



IRUS-UK

IRUS-UK Community Survey Report

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<http://irus.mimas.ac.uk>

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EXECUTIVE SUMMARY

The IRUS-UK Community Survey was created using SurveyMonkey and distributed to all IRUS-UK contacts from 25th January to March 6th 2017. A total of 54 responses were received, representing 44 different IRUS-UK institutions. The key findings of the survey are as follows:

Respondents use repository statistics from IRUS-UK for the following purposes:

- Identifying trends and patterns in usage (57%)
- Regular reporting to management (52%)
- Benchmarking (33%)
- To provide evidence related to the impact of institutional outputs (e.g. for REF) (31%)
- Identifying trends and patterns in deposit (24%)
- For your SCOUNL return (22%)

Other uses included raising awareness, checking records, tweeting about statistics and advocacy with researchers.

When asked how useful do you find the types of reports in IRUS-UK, respondents rated the reports in order of most usefulness. The % figure shown in brackets represents the percentage of respondents that rated a report as 'very useful'.

- | | |
|----------------------------------|-------|
| • Repository statistics | (57%) |
| • Item report 1 | (45%) |
| • Summary of all data in IRUS-UK | (36%) |
| • Item Report 2 | (33%) |
| • Repository Report 1 | (29%) |
| • Article Report 4 | (29%) |
| • ETD Report 1 | (24%) |
| • Journal Report 1 | (23%) |
| • Item Type statistics | (21%) |
| • DOI Duplicates Report | (21%) |
| • Book Report 1 | (17%) |
| • DOI statistics | (15%) |
| • Search | (15%) |
| • Book Report 2 | (15%) |
| • Article DOI statistics | (13%) |
| • Ingest statistics | (13%) |
| • Platform statistics | (6%) |
| • Country statistics | (4%) |

IRUS-UK provides value in the following ways:

- Improving statistical reporting (for 84% of respondents)
- Saving time collecting statistics (for 67% of respondents)
- Enabling reporting previously unable to do (for 67% of respondents)
- Increasing knowledge to support better decision making (for 53% of respondents)
- Saving money (for 16% of respondents)
- Enhancing productivity (for 16% of respondents)

Additional ways respondents reported IRUS-UK adds value included providing reliable and accurate COUNTER-compliant statistics, help with reporting and benchmarking and comparing data.

When asked if IRUS-UK saves staff time, 36 respondents left a response indicating that it did save time and the responses are shown below:

- Less than 1/2 working day per month for 14 respondents
- 1/2 to 1 working day per month for 13 respondents
- 1-2 working days per month for six respondents
- 2-3 working days per month for one respondent
- More than 3 working days per month for one respondent

When asked to consider the best thing about IRUS-UK, responses fell into five broad categories:

- Reliable/authoritative statistics
- Reporting
- Easy to use/access
- Comparing data
- Features of IRUS-UK

85% of respondents (42) explicitly stated that the data provided by IRUS-UK was fit-for-purpose.

54% of respondents (26) reported they faced challenges in the collection and use of repository statistics. Respondents reported challenges with data, statistics, time, and data between different repositories.

23% of respondents (11) had experienced barriers or challenges to using IRUS-UK highlighting issues with reports, time, authentication and integration with other repositories.

When asked 'what would help you get the most value from IRUS-UK?' 23 respondents responded. Included in the responses was a wish to have more resources to show how others are using IRUS-UK including case studies.

77% of respondents (34) felt there were no improvements or enhancements they would like to see made to the IRUS-UK user interface. 23% of respondents (10) referred to enhancements. This included enhanced visualisation of data as well as other specific comments.

89% of respondents (41) felt the current functionality provided in IRUS-UK is clear to understand.

When asked 'what, if any, specific functionality would you like to see in IRUS-UK?' 15 respondents left a response and enhanced visualisation of the data was a topic mentioned by a few respondents.

When asked which forms of guidance and support would be most useful:

- Text based guides and tip sheets (average score 6.32 out of 8)
- Use cases to demonstrate what can be done with IRUS-UK data (6.12 out of 8)
- Case studies of how other institutions use IRUS-UK (5.86 out of 8)
- Screen casts – bite sized demos (5.33 out of 8)
- Webinars (4.74 out of 8)
- Expanded FAQs (4.29 out of 8)
- Events and workshops (3.41 out of 8)

Most respondents were 'very' or 'fairly satisfied' with IRUS-UK (three respondents were 'neither satisfied nor dissatisfied').

When asked if they would recommend Jisc to a colleague or peer based on their understanding of IRUS-UK, 29% of respondents (13) said they would be extremely likely (giving the top rating of 10). The average score on this question was 8.4 out of 10.

1. INTRODUCTION

IRUS-UK (Institutional Repository Usage Statistics UK) is a Jisc-funded national aggregation service, which provides COUNTER-compliant usage statistics for all content downloaded from participating UK institutional repositories (IRs).

IRUS-UK is driven by community needs. This report presents the findings from the 2017 annual IRUS-UK Community Survey. Its intention is to understand how participants engage and use IRUS-UK and collate feedback which can potentially be fed into future development plans.

2. METHODOLOGY

Evidence Base designed the IRUS-UK annual survey in consultation with other partners in the IRUS-UK team. The questions included a variety of different style of questions (both open and closed) aimed to support service evaluation and ongoing user feedback. Most questions were optional. The survey covered the following key areas:

- Use of repository statistics
- Value of IRUS-UK
- Challenges and barriers
- Functionality
- Guidance and support
- Overall satisfaction
- Other comments and follow up

After creating and testing the survey using SurveyMonkey, it was distributed to all IRUS-UK participating institutions, and promoted via other channels such as mailing lists. The survey was open to all but targeted towards current IRUS-UK participating institutions.

The survey was launched on 25th January 2017 and remained open until 6th March 2017.

3. RESPONDENTS

54 survey responses were analysed. These represented 44 individual institutions or organisations. A full list of respondents included in the analysis are included in Appendix 1.

4. FINDINGS

The findings are presented below, ordered by question in the survey.

5. USE OF REPOSITORY STATISTICS

5.1 Use of repository statistics collected from IRUS-UK

Respondents were asked how they use the repository statistics that they collect from IRUS-UK. Respondents could select more than one option for this question. The uses of repository statistics from IRUS-UK in order of popularity were:

- Identifying trends and patterns in usage (31 responses representing 57% of total respondents)
- Regular reporting to management (28 responses representing 52% of total respondents)
- Benchmarking (18 responses representing 33% of total respondents)
- To provide evidence related to the impact of institutional outputs (for example REF) (17 responses representing 31% of total respondents)
- Identifying trends and patterns in deposit (13 responses representing 24% of total respondents)
- For the SCONUL return (12 responses representing 22% of total respondents)

