IRUS-UK Community Survey

April 2016

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EXECUTIVE SUMMARY

The IRUS-UK Community Survey was created using SurveyMonkey and distributed to all IRUS-UK contacts during February and March 2016. A total of 37 responses were received, representing 31 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 (77%)
    - Regular reporting to management (68%)
    - To provide evidence related to the impact of institutional outputs (e.g. for REF) (27%)
    - Identifying trends and patterns in deposit (9%)
- Other uses included ad hoc internal requests (e.g. authors interested in usage of their own items), general or ad hoc internal reporting, for reporting to external groups, and for an Open Access newsletter.
- IRUS-UK provides value in the following ways:
    - Enables reporting previously unable to do (for 78% of respondents)
    - Saves time collecting statistics (for 57% of respondents)
    - Increases knowledge to support better decision making (for 52% of respondents)
    - Saves money (for 13% of respondents)
    - Enhances productivity (for 9% of respondents)
- Additional ways respondents reported IRUS-UK adds value included more reliable and accurate statistics than other sources, and comparing against other institutions.
- When asked if IRUS-UK saves staff time, fourteen respondents left a response indicating that it did:
    - Less than ½ working day per month for seven respondents
    - ½ to 1 working day per month for five respondents
    - 1-2 working days per month for one respondent
    - More than 3 working days per month for one respondent
- Some respondents commented that IRUS-UK does not save time, but enables more to be done with repository statistics which is of value to their institutions.
- When asked to consider the best thing about IRUS-UK, responses fell into four broad categories:
    - Range of reports
    - Ease of use
    - Ability to benchmark
    - Reliable authoritative statistics
- 78% of respondents (18) felt IRUS-UK has improved their statistical reporting (four said they were not sure, one said it hadn't).
- When asked which types of additional guidance and support would be most useful:
    - Guides and tip sheets – text-based (average score of 5.65 out of 7)
    - Use cases to demonstrate what can be done with IRUS-UK data (5.35 out of 7)
    - Case studies of how other institutions use IRUS-UK (5.11 out of 7)
    - Video guides and demos (4.28 out of 7)
    - Expanded FAQs (3.58 out of 7)
    - Webinars (3.06 out of 7)
    - Events/workshops (2.67 out of 7)
- All respondents rated their overall experience of IRUS-UK over the last 12 months as 'good' or 'very good'.
- When asked if they would recommend IRUS-UK to a colleague, 41% of respondents said they definitely would (giving the top rating of 10). The average score on this question was 9 out of 10.

METHODOLOGY

Evidence Base designed the IRUS-UK annual survey with support from 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 and value of IRUS-UK
- Usability
- Guidance/support
- Overall satisfaction
- Other comments

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 and social media. The survey was open to all but targeted towards current IRUS-UK participating institutions.

The survey was launched on 1st February 2016 and remained open until 1st April 2016.

RESPONDENTS

We received 37 responses to the survey; 12 through personal email invitations and 25 through the public link. The majority (60%) of respondents completed the full survey.

FINDINGS

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

Q1) PLEASE LET US KNOW WHICH INSTITUTION YOU ARE FROM

We received 37 responses to the survey from 31 individual institutions or organisations. These are listed below:

Aberystwyth University
Bournemouth University
Buckinghamshire New University
City University London
Edge Hill University
Glasgow School of Art
Kingston University
Lancaster University
Leeds Beckett University
Liverpool John Moores University
Liverpool School of Tropical Medicine
London Metropolitan University
Loughborough University
MMU
Northumbria University
OAPEN
St Mary's University, Twickenham
University of Bedfordshire
University of Birmingham
University of Edinburgh
University of Hull

University of Leicester
University of Northampton
University of Portsmouth
University of Reading
University of Salford
University of St Andrews
University of Sunderland
University of the West of England
University of Westminster
University of Worcester

USE AND VALUE OF IRUS-UK

Q2) HOW DO YOU USE REPOSITORY STATISTICS YOU COLLECT FROM IRUS-UK?

