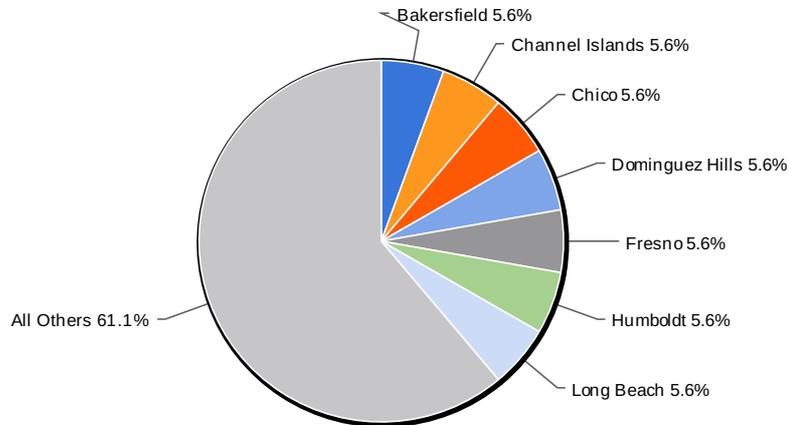


## Summary Report - Oct 13, 2012

Survey: CSU/EAR: Survey on Tools and Practices in Eresource Use Analytics

Please choose the campus for which you are responding.



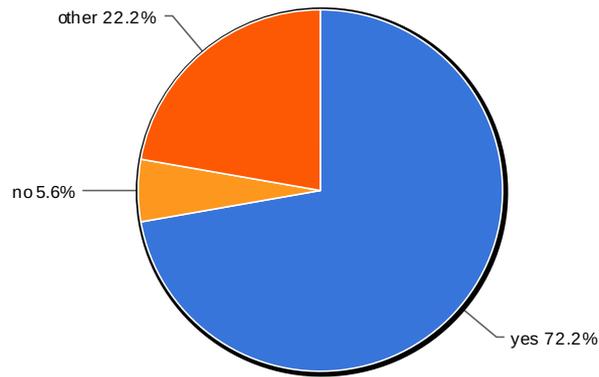
### 1. Please choose the campus for which you are responding.

Value	Count	Percent %
Bakersfield	1	5.6%
Cal Maritime	0	0.0%
Channel Islands	1	5.6%
Chico	1	5.6%
Dominguez Hills	1	5.6%
East Bay	0	0.0%
Fresno	1	5.6%
Fullerton	0	0.0%
Humboldt	1	5.6%
Long Beach	1	5.6%
Los Angeles	1	5.6%
Monterey Bay	1	5.6%
Northridge	1	5.6%
Pomona	1	5.6%
Sacramento	1	5.6%
San Bernardino	1	5.6%
San Diego State	0	0.0%
San Francisco	1	5.6%
San Jose	1	5.6%
San Luis Obispo	1	5.6%
San Marcos	1	5.6%
Sonoma	1	5.6%
Stanislaus	0	0.0%

#### Statistics

Total Responses	18
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Are you aware of the Chancellor's Office usage reports for eresources?



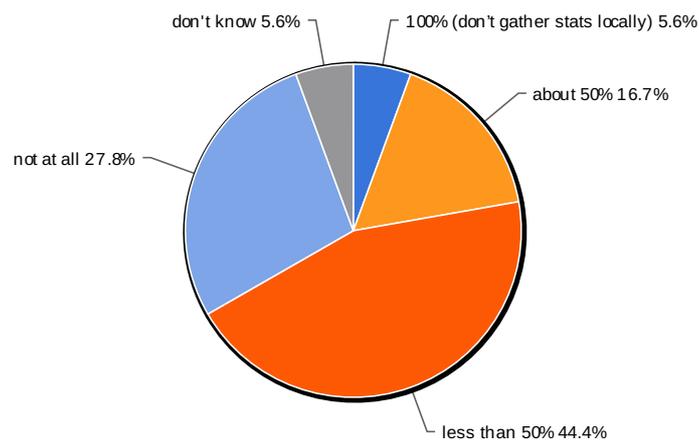
2. Are you aware of the Chancellor's Office usage reports for eresources?

Value	Count	Percent %
yes	13	72.2%
no	1	5.6%
other	4	22.2%

Statistics	
Total Responses	18

Open-Text Response Breakdown for "other"	Count
I thought these were no longer available	1
We get ours directly from the vendors as the stats from the CO seem erratic.	1
can't access the SDLC stats	1
heard about it. no password to get in.	1

How much do you currently rely on CO usage stats / analytics for your campus analytics needs?



