



# IRUS-UK

## IRUS-UK Community Survey

### May 2014

Jo Alcock

Pete Dalton

Yvonne Graves

Sukhvinder Kaur

Evidence Base

Birmingham City University



IRUS-UK is supported by Jisc

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

## TABLE OF CONTENTS

<b>TABLE OF FIGURES</b>	<b>3</b>
<b>EXECUTIVE SUMMARY</b>	<b>4</b>
<b>METHODOLOGY</b>	<b>6</b>
<b>RESPONDENTS</b>	<b>6</b>
<b>FINDINGS</b>	<b>6</b>
<b>USE OF REPOSITORY STATISTICS</b>	<b>6</b>
Q1: WHAT REPOSITORY STATISTICS DO YOU CURRENTLY COLLECT?	6
Q2: WHICH OF THE FOLLOWING REPOSITORY STATISTICS PACKAGES DO YOU USE IN ADDITION TO IRUS-UK?	7
Q3: HOW DO YOU USE THE REPOSITORY STATISTICS YOU COLLECT?	8
<b>VALUE OF IRUS-UK</b>	<b>9</b>
Q4: DOES IRUS-UK PROVIDE VALUE TO YOU OR YOUR ORGANISATION?	9
Q5: WHAT DO YOU CONSIDER TO BE THE BEST THING(S) ABOUT IRUS-UK?	10
Q6: HOW USEFUL DO YOU FIND EACH OF THE TYPES OF REPORT IN IRUS-UK?	10
Q7: HAS IRUS-UK IMPROVED YOUR STATISTICS REPORTING?	11
Q8: IS THE DATA PROVIDED BY IRUS-UK FIT-FOR-PURPOSE?	12
<b>CHALLENGES AND BARRIERS</b>	<b>12</b>
Q9: DO YOU FACE ANY CHALLENGES IN THE COLLECTION AND USE OF REPOSITORY STATISTICS?	12
Q10: HAVE YOU EXPERIENCED ANY BARRIERS/CHALLENGES TO USING IRUS-UK?	13
Q11: WHAT WOULD HELP YOU GET THE MOST VALUE FROM IRUS-UK?	14
<b>BENCHMARKING</b>	<b>14</b>
Q12: WOULD YOU HOPE TO USE IRUS-UK FOR BENCHMARKING?	14
Q13: WHAT PARTICULAR BENCHMARKING FEATURES WOULD YOU LIKE TO SEE IN IRUS-UK?	15
Q14: WHY DO YOU NOT THINK YOU WILL USE IRUS-UK FOR BENCHMARKING?	15
<b>USABILITY</b>	<b>15</b>
Q15: HAVE YOU EXPERIENCED ANY TECHNICAL ISSUES WITH USING IRUS-UK?	15
Q16: DO YOU FIND THE CURRENT USER INTERFACE CLEAR?	16
Q17: ARE THERE ANY IMPROVEMENTS OR ENHANCEMENTS TO THE USER INTERFACE YOU WOULD LIKE TO SEE?	17
Q18: ARE THE CURRENT FUNCTIONS PROVIDED CLEAR TO UNDERSTAND?	17
Q19: WHAT, IF ANY, SPECIFIC FUNCTIONS WOULD YOU LIKE TO SEE IN IRUS-UK?	18
Q20: IS THERE ANY FUNCTIONALITY WITHIN YOUR CURRENT REPOSITORY STATISTICAL REPORTING PACKAGE THAT YOU WOULD LIKE TO SEE AVAILABLE IN IRUS-UK?	18
<b>GUIDANCE/SUPPORT</b>	<b>18</b>
Q21: DO YOU REQUIRE ANY SUPPORT WITH USING IRUS-UK STATISTICS?	18
Q22: WHICH FORMS OF GUIDANCE AND SUPPORT WOULD YOU FIND USEFUL?	19
<b>OTHER COMMENTS</b>	<b>20</b>
Q23: DO YOU HAVE ANY ADDITIONAL COMMENTS, FEEDBACK OR SUGGESTIONS?	20
<b>CONCLUSION</b>	<b>20</b>

## TABLE OF FIGURES

Figure 1: Bar chart to show repository statistics packages used in addition to IRUS-UK .....	8
Figure 2: Bar chart to show how repository statistics are used.....	8
Figure 3: Bar chart to show how IRUS-UK provides value .....	9
Table 2: Table to show how useful each of the IRUS-UK reports are.....	11
Figure 4: Pie chart to show if IRUS-UK has improved statistical reporting .....	11
Figure 5: Pie chart to show if data provided by IRUS-UK is fit-for-purpose .....	12
Figure 6: Pie chart to show if respondents hope to use IRUS-UK for benchmarking .....	15
Figure 7: Pie chart to show if respondents have experienced any technical issues with using IRUS-UK.....	16
Figure 8: Pie chart to show if respondents find the current IRUS-UK interface clear .....	16
Figure 9: Pie chart to show if respondents find the current IRUS-UK functions clear to understand .....	17
Figure 10: Pie chart to show if respondents require any support with using IRUS-UK statistics..	19
Figure 11: Bar chart to show which forms of guidance and support would be useful.....	19

## EXECUTIVE SUMMARY

The IRUS-UK Community Survey was created using SurveyMonkey and distributed to all IRUS-UK contacts during March and April 2014. A total of 37 responses were received. All responses have been included in the report. The key findings of the survey are as follows:

- Respondents currently collect statistics in the following broad areas:
  - Download statistics
  - Visit statistics
  - Deposit statistics
  - Repository collection statistics
  - Item statistics
- The majority of respondents (86%) use Google Analytics in addition to IRUS-UK – 59% also use IRStats plugin for Eprints, and 12% use the DSpace SOLR statistics
- Respondents use repository statistics for the following purposes:
  - Regular reporting to management (84%)
  - Identifying trends and patterns in usage (73%)
  - Identifying trends and patterns in deposit (49%)
  - To provide evidence related to the impact of institutional outputs (e.g. for REF) (41%)
- Other uses included regular reporting to others within the organisation, reporting to SCONUL, for advocacy purposes, and to share with those viewing the repository
- IRUS-UK provides value in the following ways:
  - Saves time collecting statistics (for 66% of respondents)
  - Enables reporting previously unable to do (for 66% of respondents)
  - Enhances decision making (for 35% of respondents)
- Additional ways IRUS-UK adds value include acting as an external source to verify data from other sources, providing accurate, reliable figures which have been cleansed to remove usage from robots and harvesters, enabling benchmarking, and presenting statistics in a useful format.
- When asked to consider the best things about IRUS-UK, responses fell into three broad categories:
  - Reliable authoritative statistics
  - Ability to benchmark
  - Ease of use
- The most useful IRUS-UK reports for respondents were:
  1. Repository statistics
  2. Item Report 1 (IR1)
  3. ETD Report 1 (ETD1)
  4. Search
  5. Article DOI statistics
- 68% of respondents felt IRUS-UK had improved their statistical reporting.
- 77% of respondents felt the data provided by IRUS-UK was fit-for-purpose.
- 78% of respondents face challenges in the collection and use of repository statistics. These include the institutional focus, resources, technical challenges, knowledge or statistical packages, and being able to collect statistics required.
- 83% of respondents hope to use IRUS-UK for benchmarking (the remaining 17% said they were not sure, no one said 'no').
- Benchmarking features respondents would like to see in IRUS-UK include:
  - How does usage compare this year with previous years? (e.g. Academic year/FTE, calendar year) (96% of respondents)

