IRUS-UK Community Survey

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Jo Alcock

Pete Dalton

Yvonne Graves

Sukhvinder Kaur

Evidence Base

Birmingham City University

IRUS-UK is supported by Jisc   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 during February and March 2015. A total of 41 responses were received, representing 32 different IRUS-UK institutions. 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
    - Benchmarking
- The majority of respondents (81%) use Google Analytics in addition to IRUS-UK – 52% also use IRStats plug-in for Eprints, and 7% use the DSpace SOLR statistics.
- Respondents use repository statistics for the following purposes:
    - Regular reporting to management (87%)
    - Identifying trends and patterns in usage (65%)
    - Identifying trends and patterns in deposit (55%)
    - To provide evidence related to the impact of institutional outputs (e.g. for REF) (32%)
- Other uses included regular reporting to others within the organisation, reporting to SCONUL, for advocacy purposes, for internal monitoring (e.g. checking quality of metadata), and comparing institutional repository statistics with publisher usage statistics.
- IRUS-UK provides value in the following ways:
    - Enables reporting previously unable to do (for 82% of respondents)
    - Saves time collecting statistics (for 61% of respondents)
    - Increases knowledge to support better decision making (for 57% of respondents)
    - Enhances productivity (for 18% of respondents)
    - Saves money (for 11% of respondents)
- Additional ways IRUS-UK adds value include for benchmarking purposes and for having standardised statistics.
- When asked if IRUS-UK saves staff time, 18 respondents left a response indicating that it did:
    - Less than ½ working day per month for 10 respondents
    - ½ to 1 working day per month for 7 respondents
    - 2-3 working days per month for 1 respondent
- Some respondents commented that IRUS-UK does not save time, but enables more to be done with repository statistics that is of value to their institutions.
- When asked to consider the best thing 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. Item Report 1 (IR1)
    2. Item Report 2 (IR2)
    3. Repository statistics
    4. ETD Report 1 (ETD1)
    5. Consolidated Article Report 1 (CAR1)
    6. Repository Report 1 (RR1)
- 93% of respondents felt IRUS-UK has improved their statistical reporting.

- 89% of respondents felt the data provided by IRUS-UK was fit-for-purpose.
- 19 respondents face challenges in the collection and use of repository statistics. These include resources (time and staff); knowledge of, and familiarity with, statistical packages; limited functionality in some statistical packages; reconciling numbers from different systems (Google Analytics, DSpace, EPrints, IRUS-UK); and a lack of demand for repository statistics from institutional managers
- 11 respondents had experienced barriers/challenges to using IRUS-UK which included issues with particular reports, navigational problems, and being a novice user
- 86% of respondents hope to use IRUS-UK for benchmarking (the remaining 14% 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) (96% of respondents)
  - Performance of different item type within IRUS-UK (60% of respondents)
- 82% of respondents had not experienced any technical issues with using IRUS-UK.
- 86% of respondents reported that they find the current IRUS-UK user interface clear.
- 86% of respondents felt the current functions provided in IRUS-UK are clear to understand.
- 46% of respondents felt they did not need support with using the IRUS-UK statistics (18% of respondents stated they did require 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   Guides and tip sheets (81% of respondents)
  =1   Case studies of how other institutions use IRUS-UK (81% of respondents)
  3   Use cases to demonstrate what can be done with IRUS-UK data (73% of respondents)
  =4   Webinars (42% of respondents)
  =4   Expanded FAQs (42% of respondents)
  6   Events/workshops (27% of respondents)

- 86% of respondents rated their overall experience of IRUS-UK over the last 12 months as 'good' or 'very good' (14% rated it average)
- When asked if they would recommend IRUS-UK to a colleague, half of the respondents said they definitely would (giving the top rating of 10). The average score across the 28 respondents to 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 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
- Overall satisfaction
- 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 2nd February 2015 and remained open until 31st March 2015.

RESPONDENTS

We received 41 responses to the survey; 27 through personal email invitations and 14 through the public link. The majority (68%) 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 41 responses to the survey from 32 individual institutions, these are listed below:

Buckinghamshire New University
Cardiff Metropolitan University
De Montfort University
Edge Hill University
Goldsmiths, University of London
Kingston University
Lancaster University
Leeds Beckett University
Liverpool John Moores University
Northumbria University
University of Sussex
Teesside University
The Glasgow School of Art
The Open University
University of Bath

University of Bedfordshire
University of Birmingham
University of Chester
University of Cumbria
University of Derby
University of Edinburgh
University of Huddersfield
University of Hull
University of Leicester
University of Portsmouth
University of Reading
University of Southampton
University of St Andrews
University of Stirling
University of Strathclyde
University of Warwick
University of Worcester

When the survey launched, there were 78 participating institutions so this response represents 41% of participating institutions.

NB: We also received a response from Bepress, a commercial provider; though they did not leave a response to any questions other than to say they are interested in collaborating with IRUS-UK.

USE OF REPOSITORY STATISTICS

Q2) WHAT REPOSITORY STATISTICS DO YOU CURRENTLY COLLECT?

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

Download statistics:

- Item downloads (and broken down by month)
- Top ten most downloaded items
- Top downloaded thesis (if not in the top ten)
- Downloads filtered by individual/department/communities/collections
- Downloads by repository
- Downloads by country of origin
- SCONUL statistics

Visit statistics:

- No. of visits to the site
- Page views
- Views by collection
- Sources of visits (e.g. referrals, web searches)
- Country of origin of visits
- Top 10 countries for views

Deposit statistics:

- Number of deposits
- Deposits by month broken down by school
- OA items added per month, broken down by school

Repository collection statistics:

- Number of items in repository (monthly/per collection/overall)
- Total number of repository records
- Number of full text items (monthly/per collection/overall)
- Total OA records
- In-house stats collections for repository growth
- Percentage of full text works that are eligible for the REF
- Journals most published in
- Most active authors
- Percentage of full text by month
- Work done by library in adding/editing entries

Benchmarking:

- Comparison with other institutions
- Yearly comparisons with other repositories in the sector