3. How much do you currently rely on CO usage stats / analytics for your campus analytics needs?

Value	Count	Percent %
100% (don't gather stats locally)	1	5.6%
more than 70%	0	0.0%
about 50%	3	16.7%
less than 50%	8	44.4%
not at all	5	27.8%

Statistics	
Total Responses	18
Sum	100.0
Avg.	100.0
Max	100.0

don't know

1

5.6%

#### 4. Rate your satisfaction with Chancellor's Office Analytics

	Very satisfied	Satisfied	Neutral	Dissatisfied	Other [state]	Responses
<b>Saving time / efficiency</b>	0.0% 0	20.0% 3	66.7% 10	13.3% 2	0.0% 0	15
<b>Accuracy</b>	0.0% 0	14.3% 2	71.4% 10	14.3% 2	0.0% 0	14
<b>Consistency</b>	0.0% 0	14.3% 2	57.1% 8	28.6% 4	0.0% 0	14
<b>Support for collection decisions</b>	0.0% 0	20.0% 3	73.3% 11	6.7% 1	0.0% 0	15
<b>Benchmarking with other libraries</b>	6.7% 1	13.3% 2	66.7% 10	13.3% 2	0.0% 0	15
<b>Timeliness</b>	0.0% 0	13.3% 2	60.0% 9	26.7% 4	0.0% 0	15

Please use this space to describe other comments about the CO's analytics.

Count	Response
1	Nothing specific to add.
1	We have found the analytics do not contain enough information.
1	Would appreciate easier access to passwords.
1	don't use it as I cannot access it.
1	Last time I looked at these stats they were cumbersome, and I had completely forgotten about them until I saw this survey. I would welcome some easy to use analytics from the CO.
1	Hi, I thought that the usage stats services from CO were suspended back when SEIR became SDLC. I must have been misinformed. I would certainly make use of them, if I could and if they provide the kind of data I would need particular to my campus.
1	Due to vendor restrictions, the login and password information for platforms is often not available which makes it more difficult to access. Lack of platform comparisons
1	Passwords accessing usage data are not as up-to-date as desired. Some data are system-wide only and do not have campus breakdowns.
1	Love the concept, but we haven't used them very much because we can't access the SDLC stats, and the SEIR stats take us to basically the same place we go to pull our own stats.
1	There is some potential for improved efficiency just from having the logins in one place. But there is need for cleanup and clarity. One example, in checking ProQuest on both CO sites--one takes staff to the login site (that we use regularly and maintain URL and login information locally) and the other leads to a spreadsheet with data without definitions or context. So, from this single example for PQ that results are not very satisfying
1	Comments are not based on recent review of the analytics, but past efforts did not prove satisfactory.

#### 5. Tools used at my campus(check all that apply):

Value	Count	Percent %
Scholarly Stats (SWETS)	0	0.0%
Counter 360 (Serials Solutions)	0	0.0%
Publisher reports – direct/campus	0	0.0%
Publisher reports – from CO	0	0.0%
Excel	0	0.0%
ExLibris USTAT	0	0.0%
Local database (Access, SQL)	0	0.0%
None	0	0.0%

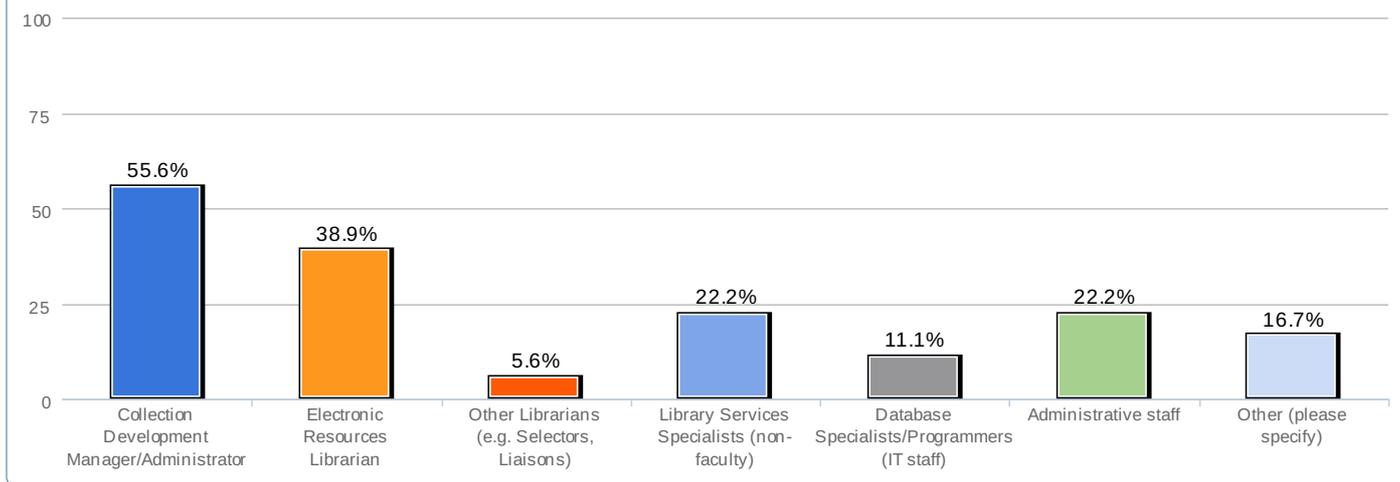
**6. Tools used at my campus (check all that apply)**

