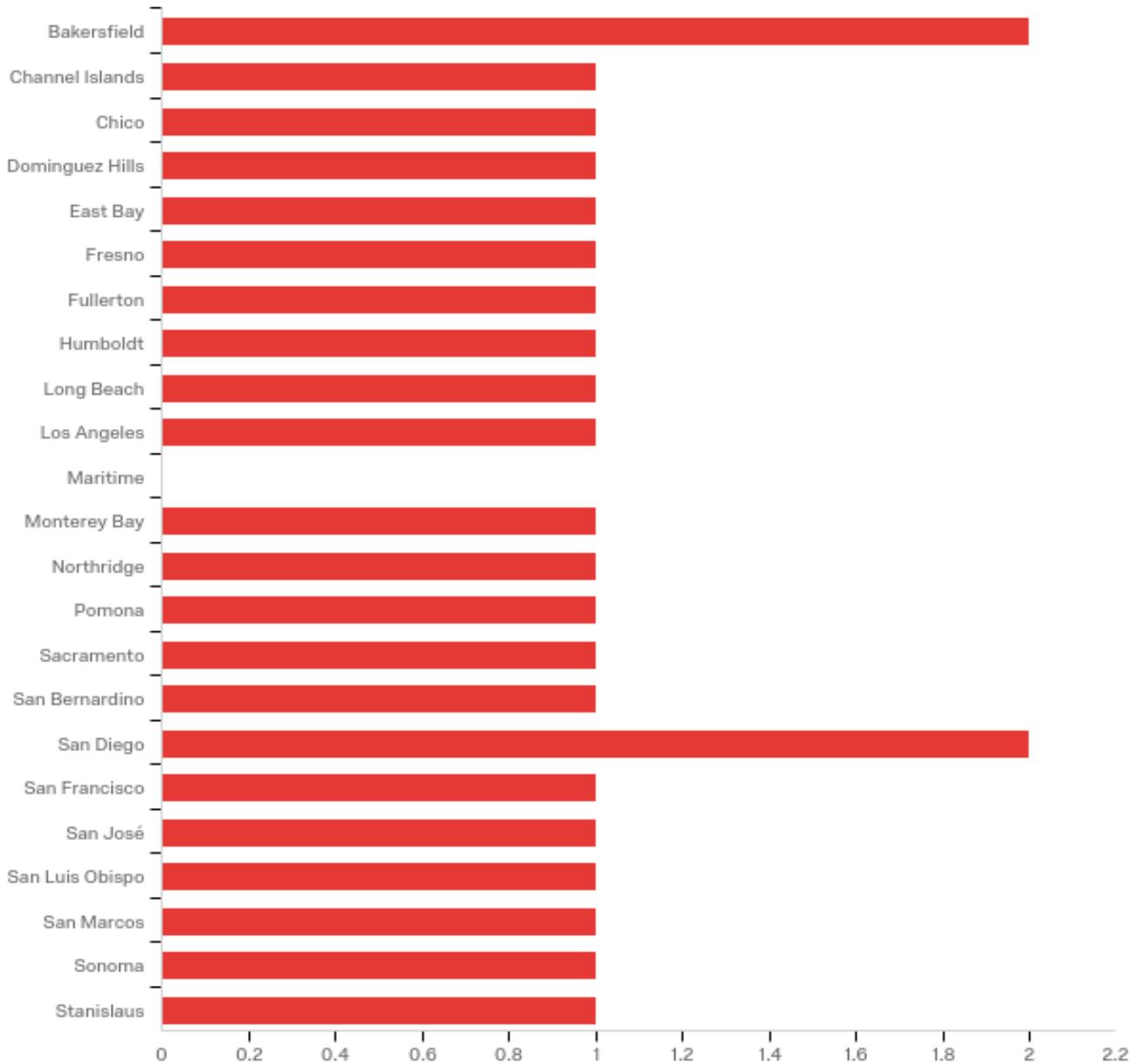


Default Report

EAR Analytics Work Group Survey on Electronic Resource Analytics

March 22nd 2017, 1:43 pm PDT

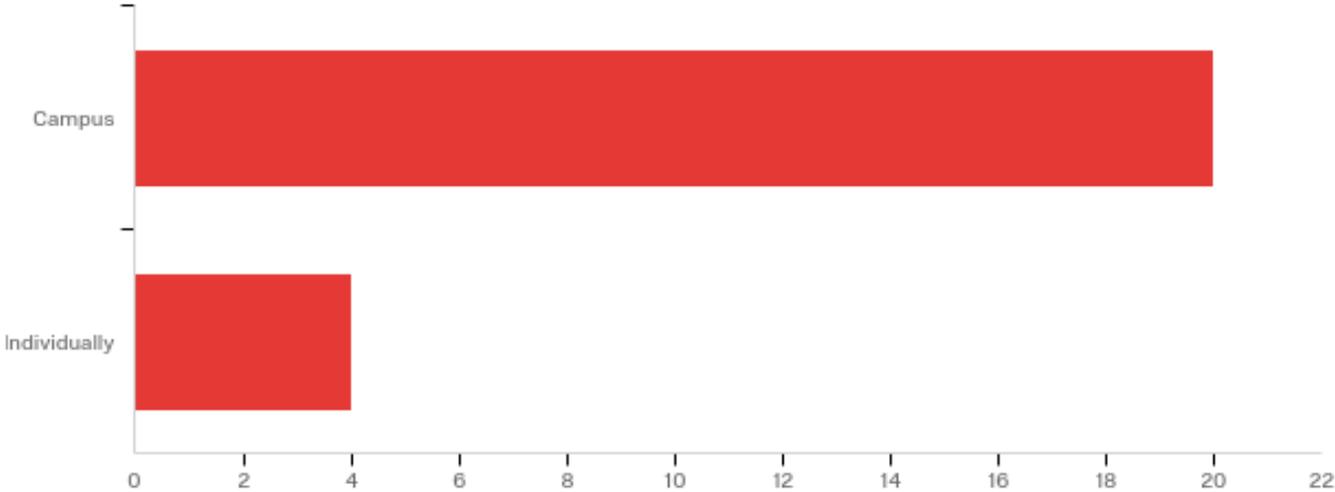
Q2 - What is your campus?



#	Answer	%	Count
24	Bakersfield	8.33%	2

25	Channel Islands	4.17%	1
26	Chico	4.17%	1
27	Dominguez Hills	4.17%	1
28	East Bay	4.17%	1
29	Fresno	4.17%	1
30	Fullerton	4.17%	1
31	Humboldt	4.17%	1
32	Long Beach	4.17%	1
33	Los Angeles	4.17%	1
34	Maritime	0.00%	0
35	Monterey Bay	4.17%	1
36	Northridge	4.17%	1
37	Pomona	4.17%	1
38	Sacramento	4.17%	1
39	San Bernardino	4.17%	1
40	San Diego	8.33%	2
41	San Francisco	4.17%	1
42	San José	4.17%	1
43	San Luis Obispo	4.17%	1
44	San Marcos	4.17%	1
45	Sonoma	4.17%	1
46	Stanislaus	4.17%	1
	Total	100%	24

Q3 - Are you responding for your campus, or individually?

