IRUS-UK Community Survey Report

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IRUS-UK Community Survey 2018

Introduction

This report presents the findings of the IRUS-UK Community Survey 2018 which is run annually as part of the service's engagement with participating institutions, to find out how it is being used and to gather information for the future development of the service. A number of aspects were explored including: usage, value, challenges and barriers; the functionality, guidance and support offered and satisfaction with the service. The survey was designed by Evidence Base, one of the IRUS-UK partners, and distributed online and via email between January and March 2018.

A total of 52 responses were received, representing 43 different IRUS-UK institutions.

Usage of IRUS-UK

The three most common uses of repository statistics collected from IRUS-UK were to; identify trends and patterns in usage (31); for regular reporting to management (25) and for benchmarking (18).
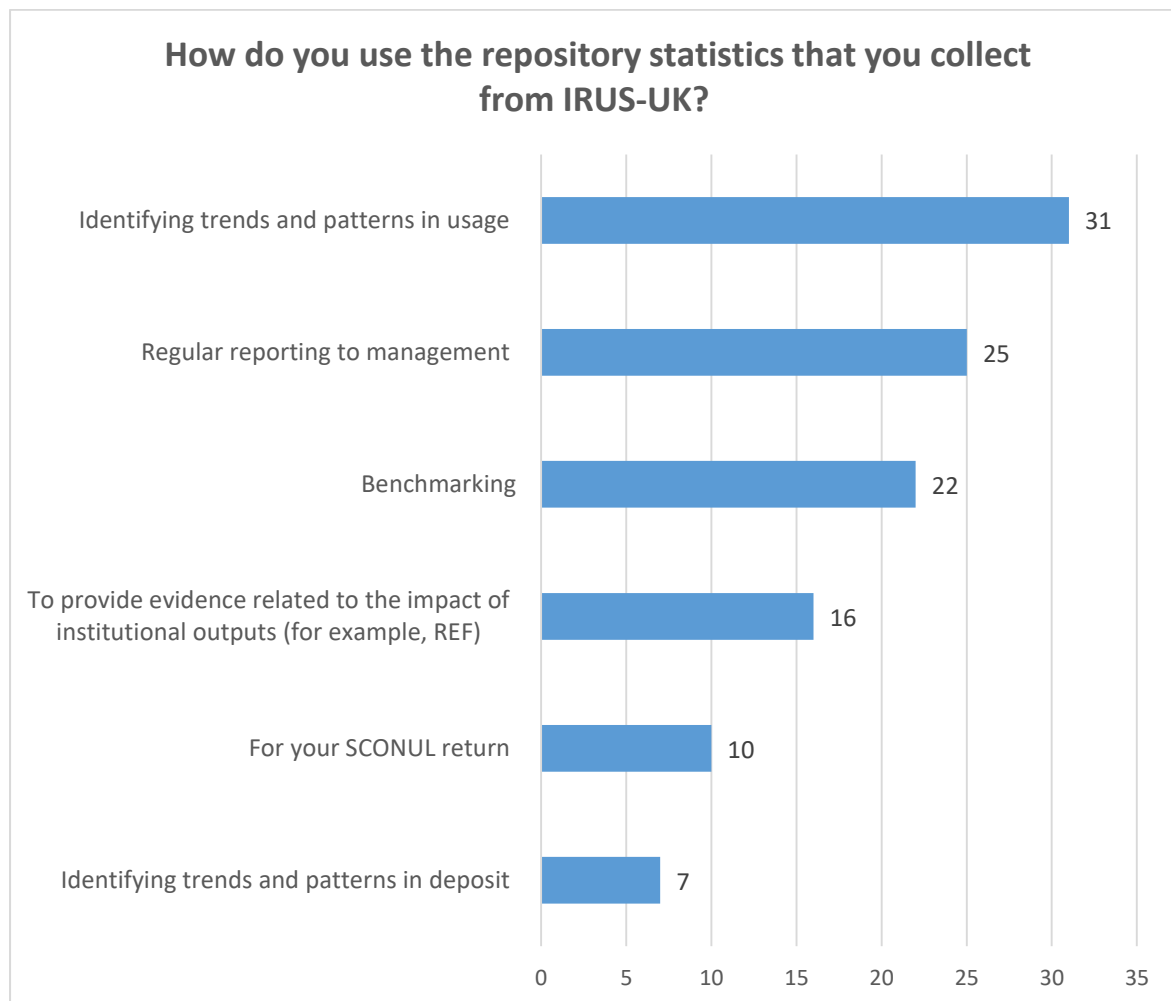
How do you use the repository statistics that you collect from IRUS-UK?