	We use this	It's great	It's OK	It's not that great	I don't know if we like it	Responses
<b>Scholarly Stats (SWETS)</b>	40.0% 2	40.0% 2	20.0% 1	0.0% 0	40.0% 2	5
<b>Counter 360 (Serials Solutions)</b>	83.3% 5	16.7% 1	33.3% 2	16.7% 1	16.7% 1	6
<b>Publisher reports – direct/campus</b>	80.0% 12	0.0% 0	66.7% 10	13.3% 2	0.0% 0	15
<b>Publisher reports – from CO</b>	75.0% 6	0.0% 0	75.0% 6	12.5% 1	0.0% 0	8
<b>Excel</b>	80.0% 12	13.3% 2	60.0% 9	6.7% 1	0.0% 0	15
<b>ExLibris USTAT</b>	40.0% 4	0.0% 0	50.0% 5	20.0% 2	30.0% 3	10
<b>Local database (Access, SQL)</b>	50.0% 2	0.0% 0	50.0% 2	25.0% 1	25.0% 1	4
<b>None</b>	50.0% 1	0.0% 0	0.0% 0	50.0% 1	50.0% 1	2

Please use this space to add comments or other tools you use for eresource statistics.

Count	Response
1	There wasn't an option for "we don't use," so those left blank are ones we don't use.
1	We plan to use UStat.
1	We use Innovative Interfaces' ERM for our eresource statistics.
1	We'd like to get Counter 360. A CSU discount would be helpful.
1	n/A
1	We use a combination of techniques to create some kind of useable worksheet for our decision making process. UStat for counter-compliant resources, direct publisher sites for other resources, pulled all together into an excel workbook. We are also investigating Ebsco's new product. UStat is cumbersome, have to really drill down to track individual journals, often difficult to distinguish between titles available on multiple platforms (especially archive vs current titles). It's not great, but it's what we have. A lot of collective effort is spent gathering stats, but we use them as one component of our decision making process.
1	We store our ScholarlyStats reports in Excel as well as reports we download directly from publishers (not in SS or a CO contract) USTAT requires more work than we are willing to invest. We are looking into harvesting statistics through our III ERM, but there have been concerns about the accuracy of the statistics.
1	Though publishers/vendors must now be COUNTER compliant for consortia to pick up their products, it still seems that what is available and how it is presented varies from vendor to vendor. For aggregators, I wish they would all define sessions, searches, retrievals, etc. in the same way. Sometimes it feels like comparing apples to oranges. With the full-text publisher sites there is more consistency, which is a good thing. However, it can be tough to get some of them to provide the info in the first place. It can also be confusing who at the publisher or vendor to contact about requesting statistics.
1	We had a subscription to Counter 360 for the past three years. The limitation with Counter 360 is that it only captures usage data from article databases that are counter compliant. Many other non-counter compliant databases and non-article databases are not captured. We cancelled our subscription this fiscal year and plan on using Google Analytics.
1	We use Serials Solutions for our integrated periodical list. When we need quick numbers we've always found it a useful point of departure.
1	Our method is time consuming but accurate. We would appreciate a better way to cull and use this information.
1	Counter 360: just implementing now, so too early to tell how much we like it Publisher reports: vary widely, some are terrific, some are horrible Excel: useful

