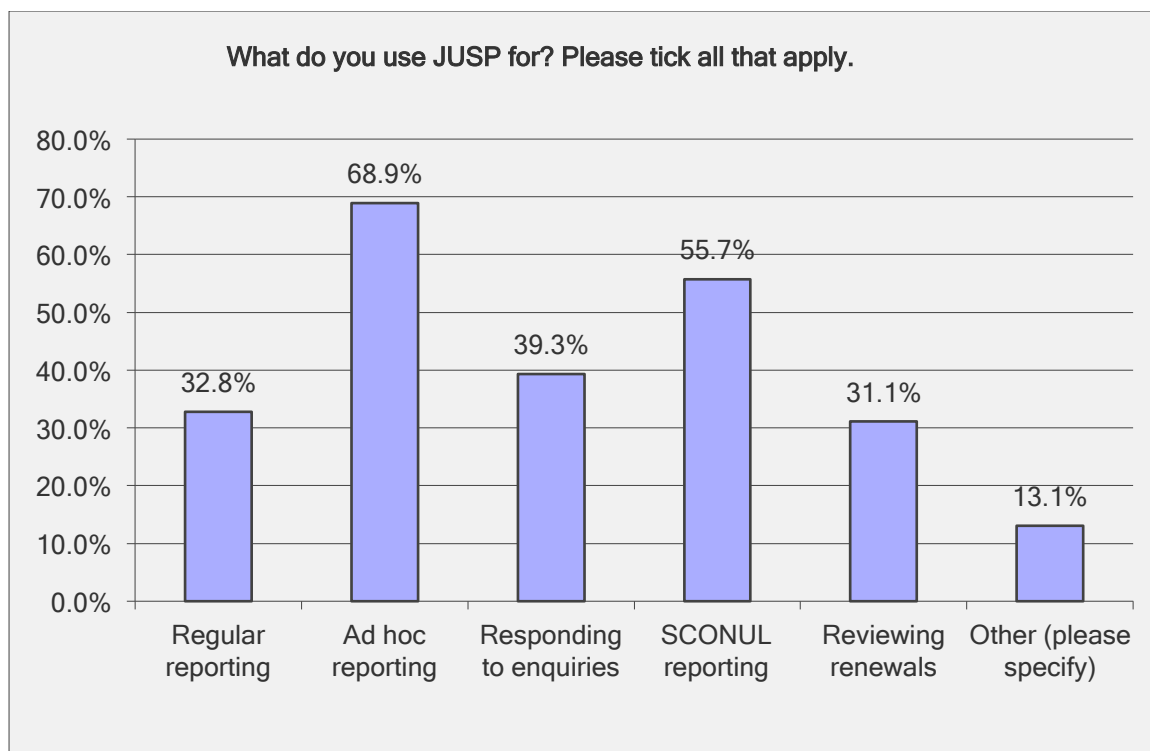
Q2) Which of the following most describes you?