- How does usage compare with our peer institutions? (e.g. Jisc band, Russell Group) (92% of respondents)
- Performance of different item type within IRUS-UK (63% of respondents)
- 82% of respondents had not experienced any technical issues with using IRUS-UK.
- 93% of respondents reported that they find the current IRUS-UK user interface clear.
- 96% of respondents felt the current functions provided in IRUS-UK are clear to understand.
- 57% of respondents stated they did not require any support with using IRUS-UK, and 36% were not sure.
- When asked which types of additional guidance and support would be useful, the most popular responses were:
  1. Case studies of how other institutions use IRUS-UK (79% of respondents)
  2. Use cases to demonstrate what can be done with IRUS-UK data (75% of respondents)
  3. Guides and tipsheets (68% of respondents)
  4. Expanded FAQs (32% of respondents)
  5. Webinars (29% of respondents)
  6. Events/workshops (25% of respondents)

## METHODOLOGY

Evidence Base designed the IRUS-UK community survey with support from other partners in the IRUS-UK project team. The questions include a variety of different style of questions (both open and closed) aimed to support project evaluation and ongoing user feedback. Most questions were optional, with some compulsory to aid routing through the survey. The survey covers the following key areas:

- Use of repository statistics
- Value of IRUS-UK
- Challenges and barriers
- Benchmarking
- Usability
- Guidance/support
- Other comments

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

The survey was launched on 3<sup>rd</sup> February 2014 and remained open until 31<sup>st</sup> March 2014.

## RESPONDENTS

We received 37 responses to the survey; 27 through personal email invitations and 10 through the public link. The majority (75%) of respondents completed the full survey.

## FINDINGS

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

### USE OF REPOSITORY STATISTICS

#### Q1: WHAT REPOSITORY STATISTICS DO YOU CURRENTLY COLLECT?

Respondents listed the different statistics they collect for their repository. These included:

Download statistics:

- Downloads of individual items
- Total downloads by time period
- Total number of items downloaded by time period
- Downloads by type (e.g. thesis, paper)
- Downloads of OA items
- Downloads by authors
- Downloads by collection (e.g. subject)
- Downloads by faculty/school/department/centre
- Downloads of other repositories (for comparison)
- Top 10 downloaded items in specified time period
- Top 10 authors by number of downloads in specified time period
- Top 10 downloaded items by faculty/school/department/centre in specified time period

- Top 10 countries downloading from repository
- Highest climbers
- SCONUL statistics
- Origin of downloads by country

#### Visit statistics:

- Number of visits
- Number of visitors
- Location of visitors (i.e. country)
- Number of page views
- Traffic sources (e.g. search engine, link, or direct)
- Search engine used (and proportion of specific search engines)
- Collection visits
- Devices used to access repository
- Path of users through the site

#### Deposit statistics:

- Number of deposits in specified time period
- Number of deposits by faculty/school/department/centre in specified time period
- Number of deposits by item type
- Number of OA items deposited

#### Repository collection statistics:

- Growth of repository
- Total content by item type
- Ratio of full text vs metadata records
- Percentage of articles with full text
- Ratio of embargoed theses/OA items
- Size of other repositories
- Rating in Ranking Web of Repositories
- Number of OA items by type
- Number of OA items by faculty/school/department/centre
- Publishers mostly published in (by item type)
- Years items were published in

#### Item statistics:

- Green/Gold compliance

Some respondents gave details of where they collected statistics from. These included IRUS-UK, DSpace statistics, Eprints statistics (IRStats), Symplectic statistics, Atira Pure statistics, and Google Analytics.

---

### Q2: WHICH OF THE FOLLOWING REPOSITORY STATISTICS PACKAGES DO YOU USE IN ADDITION TO IRUS-UK?

Respondents could select more than one option for this question. As can be seen in the chart below, the majority of respondents (85%) use Google Analytics in addition to IRUS-UK. 59% of respondents use the IRStats plugin for Eprints, and 12% use the DSpace SOLR statistics.

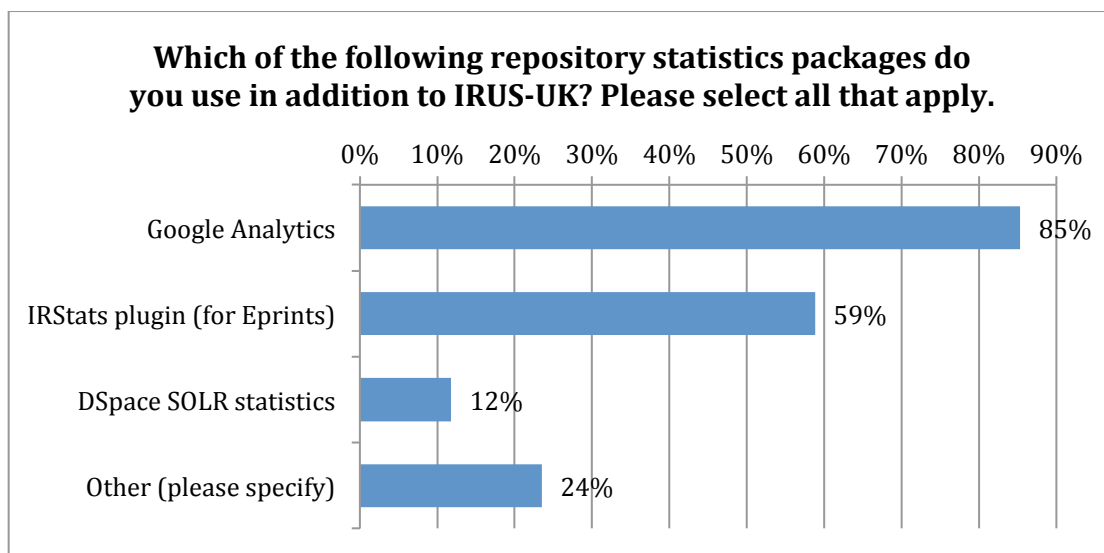


Figure 1: Bar chart to show repository statistics packages used in addition to IRUS-UK

Of those who responded with 'other', they included exported statistics from Eprints and DSpace; Atira Pure statistics; RepositóriUM Statistics (DSpace); ComScore; Ranking Web of Repositories.