Category	Value
Identifying trends and patterns in usage	31
Regular reporting to management	25
Benchmarking	22
To provide evidence related to the impact of institutional outputs (for example, REF)	16
For your SCONUL return	10
Identifying trends and patterns in deposit	7

Figure 1: Bar chart to show how repository statistics collected from IRUS-UK are used (n=52)

Respondents found Item Report 1[1] to be the most useful IRUS-UK report.

Value of IRUS-UK

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 option. There were 50 responses to this question, showing that IRUS-UK added value in the following ways (Figure 2):
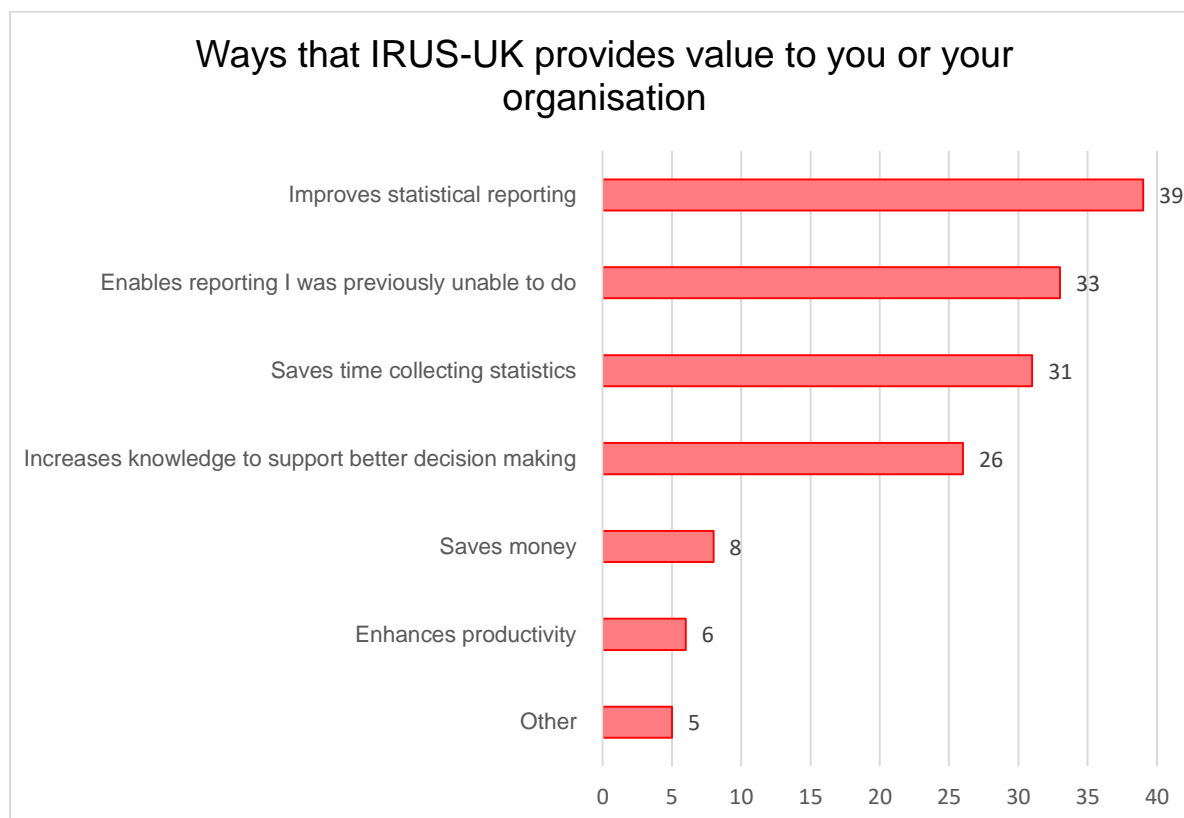