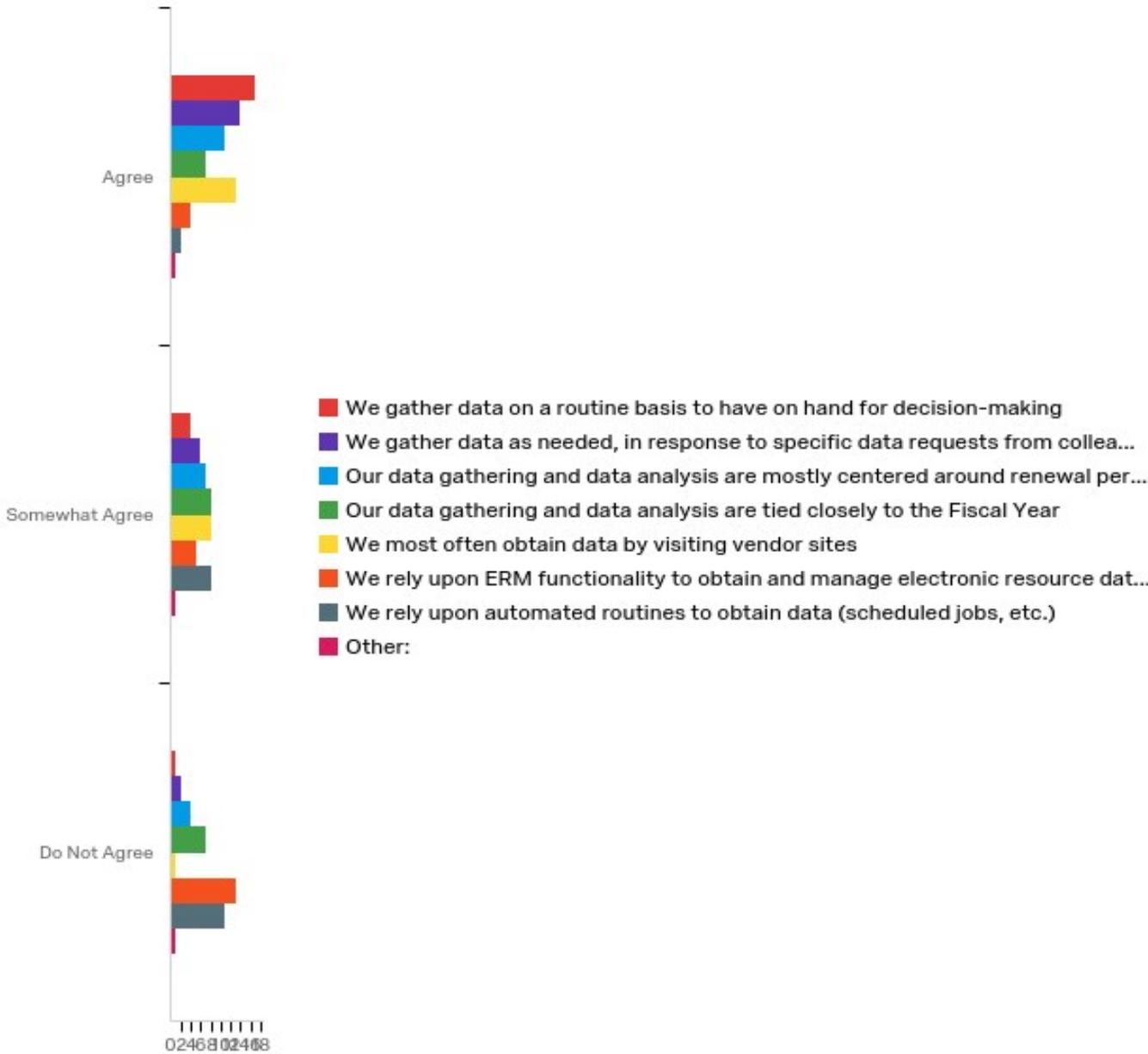


#	Answer	%	Count
1	Campus	83.33%	20
2	Individually	16.67%	4
	Total	100%	24

Q4 - Who is currently tasked with collecting electronic resource data at your campus?

Who is currently tasked with collecting electronic resource data at your ca...
me (Stacy Magedanz)
: Not 100% clear. "On paper" one staff member (non-faculty). Often collection development has to hunt data down, as so people trying to submit annual information to the Chancellor's Office, etc.
Marc Langston
Monica Pereira, Collections Coordinator
Lisa Roberts, ERM Librarian
ying
Hua Yi, Susan Baksh, Chris Ashley, Lynette Boyd, Laura Nelson, Lauren Magnuson
George Wrenn
Electronic Resources Librarian
Kathlene Hanson
Wendolyn Vermeer
Electronic Resources Assistant Frances Loera and Electronic Resources Coordinator Holly Yu
Technical Services
Shaunt Hamstra
Multiple people do, Acquisitions, Electronics Services Librarian, Collections
Technical Services librarian
Sherry Daniel and Linda Franklin
Amanda Grombly/Collection Development Librarian
Carol Perruso (me)
Bernadette Humphrey/David Hellman
Electronic Resources Coordinator
Dont knoq
me - Chris Bulock - Collection Coordinator for Electronic Resource Management
John Brandt

Q5 - How and when do you conduct data gathering and analysis for your electronic resources?