Respondents could select more than one option for this question. The use of repository statistics from IRUS-UK in order of popularity were:

- Identifying trends and patterns in usage (77% of respondents)
- Regular reporting to management (68% of respondents)
- To provide evidence related to the impact of institutional outputs (e.g. for REF) (27% of respondents)
- Identifying trends and patterns in deposit (9% of respondents)
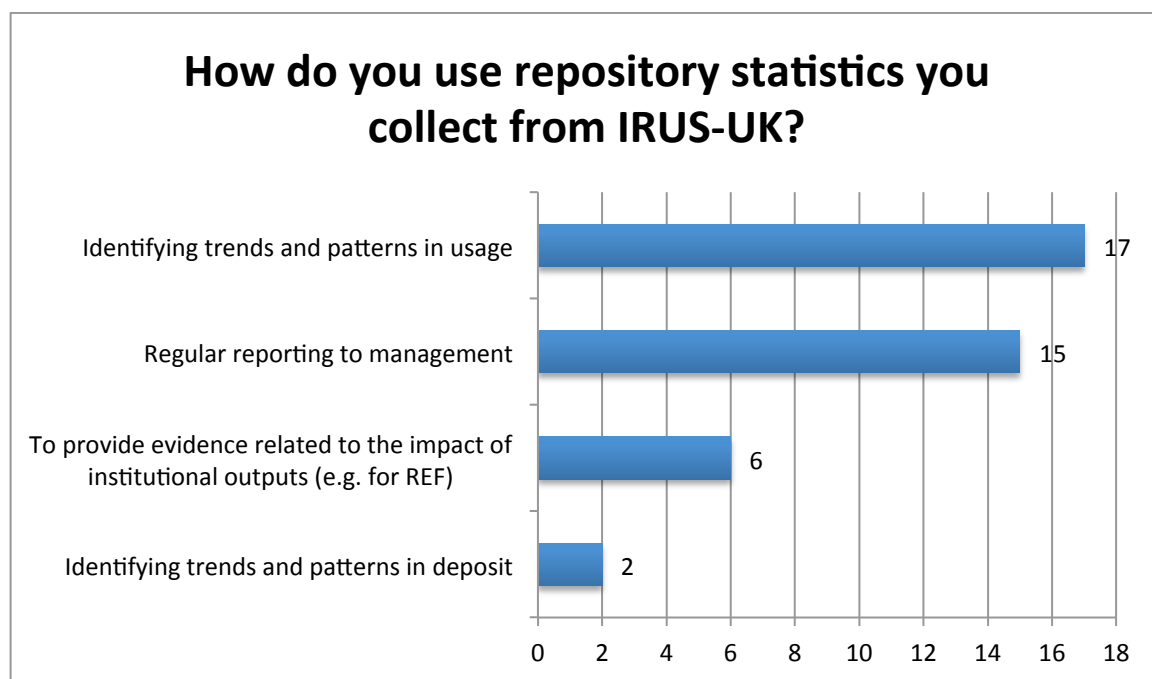

Figure 1: Bar chart to show how repository statistics collected from IRUS-UK are used (n=22)

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

- Answering user requests
- Directing authors to IRUS-UK
- Ad hoc reporting
- External reporting
- For an Open Access newsletter

Q3) DOES IRUS-UK PROVIDE VALUE TO YOU OR YOUR ORGANISATION?

A number of options were presented to respondents about how IRUS-UK can provide value. Respondents could choose more than one response and add any additional comments. Respondents reported that IRUS-UK provides value to individuals or organisations by:

- Enabling reporting I was previously unable to do (78% of respondents)
- Saving time collecting statistics (57% of respondents)
- Increasing knowledge to support better decision making (52% of respondents)
- Saving money (13% of respondents)
- Enhancing productivity (9% of respondents)

Does IRUS-UK provide value to you or your organisation in any of the following ways?