**Q3: HOW DO YOU USE THE REPOSITORY STATISTICS YOU COLLECT?**

Respondents could select more than one option for this question. The uses of the repository statistics in order of popularity were:

- regular reporting to management (84%)
- identifying trends and patterns in usage (73%)
- identifying trends and patterns in deposit (49%)
- to provide evidence related to the impact of institutional outputs (e.g. for REF) (41%)

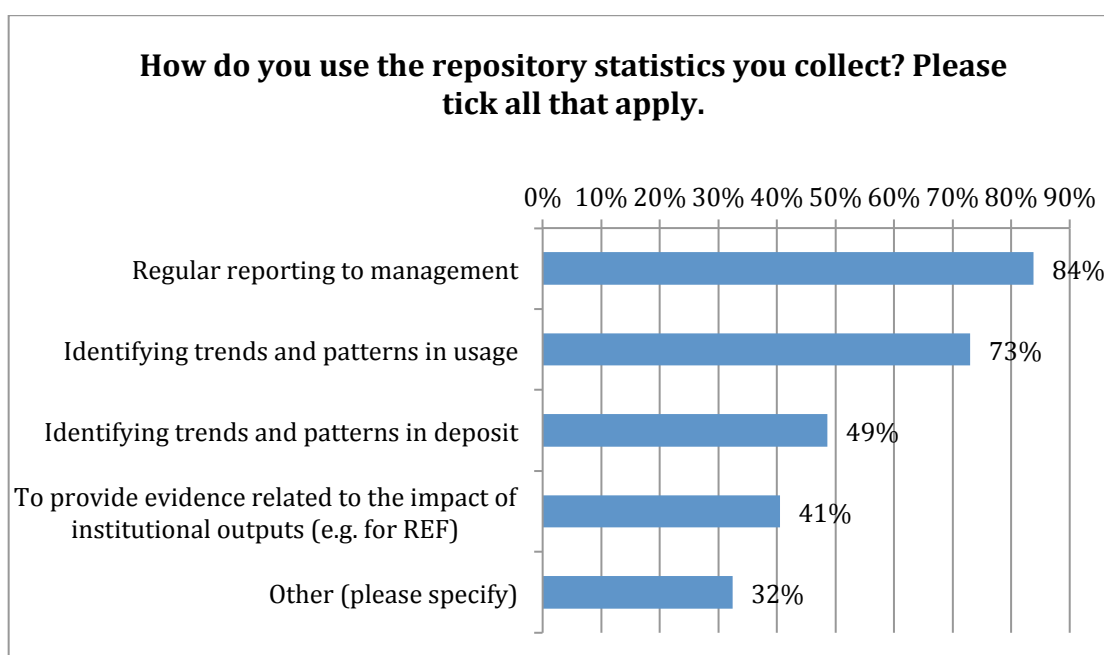


Figure 2: Bar chart to show how repository statistics are used



12 respondents gave other uses for their repository statistics. These included:

- Regular reporting to all staff within organisation
- Reporting to departments
- Reporting to individuals on usage of publications
- Reporting to SCONUL
- Advocacy – for example to create news items to publicise research outputs (e.g. highlighting most read papers), and to feed into sessions to illustrate visibility of open access research outputs
- Canned searches on publicly-available statistics page within repository
- Item statistics on individual publication pages

## VALUE OF IRUS-UK

### Q4: DOES IRUS-UK PROVIDE VALUE TO YOU OR YOUR ORGANISATION?

A number of options were presented to respondents, and they could choose more than one response and add any additional comments. The most popular ways IRUS-UK provides value to individual or organisations are:

- Saves time collecting statistics (66%)
- Enables reporting I was previously unable to do (66%)
- Enhances decision making (34%)

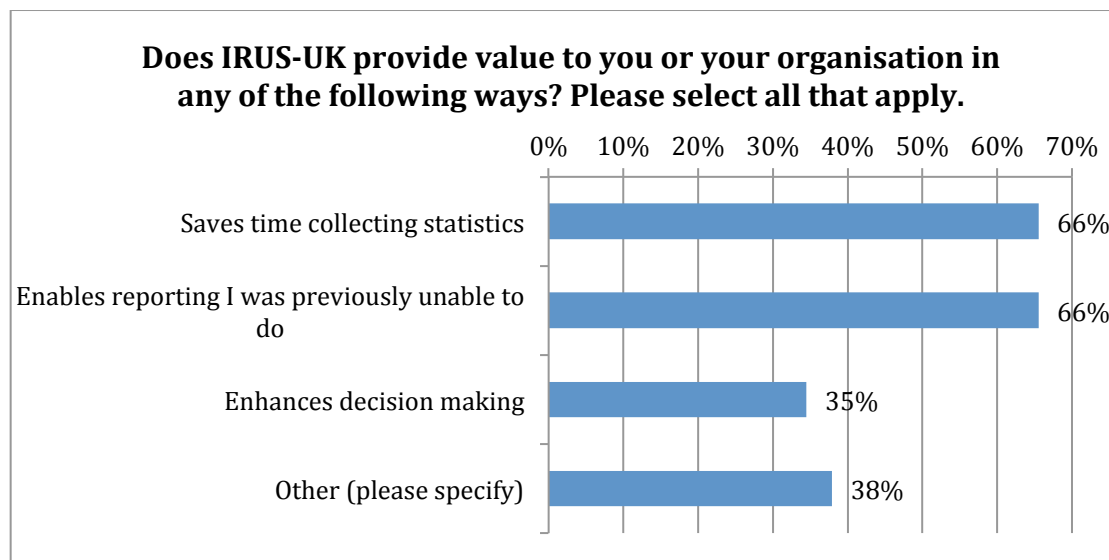


Figure 3: Bar chart to show how IRUS-UK provides value

11 respondents gave comments and additional ways IRUS-UK provides value to them or their organisations. These included:

- An additional external source to verify data
- Accurate, reliable figures which have been cleansed to remove usage from robots and harvesters
- A mechanism to enable benchmarking
- Presents statistics in a useful format

---

## Q5: WHAT DO YOU CONSIDER TO BE THE BEST THING(S) ABOUT IRUS-UK?

This question was an open question, which 27 people responded to. The majority of responses fell into three broad categories – reliable, authoritative statistics; ability to benchmark; and ease of use.