#	Question	Agree		Somewhat Agree		Do Not Agree		Total
1	We gather data on a routine basis to have on hand for decision-making	77.27%	17	18.18%	4	4.55%	1	22

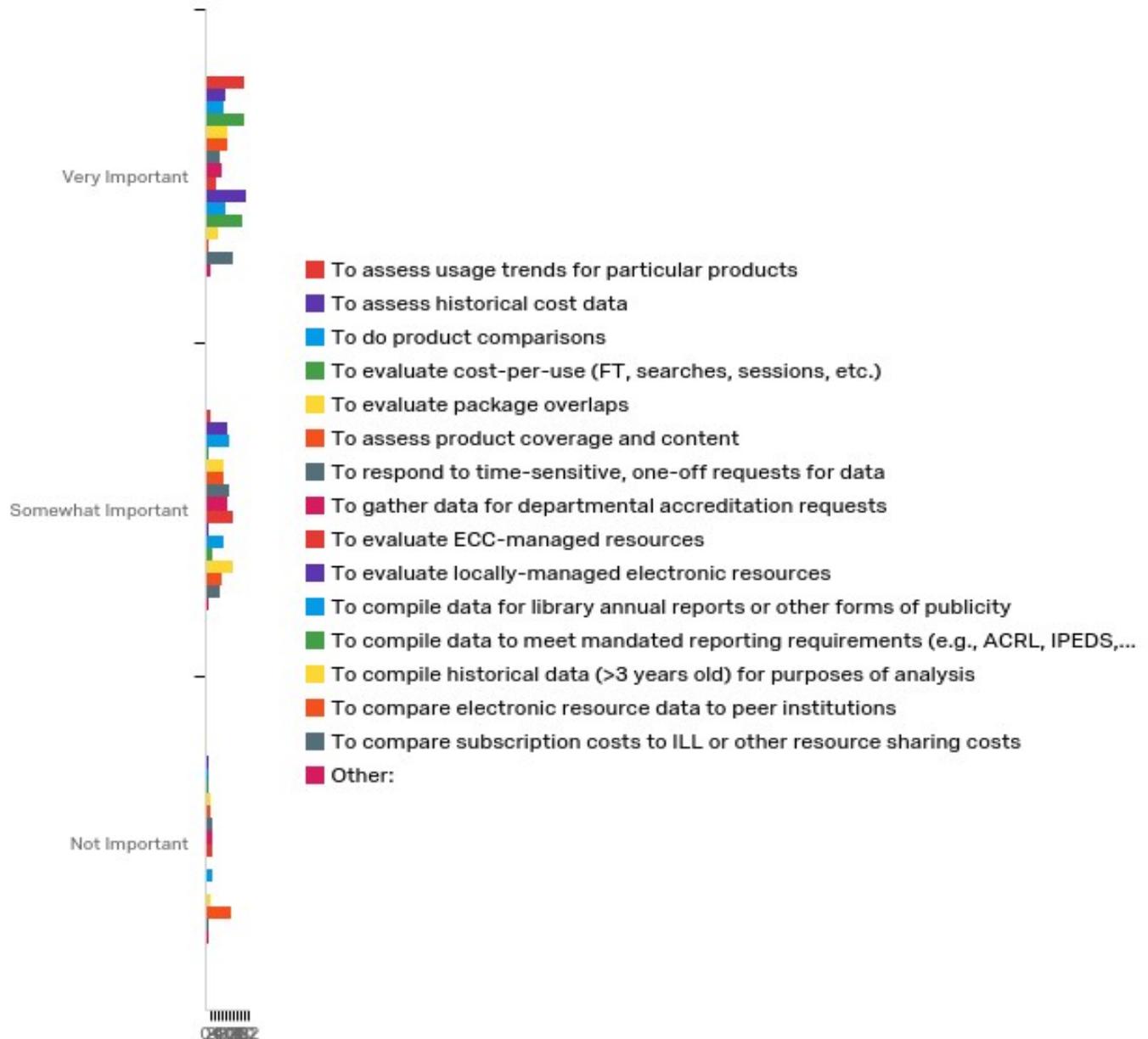
2	We gather data as needed, in response to specific data requests from colleagues, faculty, etc.	63.64%	14	27.27%	6	9.09%	2	22
3	Our data gathering and data analysis are mostly centered around renewal periods	50.00%	11	31.82%	7	18.18%	4	22
4	Our data gathering and data analysis are tied closely to the Fiscal Year	31.82%	7	36.36%	8	31.82%	7	22
5	We most often obtain data by visiting vendor sites	59.09%	13	36.36%	8	4.55%	1	22
6	We rely upon ERM functionality to obtain and manage electronic resource data	18.18%	4	22.73%	5	59.09%	13	22
7	We rely upon automated routines to obtain data	9.52%	2	38.10%	8	52.38%	11	21