Enables reporting I was previously unable to do	18
Saves time collecting statistics	13
Increases knowledge to support better decision making	12
Saves money	3
Enhances productivity	2

0 2 4 6 8 10 12 14 16 18 20
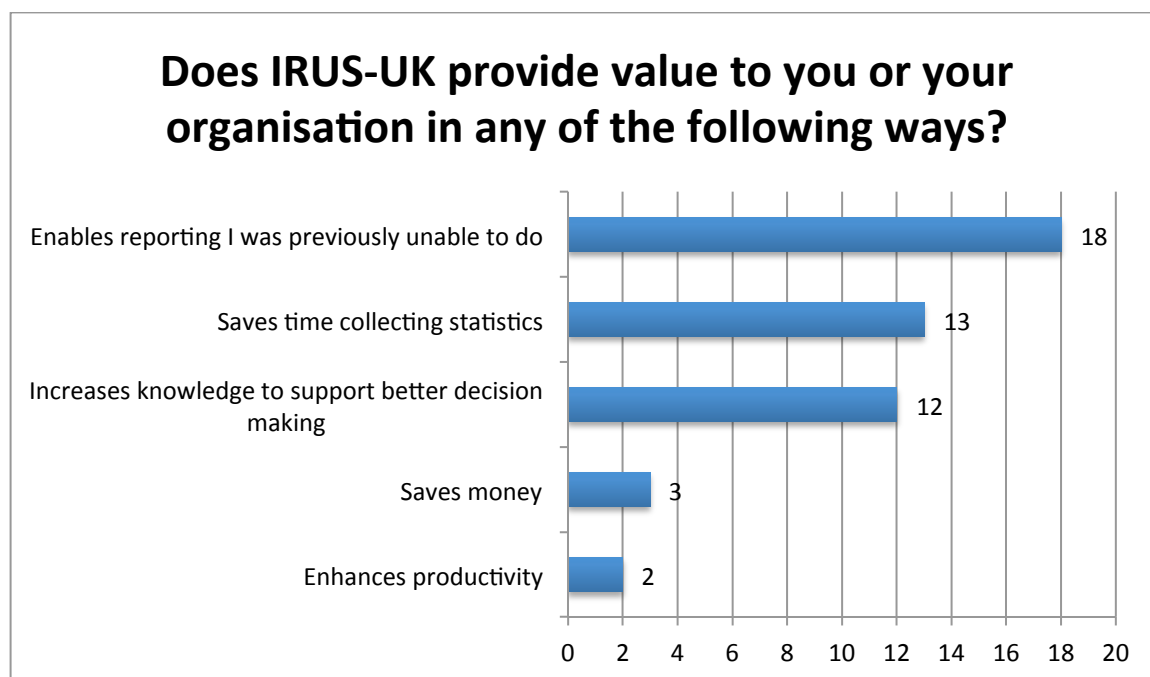
Figure 2: Bar chart to show how IRUS-UK provides value (n=23)

Four respondents gave additional comments to this question. One commented that they do not currently use IRUS-UK statistics; one that it was based not on current practice but on how they intend to make use of IRUS-UK; and two highlighted additional ways IRUS-UK provides value:

- More reliable and accurate statistics
- Allows comparable reporting

Q4) IF YOU FEEL THAT IRUS-UK SAVES STAFF TIME, PLEASE INDICATE ROUGHLY HOW MUCH TIME IS SAVED PER MONTH

Fourteen respondents left a response to this question, 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 workings days per month; one respondent reported time savings saving of 1-2 working days per month; five respondents reported time savings of to ½ to 1 working day per month, and seven respondents reported time savings of less than ½ working day per month.

If you feel that IRUS-UK saves staff time, please indicate roughly how much time is saved per month.

Figure 3: Bar chart to show time saved by using IRUS-UK (n=14)