Over half of the respondents (54.1%) considered themselves to be inexperienced users of JUSP. Four respondents (6.6%) were experienced, and the rest moderate users.
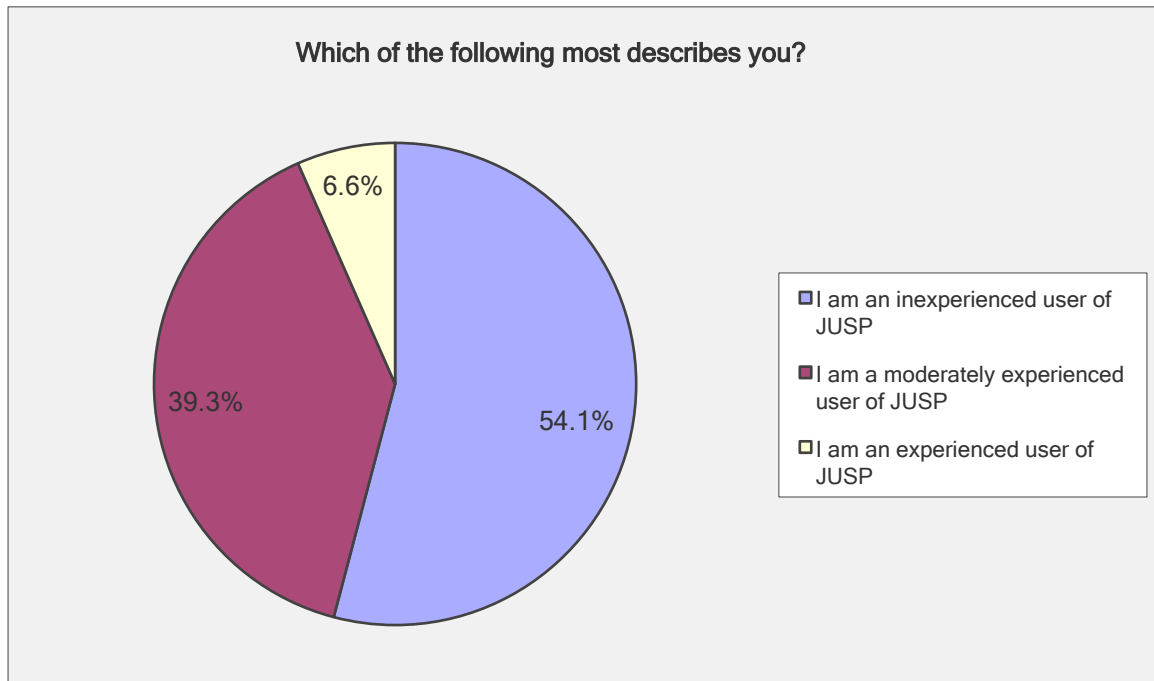
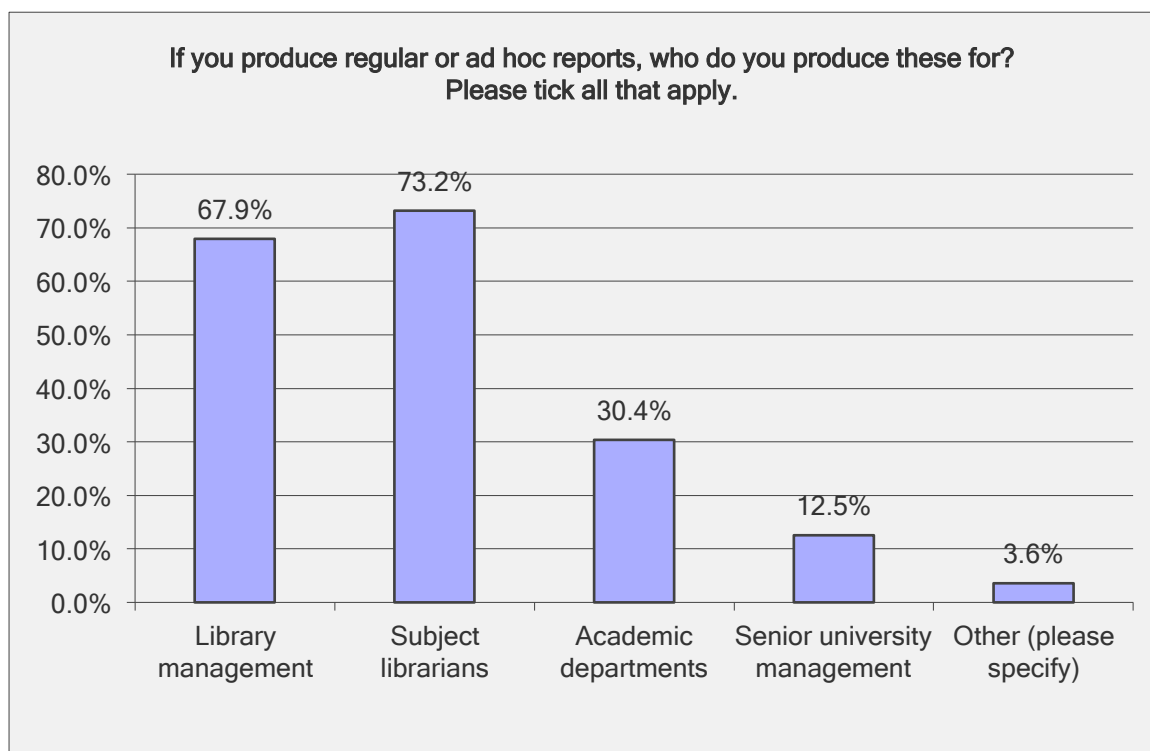**Q3) What do you use JUSP for? Please tick all that apply**