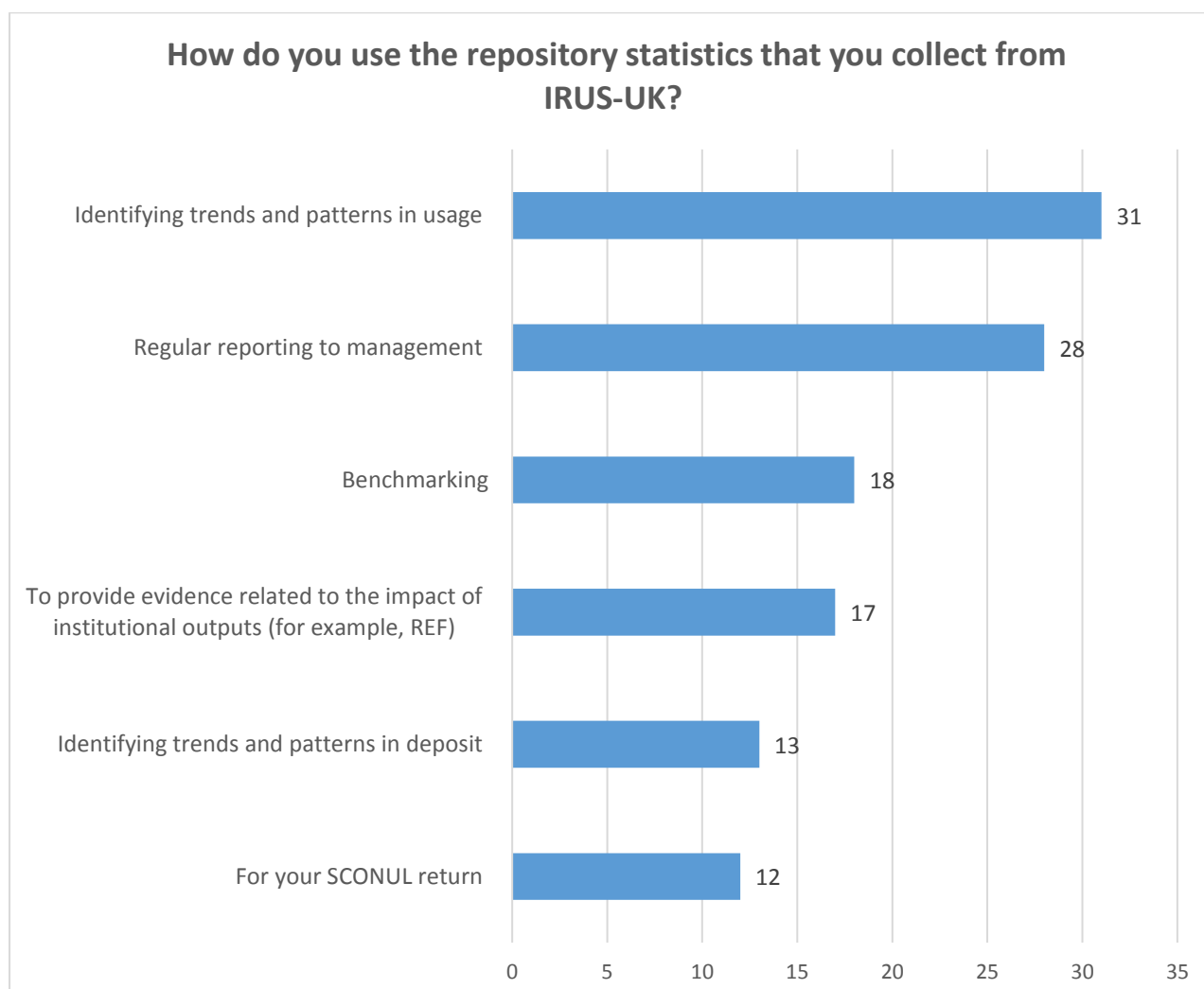


Figure 1: Bar chart to show how repository statistics collected from IRUS-UK are used (n=54)

12 respondents provided other uses for their repository statistics, these included:

- Raising awareness and advertising the service to users
- Checking records
- Contributing to statistics and tweets about statistics
- Advocacy with researchers

5.2 Usefulness of reports found in IRUS-UK

Respondents were asked to rate how useful they found the reports in IRUS-UK. This was on a scale of 'very useful' to 'of no use'. 52 people responded to this question.

When asked how useful do you find the types of reports in IRUS-UK, respondents rated the reports in order of most usefulness. The % figure shown in brackets is the percentage of respondents that rated a particular report as 'very useful'.

- Repository statistics (57%)
- Item report 1 (45%)
- Summary of all data in IRUS-UK (36%)
- Item Report 2 (33%)
- Repository Report 1 (29%)
- Article Report 4 (29%)
- ETD Report 1 (24%)
- Journal Report 1 (23%)
- Item Type statistics (21%)
- DOI Duplicates Report (21%)
- Book Report 1 (17%)
- DOI statistics (15%)
- Search (15%)
- Book Report 2 (15%)
- Article DOI statistics (13%)
- Ingest statistics (13%)
- Platform statistics (6%)
- Country statistics (4%)¹

10 respondents provided additional comments. Some comments focussed on what reports were used for e.g.:

"It is really the comparative data that is more useful. From the native interface of our repository platform, we can generate a range of statistical reports on our own repository's activity"

"We download IR1 to csv and analyse in Excel to generate various reports on a monthly basis, which means that we make less use of the IRUS reports which are subsets of IR1. These reports are still useful for quick analysis or queries over specific items and to explore other aspects to report on."

¹ The low rating for Platform statistics and Country statistics is unsurprising, due to the survey respondents being from individual HEI's. These reports are of more relevance to national organisations such as Jisc.

“Report used for monthly statistics, posted onto website. Also used for trends in individual items.”

“Only use ETD Report.”

Other comments focussed on aspects that might be improved as well as the desire to use IRUS-UK more e.g.

“After seeing all the different reports here I'm aware that I'm not using IRUS-UK to its full potential.”

“I have only started looking at these again recently & have found them interesting but not quite what I was looking for. What I am interested in at the moment is the number of open access deposits per repository.”

“Search would be more useful if it wasn't so slow!”

6. VALUE OF IRUS-UK

6.1 Value of IRUS-UK to you or your organisation

Respondents were asked if IRUS-UK provided value to them and their organisation. A number of options were presented to respondents about how IRUS-UK might provide value. Respondents could choose more than one response. There were 49 responses to this question, showing that IRUS-UK added value in the following ways:

- Improving statistical reporting (41 responses representing 84% of total respondents)
- Saving time collecting statistics (33 responses representing 67% of total respondents)
- Enabling reporting previously unable to do (33 responses representing 67% of total respondents)
- Increasing knowledge to support better decision making (26 responses representing 53% of total respondents)
- Saving money (8 responses representing 16% of total respondents)
- Enhancing productivity (8 responses representing 16% of total respondents)