	(schedule d jobs, etc.)							
8	Other:	33.33%	1	33.33%	1	33.33%	1	3

Other:

Other:
We gather statistics every six months (Jan/June). We plan to add all SUSHI compliant vendors into Alma over the next few months to get this process automated as quickly as possible. We have added some vendors to USTAT, but we haven't fully utilized it.
we have no ERM
We don't have ERM
use SUSHI to get JR1s from some vendors and data has been put into USTAT
Would use ERM functionality more if it was more robust
SUSHI/USTAT has been useful, although only partially helpful

Q6 - How Important are these data gathering activities to your library?



#	Question	Very Important		Somewhat Important		Not Important		Total
1	To assess usage trends for particular products	90.91%	20	9.09%	2	0.00%	0	22
2	To assess historical cost data	45.45%	10	50.00%	11	4.55%	1	22

3	To do product comparisons	40.91%	9	54.55%	12	4.55%	1	22
4	To evaluate cost-per-use (FT, searches, sessions, etc.)	90.91%	20	4.55%	1	4.55%	1	22
5	To evaluate package overlaps	50.00%	11	40.91%	9	9.09%	2	22
6	To assess product coverage and content	50.00%	11	40.91%	9	9.09%	2	22
7	To respond to time-sensitive, one-off requests for data	31.82%	7	54.55%	12	13.64%	3	22
8	To gather data for departmental accreditation requests	36.36%	8	50.00%	11	13.64%	3	22
9	To evaluate ECC-managed resources	22.73%	5	63.64%	14	13.64%	3	22
10	To evaluate locally-managed electronic resources	95.45%	21	4.55%	1	0.00%	0	22
11	To compile data for library annual reports or other	45.45%	10	40.91%	9	13.64%	3	22

	forms of publicity							
12	To compile data to meet mandated reporting requirements (e.g., ACRL, IPEDS, CSU)	86.36%	19	13.64%	3	0.00%	0	22
13	To compile historical data (>3 years old) for purposes of analysis	27.27%	6	63.64%	14	9.09%	2	22
14	To compare electronic resource data to peer institutions	4.55%	1	36.36%	8	59.09%	13	22
15	To compare subscription costs to ILL or other resource sharing costs	63.64%	14	31.82%	7	4.55%	1	22
16	Other:	50.00%	2	25.00%	1	25.00%	1	4

Other:

Other:

Evaluate data compiled by SDLC

We are not doing so much in the area of comparison of subscription costs to ILL spending. This might be something we should look into.

don't currently have any overlap tool except SFX, which doesn't cover many resources.

Assess coverage gaps (turnaway data)

Q7 - What data gathering activities do you consider critical to the process of making informed decisions about ECC resources?

What data gathering activities do you consider critical to the process of m...
We don't spend a lot of time evaluating ECC resources, since we're focused on our local expenditures. However, having the standard COUNTER reports available is certainly helpful.
Use and value as determined by each campus. Knowing this helps to determine whether it's a good ECC purchase or whether it would be better as a opt-in purchase.
DB1, JR1, content overlap
Tracking usage and costs in ways that help the campus visualize those elements.
cost per use by titles as well as package.
sdlc gather usage by campus
All COUNTER-compliant use data is reviewed, with the most heavy reliance on cost per use going back several years. We also look at how the package is being used, its overall cost in relation to comparable packages, and title overlap analysis compared to other packages.
overall cost, cost per use, usage
For some reports like IPEDS or ACRL, we need usage of all products for our campus regardless of who pays for them
<ul style="list-style-type: none"> • Overlap analysis to gather data to evaluate ECC resources • Campus-based usage data, particularly the number of full-text retrievals and use these data to figure out what percentage of these full-text articles are retrieved from unique journal titles in various ECC packages • New and emerging programs/majors developed among CSU campuses, and figure out how ECC can be best used to support these new programs and whether new packages should be added • It'll be even better, the usage data can be tied to actual student use and student success to demonstrate the value of ECC. The data can be in turn used for marketing these valuable resources to users.
Assessing product coverage and content
The items we marked as "Very Important" are the activities we think are critical.
We are interested in use primarily for ECC resources.
rely extensively on work by EAR committee, and don't do much analysis locally. Resources in the ECC get heavily used, or are so cheap that extensive analysis isn't worth it (e.g., ACLS Humanities ebooks.)
N/A
For ECC resources, it would be nice to have fiscal year and calendar year use data updated to Sharepoint in January and July. We've had a few quick turnovers of resources, and the data hasn't always been available to make an informed decision. The subscription log takes care of who has what on which platform, which is the other piece of data that usually comes into play.
Because campuses do not make individual decisions on ECC resources, data gathering on usage is not critical. However, for EAR's responsibility to make ECC recommendations it is fairly important. In the past, the CO used to spend a lot of time compiling stats on ECC products, and EAR realized they were not used much. In part, that is because so many of the ECC products are extremely unlikely to be up for discussion, such as Academic Search, PsycInfo, CINAHL. Most of the ECC discussion centers on the more marginal items, which may be cut to keep within the \$5 million budget. Bottom line, data gathering activities are not critical to evaluating most ECC