Over half of the respondents used JUSP for ad hoc and SCONUL reporting. A third used JUSP for regular reporting, responding to enquiries and reviewing renewals. Eight respondents (13.1%) used JUSP for other activities (downloading to add costs and calculate local KPIs, and to organise deal information) or explained how they planned to use JUSP in the future.

What do you use JUSP for? Please tick all that apply.

A bar chart showing:
- Regular reporting: 32.8%
- Ad hoc reporting: 68.9%
- Responding to enquiries: 39.3%
- SCONUL reporting: 55.7%
- Reviewing renewals: 31.1%
- Other (please specify): 13.1%

Q4) If you use JUSP for regular reporting, how frequently and for what purpose?

There were 28 replies to this question, with about a third using JUSP for regular reporting on an annual basis to assist with reviews and decisions over renewals, half of them collecting statistics monthly and a few producing quarterly reviews.

Q5) If you produce regular or ad hoc reports, who do you produce these for? Please tick all that apply

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A bar chart showing:
- Library management: 67.9%
- Subject librarians: 73.2%
- Academic departments: 30.4%
- Senior university management: 12.5%
- Other (please specify): 3.6%

Q6) How many people in your library have direct access to JUSP? Please choose the most appropriate response.

Just over half of respondents specified the number of people in their library with direct access to JUSP. These generally ranged from around 2-7,

Q7) Approximately how often, on average, do you plan to use JUSP?

Just under half planned to use JUSP on a monthly basis with about a third planning to use JUSP on an ad hoc basis. Those who were experienced users of JUSP were generally using it weekly.

Approximately how often, on average, do you plan to use JUSP?

- Weekly — 14.8%
- Monthly — 45.9%
- Quarterly — 8.2%
- Annually — 1.6%
- On an ad hoc basis — 29.5%
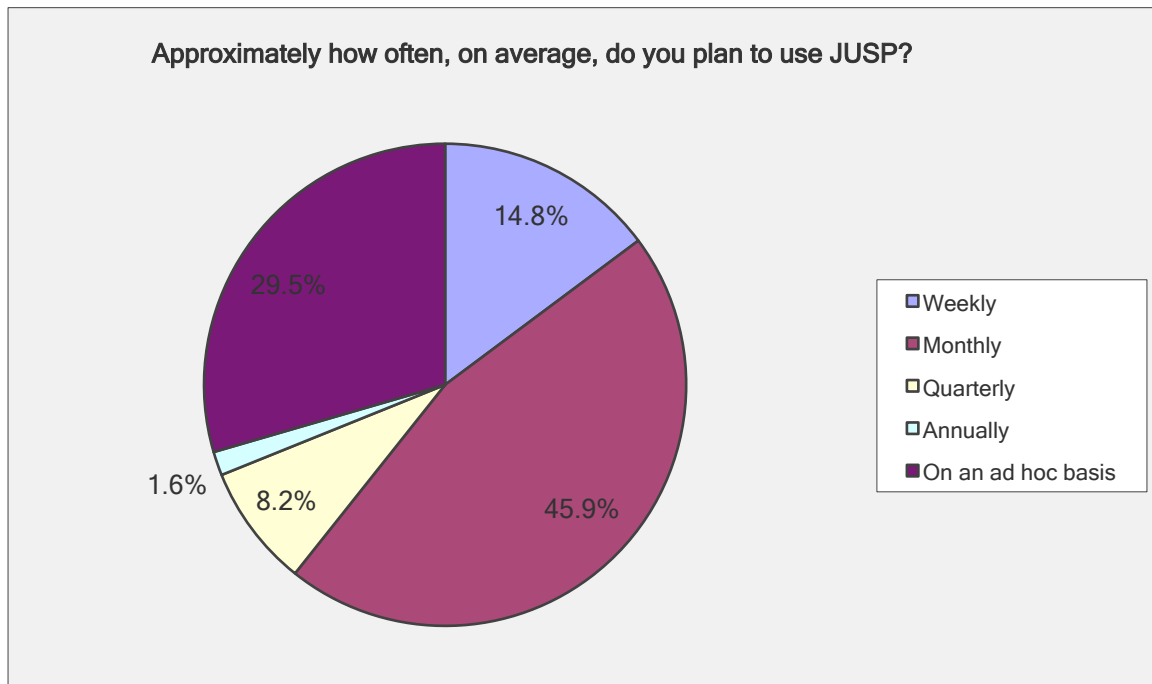
Q8) Do you currently do more reporting than you did previously as a result of using JUSP?