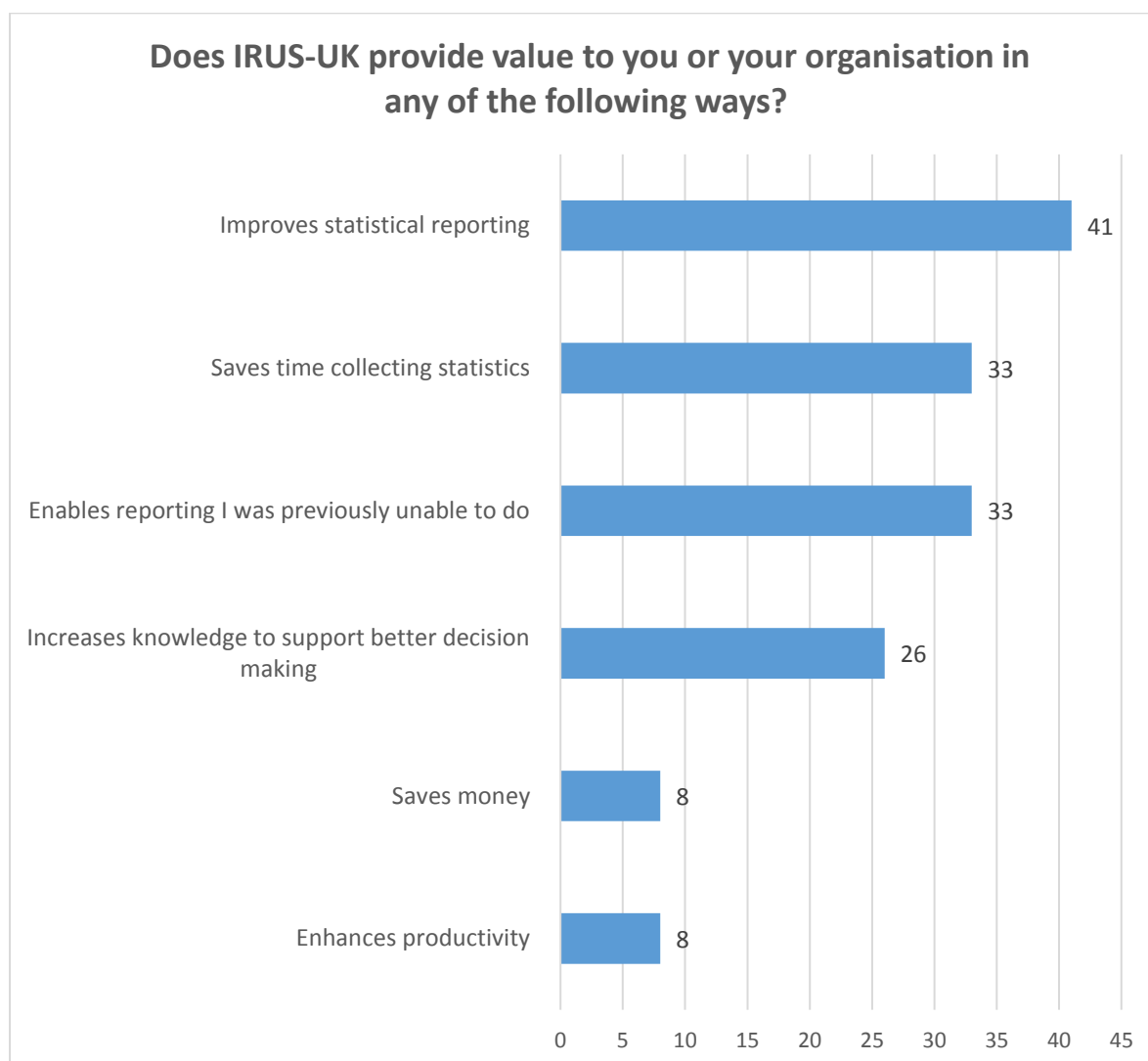


Figure 2: Bar chart to show how IRUS-UK provides value to individuals and their organisations (n=49)

Four respondents provided other ways in which IRUS-UK provides value, including help with advocacy, comparing against other repositories and providing trusted statistics:

“Helps with advocacy, by providing a constant supply of reliable and varied metrics that we can use in formal reports, blogs and tweets”

“Provides a comparison against other repositories”

“Provides standard, trusted statistics that can be used to reflect usage”

6.2 Value IRUS-UK provides

Respondents were asked to explain how IRUS-UK adds value. This question was an open question, which 23 people responded to. The majority of responses fell into five broad categories; reliable, accurate statistics, COUNTER-compliant statistics, benchmarking, reporting and comparing data.

RELIABLE, ACCURATE STATISTICS

“More reliable statistics than the package attached to our repository”

COUNTER COMPLIANT STATISTICS

“We would not be able to implement counter compliant statistics otherwise. We would use our own stats and logs, knowing they are wrong”

“By providing externally verified standard statistics through COUNTER”

ABILITY TO BENCHMARK

“By enabling benchmarking against similar institutions”

“IRUS allows accurate benchmarking between repositories”

REPORTING

“IRUS-UK enables me to acquire accurate downloads statistics quickly and easily, which I can then report back to management”

“Provide accurate stats for reports that I create for GSA committees and senior management.”

COMPARING DATA

“The standardised view of data allows detailed comparison against both internal and external data. Normalised points of comparison against other repositories would otherwise be very difficult (or impossible) to obtain.”

“Provides a comparison against other repositories”

“We have IR Stats on our EPrints repository. IR Stats download count reports give figures that are very different to IRUS stats, I record these, but I use IRUS stats when figures are required as this is a national benchmark (as many repos have IRUS regardless of platform so they should be more comparable).”

6.3 Staff time saved using IRUS-UK

Respondents were asked to indicate if they felt IRUS-UK saved staff time, how much time they felt it saved per month. 46 respondents responded to this question with 35 respondents indicating that they felt IRUS-UK saves staff time. A number of options were presented to respondents. One respondent reported time savings of more than 3 working days per month; one respondent reported time savings of 2-3 working days per month; six respondents reported time savings of 1-2 working days per month; 13 respondents reported time savings of 1/2 to 1 working day per month, and 14 respondents reported time savings of less than 1/2 working day per month. 11 respondents felt IRUS-UK did not save any staff time.