---

### RELIABLE AUTHORITATIVE STATISTICS

Respondents commented on the fact that IRUS-UK statistics are COUNTER-compliant, which helps ensure they are standardised. Respondents also commented on the value of the cleansing that IRUS-UK do with the data to aim to remove usage by robots and harvesters. Some highlighted the fact that they use IRUS-UK as an external source to verify data from other sources. Examples of comments relating to this theme included:

*“The most advantageous aspects of IRUS-UK – particularly when compared to other statistics tools – is the reliability of the data. Observing COUNTER provides a better, more trustworthy indication of \*true\* impact”*

*“IRUS-UK allows me to verify the data I have been providing to my stakeholders in an external space, which is incredibly valuable for boosting the credibility of our data”*

---

### ABILITY TO BENCHMARK

Respondents highlighted the fact that IRUS-UK enables them to benchmark against other participating repositories. One highlighted the number and range across the sector of participating repositories to enable comparisons. Comments relating to this theme included:

*“Being able to compare and benchmark across other institutional repositories”*

*“Standardised reporting for all institutions – I will be able to give a figure for the SCOUNL Statistical Return which will be comparable with other institutions”*

---

### EASE OF USE

Some respondents mentioned the fact that IRUS-UK is easy to use and provides quick access to statistics which can be viewed online or exported and repurposed. A comment related to this theme was:

*“Easy, user friendly way to get stats for reuse and export”*

---

## Q6: HOW USEFUL DO YOU FIND EACH OF THE TYPES OF REPORT IN IRUS-UK?

Respondents were asked to rate each IRUS-UK report on a scale from not at all useful to very useful, with an additional option to select if not used. The responses demonstrate that the most useful reports (in order) are:

1. Repository statistics
2. Item Report 1 (IR1)
3. ETD Report 1 (ETD1)
4. Search
5. Article DOI statistics

The full ratings are shown in the table below.

Answer Options	Not at all useful	Not very useful	Quite useful	Very useful	Not used	Rating Average
Summary of all data in IRUS-UK	1	8	9	8	4	2.92
Repository statistics	0	1	4	23	2	3.79
Platform statistics	2	10	5	2	11	2.37
ItemType statistics	0	5	9	7	8	3.10
IRUS vs. IR comparison	1	7	8	4	9	2.75
DOI statistics	1	3	12	5	9	3.00
Article DOI statistics	1	1	9	7	10	3.22
Search	0	3	7	9	11	3.32
Ingest statistics	0	7	12	4	7	2.87
Item Report 1 (IR1)	0	1	7	21	1	3.69
ETD Report 1 (ETD1)	1	1	6	14	7	3.50
Consolidated Article Report 1 (CAR1)	1	3	12	5	9	3.00

Table 1: Table to show how useful each of the IRUS-UK reports are

Q7: HAS IRUS-UK IMPROVED YOUR STATISTICS REPORTING?

68% of respondents reported that IRUS-UK had improved their statistical reporting. 19% were not sure, whilst 13% reported that IRUS-UK had not improved their statistical reporting.