40% replied yes to this question and 60% no. The more experienced users were generally those doing more reporting:

We are able to provide ad hoc reports much faster and so can respond to enquiries about usage whereas in the past we may have had to say we couldn't get the information in time.

Those saying no included many novice users of JUSP who had not yet used it but planned to do so in the near future. A few users who did not do any more reporting also mentioned how easy and quick JUSP was.
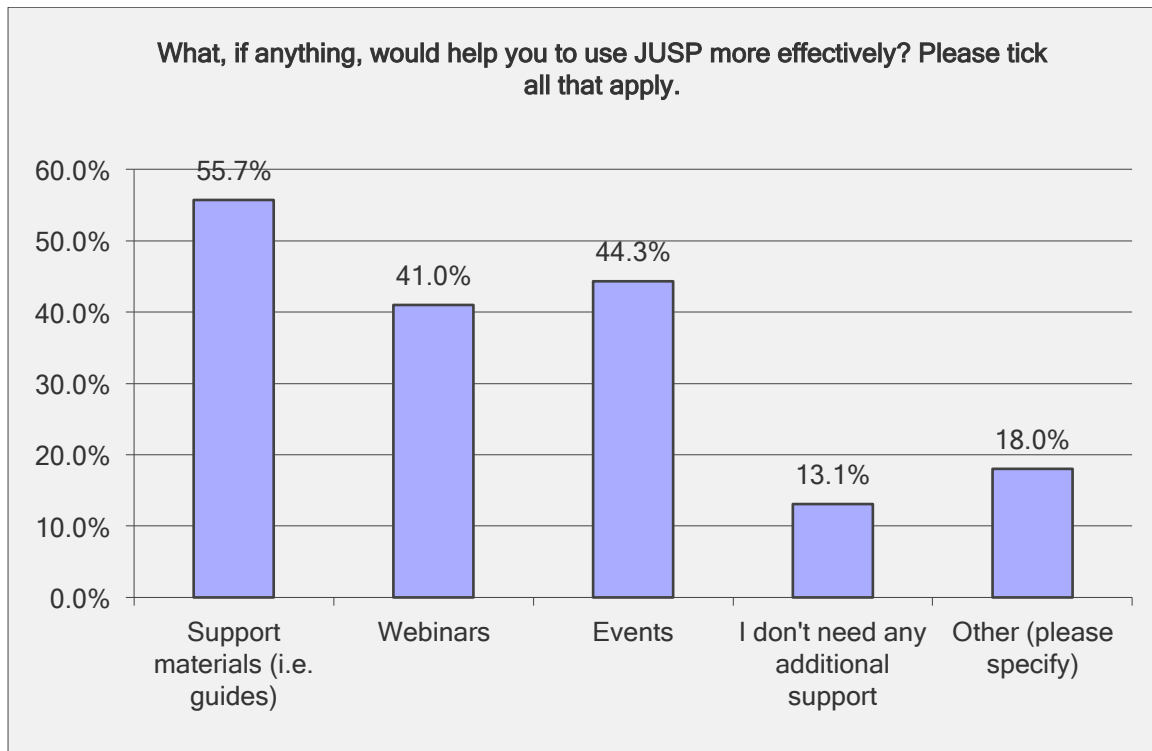
I do not do more but JUSP makes it easier

