



# **IRUS Community Survey findings, 2019**

# 5 key takeaways

- 1. IRUS-UK is mostly used for internal reporting, advocacy/promotion, and monitoring institutional trends.** Access to quality assured data, including COUNTER conformant statistics and open data, is highly valued, with respondents highlighting the importance of access to UK-wide statistics for advocacy and benchmarking.
- 2. Users are very satisfied with the service,** with 88% being very or fairly satisfied. When asked how likely they would be to recommend IRUS-UK to a peer or colleague, 60% selected 9 or 10 (extremely likely) on the scale.
- 3. The service is perceived as easy to use,** with respondents praising the quick and easy access to data and analysis. 83% agree that IRUS-UK is as easy to use as they would expect it to be.
- 4. Responses support IRUS-UK's status as a community driven service,** with 83% agreeing that they have sufficient opportunity to suggest ideas for future development. Comments also highlight the responsiveness of the team.
- 5. However, responses to recent service developments are mixed.** 62% find the data visualisations useful, while only 45% find the widget useful. However, it is important to highlight that a large number of respondents indicated they had not yet used these developments and the widget had only recently been introduced.

# Background and Introduction

# Background and sample

## Background

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

In July/August 2019, we asked the IRUS-UK community to tell us about their experience of the service, and to suggest ways we can improve. The survey is run annually as part of our engagement with participating institutions, and the previous report is available here:

[IRUS-UK Community Survey Report March 2018](#)

## Objectives

- Explore how the service is being used
- Understand overall service satisfaction
- Understand what is working well about the service and what could be improved



**40** responses

(2018 n=52)

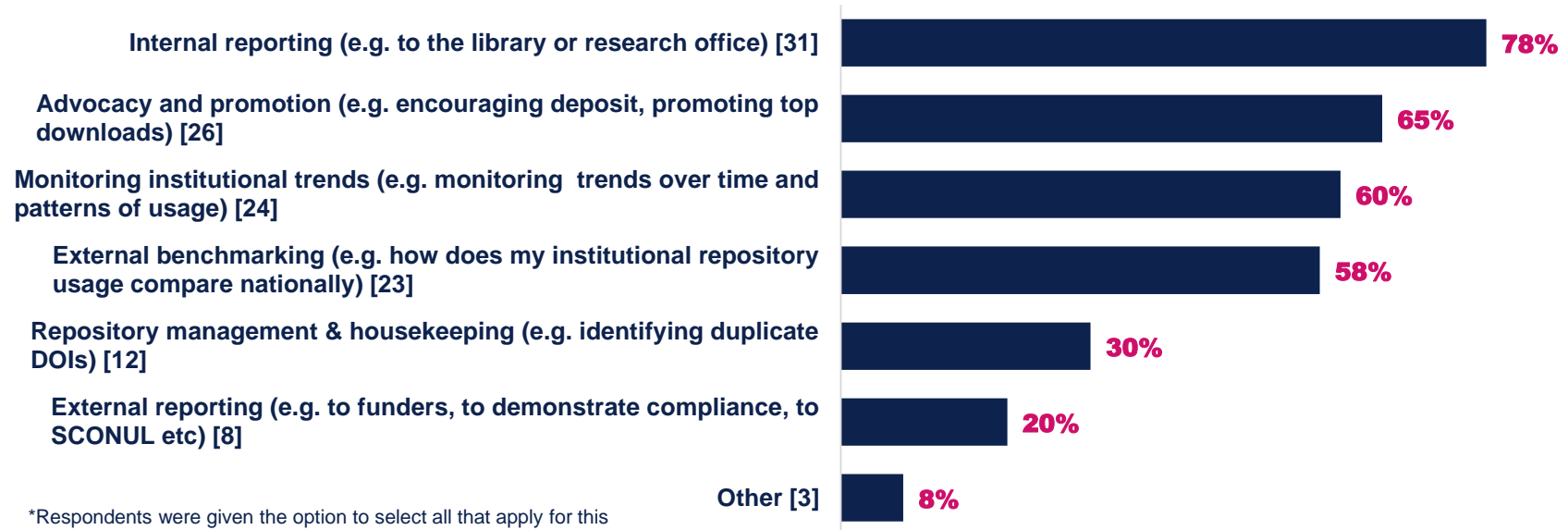
We received 40 responses, which represents a decrease of 27% on the 2018 response rate. There could be two reasons for this:

- The 2018 survey was distributed in January – March, which is a quieter period in the sector, with fewer staff on annual leave.
- Previously, the survey has offered an incentive of entry into a prize draw to encourage participation. This was not offered this year.
- The survey was conducted by the Jisc Insight team.
- Slides 20-22 include feedback from the IRUS-UK team.