Eleven respondents gave additional comments. Some of these explained how IRUS-UK saves staff time (e.g. because it is easier to use and more convenient than other ways to g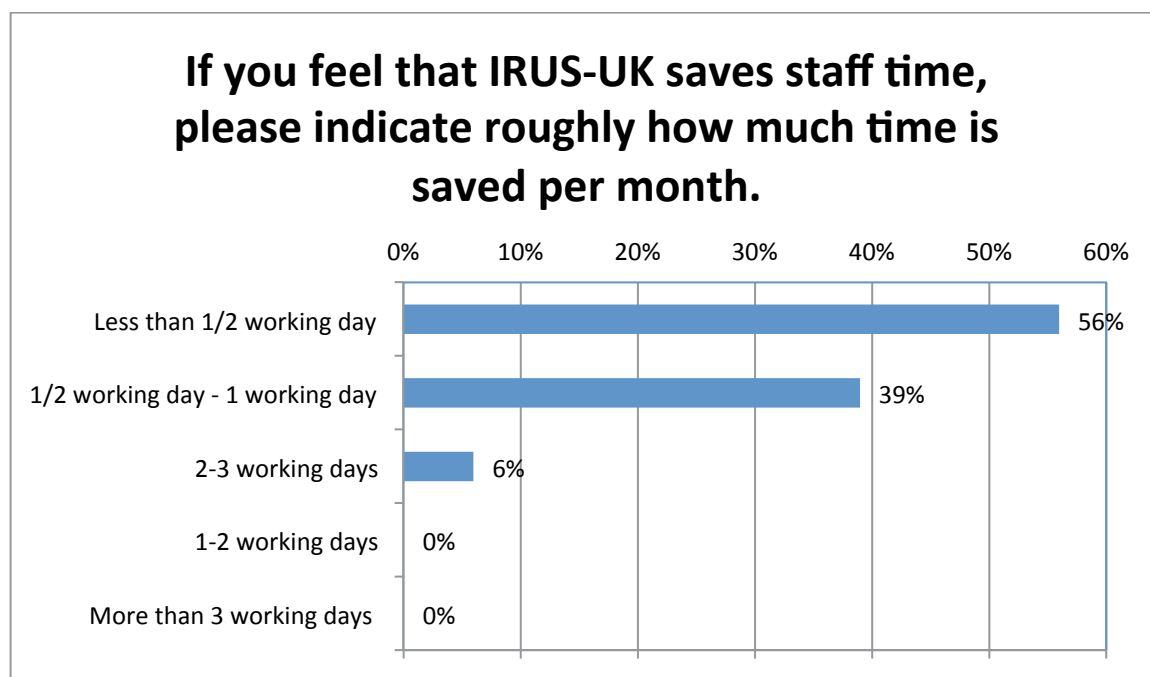et the data, and because you can download to easy to manipulate CSV files). Some commented that it was difficult to quantify the time savings. Others felt it didn't save time, but they didn't view it in this way because it enabled them to do more which was considered valuable.

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

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

RANGE OF REPORTS

"Level of detail and versatility of the reports. Being able to get a really detailed picture month-by-month, and crucially historically, means that we have a much better understanding of how the service is used"

"Being able to use the data into custom made reports"

EASE OF USE

"Easy to use, so I can show academics and administrators how to use it which they don't always have to come to me"

"Easy to generate reports in a consistent way"

ABILITY TO BENCHMARK

"It allows us to benchmark ourselves against our peers and to see clear trends"

"As IRUS-UK gives a national level vision of UK institutional repository usage, it can help us track trends beyond the institution(s) and show the value of open scholarship to the wider world"

RELIABLE, AUTHORITATIVE STATISTICS

"Based on COUNTER standard, providing an authoritative source and comparable to industry statistics"

"Filtering out robots"

Q6) HAS IRUS-UK IMPROVED YOUR STATISTICAL REPORTING?