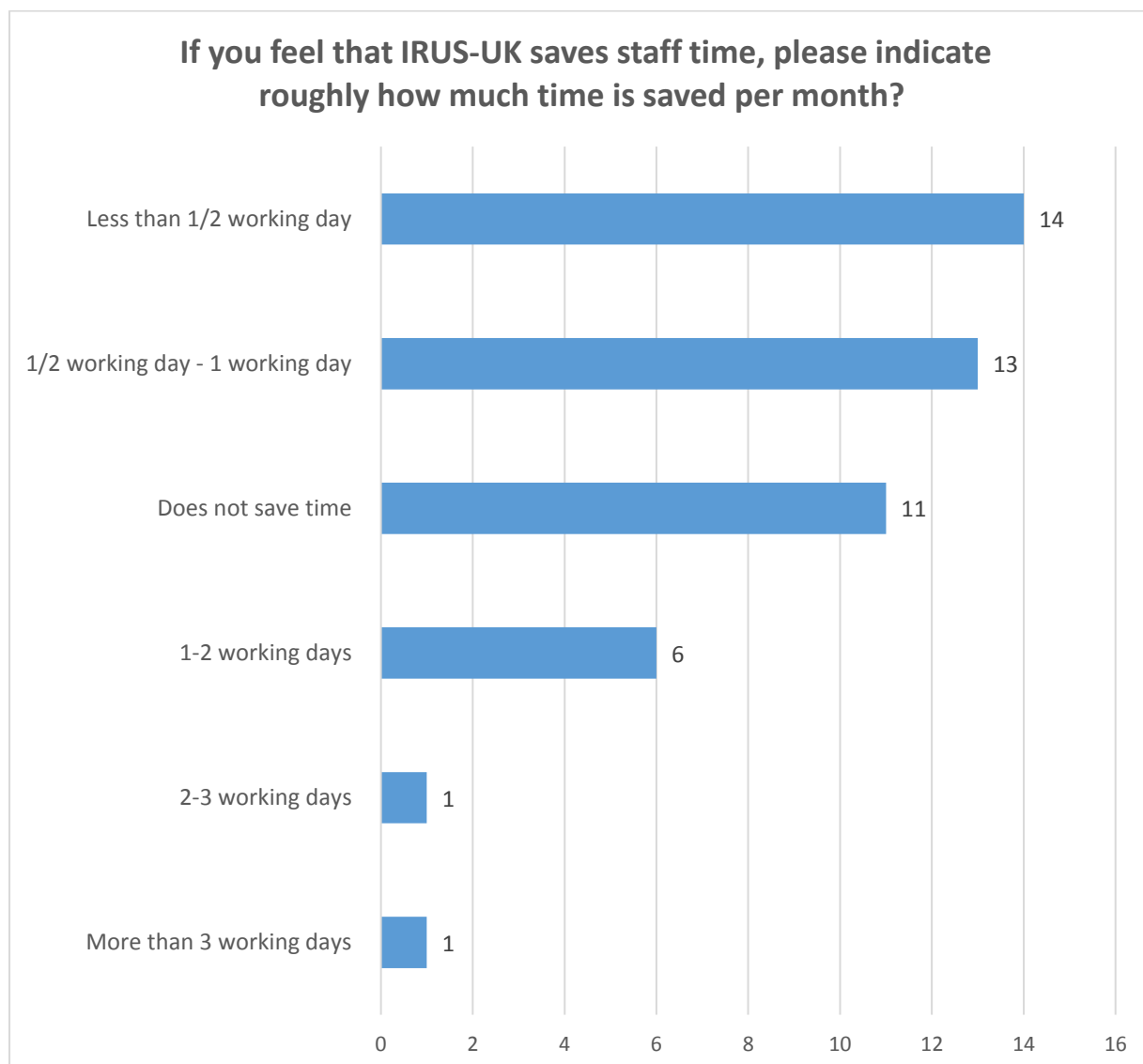


Figure 3: Bar chart to show time saved by using IRUS-UK (n=46)

6.4 Best thing(s) about IRUS-UK

Respondents were asked what they considered to be the best thing(s) about IRUS-UK. This question was an open question, which 32 people responded to. The majority of responses fell into five broad categories: reliable/authoritative statistics; reporting; easy to use/access; comparing data and features of IRUS-UK.

RELIABLE/AUTHORITATIVE STATISTICS

"We can trust your data!"

"It collects and presents a wide range of consistent, reliable data about downloads automatically."

"The use of COUNTER standards, with enhanced filtering, makes the reporting reliable and authoritative"

"The reliability of the statistics"

"Accurate statistics"

"I feel reassured that the statistics are accurate."

"Uses COUNTER so I have confidence in the reliability of the data"

"I also think the fact that the data is counter-compliant is invaluable, as I feel reassured that the statistics are accurate."

REPORTING

"Easy to use reports - these make reports easier to produce and increases my confidence in reporting stats to management"

"It is easy to use and running the reports is quick, this is very helpful when I'm required to send statistics quickly to staff and colleagues."

EASY TO USE/ACCESS

"Easy to access"

"I find the website really easy to use"

"Underlying data is easy to integrate with data from other sources."

COMPARING DATA

"Can easily compare ourselves with other institutions."

"Provides a comparison against other repositories"

"Being comparable with publisher stats is critical"

SPECIFIC FEATURES OF IRUS-UK

"Annual usage figures and downloads by item."

"The Item 1 report because this enables export as .csv"

“The csv download option means that we can maximise use of the data by further analysis e.g. items downloaded more than X times, newcomers this month. IRUS csv downloads can also be combined with other institutional data and presented in a local context e.g. downloads per research division.”

“Single interface to generate multiple useful reports”

Some respondents felt the best thing about IRUS-UK included; archiving stats, community support and integration with data from other sources:

“Archiving our stats”

“Access to the community for support”

“The underlying data is easy to integrate with data from other sources.”

6.5 IRUS-UK data fit-for-purpose

Respondents were asked if the data provided by IRUS-UK was fit-for-purpose. 86% of respondents (42 of 49 respondents to this question) explicitly stated that the data provided by IRUS-UK was fit for purpose, others were unsure.

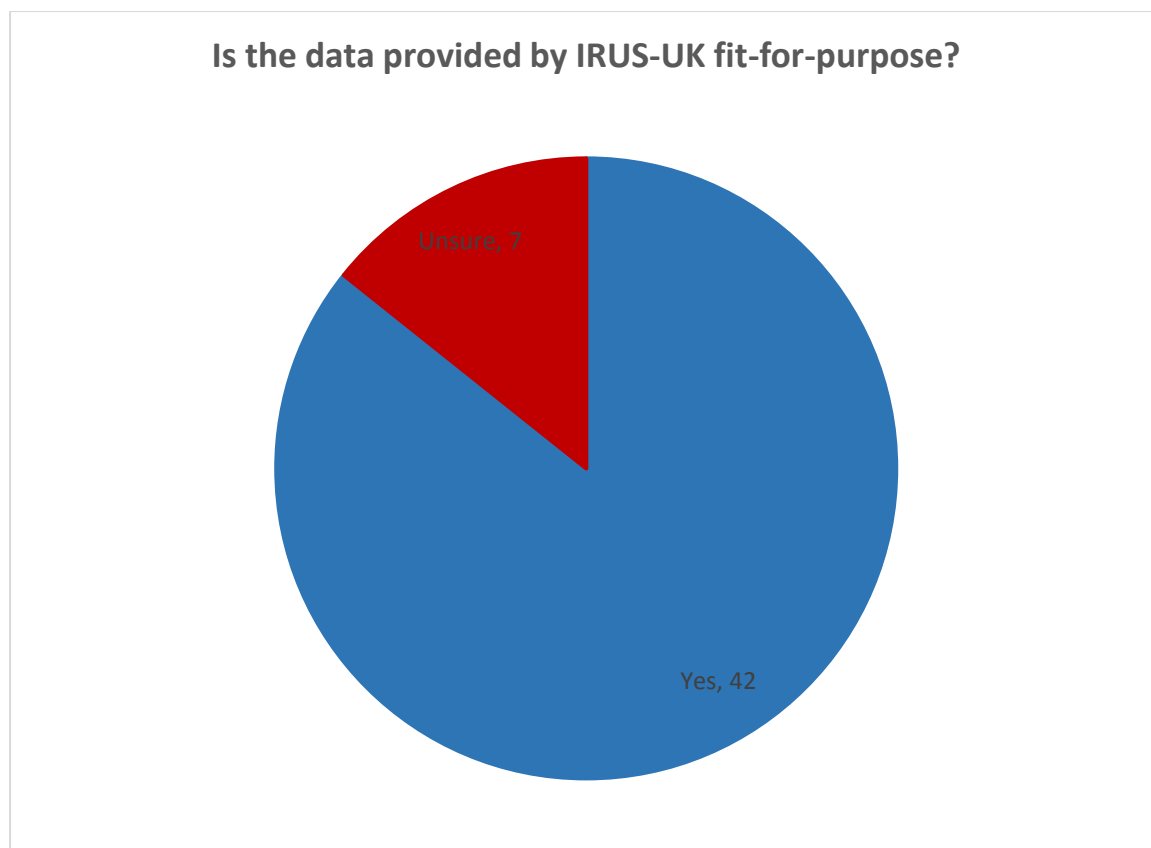


Figure 4: Pie chart to show if the data provided by IRUS-UK is fit-for-purpose (n=49)

12 respondents provided additional comments. These included comments on the data and features respondents would like to see improved or incorporated.

DATA

“The use of standards and filtering makes the data reliable.”

“It is accurate and fulfils the needs we have (checking download statistics for full text items)”

“It is fit for purpose in that it is regular, quick and keeps the historic data. Although my purpose for using the service is limited at the moment, I can see great potential for using the other reports. For example, as we improve the metadata in our repository I will look to IRUS-UK in years to come to assess how effective our metadata work has been. Hopefully, this information will support any future cases we have to continue improving our metadata.”

“The data appears credible and accurate.”