# Use of IRUS-UK

# Most popular uses of IRUS-UK

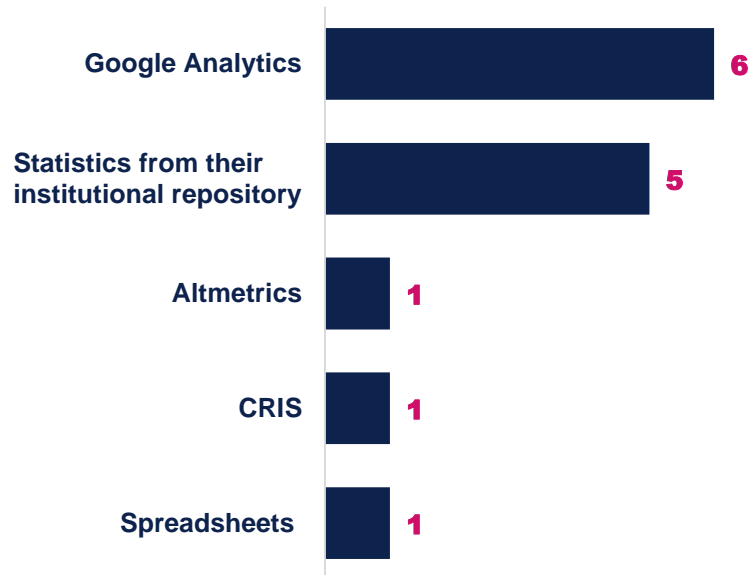
The IRUS-UK community mostly use the service for internal reporting, advocacy and promotion, and monitoring institutional trends. Those who selected other indicated that they don't use the service frequently at present.



\*Respondents were given the option to select all that apply for this question. Figures shown are % of the base number of respondents.

# Other services used

**Google Analytics and statistics direct from institutional repositories are the two services that are most used alongside IRUS-UK** to collect, monitor and share repository statistics. These other services are largely used to provide a more complete picture, to complement the statistics from IRUS-UK, and to drill down into areas such as access by country, faculty, and different groups.



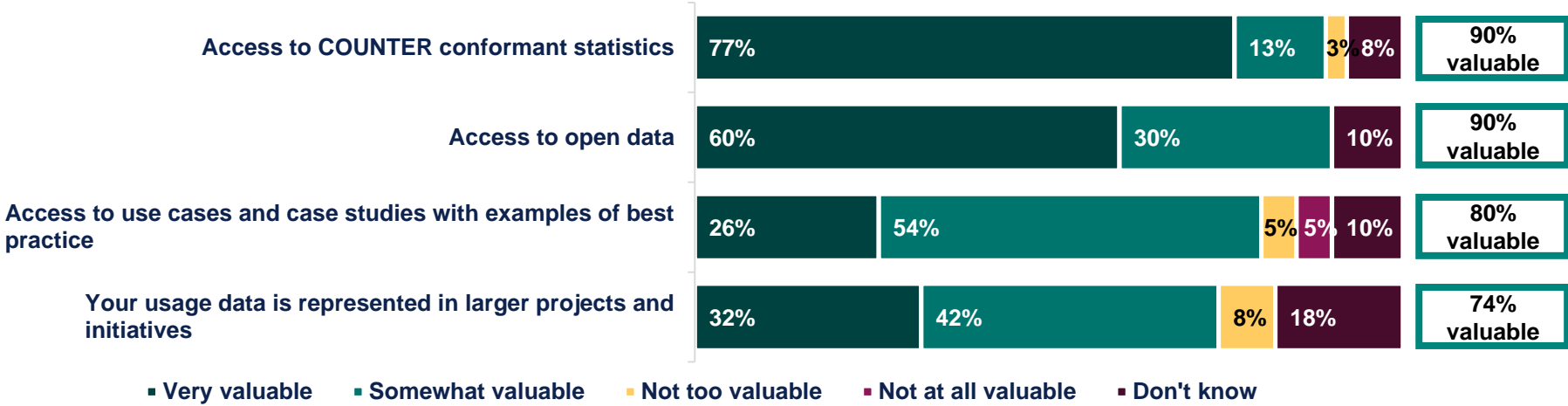
*The Eprints plugin allows statistics to be broken down by Academic units -- faculties, departments, research groups etc. This is really useful functionality which I don't believe we can currently get through IRUS-UK.*