Figure 2: Ways that IRUS-UK provides value to you or your organisation in any of the following ways" (n=50)

Of those respondents that explained how IRUS-UK adds value, the most frequent reason given was that IRUS-UK provides reliable and accurate statistics (14 respondents).

30 respondents reported that staff time was saved by using IRUS-UK; 15 respondents reported time savings of less than 1/2 working day per month and one respondent reported time savings of 2-3 working days per month.

Challenges and Barriers

When asked if they faced any challenges in the general collection and use of repository statistics, 34 respondents reported they had faced challenges. 32 of those respondents explained what those challenges were. The challenges reported covered: the unreliability of repository platform statistics; the need to provide and report more granular statistics;

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[1] Item Report 1 (IR1) provides the number of successful item download requests by month and repository identifier for a selected repository.

combining data sources with IRUS-UK statistics and issues surrounding the use of statistics without context. On the whole the comments tended to relate to general challenges, rather than being specific to IRUS-UK.

> *… certain tools are unreliable and have lost or failed to collect data at times or shown erratic peaks*

> *Users expect detailed data on where downloads come from…*

> *A combination of google analytics, IRUS-UK, manual spreadsheet stats and metadata exports from the repository have to be combined to get the info required.*

> *One of the main challenges is ensuring that the right message is being conveyed with the statistics...*

Functionality

Respondents were asked what improvements, enhancements and functionality they would like to see in IRUS-UK. The most frequently mentioned enhancement to IRUS-UK was for the addition of data visualisations,

> *More data visualisations*

> *Visualisations including maps (also Open if possible).*

Respondents also suggested additional reports that they would find useful as well as increased interactivity with the reports, for example:

> *It would be nice to build a custom report from scratch. I often find I forget which report I need to run. It would be useful if there was just one screen and I could pick the variables I wanted and then the data was generated.*

Guidance and Support

The respondents who considered that IRUS-UK is providing support in addressing their challenges, stated that IRUS-UK already provides reliable, consistent, COUNTER-conformant statistics.

Respondents were asked to rank the forms of guidance and support provided, based on how useful they would find them.

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

1.   Use cases to demonstrate what can be done with IRUS-UK data (4.91 out of 7)
2.   Text based guides and tip sheets (4.89 out of 7)
3.   Case studies of how other institutions use IRUS-UK (4.34 out of 7)
4.   Screen casts – bite sized demos (4.00 out of 7)
5.   Webinars (3.86 out of 7)