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

Q3) 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 (81%) use Google Analytics, 52% use the IRStats plug-in for Eprints, and 7% for DSpace SOLR statistics.
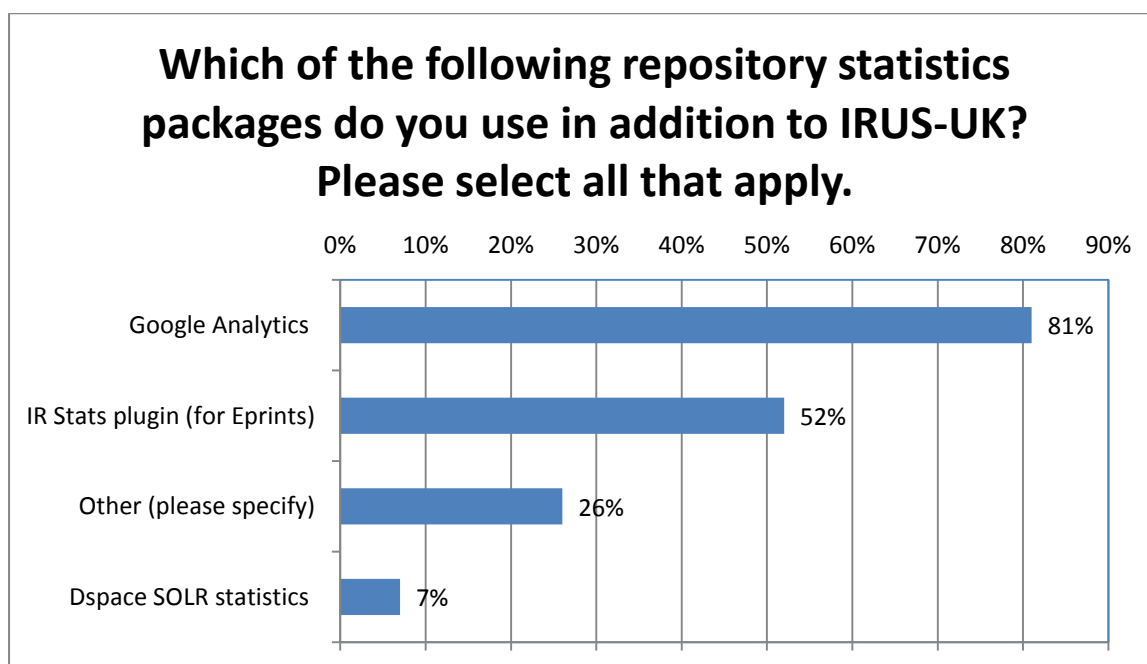
Figure 1: Bar chart to show repository statistics packages used (n=27)

Of those who responded with 'other', they included SQL, DSpace ElasticStats, Piwik, RepositóriUM (Minho) DSpace statistics and Pure's Reports function.

Q4) 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 (87%)
- Identifying trends and patterns in usage (65%)
- Identifying trends and patterns in deposit (55%)
- To provide evidence related to the impact of institutional outputs (e.g. for REF) (32%)

How do you use the repository statistics you collect? Please tick all that apply.

Regular reporting to management	87%
Identifying trend and patterns in usage	65%
Identifiying trends and patterns in deposit	55%
To provide evidence related to the impact of institutional outputs (e.g. for REF)	32%
Other (please specify)	32%
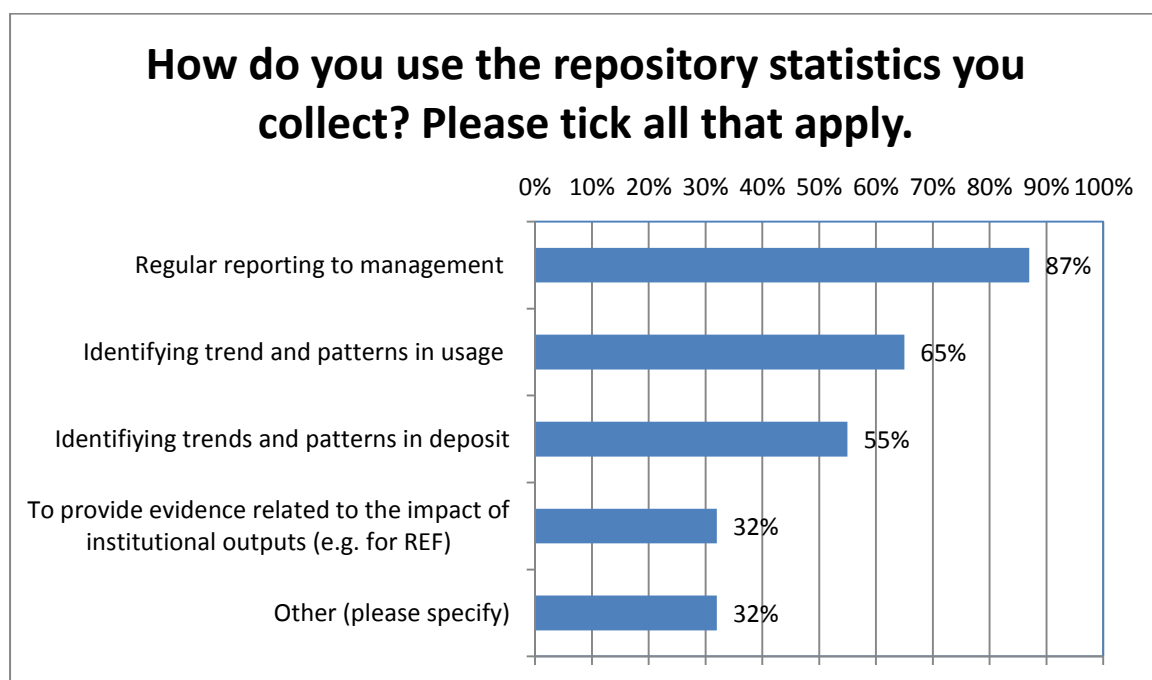
Figure 2: Bar chart to show use of repository statistics (n=31)

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

- Ad hoc reporting to management, departments and individual researchers
- Highlighting popular papers
- Checking quality of metadata
- Benchmarking
- Comparing IR stats with publisher stats
- Reporting to SCONUL
- Open access for depositors and users

VALUE OF IRUS-UK

Q5) 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. Respondents reported that IRUS-UK provides value to individuals or organisations by:

- Enabling reporting I was previously unable to do (82% of respondents)
- Saving time collecting statistics (61% of respondents)
- Increasing knowledge to support better decision making (57% of respondents)
- Enhancing productivity (18% of respondents)
- Saving money (11% of respondents)
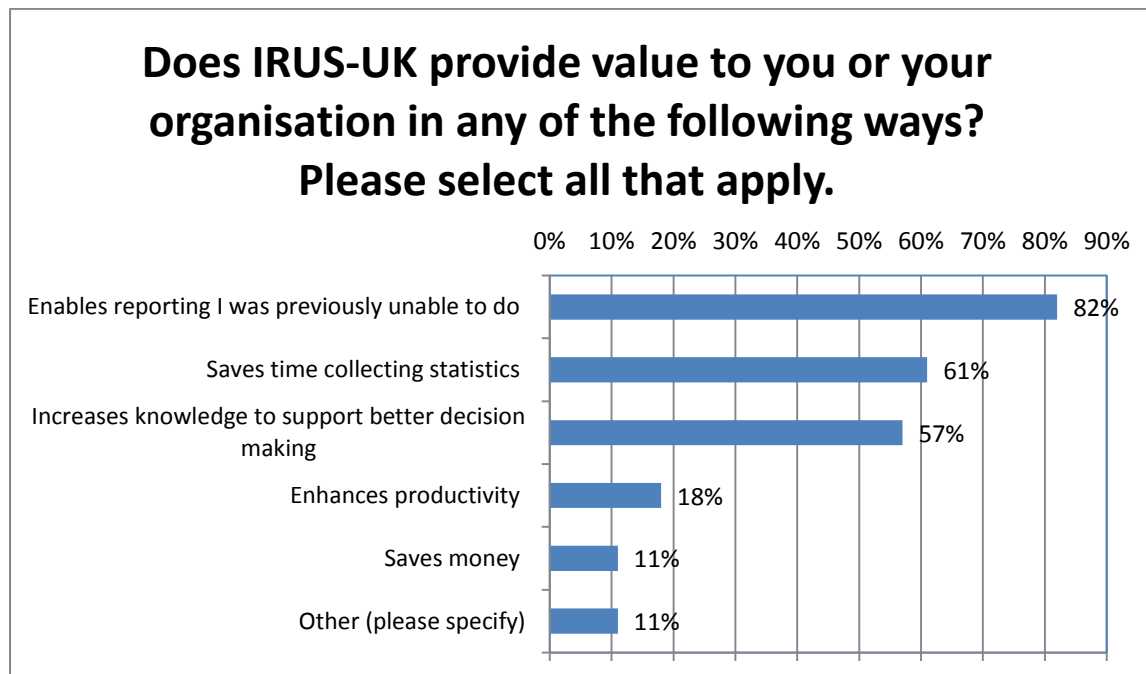
Figure 3: Bar chart to show value of IRUS-UK (n=28)