# Value of IRUS-UK



# Value of IRUS-UK

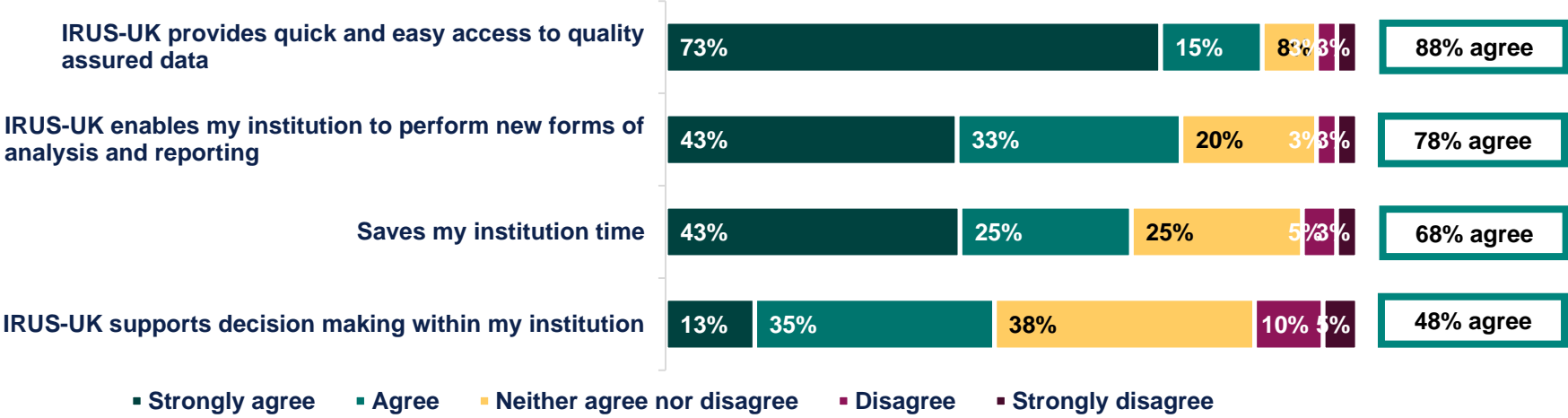
Data are most beneficial to this group, with both access to COUNTER conformant statistics and open data rated highest at 90% very or somewhat valuable. This echoes the findings of the 2018 survey, where reliable and accurate statistics was chosen as the most valuable aspect of the service.



9 Q4a-d: Thinking about the following aspects of IRUS-UK, how valuable are each of the following to you?

# Value of IRUS-UK

**88% agree that IRUS-UK provides quick and easy access to quality assured data and 78% indicate that the service helps them perform new forms of analysis and reporting.** However, fewer respondents agree that the service saves them time or supports decision making, supporting earlier findings that the service is used primarily for monitoring and reporting rather than informing strategic decision making. **Comments on the value of IRUS-UK support the importance of access to UK-wide statistics for advocacy and benchmarking.**