resources.

As far as ECC is concerned the data is really most important if something is LEAVING the ECC. In other words we really don't look at ECC analytics unless the source becomes opt-in. We assume (maybe incorrectly) that SDLC is monitoring that and would make system-wide decisions if resource usage declines dramatically.

(1) Overall usage (2) Overall cost per use (3) Campus-by-campus usage (is this resource useful across the system, or is it core to only a few campuses?) (4) Title-by-title usage (how broadly useful is a given package?)

Overlap analysis, usage trends, cost/use

COUNTER usage, title overlap analysis, analysis of subject content

Q8 - Have you experienced

issue with data availability and/or quality that hinder your ability to make informed decisions about electronic resources? If so, please provide specific examples.

Have you experienced

issue with data availability and/or quality that hinde...

Frequently. Some vendors (IBISWorld, for instance) do not produce anything like a standardized count. I have the sense that ProQuest significantly over-counts some of our usage. We've relied on USTAT up until now, and its limitations on digestible format (no COUNTER DB3 and no Ebook or Emedia stats) and well as report output have been a real pain. Not certain how much better Ex Libris will be.

Yes but mostly from internal problems in our library or from e-resources that are not "mainstream." (i.e. we have a large children's lit collection and that main index for that is not widely used in academic libraries.

Only system-wide data available for some ECC resources; no JR1 reports for some resources

Yes. Some vendors provide usage statistics once per year. Database websites are not set up for customizing usage statistics.

Yes, not all vendors provide usage data, vendors can be very slow to make data available, or post data inconsistently. Need to check multiple times a month to see if vendors have made data available. Not all vendors provide all possible COUNTER reports, or use custom definitions in usage reports. Would like to see standardized usage reports for all resources. Title names for packages / resources should be consistent (e.g., when a package changes its name, report ECC data using the updated name of the package)

Yes, some vendors only have data available on a rolling basis, making historical data analysis difficult. We sometimes have to rely on non-COUNTER-compliant data. Sometimes more recent usage data is not available when needed.

Yes, when the vendor is not COUNTER compliant it can be difficult to create a standard for evaluating resources. Also, even COUNTER compliant ebook platforms do not always provide all relevant COUNTER reports, and so it is difficult to compare multiple platforms with one another. (For example, some provide BR1 (title requests) and some only provide BR2 (section requests), and these are not consistent for comparison.)

Not all vendors have easy access to statistics. Having to change an administrative password more frequently than we use it has come up, on occasion. Some have spotty data. COUNTER compliance level varies.

- Inconsistency in data elements for those non-Counter compliant databases
- It's been an issue regarding how we can normalize the data elements for those non-article based databases for meaningful comparisons, e.g., Simply Map, DataPlanet, Kanopy, etc.

When vendors don't provide COUNTER compliant stats, that can be a problem. Those vendors seem to be coming around and more providing COUNTER, but some still don't.

Inconsistencies in the data provided, such as data labeling, non-COUNTER compliant reports (especially for video/media), ebook vendors not offering the same COUNTER reports, vendors who do not allow us to access usage reports directly.