### Who at your campus is involved in creating eresource use analytics for your library?



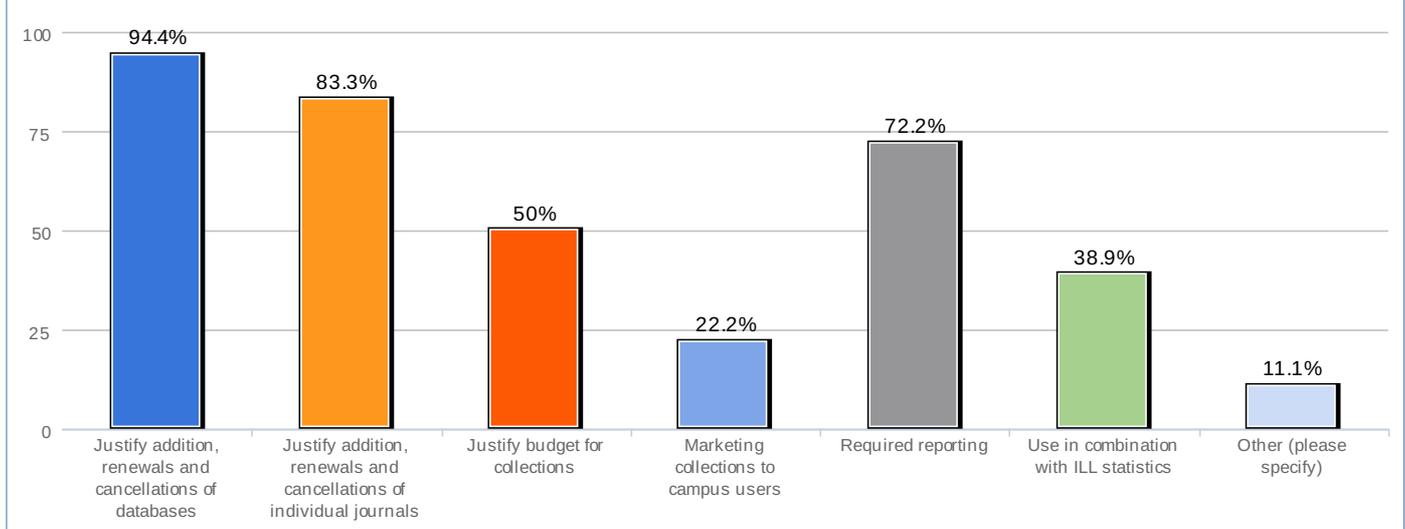
### 7. Who at your campus is involved in creating eresource use analytics for your library?

Value	Count	Percent %
Collection Development Manager/Administrator	10	55.6%
Electronic Resources Librarian	7	38.9%
Other Librarians (e.g. Selectors, Liaisons)	1	5.6%
Library Services Specialists (non-faculty)	4	22.2%
Database Specialists/Programmers (IT staff)	2	11.1%
Administrative staff	4	22.2%
Other (please specify)	3	16.7%

Statistics	
Total Responses	18

Open-Text Response Breakdown for "Other (please specify)"	Count
Left Blank	1
Serials Specialist	1
no one. don't currently have staff to spend time on this	1

### How does your library use eresource analytics?



### 8. How does your library use eresource analytics?

Value	Count	Percent %
Justify addition, renewals and cancellations of databases	17	94.4%
Justify addition, renewals and cancellations of individual journals	15	83.3%