78% of respondents (18 of 23 respondents to this question) reported that IRUS-UK had improved their statistical reporting. Four respondents were not sure.
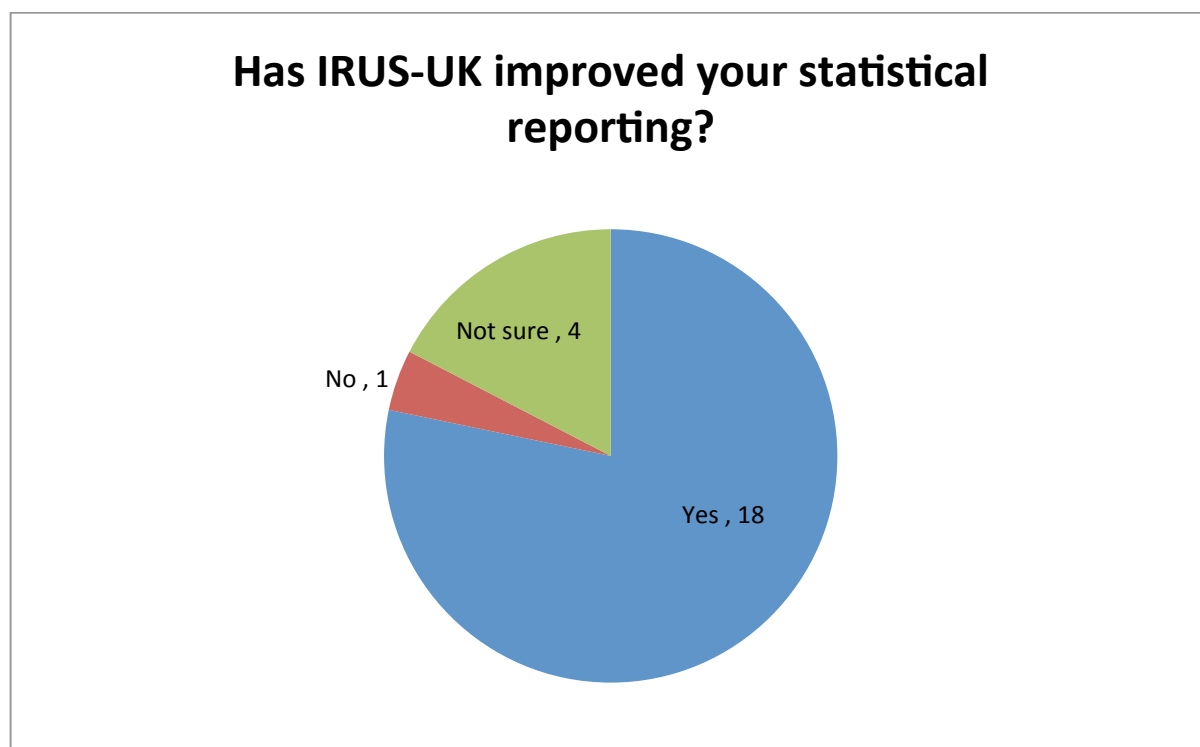
Figure 4: Pie chart to show if IRUS-UK has improved statistical reporting (n=23)

Respondents were asked to explain their answer. Of those who said it had improved their statistical reporting, the responses came under for key areas; confidence in accuracy of COUNTER compliant statistics; additional source of information; additional functionality; and for promotional activities.

CONFIDENCE IN ACCURACY OF COUNTER COMPLIANT STATISTICS

"We have confidence in the figures provided by IRUS-UK"

"Being able to report COUNTER compliant data is very important to us"

"Web hits aren't a good enough measure of repository use. COUNTER stats are much better"

"…because you filter out robots, we have confidence in the statistics. COUNTER compliance is also important."

ADDITIONAL SOURCE OF INFORMATION

"IRUS provides an additional source of statistics (in addition to IRStats and Google Analytics), which is always welcome"

"Complements IRStats2, e.g. allows for greater analysis per type per month, and enables benchmarking"

ADDITIONAL FUNCTIONALITY

"We are able to benchmark and analyse in new ways, such as usage of specific item types"

"It allows us to see usage statistics at the individual item level, which isn't easy in Eprints"

PROMOTIONAL ACTIVITIES

"It is certainly improving our promotional activities"

USABILITY

Q7) ARE THERE ANY IMPROVEMENTS OR ENHANCEMENTS TO THE IRUS-UK USER INTERFACE (E.G. LAYOUT) YOU WOULD LIKE TO SEE?

Ten respondents gave an answer to this question, though four did not include suggestions for improvements (they answered either N/A or no).

The improvements suggested included:

- Option to quickly select home institution (or have this as default)
- Additional descriptive information in the menu bar
- Page which lists all the reports and the summaries of what they contain (e.g. preview)
- Exportable charts
- Ability to show "last two calendar years to date plus differences between this month and the same month last year"
- Ability to freeze the top line when viewing in HTML

Q8) ARE THERE ANY IMPROVEMENTS OR ENHANCEMENTS TO THE IRUS-UK FUNCTIONALITY (E.G. REPORTS) YOU WOULD LIKE TO SEE?