Q9) What, if anything, would help you to use JUSP more effectively? Please tick all that apply

Several respondents who had attended one of the three workshops held in May/June had found these particularly helpful:

I attended a workshop recently which gave me further insight into using JUSP, I came straight back here and entered my core titles as a result of the workshop, and I intend to use JUSP more frequently now.
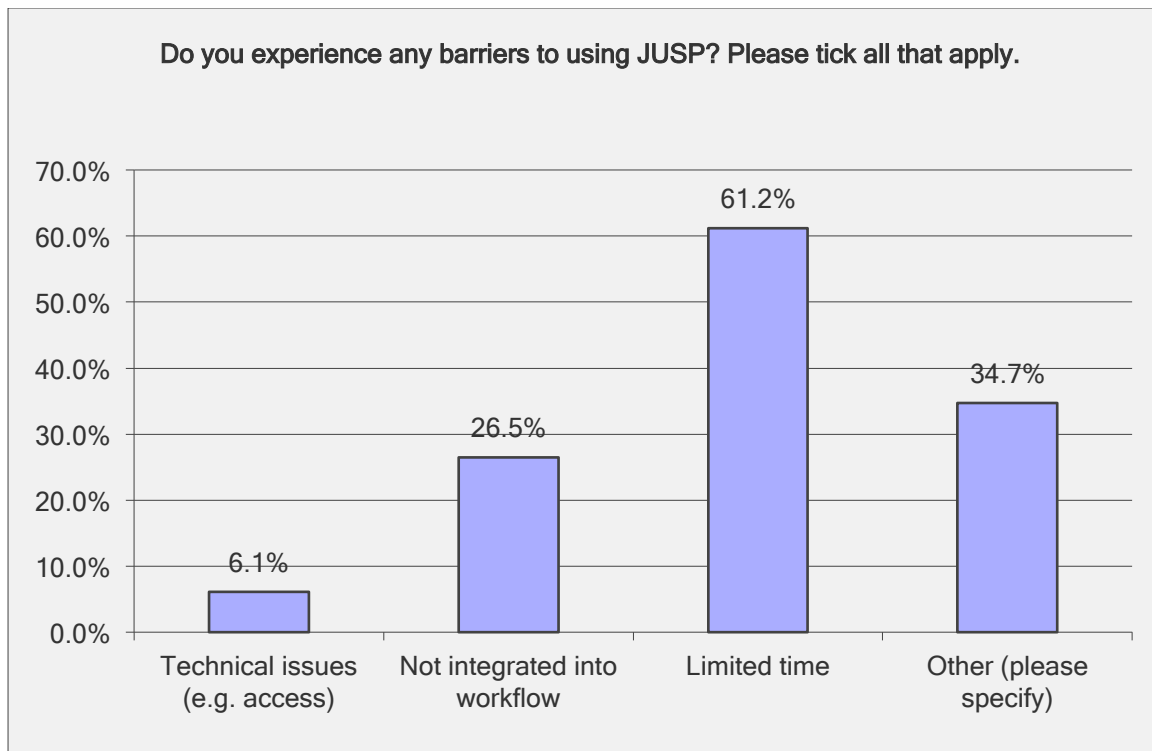
There were requests for follow-on training particularly for training more staff, as well as some specific requests for support materials.