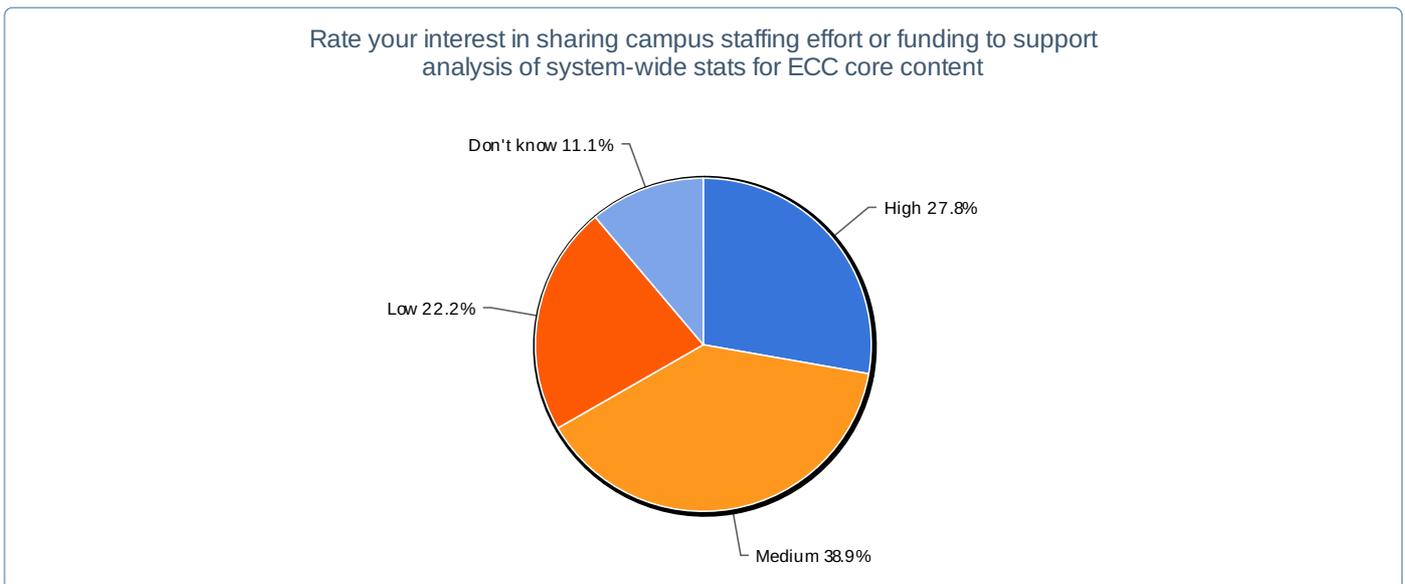
Statistics	
Total Responses	18

Justify budget for collections	9	50.0%
Marketing collections to campus users	4	22.2%
Required reporting	13	72.2%
Use in combination with ILL statistics	7	38.9%
Other (please specify)	2	11.1%

Open-Text Response Breakdown for "Other (please specify)"	Count
cant	1
It would seem here that we do a lot with our data. However, we have quite a small collection, which is why this is sustainable for us.	1

### 9. Rate your satisfaction with your current tools and workflow

	Responses
Saving time / efficiency	0
Accuracy	0
Consistency	0
Support collection decisions	0
Benchmarking with other libraries	0
Timeliness	0



### 10. Rate your interest in sharing campus staffing effort or funding to support analysis of system-wide stats for ECC core content

Value	Count	Percent %
High	5	27.8%
Medium	7	38.9%
Low	4	22.2%
Don't know	2	11.1%

Statistics	
Total Responses	18

11. Please use the space below to provide further information or comments that could be helpful in thinking about the best ways to gather, report, and use CSU eresource usage.

Count	Response
1	Given our poor budget, any outside help we could get would be greatly appreciated.

1	No additional comments
1	The CO has the stats, how much more analysis do we need to do?
1	We don't understand question number 8. Are you asking about sharing our staff physically, or the information we have worked on? Are you asking if we can contribute funds? People? Data? Or are asking if we would support system-wide staffing paid for and housed at the CO?
1	Adequate central staffing would be essential to support robust production, maintenance and reporting of statistics across the system campuses. I suspect that campuses that are engaged in this kind of analysis are using many local solutions to satisfy local campus conditions on budgeting and collections decisions.
1	System-wide ERM, that would be populated centrally with ECC stats, would help us to gather and analyze e-resource use.
1	Thank you for looking into this topic. It would be good for all campuses to have accurate and comparable data.
1	Thank you for conducting this survey. This might be a first step toward a solution for gathering, using and reporting eresource usage data. A systemwide effort can be established to provide training on tools and strategies on eresource usage data collection, use and reporting.
1	While usage stats are only one criteria for whether or not to begin, maintain or cancel a sub for a database or journal, they are an important criteria. The level of use of a journal is also a factor in whether to rely on ILL for access or to begin a subscription or to investigate PPV. Accurate and timely stats are critical, but they are quite time-consuming to collect from all the various sources. UStat has consolidated some of that effort, but the resources that don't fit into that model take additional time to collect and analyze. There are so many ways to slice and dice the data. I would love to be able to spend more time in the analysis and less on the collecting. Our Acquisitions librarian is willing to work on any systemwide statistics efforts.
1	I think there would be some advantage to centralizing at least basic gathering of statistics. It could inform SDLC as to which opt-ins to continue to negotiate and which might be OK not to. However, it is not possible for a centralized gathering point to help campuses with decisions on vendor direct products. It remains necessary for individual campuses to gather use stats. However, we cannot really afford to buy a product like UStat. We continue to have to manage this "manually" so to speak. Regarding ECC, it would be essential to provide each campus with use for ECC databases and, perhaps also share of cost, if SDLC were considering dropping a particular product. Since we are a small campus with a very, very small budget, ECC remains essential for us.
1	Number 8 is medium in that I am not sure if the Dean would be supportive. CSU working as a team to at least analyze the ECC content makes sense to make sure if there is a cost/benefit for the system as a whole
1	We need our statistics reported in COUNTER compliant format. It would be helpful for the CO to strongly advocate this when negotiating with vendors.