Ten people responded to this question, nine of whom had suggestions. Suggestions included:

- Ability to compile a report for a specific subset of items (either using a category within the repository such as department/collection, or by entering a batch of item IDs)
- More information on download source (i.e. country, IP address, referral source)
- PURE compatibility
- Being able to filter/search a report (e.g. to filter results by title in an IR1 report to find a particular item)
- Report on all the new items that were downloaded in a particular period
- Faster end of month updating
- Widget to enable ember in repository metadata landing page

GUIDANCE/SUPPORT

Q9) WHICH OF THE FOLLOWING FORMS OF GUIDANCE AND SUPPORT WOULD YOU FIND USEFUL?

Respondents were asked to rank the types of guidance and support based on how much they would find them useful. This results in scores being given to each option (7 for top priority). 20 people responded to this question.

The most popular forms of guidance and support requested (in order of popularity) were:

1. Guides and tip sheets – text-based (average score of 5.65 out of 7)
2. Use cases to demonstrate what can be done with IRUS-UK data (5.35 out of 7)
3. Case studies of how other institutions use IRUS-UK (5.11 out of 7)
4. Video guides and demos (4.28 out of 7)
5. Expanded FAQs (3.58 out of 7)
6. Webinars (3.06 out of 7)
7. Events/workshops (2.67 out of 7)

The table below shows how these scores were calculated.

	7	6	5	4	3	2	1	I wouldn't use these	Average score
Guides and tipsheets – text-based	7	3	3	2	2	0	0	0	5.65
Use cases to demonstrate what can be done with IRUS-UK data	5	6	1	1	3	1	0	0	5.35
Case studies of how other institutions use IRUS-UK	4	4	4	3	2	1	0	1	5.11
Video guides and demos	2	3	4	2	4	2	1	2	4.28
Expanded FAQs	0	3	3	6	1	2	4	1	3.58
Webinars	0	0	2	4	5	3	2	0	3.06
Events/workshops	1	1	2	0	2	7	5	2	2.67

Figure 5: Table to show forms of guidance support respondents would find useful (n=20)

Q10) ARE THERE ANY OTHER FORMS OF GUIDANCE AND SUPPORT THAT YOU WOULD FIND USEFUL?

No respondents left suggestions of other forms of guidance or support that they would find useful.

OVERALL SATISFACTION

Q11) HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE OF IRUS-UK OVER THE LAST 12 MONTHS?

Respondents were asked to rate their overall experience of IRUS-UK over the last 12 months on a scale rating of 'very poor' to 'very good'. Twenty two people responded to this question; all gave a 'good' or 'very good' rating. Seven gave the highest rating of 'Very good'.

How would you rate your overall experience of IRUS-UK over the last 12 months?

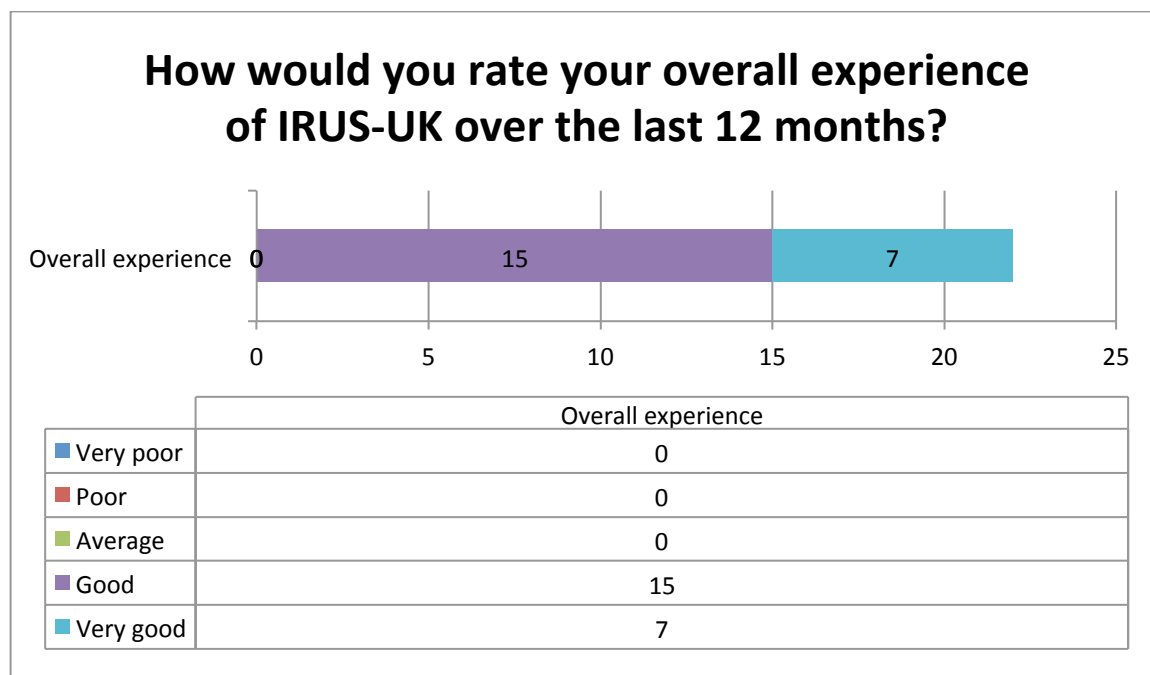|	Overall experience
■ Very poor	0
■ Poor	0
■ Average	0
■ Good	15
■ Very good	7