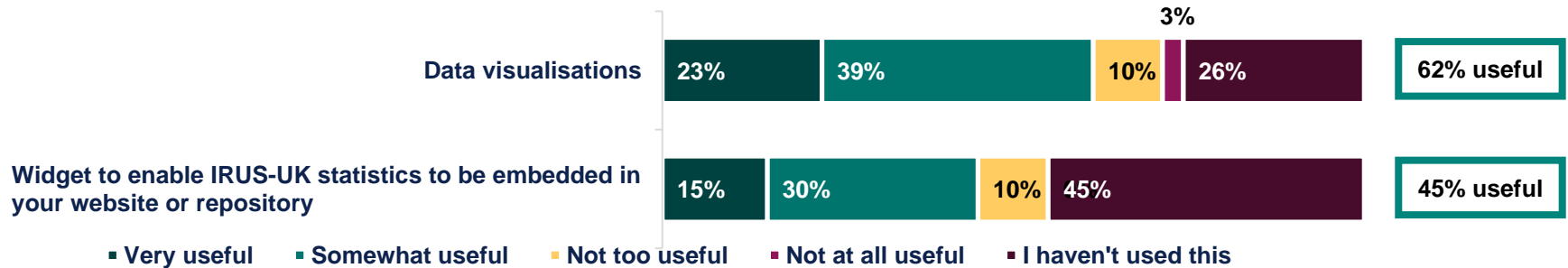
<sup>10</sup> Q5a-d: Thinking about the following aspects of IRUS-UK, how far do you agree with the following statements?

# **IRUS-UK developments**

# IRUS-UK developments

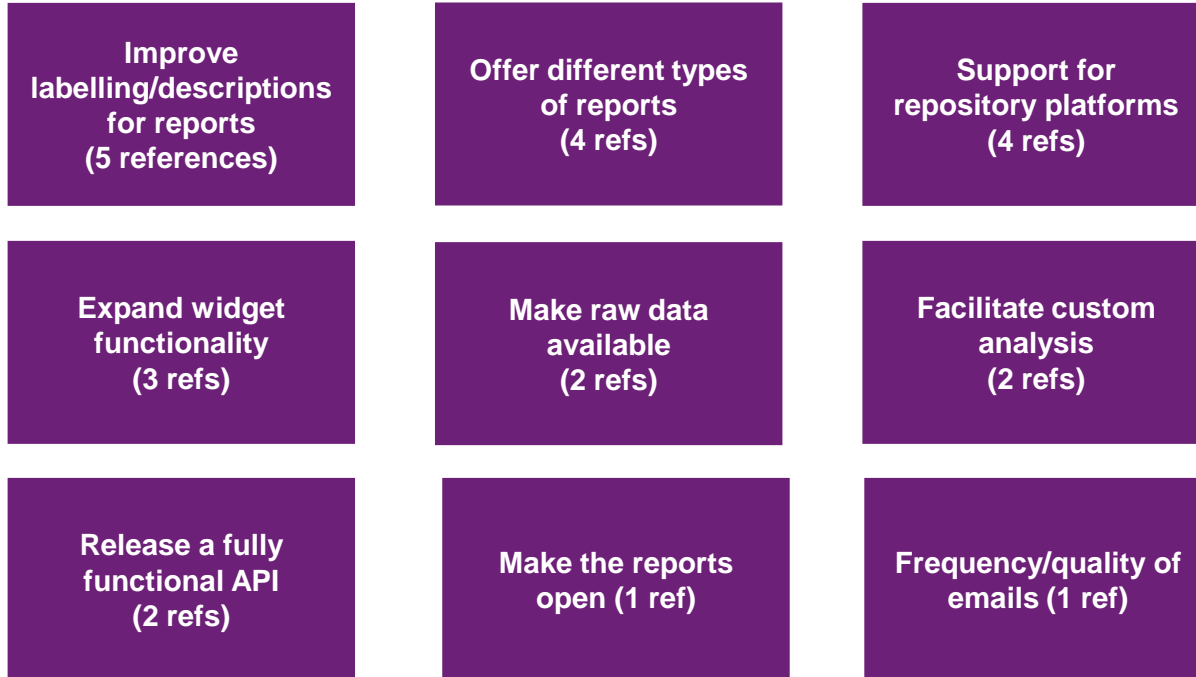
The majority (76%) agree that they have sufficient opportunity to suggest ideas for future development, which supports IRUS-UK's status as a community led service. Only one respondent disagreed with this statement.

Responses to new service developments are mixed. 62% find the data visualisations useful, while only 45% find the widget useful. However, a large number of respondents indicated they had not used these developments. While 45% found the widget useful, an equal number had not used it at all. This could be explained by the fact that the widget had only been released weeks before the data collection.