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

- Benchmarking
- Standard statistics comparable with other institutions

Q6) IF YOU FEEL THAT IRUS-UK SAVES STAFF TIME, PLEASE INDICATE ROUGHLY HOW MUCH TIME IS SAVED PER MONTH

18 respondents left a response to this question, indicating that they felt IRUS-UK saves staff time. A number of options were presented to respondents. 1 respondent reported time savings of 2-3 workings days per month, 7 reported time savings of to ½ to 1 working day per month, and 10 respondents reported time savings of less than 1/2 working day per month.

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

Category	Percentage
Less than 1/2 working day	56%
1/2 working day - 1 working day	39%
2-3 working days	6%
1-2 working days	0%
More than 3 working days	0%

Figure 4: Bar chart to show time saved by using IRUS-UK (n=18)

11 respondents gave additional comments. These included explanations that IRUS-UK enables additional activities rather than saving time on existing activities (5 individuals mentioned this), for example:

> *"It's more a case of being able to do things that would not otherwise get done, as opposed to saving time on things I would do anyway"*

> *"If anything, it gives more possibilities, so actually takes up more time, but it's useful to have the data"*

> *"More importantly than time saved is that there are reports that we couldn't do at all without IRUS e.g. comparison downloads with other repositories"*

Others commented on the fact that it was difficult to estimate the time saved as it varies depending on the number of requests received (4 individuals mentioned this). One commenter shared that they use IRUS-UK to create a statistics report per term, and that this probably saves them one day per term.

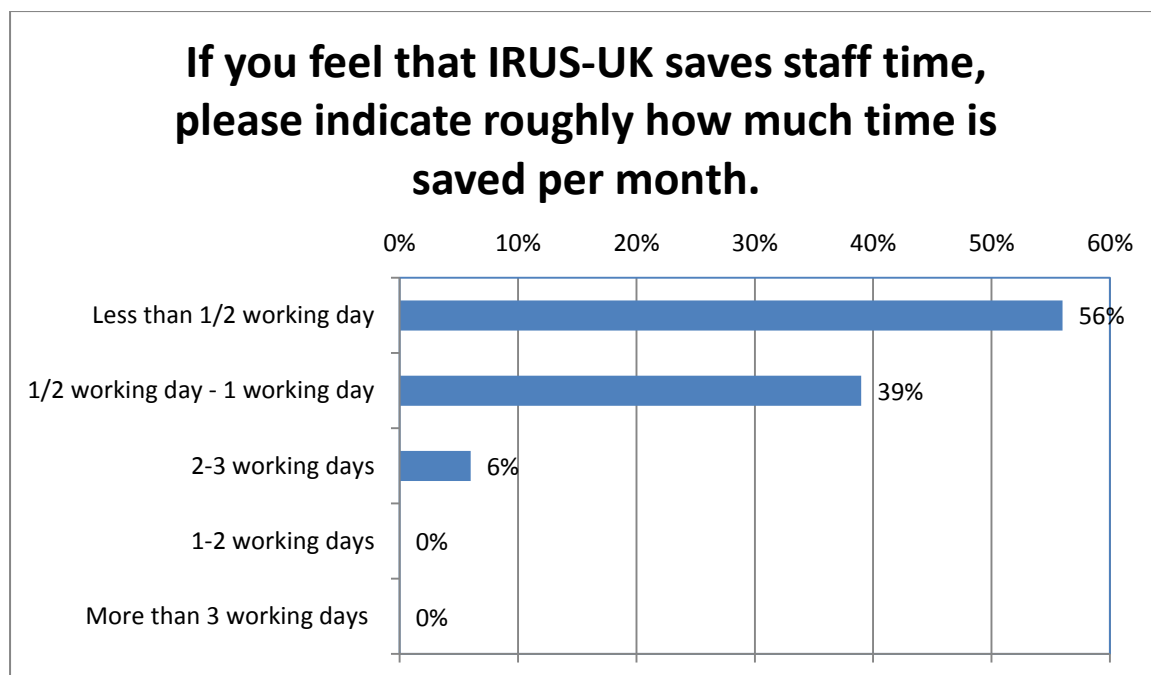Three individuals shared ways in which IRUS-UK saves them time. These included the fact that other sources of statistics are more time consuming or less objective; that less time has to be spent cleaning data due to the filtering IRUS-UK does; and the fact the statistics are COUNTER-compliant.

Q7) WHAT DO YOU CONSIDER TO BE THE BEST THING(S) ABOUT IRUS-UK?

This question was an open question, which 25 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

A number of respondents highlighted the fact that the IRUS-UK data are COUNTER-compliant, and that they can be trusted. They liked the fact that the data are reliable having been through a number of filters to improve the accuracy:

> *"COUNTER compliance is ultimately the best thing"*

"Consistent good quality web stats, which can be trusted"

"Independent and reliable statistical sources"

"Stripping out of internal traffic and robots"

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:

"We can also easily compare usage across different repositories, and displays are very clear"

"Comparisons can be drawn across the sector"

"Ability to benchmark our statistics with other repositories"

EASE OF USE

Respondents mentioned the fact that IRUS-UK is easy to use, easy to set up and provides quick access to statistics which can be viewed online or exported and repurposed. Comments relating to this theme included:

"Easy access to statistics and it was easy to get set up"

"Give a clear picture of stats, easy to understand and interpret"

"It is easy to use, useful variety of options for specifying the data, quick to generate reports, useful export to csv for further manipulation, great for observing trends because of the monthly download figures provided"

"Flexibility and usability of reports. We can click directly to items for further analysis, and sort reports by any column"

Q8) 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 (1) to very useful (4), with an additional option to select if not used. The responses demonstrate that the most useful reports, all scoring an average rating of 3.5 or above, are (in order):

- Item Report 1 (IR1)
- Item Report 2 (IR2)
- Repository statistics
- ETD Report 1 (ETD1)
- Consolidated Article Report 1 (CAR1)*
- Repository Report 1 (RR1)

Answer options	Not at all useful	Not very useful	Quite useful	Very useful	Not used	Rating Average
Item Report 1 (IR1)	0	0	5	21	2	3.81
Item Report 2 (IR2)	0	0	7	17	4	3.71
Repository statistics	0	1	6	19	2	3.69
ETD Report 1 (ETD1)	0	1	6	13	8	3.60
Consolidated Article Report 1 (CAR1)*	0	0	7	9	11	3.56
Repository Report 1 (RR1)	0	1	8	13	6	3.55
Item Type statistics	0	2	11	8	6	3.29
Search	2	2	5	9	10	3.17
Ingest statistics	0	2	12	4	10	3.11
Summary of all data in IRUS-UK	1	3	11	6	7	3.05
IRUS vs. IR comparison	0	3	8	3	13	3.00
DOI statistics	0	3	11	3	11	3.00
Article DOI statistics	0	3	11	3	11	3.00
Platform statistics	1	7	8	2	10	2.61
Country statistics	2	6	5	3	12	2.56

Figure 5: Table to show usefulness of each of IRUS-UK reports (n=28)

*Note: Since the launch of the survey, the Consolidated Article Report 1 (CAR1 report) has been replaced by the more flexible Article Report 4 (AR4).