Figure 6: Stacked bar chart to show overall experience rating for IRUS-UK over last 12 months (n=28)

Twelve respondents provided additional comments. These included comments on the fact that IRUS-UK is reliable, useful, and works in the background (i.e. no maintenance is needed).

Specific comments included:

> "Although our institutional use has been very limited, I am very pleased that this service is available, and it will enhance our knowledge of our institution's scholarly outputs and their wider use and reuse"

> "IRUS is a very useful resource that is pleasant to use, and it's clearly being actively worked on and enhanced"

> "Excellent support and advice"

> "It allowed me to produce stats in a time fashion for the University Research blog"

> "I haven't used it a huge amount, but when I have, it has worked well and produced what I needed"

One respondent mentioned that they sometimes experience delays for monthly figures:

> "Useful for producing statistics, but often have to wait for a few days each month for the figures to appear"

Q12) BASED ON YOUR EXPERIENCE OVER THE PAST YEAR, HOW LIKELY WOULD YOU BE TO RECOMMEND IRUS-UK TO A COLLEAGUE?

Respondents were asked based on their experience over the past year, how likely they would be to recommend IRUS-UK to a colleague. This was done on a scale rating of 1 to 10 with 1 being 'definitely would not' and 10 being 'definitely would'. Twenty two respondents responded with nine (41%) definitely recommending IRUS-UK to a colleague (rating a maximum of 10). The average rating across the twenty two respondents to this question is 9 out of 10.
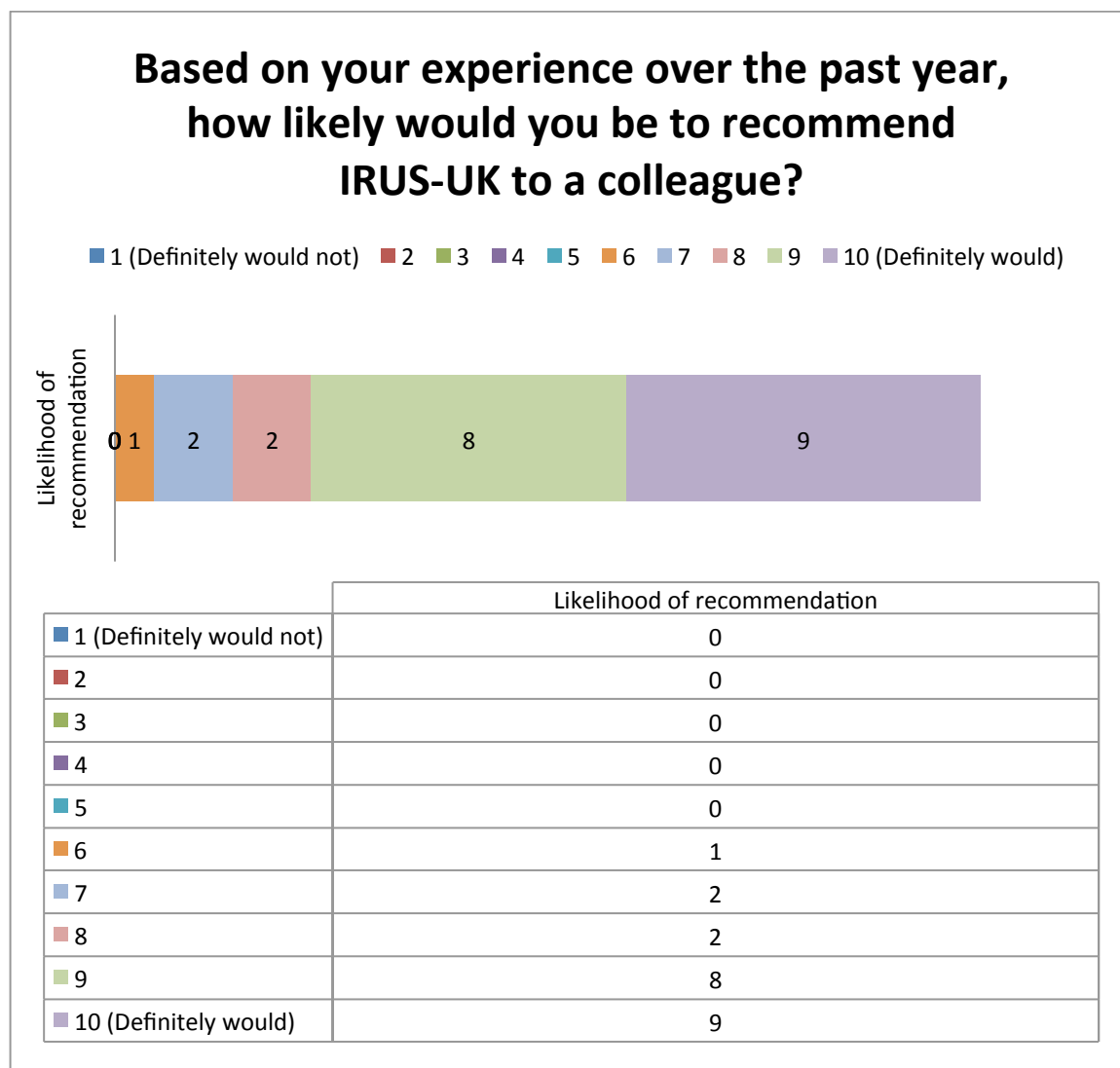