“The data is comprehensive, up-to-date”

FEATURES OF IRUS-UK

“We would like to know what the percentage of open access material is per repository and could not find this answer. Maybe I was looking at the wrong reports. This is because we are looking critically at our deposit rate for compliance with REF and would have liked to compare with other repositories.”

“The number of downloads since joining IRUS-UK is sort of nonsensical given the difference in times that people joined. It would be good to have monthly snapshots taken at the end of each month - or a way to go back in time.”

“By stripping out the bots it gives a more accurate reading of impact”

7. CHALLENGES AND BARRIERS

7.1 Challenges in the collection and use of repository statistics

Respondents were asked if they faced any challenges in the collection and use of repository statistics. 46% of respondents (22 of 48 respondents to this question) reported they had not faced any challenges in the collection and use of repository statistics. 26 respondents reported they had faced challenges.

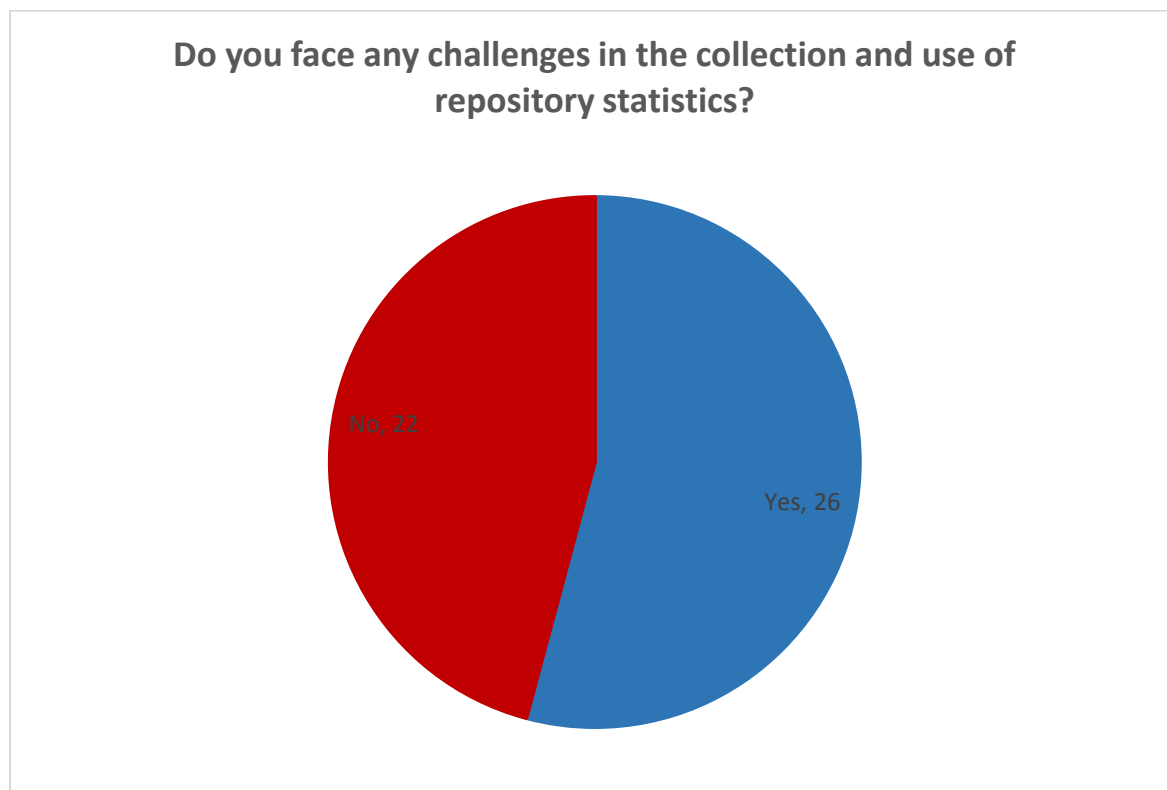


Figure 5: Pie chart to show challenges faced in the collection and use of repository statistics (n=48)

Those respondents who reported they faced challenges in the collection and use of repository statistics explained their reasons. Respondents reported challenges with data, statistics, time, and sharing data between different repositories:

DATA

“Accuracy of internal data is often questioned. Getting the right information in front of the right people in a format that allows them to quickly understand it.”

“Ensuring accurate data when we have both a CRIS and EPrints repository (both containing different data)”

STATISTICS

“Download statistics from our IRSTATS EPrints plugin can sometimes be significantly different to the IRUS-UK statistics (robot use not detected in the plugin) so I have to use a combination of statistics from IRUS -UK and our repository.”

“We need a reputable source of statistics and consistent statistics to present to users/management. This has not always been possible using the statistics available on our repository platform”

"We don't have an easy way of generating statistics for an entire collection with our in-house DSpace stats"

One respondent commented:

*"IRUS figures are consistently lower than our native stats. While I know that's because they're stripping out automated activity, I wonder whether that's too stringent."*²

TIME

"Time constraints - Looked at trying to get the altmetrics report working <http://ukcorr.org/tag/altmetrics/> but I hit problems and haven't had chance to try again"

"Time!"

DATA BETWEEN DIFFERENT REPOSITORIES

"We have a CRIS (Symplectic Elements) and IR (EPrints) and it is hard to reconcile data between the two"

"Ensuring consistency between repository platforms"

"Not all of our systems currently provide stats, so our ability to analyse and compare systems is limited."

Some respondents had suggestions to overcome the challenges they faced:

"Full text statistics in a shared repository."

"It would be good to embed the statistics back in the repository."

"The main internal challenge is splitting out actual users from crawlers, robots and other web traffic that doesn't represent genuine use of the repository."

"We currently do not have a good way to display statistics to end-users, particularly in the example of a single researcher looking to see the statistics for all of their outputs simultaneously."

"Our article publication metadata needs re-configuring to make the most of the way IRUS captures and presents it. We have no local provision other than Google analytics, so IRUS provides a stable record of use."

"Rationalizing stats from different sources"

"Resource to analyse and present for different audiences."

A few other comments from respondents included:

"Vendor issues in terms of new data types, such as datasets."

² It should be noted that IRUS-UK data complies to the COUNTER code of practice. Differences between data from IRUS-UK and other sources may be noted where other sources do not comply with COUNTER. This is explained in the IRUS-UK Frequently Asked Questions (<http://www.irus.mimas.ac.uk/help/faq/>)

One respondent shared an observation but indicated it did not pose a problem:

“Our item types don't always match. Though this doesn't pose a problem currently, it is just an observation.”³

7.2 Barriers or challenges experienced using IRUS-UK

Respondents were asked if they had experienced any barriers or challenges to using IRUS-UK. 77% of respondents (37 of 48 respondents to this question) reported they had not experienced any barriers or challenges to using IRUS-UK.

11 respondents reported they had, highlighting some of the issues including; integration with other repositories, reports, time and authentication issues:

“Time”

“Can you please simplify or clarify the report names.”

“Remembering the detail of each report can be tricky - a quick guide would be helpful.”

“It took a while to get the feed sorted out”

“Not enough time (we aren't resourced as well as most unis) and lack of interest from senior staff”

7.3 Most value from IRUS-UK

Respondents were asked what would help them get the most value from IRUS-UK. 23 respondents provided a response. Some responses simply took the opportunity to express satisfaction with the current service e.g.

“I think the information it provides is excellent so have nothing to suggest here”

“I'm very happy with IRUS-UK and feel that I'm already getting the most value from it - thank you!”

