



# Ease of use and functionality

## Use case

A service needs to be user friendly, easy to use and to produce outputs in a way that suits its users. Library staff want to be able to quickly and easily access usage data in a usable format without the complexity of navigating around different interfaces. A service also needs to develop to meet changing user needs.

### How can JUSP help?

JUSP has been developed with users in mind and bases its continuing development and enhancement on ongoing user feedback and community engagement. As a result the JUSP service is considered easy to use and a valuable asset in managing electronic collections.

Users like the consistent way reports from many different publishers can be accessed easily through a single interface. Not only does JUSP offer quick and easy access to standard reports, but also presents data in a number of ways to meet a wide range of needs. The reports are also flexible, offering options to view any chosen time period as well as pre-set periods such as a calendar and academic year.

The reports can be sorted simply by clicking on the column headings. All reports can also be downloaded in CSV format with one click, enabling further analysis to be carried out in other applications. JUSP also provides a SUSHI server which enables libraries to automate the gathering of COUNTER reports into their own systems.

Data visualisations are also available to give greater clarity and further insight.

### What do JUSP institutions say?

“Easy to use – is good to be able to export to spreadsheet, is good to be able to set dates (e.g. academic year).”

**Leicester University**

“We use it to get the usage statistics for all publishers in JUSP – it’s really useful to be able to get them all from one place..... The top 5 titles are useful to have, and it’s particularly good to have the charts and graphs to instantly see useful data about our usage. The raw data is valuable but it’s sometimes difficult to see what that really means whereas having the charts makes it instantly clear..... We also find it much easier now to look at trends – having standardised data across the time periods has really helped here.”

**Birkbeck, University of London**

“We find it useful to be able to select the dates that you want to run a report for rather than having to use a set time period. We also find it useful to be able to run reports for the most recent 12 months. Previously this was tricky to do as publishers only gave general reports and we had to manually adjust this if we wanted a specific time period.”

**University of Warwick**