What, if anything, would help you to use JUSP more effectively? Please tick all that apply.

Category	Percentage
Support materials (i.e. guides)	55.7%
Webinars	41.0%
Events	44.3%
I don't need any additional support	13.1%
Other (please specify)	18.0%

Q10) Would you like help with particular features of JUSP?

Overall the majority of respondents (83.6%) did not wish to have any help with particular features. Others said they would like help specifically relating to general information and features, linking JUSP to UStat, information derived from reports, populating subscribed titles and using available statistics to create effective reports.

Q11) Do you experience any barriers to using JUSP? Please tick all that apply

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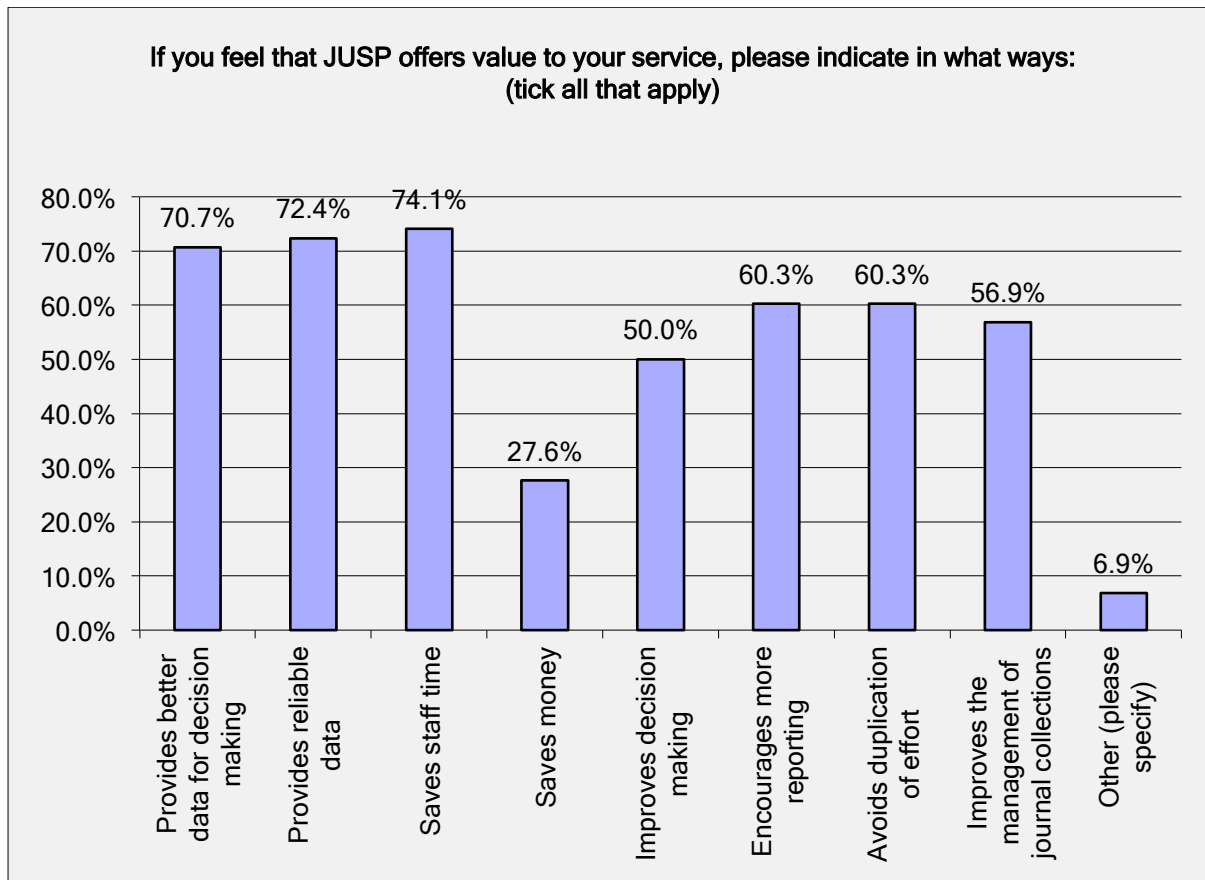| Category	Percentage
Technical issues (e.g. access)	6.1%
Not integrated into workflow	26.5%
Limited time	61.2%
Other (please specify)	34.7%