A few respondents suggested providing more resources that could show how others are using IRUS-UK:

“Learning about how others use IRUS - e.g. case studies”

“A short ish vid (20-30mins max) to show use cases and reports”

“More case studies from other institutions on how they have used IRUS-UK”

“Reminders of what the reports do, and how other case studies of how other institutions are using data from IRUS-UK. I found the example available from Imperial College London very useful”.

³ It should be noted that IRUS-UK maps to 25 agreed items types. These item types were agreed upon after extensive research. For more information visit http://www.irus.mimas.ac.uk/help/toolbox/IRUS_item_type_report_v3.3.pdf

Two respondents referred to being able to obtain IRUS-UK data sorted by faculty or subject. As IRUS-UK provides a generic UK wide service based on COUNTER compliant statistics and individual institutions vary in terms of structure, it is not possible to provide that level of granularity although IRUS-UK statistics can be downloaded and combined with other data at a local level to aid this type of analysis.

One respondent commented:

*“If I could get stat reports on individual authors and customize dates of the reports.”*⁴

Some respondents referred to features which already exist within IRUS- UK. Three referred to providing an API⁵

⁴ IRUS-UK has been involved in work to be enhance the ability to identify specific authors through incorporating the The Open Researcher and Contributor IDentifier (ORCID). See: <https://scholarlycommunications.jiscinvolve.org/wp/2016/12/01/irus-uk-and-orcids/>

⁵ IRUS-UK does in fact offer an API which can be embedded at a local level.

8. FUNCTIONALITY

8.1 Improvements or enhancements to the IRUS-UK user interface

Respondents were asked if there were any improvements or enhancements to the IRUS-UK user interface (e.g. layout) they would like to see. 77% of respondents (34 of 44 respondents to this question) felt there were no improvements or enhancements they would like to see made to the IRUS-UK user interface. 10 respondents suggested improvements/enhancements they would like to see. This included enhanced visualisation of data as well as other specific comments:

“Looking forward to visualisations that are already in development.”

“It would be helpful if the statistics reports could have more meaningful names”

“Landing page seems busy with graphs. Could you redo it so that you can have more like ‘what do you want to do?’ links ...e.g. I want to see... I want to compare... I want to produce... and link to the right place to do it?”

“Make it more mobile friendly”

“In addition, could column headings be also provided at the bottom of the HTML views, as on a long screen you can lose track of which column is which.”

“When viewing data onscreen I'd like to be able to freeze the top line.”

“Perhaps present some highlights? Top ten most downloaded across all repositories (or by Jisc band)”

“It would be helpful to generate a quick guide to the differences between the reports, as even after using a few of them for a while I sometimes struggle to remember which one does what.”⁶

⁶ IRUS-UK does provide a quick guide to the reports at: <http://www.irus.mimas.ac.uk/help/available/>

8.2 Clarity of current functionality

Respondents were asked if the current functionality provided in IRUS-UK was clear to understand. 89% of respondents (41 of 46 respondents to this question) felt the current functionality provided was clear to understand. Five respondents felt the functionality was not clear to understand.

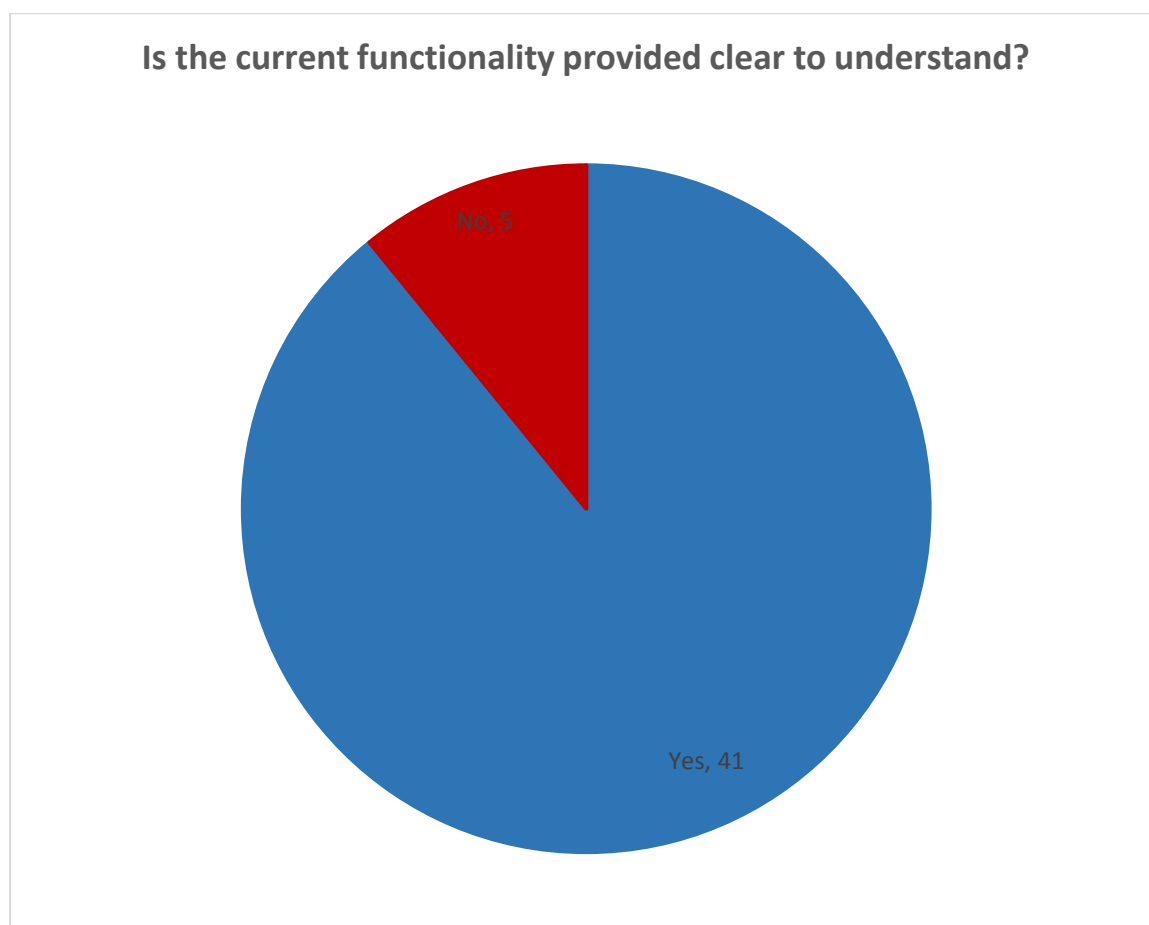


Figure 6: Pie chart to show if the current functionality provided is clear to understand (n=46)

Three respondents provided additional comments:

"It's more a yes and no, if you don't use it regularly, it needs a bit of reading on what one can get from the reports etc., but most of the functionality is explained somewhere."

"There's a lot there, it takes time to work out what you actually need."

"The naming of reports could be clearer i.e. what is book report 1, item report 1 etc. What is their scope or coverage? Maybe better names would help explain this."

8.3 Specific functionality desired in IRUS-UK

Respondents were asked, what, if any specific functionality they would like to see in IRUS-UK. 15 respondents provided a response.

A few respondents were keen on more functionality to visualise data e.g.

“Better visualisation of the data would be useful”

“The ability to visualise static and live data.”

“Ability to display IRUS-UK statistics within our own repository interface”

One respondent commented:

“Integrate the altmetric reporting into IRUS so it can just happen as another report if possible? As I understand it, while I have altmetric scores on individual publications in SGUL's CRIS (Symplectic Elements) we'd need a separate license to have an overall view of altmetrics. A report in IRUS could help bring the altmetric data that is also on individual records in SORA into better focus. Thanks!”⁷

A few comments referred to features that IRUS-UK already provides such as an API and being able to get information about the country from which downloads were made.