# What would improve your experience of IRUS-UK?

A number of suggestions for improvements were made. The following summarises responses to open-ended questions across the survey.



# **Overall experience of IRUS-UK**

# Satisfaction with IRUS-UK

Users of IRUS-UK are happy with the service, with 88% selecting very or fairly satisfied. Only one respondent indicated dissatisfaction, while four were neutral.

17 respondents provided comments. **Ease of use and the responsive nature of the service team are driving satisfaction**, with users valuing quick and easy access to data and analysis.



*Very reliable service, responsive and very willing to take input into account to develop new tools.*

# Likelihood to recommend

When we asked users how likely they would be to recommend IRUS-UK to a peer or colleague\*, the highest number of respondents (35%, 14) selected 10, extremely likely, on the scale.



\*This question can be used to calculate a Net Promotor Score. However, a statistically significant respondent base for NPS should be over 100, therefore an NPS score has not been calculated for this survey.



# Ease of use

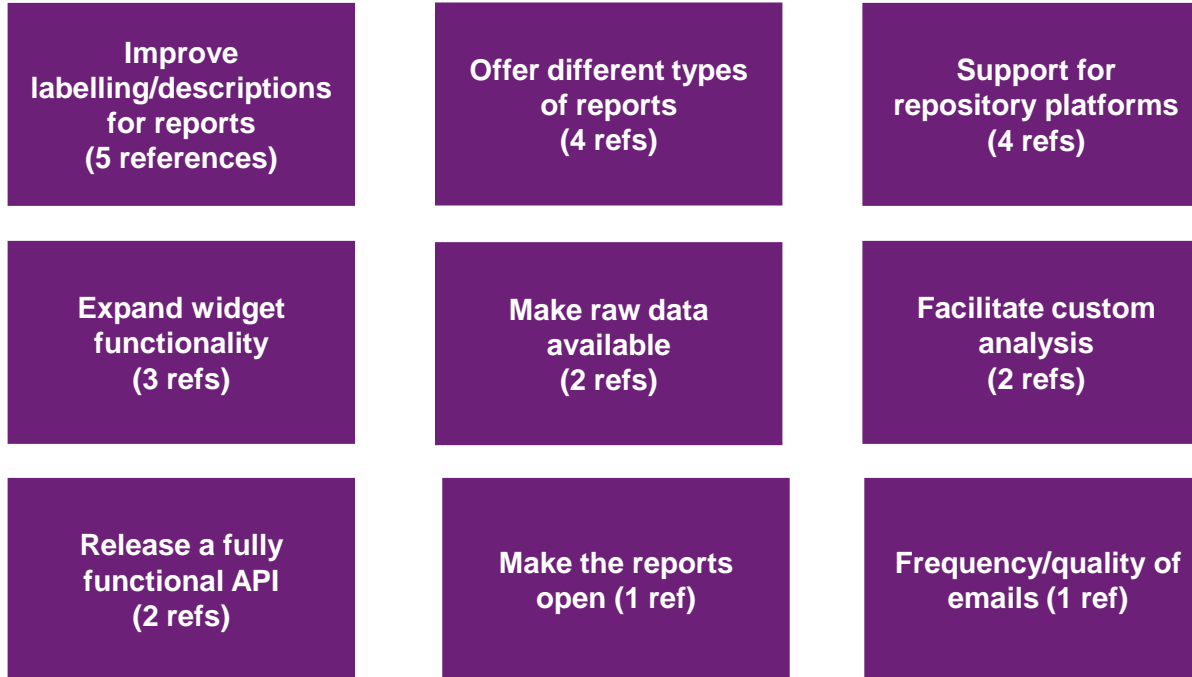
**83% agree that IRUS-UK is as easy to use as they would expect it to be.** Again, comments praise the intuitive interface, and respondents offer a number of improvements, which are outlined in slide 14.



