



IRUS-UK

Feedback from user surveys

As many of you will know, the IRUS-UK team sends a survey out to each institution a few weeks after they join IRUS-UK to gather their initial impressions and suggestions. This informs future development and support/guidance we provide. As we move into the second year of IRUS-UK, we thought now would be a good opportunity to share some of the highlights from the surveys in the last year.

Benefits and challenges

When asked what IRUS-UK users consider is the best thing about it, themes included:

- Reliable and authoritative statistics
- Benchmarking usage against other institutions
- Ability to demonstrate value
- Ease of setup
- Speed and ease of reports

Specific features such as inclusion of DOIs, the simple interface, and the complementarity with other statistics were also mentioned.

When asked about the benefits to their institution, themes included:

- Reliable figures for reporting and benchmarking purposes (14 out of 16 respondents felt it would improve their reporting)
- Enhancing workflows and saving time
- Using the statistics to improve the repository (e.g. to support advocacy work and encourage deposit)

A small number of respondents reported technical issues (e.g. authentication login issues), though most did not report barriers. One asked for further information about the reports available, which is something we have since developed support for through our series of webinars.

Using IRUS-UK Statistics

All but one respondent had been collecting repository statistics from other sources before using IRUS-UK. These included IR Stats and Google Analytics, as well as some manual additions. These were mainly used for internal reporting to different stakeholders (e.g. library services, research committees, faculties/schools/departments), and also for SCONUL returns. Challenges to collecting repository statistics from these sources included: needing more reliable statistics; time issues; knowledge and skills; and specific technical issues.

When asked how they planned to use IRUS-UK statistics, some thought they would use them to support existing reporting activities, whilst some intended to use them to compare the statistics with those from other sources. Others intended to use these as a way to make the statistics more widely accessible, for example enabling users to access statistics themselves.

Support with IRUS-UK Statistics

Whilst some respondents felt they did not need any support for using IRUS-UK, others felt they would benefit from additional support and guidance. The following table shows the requests for support and IRUS-UK's response to each:

Feedback request	IRUS-UK response
Asked for webinars to aid familiarisation with IRUS-UK	IRUS-UK have now held three webinars and participated in two Repository Support Project (RSP) webinars. These have incorporated support for a variety of different types of users – see presentations at http://www.irus.mimas.ac.uk/news/
Asked for information on definitions within IRUS-UK	IRUS-UK have developed a glossary which is now available from the website – see http://www.irus.mimas.ac.uk/glossary/
Asked for further explanations of how data is collected	IRUS-UK have expanded the FAQs on the website - see http://www.irus.mimas.ac.uk/faq/ - and have provided information on the technical aspects via webinars

We plan to continue developing support and guidance materials - if there is anything in particular you need support with please let us know.

Open data

IRUS-UK supports the use of open data, and we were pleased to find support for this from respondents. 13 respondents supported the use of open data, and were happy to share data on the basis that they are interested in other's data. Some respondents weren't sure about

their institution's views on this, whilst others had discussed with their institution and supported the openness to support benchmarking activities. IRUS-UK continues to be an open resource for UK institutions and we are pleased to see that there is largely support for this approach.

Benchmarking

The majority of respondents said they planned to use the IRUS-UK statistics to support benchmarking. This included usage over time, performance of different item types within IRUS-UK, and comparison with peer institutions. Other suggestions included a geographical comparison and comparison of usage of specific items compared to the published version.

Feedback on specific features of IRUS-UK

We asked what statistics it would be useful to display in your repositories. Most respondents were interested in item-level downloads over specified time periods or for departments. Others were considering ways to display IRUS-UK data alongside existing statistics (such as those from IR Stats and Google Analytics).

We also asked about presentation of statistics. All respondents said they would like both numerical and graphical representation of statistics. We will therefore continue to provide and develop both types of presentation where appropriate.

When asked if there was any additional functionality or enhancements which would be useful to be added to IRUS-UK, some people requested information on geographical locations, PDF download options and more information to inform benchmarking (e.g. average download per full text item). All suggestions for additional functionality and enhancements are added to a wishlist which is regularly reviewed by the IRUS-UK team to inform future development.

Next steps

Community input to the development of IRUS-UK is something which is highly valued, and we will continue to collect feedback from the community on a regular basis. As new repositories join, we send short surveys a few weeks after joining to gather initial impressions. We also plan to run surveys for all current participants on a less regular basis as an opportunity to seek feedback on new developments and to get an idea of how IRUS-UK is being used. We are always open to suggestions and feedback - if you have any comments or suggestions at any time please feel free to send them to irus@mimas.ac.uk.