Based on your experience over the past year, how likely would you be to recommend IRUS-UK to a colleague?

■ 1 (Definitely would not) ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 ■ 8 ■ 9 ■ 10 (Definitely would)

	Likelihood of recommendation
■ 1 (Definitely would not)	0
■ 2	0
■ 3	0
■ 4	0
■ 5	0
■ 6	1
■ 7	2
■ 8	2
■ 9	8
■ 10 (Definitely would)	9

Figure 7: Stacked bar chart to show likelihood of recommending IRUS-UK (n=22)

OTHER COMMENTS AND FOLLOW UP

Q13) DO YOU HAVE ANY ADDITIONAL COMMENTS, FEEDBACK OR SUGGESTIONS?

Seven respondents left comments, feedback or suggestions in response to this question. These included requests for IRUS-UK integration with Pure, a request for a marketing push to encourage all HE institutions to join IRUS-UK, a request for more examples of what institutions might do with IRUS-UK data, and a request for information on statistics across IRUS-UK (such as most downloaded articles from any repository). Some respondents also used this as an opportunity to thank the IRUS-UK team;

> *"Of the various sources I use to gather stats, IRUS is by far the most enjoyable to use in terms of usability and features. So thanks!"*

CONCLUSION

As in 2015, the 2016 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, 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 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 wish list. All new suggestions have all been 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 have been followed up.

It is intended to continue to repeat the survey in the future to collect on-going evaluation of IRUS-UK and suggestions for development.

Jo Alcock

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