# **IRUS Community Survey 2019: responses to feedback from IRUS-UK**

# What would improve your experience of IRUS-UK?

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## Improve labelling / description of reports

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### Commentary

- Report naming and corresponding descriptions aren't considered intuitive or user-friendly and sometimes difficult to decipher.
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### Actions

- The report description page <https://irus.jisc.ac.uk/support/statsreports/> is to be revised and reorganized to describe the types of reports available in IRUS and the function they serve.
- Optimal approaches to navigating the IRUS portal and reports will be defined in consultation with the community and reflected in a revised interface and navigation that will be available with delivery of the new COUNTER R5 service from 2020.

## Offer different types of reports

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### Commentary

- Respondents expressed ideas for new reports and features, whether that involved different types of reports such as researcher focused analytics, or quick and easy, at a glance access to headline stats.
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### Actions

- A review of existing report functionality is currently underway with the aim of streamlining the existing set of core reports whilst offering greater flexibility to customise according to individual requirements.
- User research to identify key requirements in the context of a developing service that will include support for R5 and research data. There were some interesting suggestions for different types of reports that will be explored further as part of development work.
- Data visualisations, a more recent addition to IRUS will be expanded as part of the developing Release 5 service. Our intention is to provide additional options to generate and view visualisations.

## Support for repository platforms

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### Commentary

- One person highlighted the value of continuity in stats provision when moving from one IR platform to another.
  - Users want IRUS to continue to integrate with Pure portal.
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### Actions

- Work is already in place to consolidate usage statistics where an institution moves from one IR platform to another. Although previously conducted on an ad hoc basis, there are plans to formalise this work. Previously 2 IR instances would have been available. Going forward an institution will see a merged view of their data, as well as be able to view usage for the two platforms separately.
- Regarding Pure, IRUS is system agnostic and integrates with a variety of IR platforms. However, platform providers generally need to prioritise and support IRUS tracker implementation where this isn't managed at a local level as is the situation with Pure. As such, Pure are aware of the requirement to support IRUS and COUNTER R5 but it is incumbent on them to undertake this work and not IRUS. We recommend that Pure users lobby for support through their user group.

## Expand widget functionality

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### Commentary

- Several people commented on the value of the existing summary level widget but indicated that an item summary widget would be particularly welcome.

### Actions

- Development of an item level widget is underway.
- This will be delivered as part of the COUNTER R5 enhancements planned for 2020.

## Make raw data available

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### Commentary

- There were a couple of requests to make raw usage data available.

### Actions

- The API currently enables access to raw usage data. This will be developed further in the context of R5 work.
- Requests to access the underlying dataset directly from the Tableau data visualisations is an area to be explored in coming months and this will be delivered if feasible.

## Facilitate custom analysis

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### Commentary

- There were comments around facilitating custom analysis with more flexibility to interrogate data, through customised reports and visualisations.. There was a request for a flexible, custom report generator and a comment that although reports are useful, it's sometimes necessary to combine reports in order to gather unique insights.

### Actions

- It's recognised that there's a need for both quick and easy access to data and for custom analysis. Various methods of facilitating easier access to data are being explored, whether that's through the UI, an API or widget, or through personalisation options.

## Release a fully functional API

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### Commentary

- There were a couple of requests to release a fully functional API. An open API is already available to support access to existing COUNTER R4 statistics and this is currently in use by a number of organisations.

### Actions

- Development of the enhanced COUNTER R5 service in 2020 will also deliver a R5 API and supporting documentation. This will enable repository managers and their system suppliers to support greater use and embedding of IRUS stats within local systems.

## Make the reports open

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### Commentary

- The aim of IRUS has always been to provide statistics in an open and transparent way and we're currently seeking feedback on a proposal to remove the current Shibboleth login. We've received an increasing number of requests to make IRUS fully open. The current Shibboleth login is seen by many as an unnecessary step and a barrier to open data when publications are already in the public domain.

### Actions

- A consultation is currently underway. Our aim is to remove the Shibboleth login mechanism with the introduction of the COUNTER R5 service in 2020.

## Frequency/quality of emails

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### Commentary

- There was a comment about email communication with the frequency and quality of email noted as an issue for one person.

### Actions

- Planned changes to the IRUS service in 2020 have necessitated communication on several topics recently. However, we recognise that email can be an overused communication mechanism and we purposely aim to keep email traffic on the jiscmail list to a minimum. The point has been noted and we'll continue to keep email communication under review.

Lisa Charnock  
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