Q9) HAS IRUS-UK IMPROVED YOUR STATISTICAL REPORTING?

93% of respondents (26 of 28 respondents to this question) reported that IRUS-UK had improved their statistical reporting.

Has IRUS-UK improved your statistical reporting?

Not sure , 0%

No , 7%

Yes , 93%
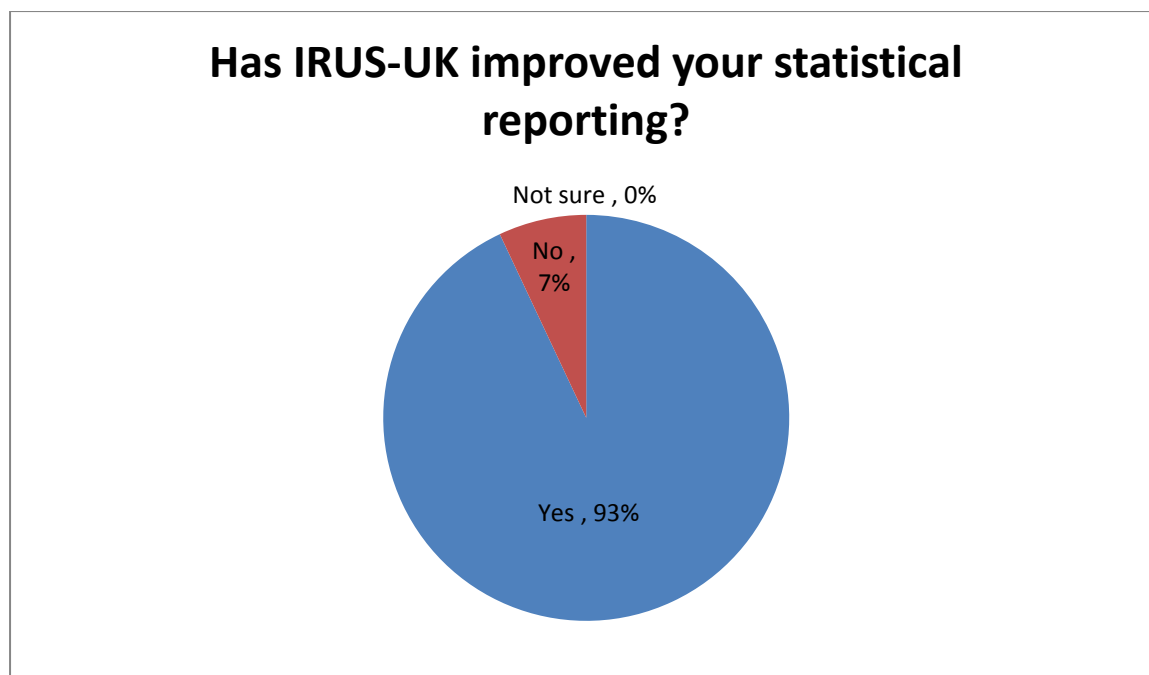
Figure 6: Pie chart to show if IRUS-UK has improved statistical reporting (n=28)

Respondents were asked to explain their answer. Only one who said no left a comment and explained they don't currently use IRUS-UK statistics.

Of those who said it has improved their statistical reporting, many commented that they were previously unable to report on repository statistics and IRUS-UK now enabled them to do so. Other reasons given were that IRUS-UK:

- Saves time
- Gives confidence that reporting confirms to a standard measure
- Enables reporting they were previously unable to do (e.g. IR1 report, benchmarking)
- Is easy to use
- Informs internal reporting and decision making

Q10) IS THE DATA PROVIDED BY IRUS-UK FIT-FOR-PURPOSE?

89% of respondents (25 of 28) reported that the data provided by IRUS-UK is fit-for-purpose. 3 respondents reported that they were not sure; there were no respondents who felt the data provided is not fit-for-purpose.

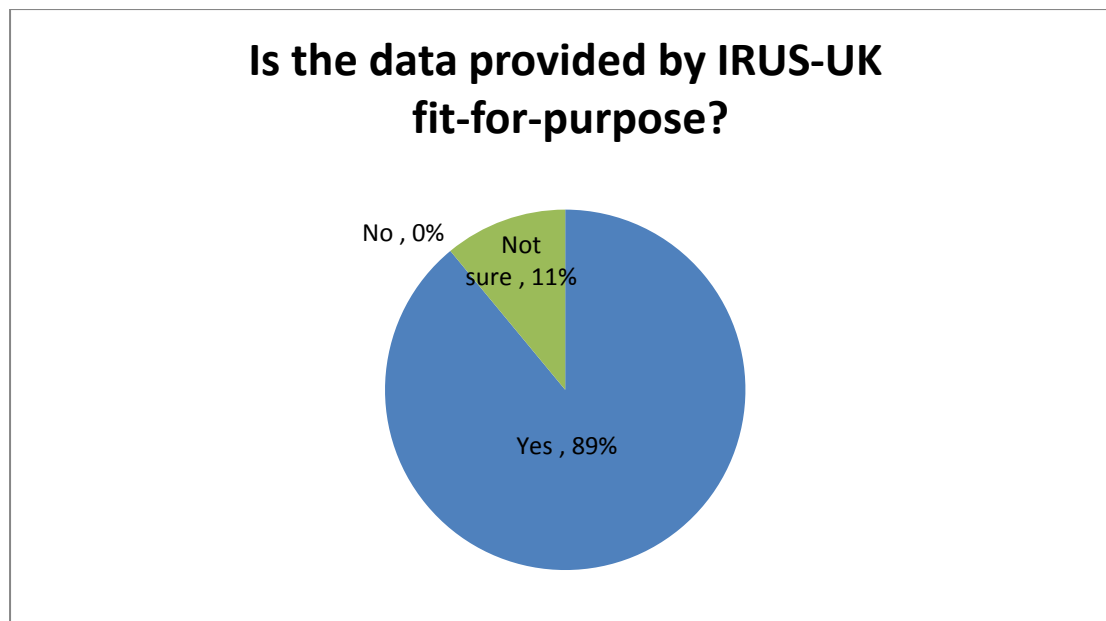## Is the data provided by IRUS-UK fit-for-purpose?

No , 0%

Not sure , 11%

Yes , 89%

Figure 7: Pie chart to show if IRUS-UK data is fit for purpose (n=28)

Respondents were asked to explain their answer. For those who said the statistics were fit-for-purpose, they commented that the data was trustworthy, useful, reliable and a useful accompaniment to aid monthly reporting. Of the respondents who were not sure the data was fit-for-purpose, one commented on specific issues meaning that for some items types they cannot use the data to confidently report usage, one commented on not being able to compare easily with other repositories for some reports, and one commented that they just don't use it often.