⁷ In order to implement this IRUS-UK would need to purchase a specific licence to enable this.

9. GUIDANCE AND SUPPORT

9.1 Forms of guidance and support you would find useful

Respondents were asked to rank the forms of guidance and support provided based on how useful they would find them. This results in scores being given to each option (1 for most useful and 8 for least useful) and an average score being calculated for each form of support and guidance. 48 people responded to this question.

The most popular forms of guidance and support in order of popularity are shown below with the average overall rating for each one:

1. Text based guides and tip sheets (average score 6.32 out of 8)
2. Use cases to demonstrate what can be done with IRUS-UK data (6.12 out of 8)
3. Case studies of how other institutions use IRUS-UK (5.86 out of 8)
4. Screen casts – bite sized demos (5.33 out of 8)
5. Webinars (4.74 out of 8)
6. Expanded FAQs (4.29 out of 8)
7. Events and workshops (3.41 out of 8)

The table below shows how these were calculated, with 1 indicating 'most useful' and 8 indicating 'least useful'.

	1	2	3	4	5	6	7	8	I wouldn't use these	Average score
Text based guides and tip sheets	18	4	6	3	7	2	1	0	4	6.32
Use cases to demonstrate what can be done with IRUS-UK data	7	14	8	5	3	4	0	0	1	6.12
Case studies of how other institutions use IRUS-UK	5	7	13	12	4	1	0	0	1	5.86
Screen casts: bite sized demos	8	8	3	4	5	8	3	0	3	5.33
Webinars	3	3	6	5	14	7	1	0	4	4.74
Expanded FAQs	2	4	8	9	4	4	14	0	1	4.29
Events and workshops	1	3	1	9	2	11	15	0	7	3.41
I would not use any of these forms of support and guidance	0	0	0	1	1	0	2	25	12	1.31

Figure 7: Table showing forms of guidance and support respondents would find useful (n=48)

9.2 Other forms of guidance and support you would find useful

Respondents were asked if there were any other forms of guidance and support that they would find useful. Only one respondent left a suggestion:

“Technical guide (for system developers)”

9.3 Areas in which you would like support with using IRUS-UK

Respondents were asked if there were any other areas in which they would like support with using IRUS-UK. There were no responses from respondents to this question.

10. OVERALL SATISFACTION

10.1 Overall satisfaction with IRUS-UK

Respondents were asked how satisfied or dissatisfied they were with IRUS-UK. 45 respondents provided a response, with 42 respondents indicating they were either very (53%) or fairly (40%) satisfied with IRUS-UK. Three respondents (7%) provided a neither satisfied nor dissatisfied rating.

How satisfied or dissatisfied are you with IRUS-UK?

Answer options	Response Percent	Response Count
Very satisfied	53%	24
Fairly satisfied	40%	18
Neither satisfied nor dissatisfied	7%	3
Fairly dissatisfied	0%	0
Very dissatisfied	0%	0
Don't know	0%	0

Answered question 45

Figure 8: Table showing overall satisfaction with IRUS-UK (n=45)

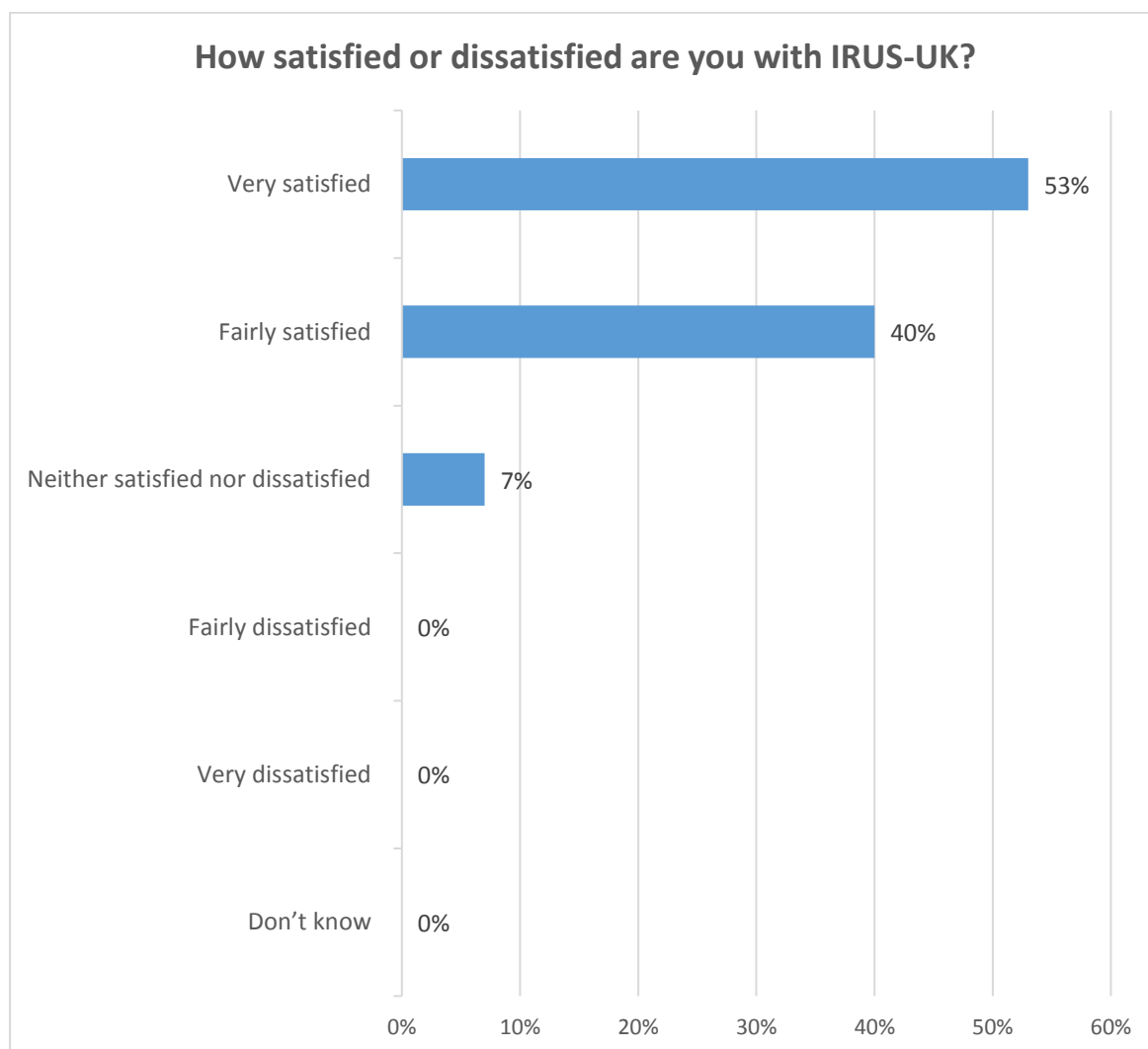


Figure 9: Bar chart to show overall satisfaction with IRUS-UK (n=45)

19 respondents provided additional comments. These included comments about IRUS-UK being: reliable, useful, and easy to use; allowing benchmarking; and providing comprehensive data and good support.

"I receive stats information that I cannot get from anywhere else and it allows benchmarking which is particularly useful"

"Easy to use and clear explanations in the report descriptions, FAQs, case studies etc."