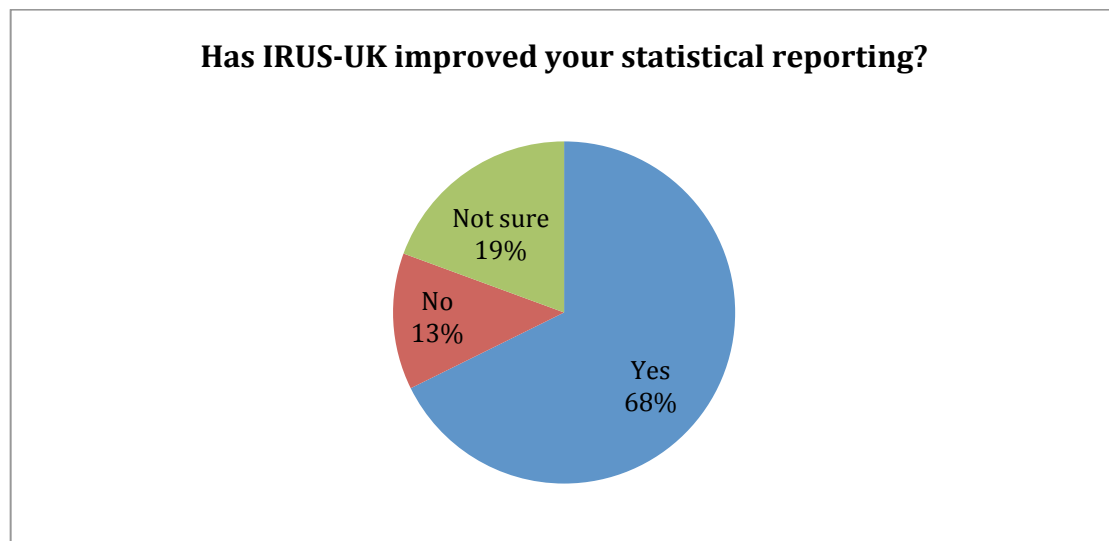


Figure 4: Pie chart to show if IRUS-UK has improved statistical reporting

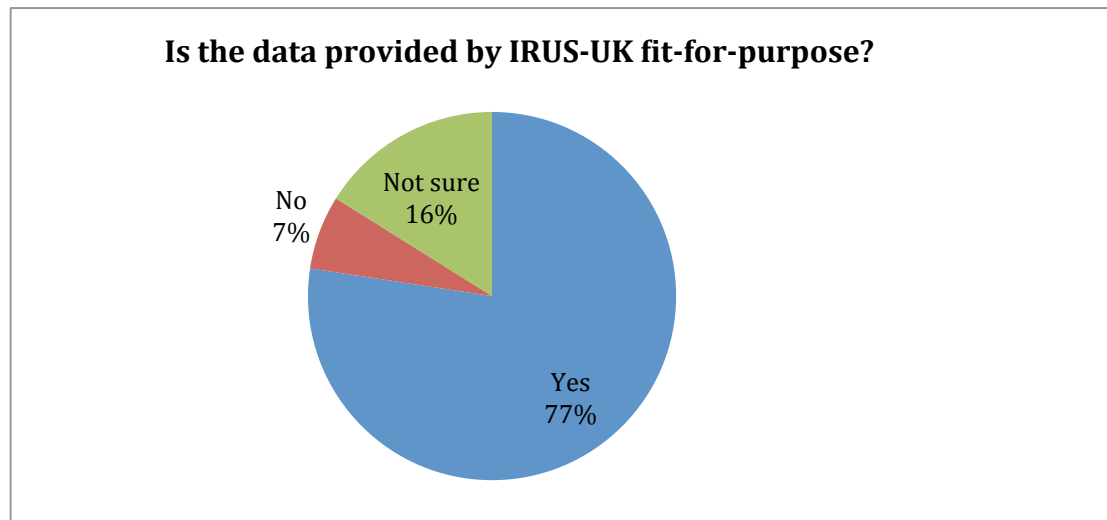
Respondents were asked to explain their answer. For those who said that it had improved their statistical reporting, many mentioned the accuracy and consistency, and the value in having an additional source of statistics to compare results. Other comments included the fact that it has improved benchmarking; gives a rich, more detailed dataset; and has automated the reporting process:

*“We previously had no means of being able pull stats from our repository, and the reporting we did do was very manual, IRUS has helped to automate the reporting process and provides a better snapshot of information”*

For those who weren't sure if IRUS-UK has improved their statistical reporting and those who felt it hadn't, similar reasons were given. Some had only recently joined IRUS-UK and not used it much yet, two hadn't yet been able to fully participate, two found they are tending to prefer different sources for their repository statistics, and one felt the inconsistencies between different statistical sources confuses the 'real' outputs and questions the accuracy.

#### Q8: IS THE DATA PROVIDED BY IRUS-UK FIT-FOR-PURPOSE?

77% of respondents reported that the data provided by IRUS-UK is fit-for-purpose. 16% reported that they were not sure, whilst 6% didn't feel it is.



**Figure 5: Pie chart to show if data provided by IRUS-UK is fit-for-purpose**

Respondents were asked to explain their answer. For those who said the statistics were fit-for-purpose, they commented that the data was actively managed, accurate, consistent and reliable. One commented that the data was more granular than other statistics packages, one commented that the broad correlation with multiple sources gave them confidence in using the data, and one commented on the fact that IRUS-UK is able to provide data in an "orderly and quick fashion". Those who were not sure or didn't feel the data was fit-for-purpose commented on inconsistencies between the data of different reporting mechanisms, not having time to make the best use of IRUS-UK statistics, and being unable to assess whether automated agents are being successfully filtered.

## CHALLENGES AND BARRIERS

#### Q9: DO YOU FACE ANY CHALLENGES IN THE COLLECTION AND USE OF REPOSITORY STATISTICS?

22% of respondents reported that they do not face any challenges in the collection and use of repository statistics. Of the 78% who reported that they do face challenges, these included:

Institutional focus:

- Repository not being embedded within institution
- Increasing demand for detailed analysis of usage and value for money

- Not knowing what statistics we will be asked for, what problems we are looking to solve, and what we need to demonstrate
- Ensuring statistics are accurate and meaningful (and persuading colleagues that they are)
- Careful use of statistics – e.g. resisting pressures to ‘dress up’ the statistics
- Knowing about items the repository doesn’t have but should have

#### Resources:

- Lack of time to dedicate to collecting and using repository statistics (due to competing priorities or lack of staff)
- Time taken to collect and repurpose statistics
- Time consuming to collect statistics at faculty/school/department/centre level
- Cost for some statistical packages

#### Technical:

- Having two places the content is surfaced (repository and CRIS)
- Unusual ‘trends’ due to technical changes to platform
- Bringing together data from different sources and presenting clearly (whilst demonstrating where data has originated)
- Filtering robots

#### Knowledge of statistical packages:

- Lack of knowledge around how to use different statistical packages
- Complexity of statistics that can be collected (and some statistical interfaces)

#### Additional statistics:

- Content/deposit rates
- Metadata records (e.g. numbers created/growth of)
- Statistic to show % of open access materials across UK HEI repositories
- Statistics for views of non-full text items
- Being unable to answer all the relevant SCONUL statistics questions
- Knowing the route some takes within the repository (e.g. browsing, following references)
- Knowing which items are green and gold open access

One respondent reported an issue specific to IRUS-UK; that it had been difficult to install the IRUS-UK patch.

---

#### Q10: HAVE YOU EXPERIENCED ANY BARRIERS/CHALLENGES TO USING IRUS-UK?

22 people responded to this question, however 12 of these responses were to say they hadn’t experienced any barriers or challenges to using IRUS-UK. The 10 respondents that have, the common barriers/challenges were around:

- Installation
- Speed of reports
- Interpretation of the statistics
- Consistency of data across different systems

- Data (e.g. splitting statistics by collection)
- Unsupported software

---

### Q11: WHAT WOULD HELP YOU GET THE MOST VALUE FROM IRUS-UK?

21 people responded to this question, however 3 responses didn't have suggestions. Of those who did, suggestions included:

Additional features/functionality:

- Repository specific statistics (e.g. item type by repository)
- More options to breakdown the statistics in more detail (e.g. type, month, subject/collection)
- Repository statistics for previous months
- Items that are 'going up' with higher download statistics over time
- An interface that is more specific to the repository specific to the logged-in user (e.g. their own repository statistics first, but with UK statistics included)
- Options in the interface to create graphs and charts from the data
- Aggregation of article usage by DOI, combining article usage from publisher
- Information about downloaders (e.g. their location or institution)
- Easier to compare repositories (i.e. taking into account different repositories have been participating in IRUS-UK for different lengths of time, and have a different number of items)

Interoperability

- Statistics available to academics via the repository
- Ability to source data from CRIS (e.g. PURE, Symplectic)
- Integration with other systems (e.g. to display on page COUNTER statistics)

Guidance/support:

- Case studies on how others are using IRUS-UK reports and statistics
- Continued communication

Other:

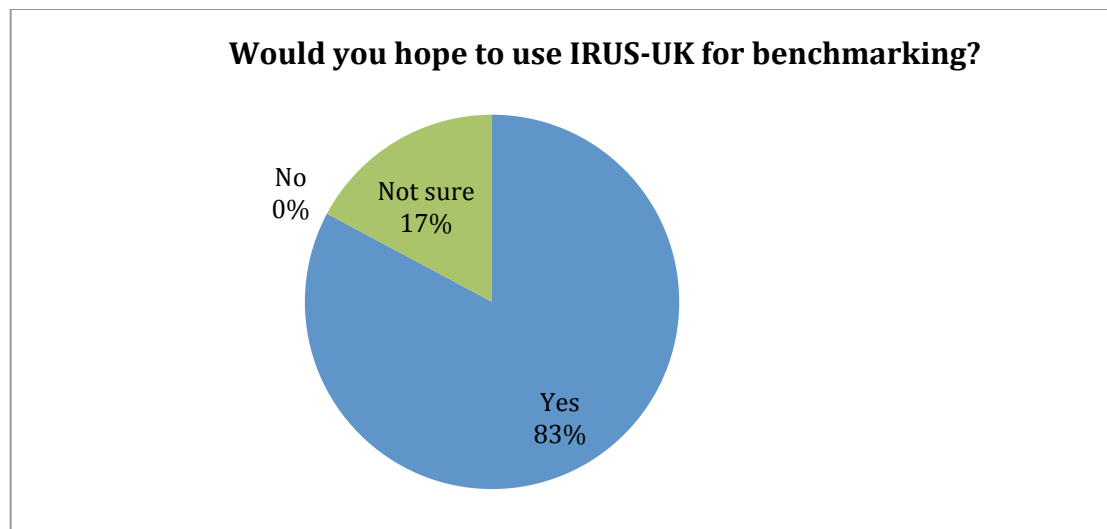
- Long-term sustainability of the service
- Advertising the statistics (in aggregate form) to demonstrate the value repositories bring to researchers and their institutions
- Sharing of filters
- Time to devote to exploring IRUS-UK

## BENCHMARKING

---

### Q12: WOULD YOU HOPE TO USE IRUS-UK FOR BENCHMARKING?

83% of respondents stated that they hope to use IRUS-UK for benchmarking, with 17% not sure. No respondents stated that they did not intend to use IRUS-UK for benchmarking.



**Figure 6: Pie chart to show if respondents hope to use IRUS-UK for benchmarking**

#### Q13: WHAT PARTICULAR BENCHMARKING FEATURES WOULD YOU LIKE TO SEE IN IRUS-UK?

Respondents could select more than one option in this question, as well as make any additional suggestions. The benchmarking features that respondents would like to see (in order of popularity) are:

1. How does usage compare this year with previous years? (e.g. Academic year/FTE, calendar year) (96%)
2. How does usage compare with our peer institutions? (e.g. Jisc band, Russell Group) (92%)
3. Performance of different item type within IRUS-UK (63%)

Additional suggestions included:

- Relative performance/trends by institutional faculty/school/department/centre
- Usage compared to institutions with similar repository scope (e.g. combined publications/theses content)
- Inclusion in Snowball metrics toolkit
- Ability to create own comparator groups, personal to account (i.e. not shared)
- Ranking volume of content held in repositories

#### Q14: WHY DO YOU NOT THINK YOU WILL USE IRUS-UK FOR BENCHMARKING?

This question was not applicable as no respondents stated that they would not intend to use IRUS-UK for benchmarking.

### USABILITY

#### Q15: HAVE YOU EXPERIENCED ANY TECHNICAL ISSUES WITH USING IRUS-UK?

82% of respondents had not experienced any technical issues using IRUS-UK.

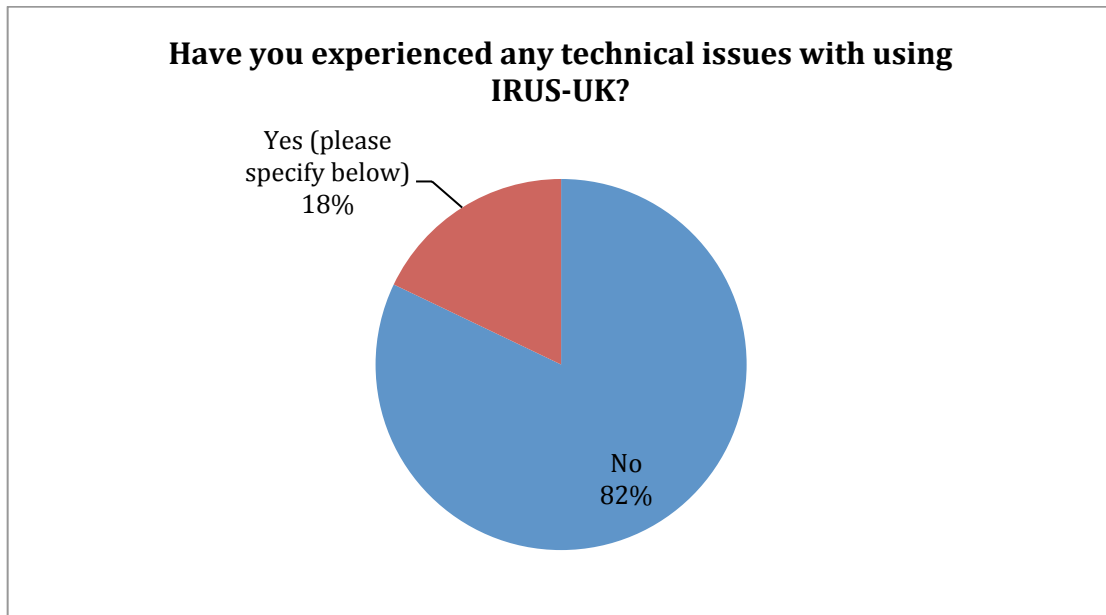


Figure 7: Pie chart to show if respondents have experienced any technical issues with using IRUS-UK

Of those who had experienced issues, they included:

- Installation (2 respondents)
- Access to portal (2 respondents)
- Stability of tracking/unexpected results (2 respondents)
- Browser crash (1 respondent)

**Q16: DO YOU FIND THE CURRENT USER INTERFACE CLEAR?**

93% of respondents reported that they find the current IRUS-UK user interface clear.