CHALLENGES AND BARRIERS

Q11) DO YOU FACE ANY CHALLENGES IN THE COLLECTION AND USE OF REPOSITORY STATISTICS?

8 of the 27 respondents to this question reported that they do not face any challenges in the collection and use of repository statistics. Of the 19 who reported that they do face challenges, these included:

- Resources (time and staff)
- Knowledge of, and familiarity with, statistical packages
- Limited functionality in some statistical packages
- Reconciling numbers from different systems (Google Analytics, DSpace, EPrints, IRUS-UK)
- Lack of demand for repository statistics from institutional managers
- Needing further information for more detailed benchmarking (e.g. number of OA items available)
- Experiencing difficulty identifying records that are covered by HEFCE's OA policy

Q12) HAVE YOU EXPERIENCED ANY BARRIERS/CHALLENGES TO USING IRUS-UK?

22 people responded to this question; however 11 of these responses were to say they hadn't experienced any barriers or challenges to using IRUS-UK. From the 11 respondents that have, the common barriers/challenges were around:

- Report issues
- Navigational problems
- Being a novice user

Q13) WHAT WOULD HELP YOU GET THE MOST VALUE FROM IRUS-UK?

15 people responded to this question; however 2 respondents were unable to provide suggestions. Of those who did, suggestions included:

- Case studies/demonstrations to show things how people are using the reports and statistics
- Clearer column headings in reports
- Clearer, simple instructions
- More focus on useful stats to individual repositories
- An API to enable institutional repositories to quickly plug in a "per item" usage count directly on the page for that

BENCHMARKING

Q14) WOULD YOU HOPE TO USE IRUS-UK FOR BENCHMARKING?

86% of respondents (25 of 29) stated that they hope to use IRUS-UK for benchmarking, with 14% (4) not sure. No respondents stated that they did not intend to use IRUS-UK for benchmarking.
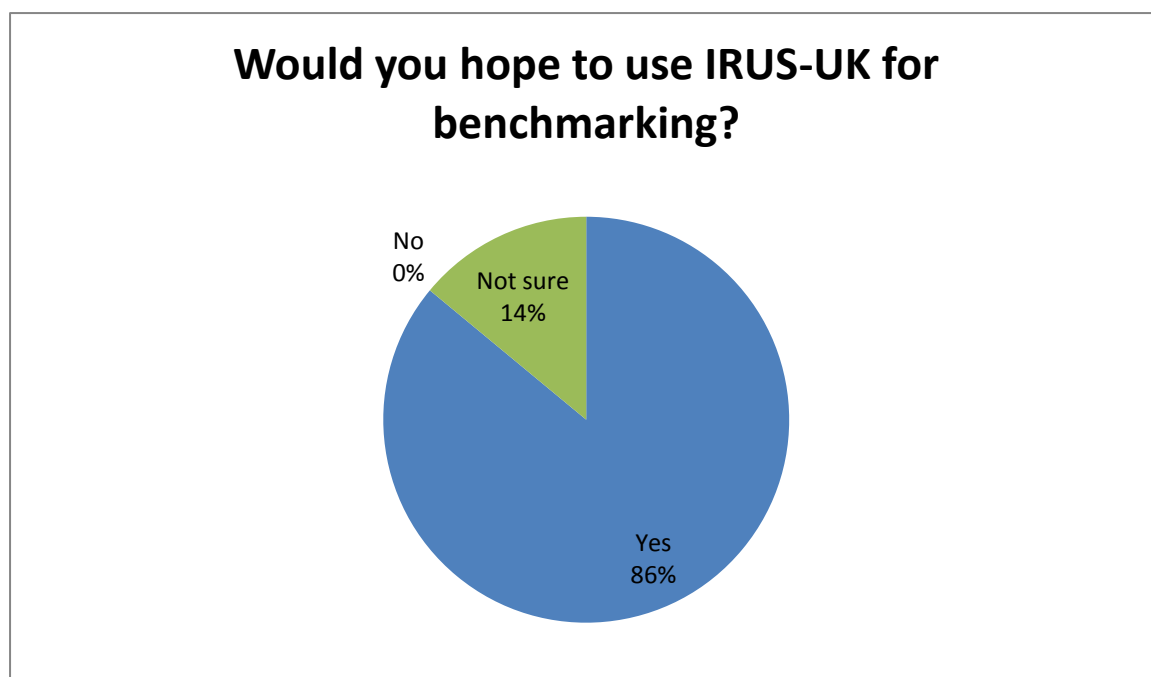
Figure 8: Pie chart to show intention to use IRUS-UK for benchmarking (n=29)

Q15) 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 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 peer institutions? (e.g. Jisc band, Russell Group) (96%)
3. Performance of different item types within IRUS-UK (60%)

Additional suggestions included:

- Ability to self-select the benchmark group
- Comparable performance by department

Q16) WHY DO YOU NOT THINK YOU WILL USE IRUS-UK FOR BENCHMARKING?

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

USABILITY

Q17) HAVE YOU EXPERIENCED ANY TECHNICAL ISSUES WITH USING IRUS-UK?

82% of respondents had not experienced any technical issues using IRUS-UK.
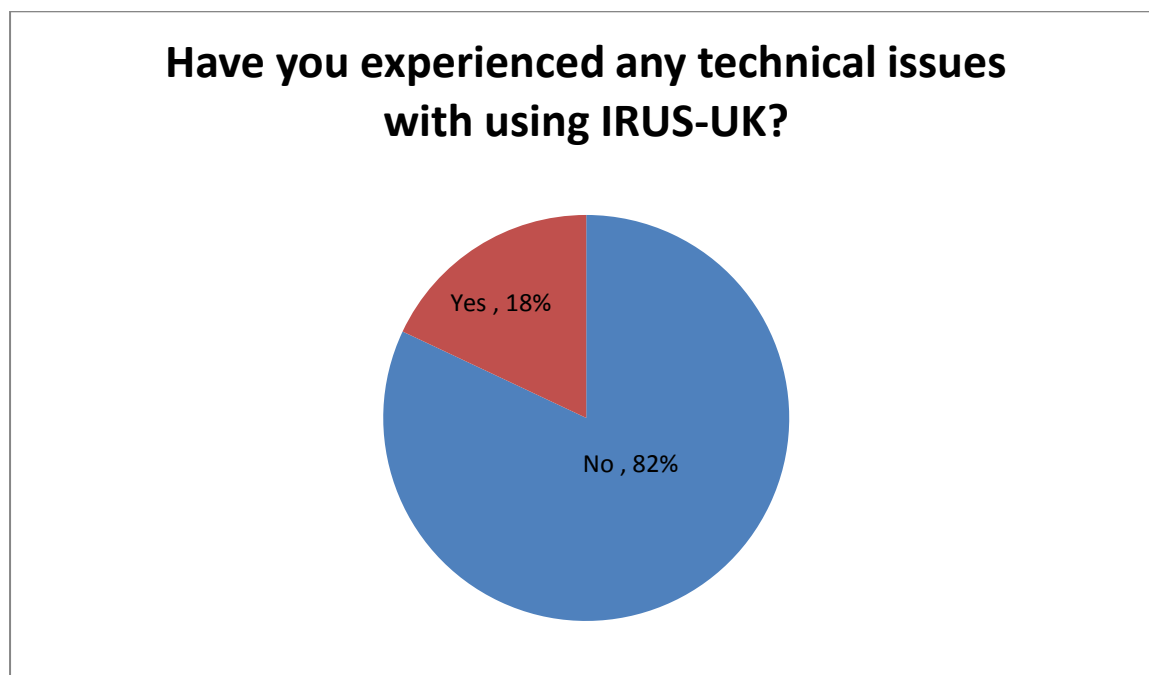
Figure 9: Pie chart to show if technical issues have been experienced (n=28)

Of those who had experienced issues, they included:

- Reports can be slow to load
- Occasionally timing out
- Problems with internal firewall settings and IRUS (now resolved)
- Issues with mapping IR item types to the IRUS item types
- Problem with https traffic handling and shibboleth access (currently under investigation)

Q18) DO YOU FIND THE CURRENT USER INTERFACE CLEAR?