"It does what it says on the tin"

"A good service. I need to do work at our end to make it work better by refining the OAI feed."

"An excellent service, very responsive to community feedback"

"Comprehensive data, provided automatically. Good use cases. Team is responsive to queries. Service has good availability (i.e. rarely down)"

"It is reliable and community driven and serves as a good reminder of the fact we should be doing more with our stats."

"IRUS-UK has allowed us to get the data we need very quickly without the need to export and analyse our own metrics and then try to find those of other organisations."

"IRUS is easy to use, provides reliable data for decision making and statistical analysis, and aids impact assessment."

"Up to now the data within IRUS-UK has enabled me to produce reports for senior management to show them what they want to know."

"Provides useful data and has expanded to be more useful with reports on theses and books etc."

"Have always found useful information and received good support."

"I can get what I need, when I need it. After completing this survey I'm aware there is probably a lot more that I'm not yet using!"

"Good service and good support."

A few respondents reported they had not used IRUS-UK yet or as often as they would like:

"Too early days still with our repository to say."

"It's useful, I just don't use it often enough to be able to provide detailed feedback"

"More on my part - I'm not using IRUS to its fullest extent yet"

10.2 Likelihood of recommending Jisc to a colleague or peer

Based on their understanding of IRUS-UK, 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. There were 45 responses to this question with all respondents providing a rating of 5 or over, 29% of respondents provided a rating of 10.

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	4%	2
6	7%	3
7	16%	7
8	22%	10
9	22%	10
10 (extremely likely)	29%	13

Answered question 45

Figure 10: Table showing the likelihood of recommending JISC to a colleague or peer (n=45)

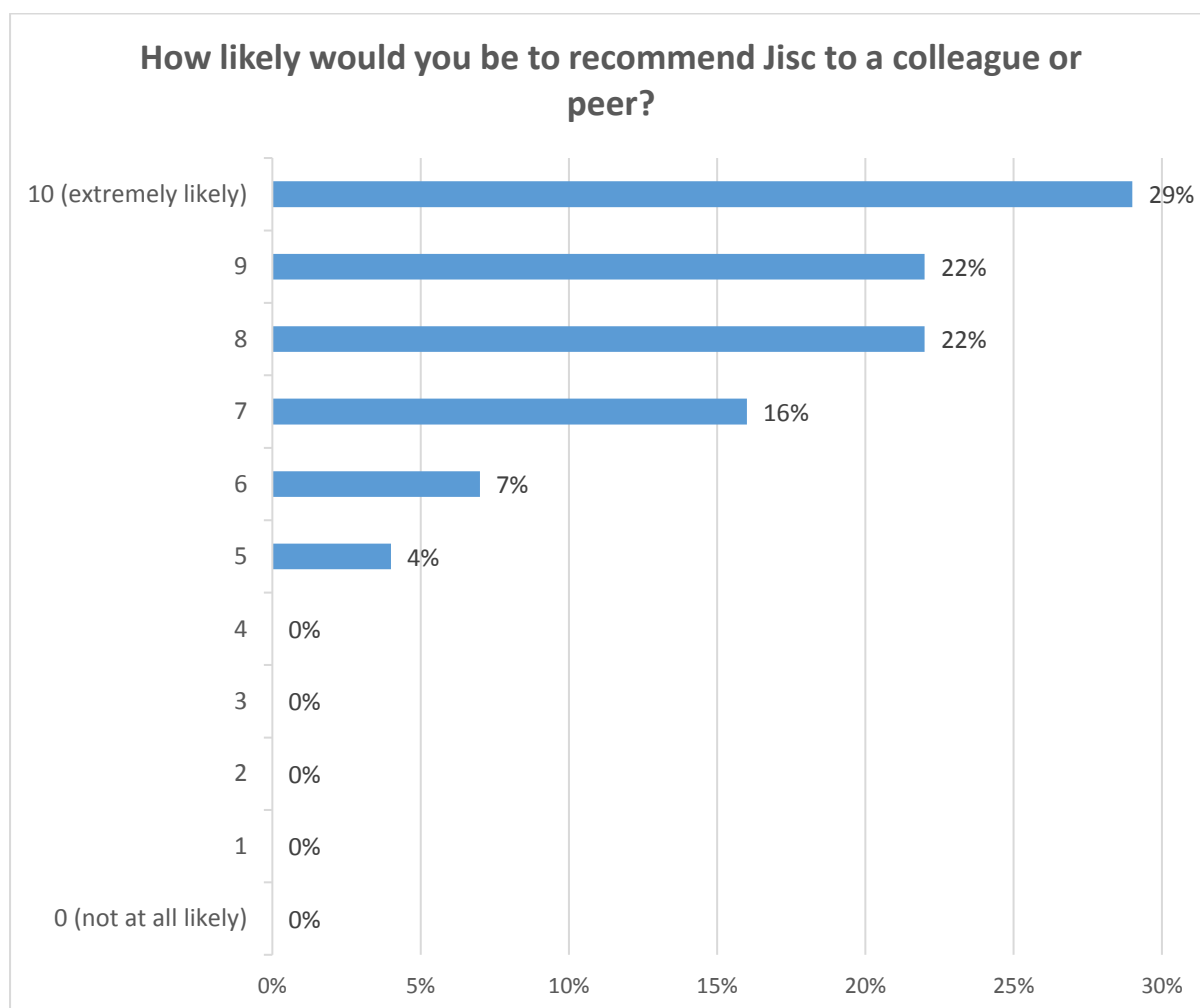


Figure 11: Bar chart to show the likelihood of recommending JISC to a colleague or peer (n=45)

11. OTHER COMMENTS AND FOLLOW UP

11.1 Additional comments, feedback or suggestions

Respondents were asked if they had any additional comments, feedback or suggestions. Three respondents left comments:

“The level of granularity and the availability of charts, reached through clicking links in the HTML reports, are not obvious from the report descriptions. This means the full potential of the reports isn’t obvious. I am always surprised, when I have time to explore, how much information there is in IRUS.”

“Please make this annual survey shorter!”

“How will IRUS-UK and IRUSdata link?”

12. CONCLUSION

As in 2016, the 2017 survey has again been a very useful exercise in understanding more about IRUS-UK users, including the use and value of IRUS-UK, usability, guidance/support, barriers and challenges and overall satisfaction.

The data from the survey will be used to feed into future development plans for IRUS-UK. For all open questions where responses included suggestions for improvement, they will be considered by the IRUS-UK team. All new suggestions will be added to the wish list, which is reviewed on a quarterly basis.

Respondents were asked to leave their details if they wished for a member of the IRUS-UK team to contact them to follow up any of their responses. These will be followed up.

Appendix 1: Institutions responding to the survey

Abertay University
Aberystwyth University
Birkbeck College
Bournemouth University
Buckinghamshire New University
De Montfort University
Falmouth University
Imperial College London
Lancaster University
Leeds Beckett University
Liverpool School of Tropical Medicine
London Metropolitan University
London South Bank University
Loughborough University
Northumbria University
Nottingham Trent University
Plymouth University
Queen Margaret University
Robert Gordon University
Royal College of Music
St George's, University of London
The Glasgow School of Art
University of Bedfordshire
University of Birmingham
University of Bradford
University of Cambridge
University of Central Lancashire
University of Chichester
University of Derby
University of Dundee
University of Edinburgh
University of Hull
University of Leeds
University of Oxford
University of Reading
University of Sheffield
University of St Andrews
University of Strathclyde
University of Surrey
University of Sussex
University of the West of England
University of West London
University of Wolverhampton
University of Worcester