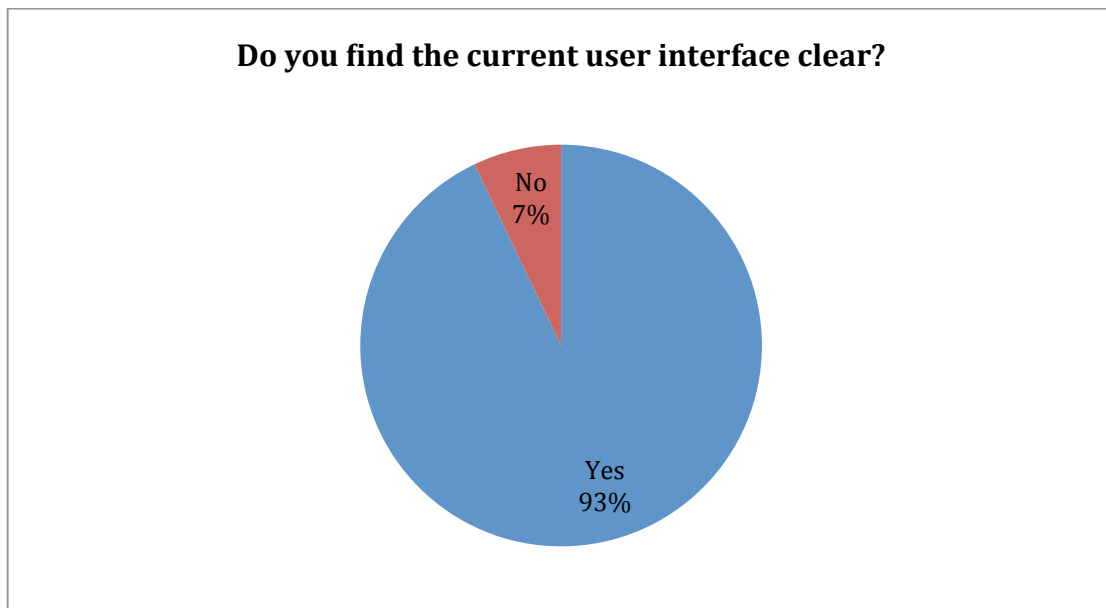


Figure 8: Pie chart to show if respondents find the current IRUS-UK interface clear



Positive comments were received including:

*“Easy to navigate and good summaries/explanations of the reports. Good use of spacing and clear font make tables easy to read”*

*“Very well designed, beautiful website”*

The two respondents who didn’t find the user interface clear commented – one didn’t remember what each report type means so have to request several types to check, and the other wasn’t always clear when statistics were UK wide.

**Q17: ARE THERE ANY IMPROVEMENTS OR ENHANCEMENTS TO THE USER INTERFACE YOU WOULD LIKE TO SEE?**

12 respondents gave an answer to this question, though 4 did not include suggestions for improvements (they were either N/A or giving praise for when they had previously made suggestions which had been implemented).

The improvements suggested included:

- More prominent link to portal
- Brief explanations of each menu option
- More prominent button for generating reports
- Summary of top 10 or top 20 most downloaded items
- Ability to create graphs and charts from the tabular data (e.g. trends)
- Ability to filter by selected institutions in order to see summary data for specific sites
- Archive monthly figures
- Fixed column headers for tables/reports in HTML
- Public-facing

**Q18: ARE THE CURRENT FUNCTIONS PROVIDED CLEAR TO UNDERSTAND?**

96% of respondents felt the current functions provided in IRUS-UK are clear to understand.

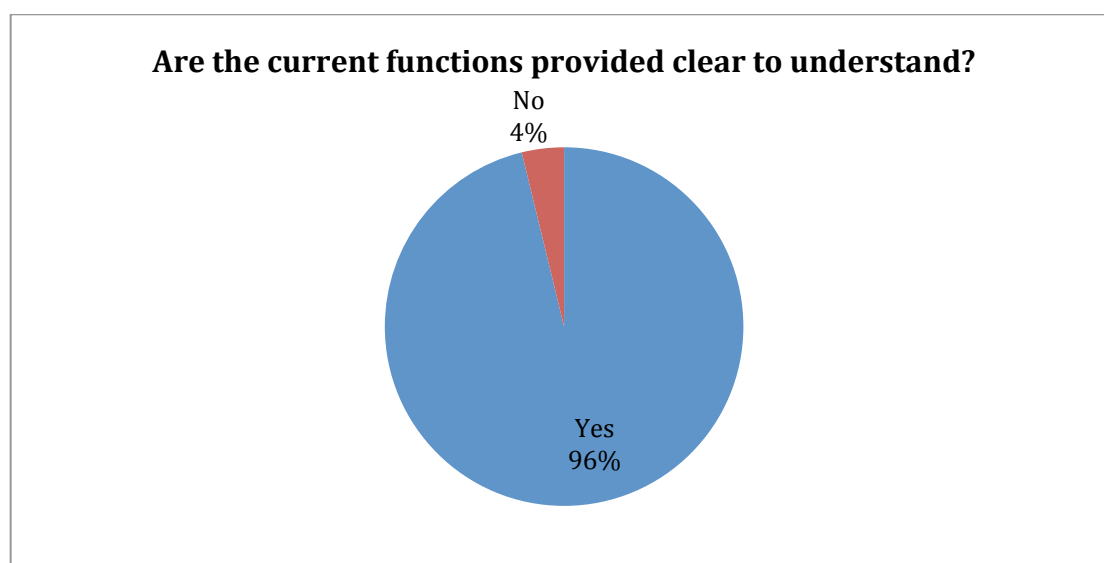


Figure 9: Pie chart to show if respondents find the current IRUS-UK functions clear to understand

Comments included:

*“Terminology is consistent and clear, with explanations provided where needed”*

The one respondent who felt the current functions provided are not clear to understand felt it would be helpful to have the information up front rather than having to click into each report to workout what it means.

---

#### Q19: WHAT, IF ANY, SPECIFIC FUNCTIONS WOULD YOU LIKE TO SEE IN IRUS-UK?

13 people responded to this question, 9 of whom gave suggestions. These included:

- Improved variety of statistics (e.g. traffic sources, % open access, item type by repository, item views, repository statistics by month)
- Mapping functionality/flag icons to visualise the data geographically
- Create and export a graph or chart
- Improved interface
- APIs to display statistics in repository (or elsewhere)

---

#### Q20: IS THERE ANY FUNCTIONALITY WITHIN YOUR CURRENT REPOSITORY STATISTICAL REPORTING PACKAGE THAT YOU WOULD LIKE TO SEE AVAILABLE IN IRUS-UK?

14 people responded to this question, 9 of whom had suggestions. Suggestions included:

- Location of users/downloads
- Item views
- Visit duration for visitors
- Number of items in repository (broken down by faculty/school/department/centre)
- Traffic sources (e.g. search engines and search terms used)
- Popular authors
- Popular words in title
- More visualisation (e.g. charts, graphs, maps)

### GUIDANCE/SUPPORT

---

#### Q21: DO YOU REQUIRE ANY SUPPORT WITH USING IRUS-UK STATISTICS?

57% of respondents stated they did not require any support with using IRUS-UK, and 36% were not sure.