86% of respondents reported that they find the current IRUS-UK user interface clear.

Do you find the current user interface clear?

No, 14%

Yes , 86%

Figure 10: Pie chart to show if IRUS-UK user interface is clear (n=28)

Positive comments were received including:

"Current user interface very clear"

"I've always been able to find the information I want and extrapolate this for other purposes"

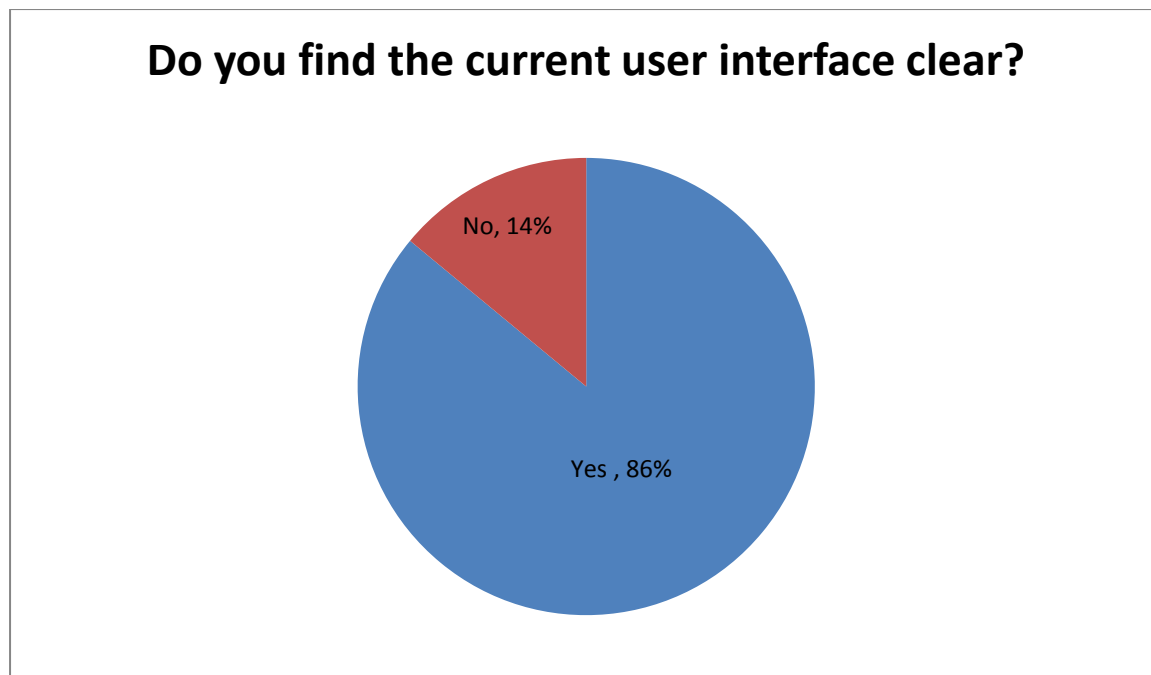*"Report descriptions are clear and the interface is intuitive"*

The six respondents who didn't find the user interface clear commented mostly on navigational and technical problems, such as issues with menus and columns and problems remembering what each report types does:

"Technical I get confused as to which report does what and wonder if it would be useful to have fewer reports with more search/filter options."

"The various reports could have more explanatory names"

"The problem I have is with the Summary by Repository - the list is so long that when I scroll down to my institution I lose sight of the column headings. It would be helpful to be able to freeze the headings and scroll down!"

Q19) ARE THERE ANY IMPROVEMENTS OR ENHANCEMENTS TO THE USER INTERFACE YOU WOULD LIKE TO SEE?

13 respondents gave an answer to this question, though 3 did not include suggestions for improvements (they answered either N/A or no).

The improvements suggested included:

- Being able to custom make a report
- Additional tips, e.g. the JISC banding could show which institutions are included
- Ability to create graphs and charts from tabular data

- Ability to re-order tables based on columns
- Fixed column headers for tables (to appear at top and bottom of reports)
- Ability to work at speed on other browsers
- Provide aggregating usage statistics for articles across repositories and publishers
- Floating help text to aid interpretation

Q20) ARE THE CURRENT FUNCTIONS PROVIDED CLEAR TO UNDERSTAND?

86% of respondents felt the current functions provided in IRUS-UK are clear to understand.
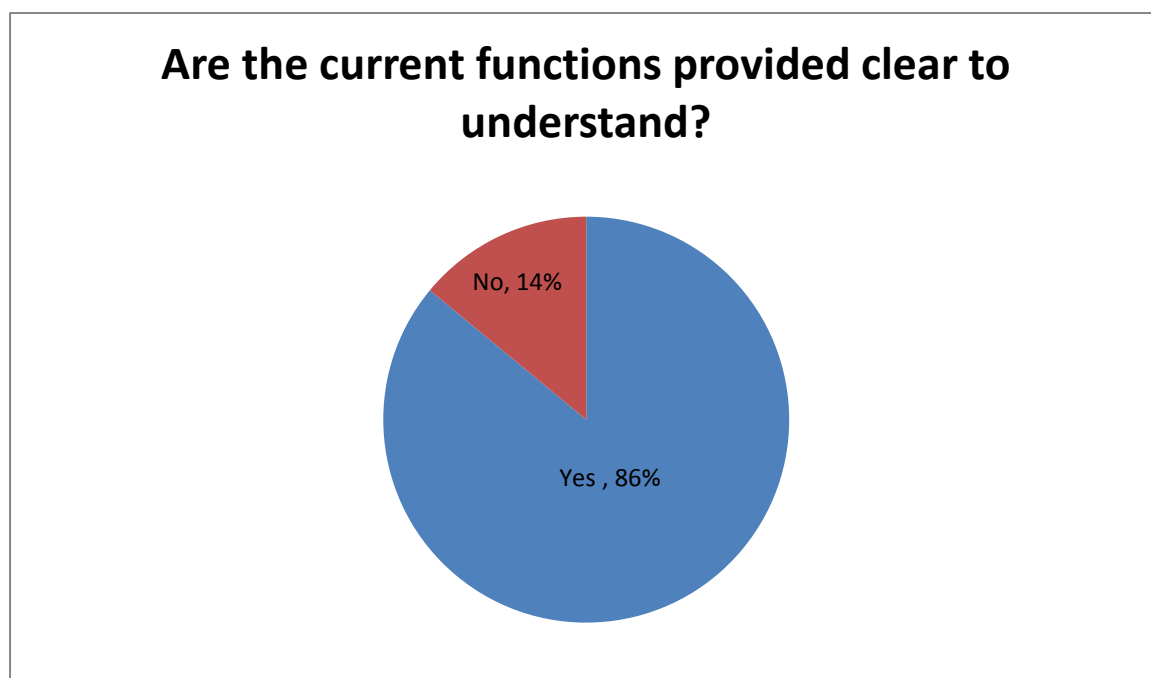

Figure 11: Pie chart to show if functions provided in IRUS-UK are clear (n=28)

Comments included:

> *"Once a report is selected there is a good description of what it provided"*

> *"The functions are very clear"*

Two respondents felt the current functions provided were not clear to understand. One respondent felt additional help and guidance would be beneficial whilst another found they had to keep looking up the functions.