Q12) Please explain any barriers/challenges you have identified in the question above.

Some of the main barriers mentioned by respondents included not having the time to explore and investigate JUSP, shortage of staff and the exclusion of certain publishers/journal suppliers. A few respondents mentioned some other barriers including integration with other systems, adding pricing information, login issues and limited technical knowledge.

Q13) Do you consider that JUSP adds value to your service?

Almost all respondents (96.7%) answered yes to this question. Of the two who answered No (both inexperienced users) one explicitly stated that he/she had not yet had time to explore JUSP fully.

Q14) If you feel that JUSP offers value to your service, please indicate in what ways (tick all that apply)

If you feel that JUSP offers value to your service, please indicate in what ways: (tick all that apply)

Category	Percentage
Provides better data for decision making	70.7%
Provides reliable data	72.4%
Saves staff time	74.1%
Saves money	27.6%
Improves decision making	50.0%
Encourages more reporting	60.3%
Avoids duplication of effort	60.3%
Improves the management of journal collections	56.9%
Other (please specify)	6.9%

Q15) If you feel that JUSP saves staff time, are you able to estimate how much time or provide an example of the time saved?

While acknowledging that JUSP did save time, respondents often found it difficult to estimate how much time was saved. Respondents mentioned saving several hours a month, several days in the year, a week, 4 hours and up to 30 minutes a month potentially. A number of specific ways in which JUSP saved time were mentioned, notably time saved gathering data from individual publishers, but also the SCONUL report, the reliability of data, selection of date ranges, and the new enhancements (introduced during the time of the survey).

Q16) If JUSP was no longer available would it have an adverse effect on your service?

41 respondents (81.7%) answered yes to this question. Those who said no were mainly inexperienced users. Most of those saying yes pointed to the extra time they would have to spend again manually downloading and sorting reports, also losing the added value that JUSP provides, and having less confidence in the data at a time when usage statistics were so important.

We have to go back to doing all the harvesting ourselves when we have used the staff time freed to enhance other services/resources & those services would have to go/be reduced.

We would have to collect the statistics ourselves, and probably wouldn't be able to do so very efficiently or thoroughly. We wouldn't have as much confidence in the data, which (via JUSP) undergoes scrutiny and benefits from errors spotted across the community.

Monthly statistics gathering would take a bit longer and I wouldn't be able to produce the range of reports available on JUSP without having a nervous breakdown and relying on my more numerate colleagues

Q17) Do you require the JUSP data to be interoperable with other tools and services?

Just under half the respondents answered yes to this question, the most frequently cited tools and services being UStat, followed by 360 Counter, the Ebsco consolidation package and Excel.

Q18) Is there any additional content that you would like to see in JUSP? Please select any of the options below that you would like included in JUSP and rank in priority order where 1st is the highest priority (i.e. if you would just like one of the areas mentioned, just select 1st for that and leave the others blank).