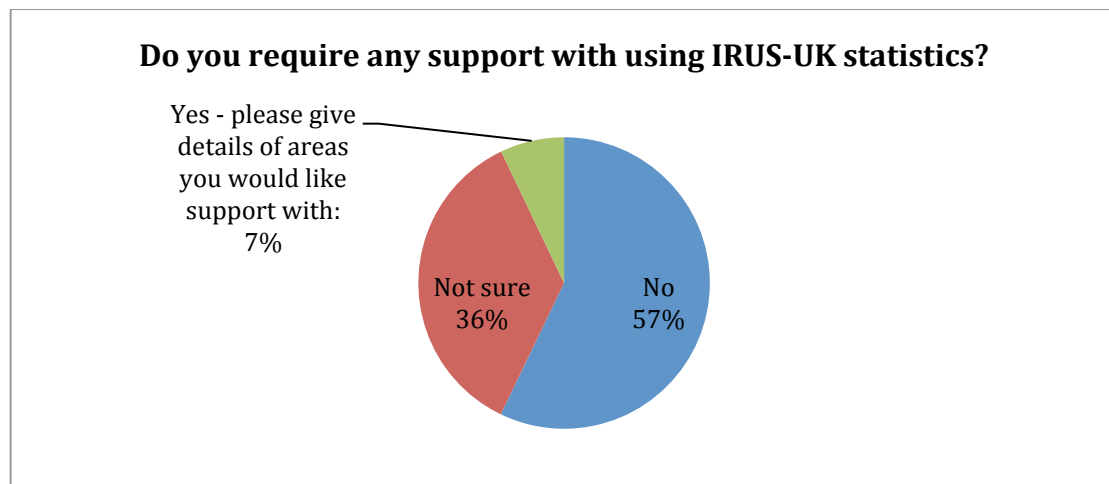


Figure 10: Pie chart to show if respondents require any support with using IRUS-UK statistics

2 respondents felt they would like further support, including instruction of how best to generate reports, and identifying reasons for anomalies in usage of specific items.

**Q22: WHICH FORMS OF GUIDANCE AND SUPPORT WOULD YOU FIND USEFUL?**

Respondents could select more than one response to this question on the types of guidance and support they would find useful, and were also able to suggest other forms. The most popular forms of guidance and support requested were:

1. Case studies of how other institutions use IRUS-UK (79%)
2. Use cases to demonstrate what can be done with IRUS-UK data (75%)
3. Guides and tipsheets (68%)
4. Expanded FAQs (32%)
5. Webinars (29%)
6. Events/workshops (25%)

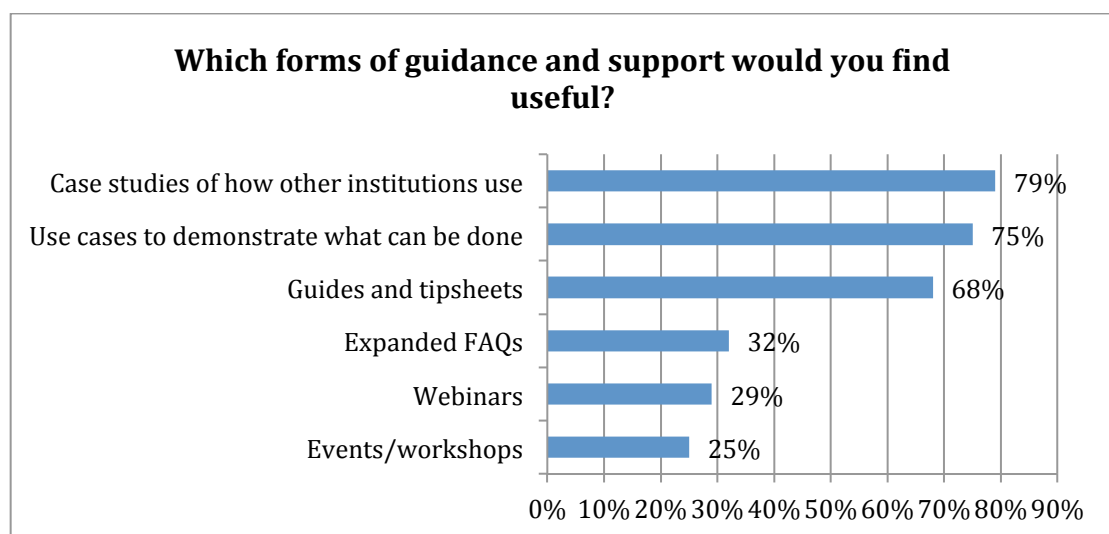


Figure 11: Bar chart to show which forms of guidance and support would be useful

One respondent responded 'other' and requested sample code.

## OTHER COMMENTS

### Q23: DO YOU HAVE ANY ADDITIONAL COMMENTS, FEEDBACK OR SUGGESTIONS?

Nine respondents left comments, feedback or suggestions in response to this question. Some expanded on the points they had mentioned earlier in the survey, and some gave further suggestions. Further suggestions included:

- Link with Gold open access in COUNTER 4 providing a DOI was available
- Providing a download totals figure to repository metadata record (from IRUS-UK, and if the item has a DOI ideally a total from anywhere)
- IRUS-UK tracker for PURE

Four respondents took the opportunity to leave positive feedback on the service, including:

*“Very impressed by the support we received during implementation, and the responsiveness of the team following enquiries. Very keen to be able to demonstrate the reliable, authoritative, standards-based stats and start publicising IRUS-UK internally, so looking forward to completion of additional filtering work”*

*“I think IRUS-UK is an exceptional tool and all those involved should be commended. Keep up the good work!”*

## CONCLUSION

The survey has been a very useful exercise in understanding more about our IRUS-UK users, including the types of repository statistics they collect and for what purpose, the value they see in IRUS-UK, challenges and barriers to collecting and using repository statistics, potential benchmarking statistics, usability of IRUS-UK, and guidance and support needed to utilise IRUS-UK to its potential.

The data from the survey will be used to feed into future development plans for IRUS-UK. For all open questions which include suggestions for improvement, they have each been considered by the IRUS-UK team. Some of the suggestions are already available (or have been added since the survey closed), and others were already on the IRUS-UK wishlist. All new suggestions have all been added to the wishlist, which is discussed 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. A number of questions and issues have been resolved through this communication.

The survey has also been a useful exercise for evaluation purposes, and will feed into our annual evaluation report. It is intended to repeat the survey in the future to collect on-going evaluation of IRUS-UK and suggestions for development.