Q21) WHAT, IF ANY, SPECIFIC FUNCTIONS WOULD YOU LIKE TO SEE IN IRUS-UK?

10 people responded to this question, 7 of whom gave suggestions, though 3 did not include suggestions (they were neither N/A could not say at present). These included:

- Saving 'favourite' reports and search parameters
- Being able to custom make a report
- API to include item statistics in repository based on DOI or Handle
- Including the number of items and/or downloads per item to enable easier comparison
- Allowing institutional statistics to be grouped by ePrints subject files for department and/or subject, and publication title

- Self-selecting a group of repositories to run a report to compare them

Q22) IS THERE ANY FUNCTIONALITY WITHIN ANOTHER REPOSITORY STATISTICAL REPORTING PACKAGE THAT YOU WOULD LIKE TO SEE AVAILABLE IN IRUS-UK?

8 people responded to this question, 4 of whom had suggestions. Suggestions included:

- Geographic distribution of the downloads (e.g. country of origin)
- Individual article stats embedded into a repository
- Popular search terms
- The window from date of acceptance to date of deposit

GUIDANCE/SUPPORT

Q23) DO YOU REQUIRE ANY SUPPORT WITH USING IRUS-UK STATISTICS?

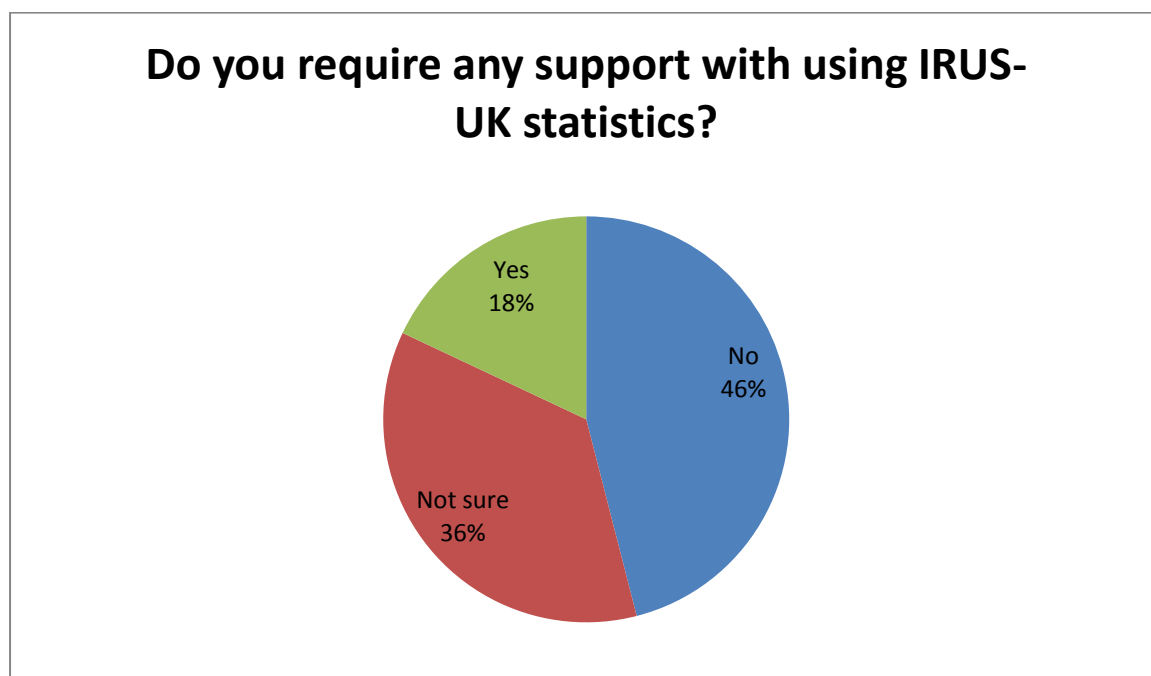46% of respondents stated they did not require any support with using IRUS-UK, and 36% were not sure.

Figure 12: Pie chart to show if support is needed with using IRUS-UK statistics (n=28)

4 respondents felt they would like further support, including webinars to increase knowledge of IRUS-UK and installation and upgrade support.

Q24) 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. 28 people responded to this question. The most popular forms of guidance and support requested (in order of popularity) were:

=1   Guides and tip sheets (81%)
=1   Case studies of how other institutions use IRUS-UK (81%)
3   Use cases to demonstrate what can be done with IRUS-UK data (73%)
=4   Webinars (42%)

=4   Expanded FAQs (42%)

6   Events/workshops (27%)

Two respondents responded 'other'; one said any support would be helpful, one requested less focus on guidance and more focus on high quality statistics collection, new reports and features.

OVERALL SATISFACTION

Q25) 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'. 28 people responded to this question; most (86%) gave a 'good' or 'very good' rating. 4 respondents gave a rating of 'average'.
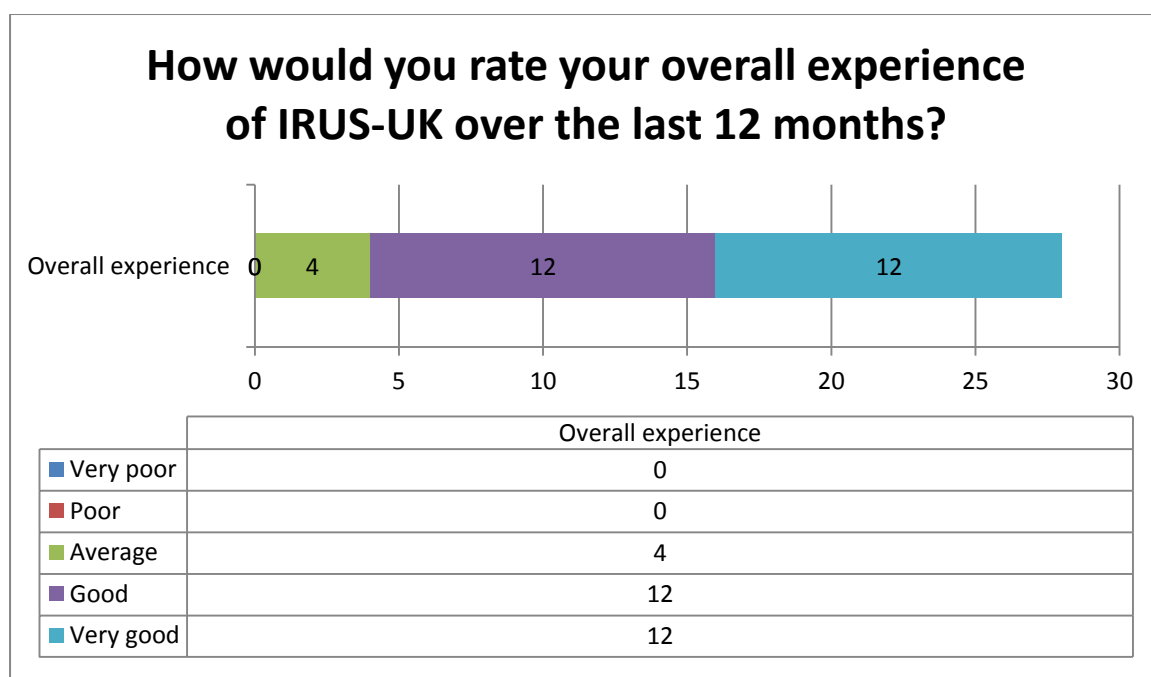
How would you rate your overall experience of IRUS-UK over the last 12 months?