Almost all respondents prioritised additional journal publishers as a first preference, followed by databases and ebooks.
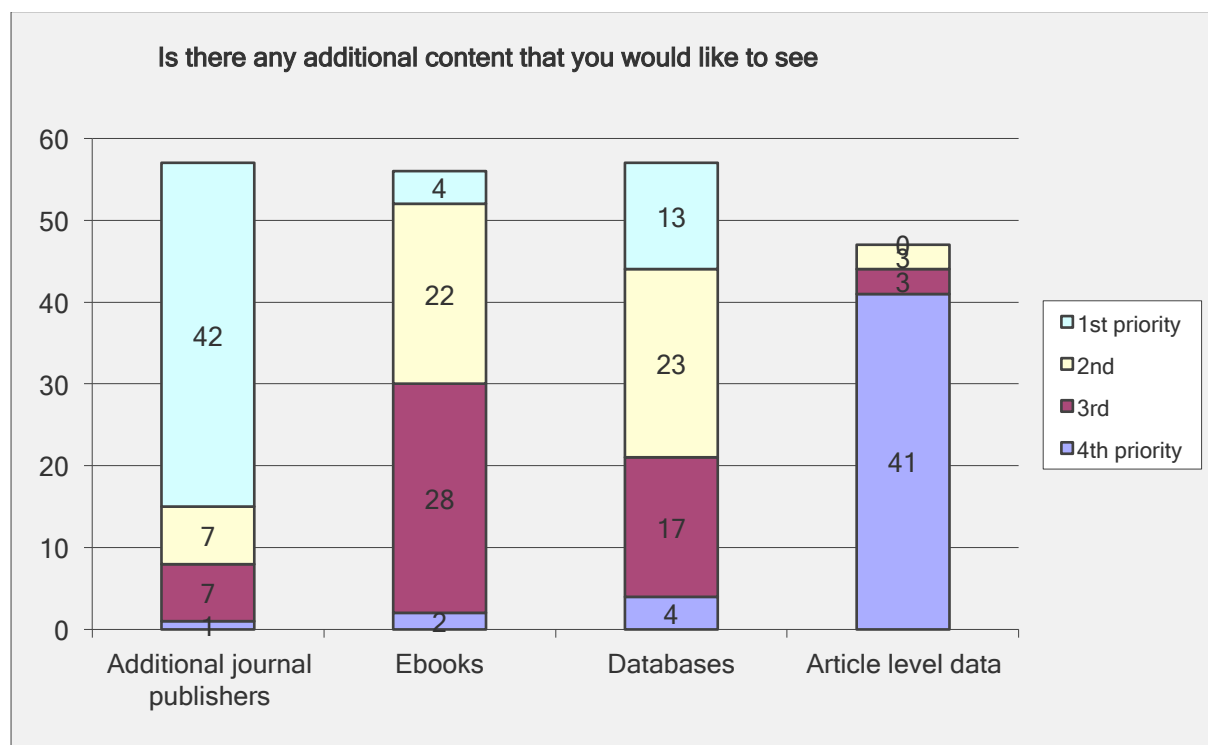
Q19) Are there any other improvements or enhancements you would like to see?

Just under half the respondents gave ideas for improvements or enhancements. As well as general requests for more publishers, addition of cost data etc, there were a number of specific requests that are now being analysed. Those who had answered no often explained that they did not yet have sufficient experience of JUSP to comment. One explained the answer as follows:

I've answered 'no' simply because JUSP staff are improving JUSP all the time anyway, and they're also very responsive to any suggestions that are made at meetings, etc. It's difficult to think of anything which hasn't been already thought of - but if I do, I'll know that it will be taken on board (if it's a useful and achievable idea)

Q20) What do you consider to be the best thing(s) about JUSP? Please tell us below and provide a reason for your response.

53 respondents answered this question. A large range of JUSP features were mentioned, The general view is summed up in this response:

It's fantastic to see so many publishers joining as that means fewer separate sites to visit for statistics. The variety of reports we can create now is also a bonus. We're also grateful for the email contact and that there's a very reliable, accessible team collecting and managing everyone's statistics.

Q21) If you have any additional comments about JUSP please indicate them below

There were 22 comments here, some of detail, with the following general comments being typical:

GREAT Service! 5 stars

One of the best tools to have come out of JISC.

The help desk team are very quick to respond and are very supportive/patient

Its responsiveness to community need and the speed at which ideas are implemented