6.   Expanded FAQs (3.63 out of 7)
7.   Events and workshops (2.53 out of 7

Satisfaction

Participants were asked about their level of satisfaction with IRUS-UK and almost all who replied to this question considered that they were satisfied with the service (Figure 3):
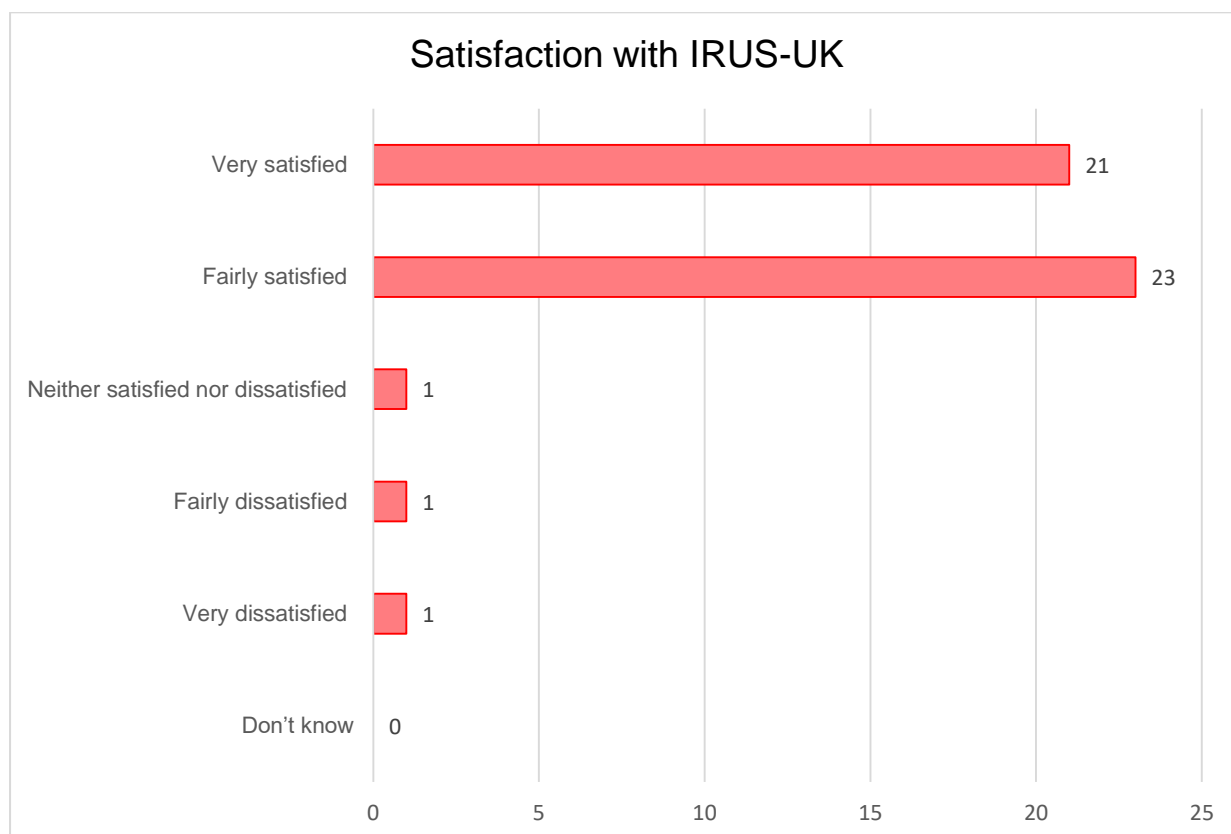
Satisfaction with IRUS-UK

Category	Value
Very satisfied	21
Fairly satisfied	23
Neither satisfied nor dissatisfied	1
Fairly dissatisfied	1
Very dissatisfied	1
Don't know	0

Figure 3: Replies to "Overall, how satisfied or dissatisfied are you with IRUS-UK?" (n = 47)

19 respondents provided additional comments supporting their level of satisfaction, these mostly included comments about IRUS-UK being a useful and easy to use service with good support offered:

> *Easy access to various formats and output of statistical data to support evaluation and performance of the repository.*

> *We just couldn't source reliable, comparative data without IRUS*

> *Good system, easy to use, reliable statistics, a growing number of new reports - what's not to be satisfied with?*

> *Strong focus on standards and working with the community. The Support is extremely good.*

One respondent who stated they were 'neither satisfied or dissatisfied' reported not using IRUS-UK fully yet.

43 respondents agreed with the statement "IRUS-UK is as easy to use as I would expect it to be".2 disagreed and 2 indicated 'neither agree or disagree'.

Most respondents indicated that they would be likely to recommend IRUS-UK to a colleague or peer.

Additional comments

Four respondents left additional comments, these included statements of appreciation for the IRUS-UK service with some suggestions for future developments.

Next Steps

The data from the survey will be used to feed into future development plans for IRUS-UK. Suggestions for improvement made in the survey 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.