	Overall experience
■ Very poor	0
■ Poor	0
■ Average	4
■ Good	12
■ Very good	12

Figure 13: Stacked bar chart to show overall experience rating for IRUS-UK over last 12 months (n=28)

15 respondents provided additional comments. These included comments on how easy IRUS-UK was to use and access data, the helpful staff and support provided, the usefulness of the reports and production of management information. A few respondents commented that their usage had only been minimal so were not able to comment and others commented it worked fine. One respondent commented that they had initially got good use from IRUS-UK but they hadn't identified ongoing needs that could be met by IRUS-UK. Comments included:

"Easy to get and pass on meaningful stats to management, trying to generate some excitement in what we do"

"Development has been very responsive to community suggestions, and additional reports have been very useful"

"It was easy to setup, support staff were very helpful, data is easily accessed and included in local reports"

Q26) 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'. 28 respondents responded with 14 (50%) definitely recommending IRUS-UK to a colleague (rating a maximum of 10). The average rating across the 28 respondents to this question is 9 out of 10.
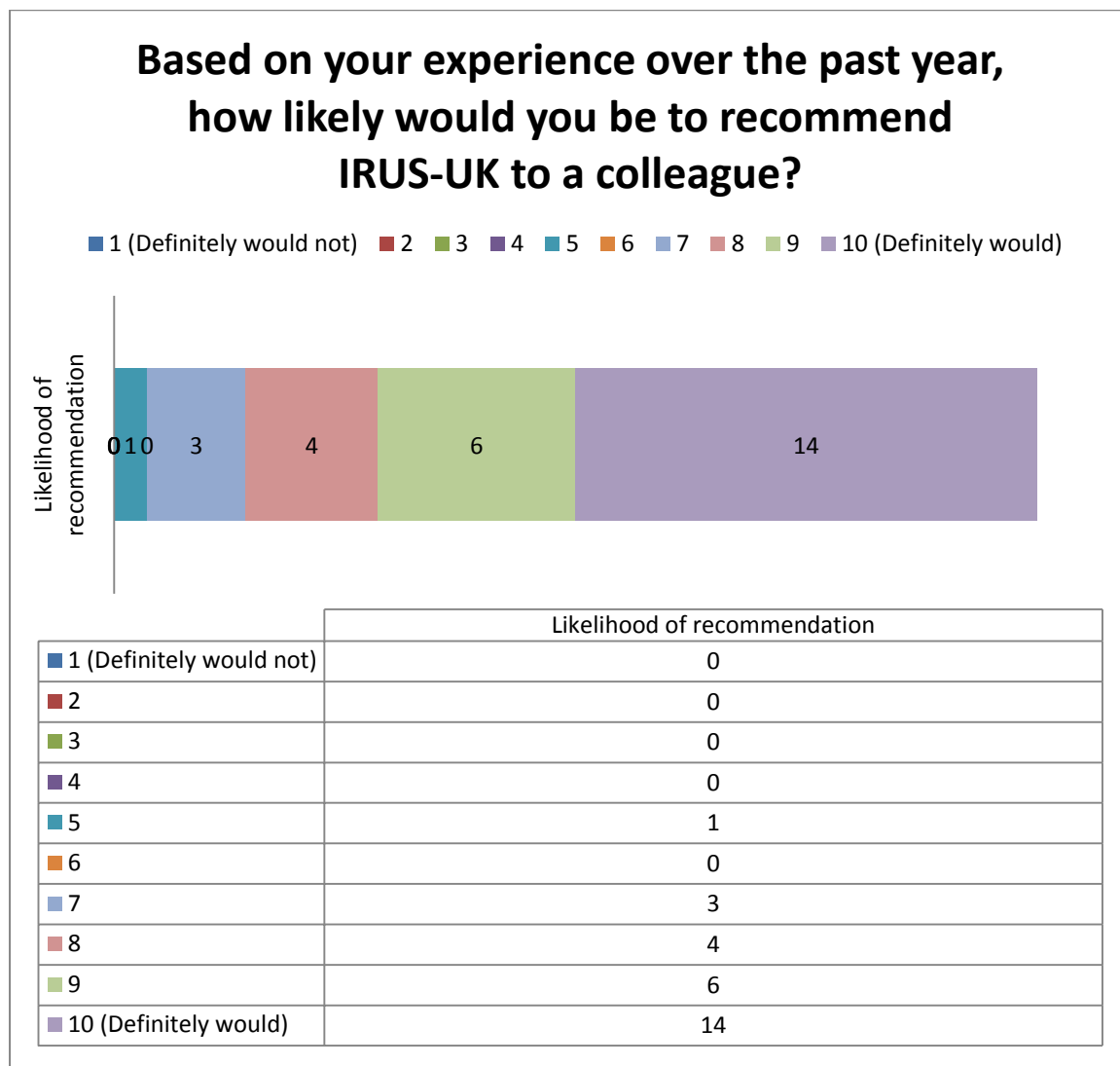

	Likelihood of recommendation
■ 1 (Definitely would not)	0
■ 2	0
■ 3	0
■ 4	0
■ 5	1
■ 6	0
■ 7	3
■ 8	4
■ 9	6
■ 10 (Definitely would)	14

Figure 14: Stacked bar chart to show likelihood of recommending IRUS-UK (n=28)

OTHER COMMENTS AND FOLLOW UP

Q27) DO YOU HAVE ANY ADDITIONAL COMMENTS, FEEDBACK OR SUGGESTIONS?

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

- Extending the reach of IRUS-UK into CRIS systems that provide repository functionality, in order to create a complete picture of UK repository usage

- Bepress collaboration with IRUS-UK

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

"I think this is a great service"

"I think IRUS is a useful tool and am glad that it is available"

"It is important that this service is maintained long-term and should be properly funded to ensure that"

CONCLUSION

As in 2014, the 2015 survey has again 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 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 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 continue to repeat the survey in the future to collect on-going evaluation of IRUS-UK and suggestions for development.