There are some some databases and journals that do not use COUNTER. This makes translating this data for comparison purposes difficult. Usually it is a university press or smaller database. But, those are the ones that seemed to get flagged for review at renewal. E.g. Difficulty finding usage for Labour history review published by Liverpool University Press Journals was challenging.

can't get usage data for ejournal content hosted on EBSCO EJS services without a fee, so that's a major drawback for us. Need better tools to compare usage of current ejournal subs using JR5 to see if usage of current year of content is worthwhile for subs in which the content is in database with embargo. DB1 annual reports are only

available on calendar year, and subs are often on a different timetable, so want advice on how to reconcile.

Yes; we don't have local credentials for the most of the ECC resources and some of the opt-ins, so we have to contact the vendor or forage the Sharepoint site for data when renewals come up. We'll have to contact all of our vendors to configure SUSHI in Alma, so we'll resolve this on our own, but it would have been nice to have regular updates for things like Sage and Safari posted regularly to Sharepoint. There's also the issue of COUNTER vs. non-COUNTER statistics; it's be nice to have COUNTER JR1 and DB1 data for all of the resources where it's available.

Yes. In addition to the errors that happen with SUSHI, there are still some vendors that do not let you customize the date range for stats. (Example from last week is eluding me but I think it was SPIE Digital Library.) More vexing are the vendors that mix data from different products, such as Wiley including Anthrosource usage within Wiley Online Library, requiring manual disaggregation. Same with Elsevier. when you buy a single title that is discoverable in ScienceDirect, then the usage becomes part of ScienceDirect, even though you paid separately for the single title. Another issue are the vendors that don't offer COUNTER-compliant usage. This is declining over time, but but it is still and issue with some products. For example, Mergent's Million Dollar Directory for Business or compendex for Engineering. Another issue is that some vendors were slow to provide JR5 reports that allow you to distinguish usage of articles that we we may have already paid for through purchasing an archive vs. the more recent articles that are paid for with an ongoing subscription. I just checked a few of the larger publishers and they seem to have them now.

Most of the difficulties we've encountered have to do with platform changes etc. For example we go to collect data and the password has changed or the vendor now has a new Counter system in place. In those instances the vendor is usually happy to provide the data we want, but of course it would be better if we could just get it when it is convenient for us.

I can't always open the reports SDLC hosts in Sharepoint (e.g. Artstor stats won't open). Some vendors provide stats that aren't COUNTER-compliant (e.g. NBCLearn, Kanopy, Mergent) and/or are inadequate (e.g. LexisNexis only provides searches), or don't provide stats at all (e.g. many business databases, such as MRI+ University Internet Reporter), or we have no information whether they do or not (e.g. WestLaw).

Would like to know more clearly when resources drop out of packages.

Possibly the biggest current obstacle is the varying use of BR1 and BR2 reports, as it can make it more difficult to compare ebook packages

Some vendors (e.g. NBC Learn, Valueline) don't have online sites or SUSHI retrieval, but send me monthly reports which I then compile

Q9 - What are your expectations regarding timely delivery of reports or data to help with your electronic resource decision-making? How much lead time is essential for making effective decisions?

What are your expectations regarding timely delivery of reports or data to...
Difficult to say. Ideally, we would need data at least a couple of month in advance of the actual decision, but that rarely happens.
It would be nice to always have a couple of years of current data. It seems like we used to have plenty of time to plan ahead (6-months or more) but now we have less staff and it seems most often we have to grab data on the fly —very close to when a decision needs to be made. This does not allow for in-depth analysis or time to hear back from faculty on perceived usefulness.
2-weeks
Monthly reports would be useful to track ebb and flow of usage. About 1 year of lead time would be a minimum.
At least one month lead time to distribute to appropriate stakeholders.
usage data provided at the time subscription memos are issued. Need at least 4-6 weeks to evaluate usage data
It is helpful to have usage and cost data and relevant reports one or two months in advance of when a decision needs to be made. At a minimum, having data available 3-4 weeks prior to decision-making is essential.
We believe that reports should be available soon after the month ends (by the 5th of each month). Our Collection Development Team meets twice monthly to make renewal decisions, and we need relevant data at least a week before each meeting for the agenda. For more complex renewal decisions in which we are comparing two or more products, we may need the data months in advance so that multiple parties may weigh in.
Right now everything is time consuming as it involves manual gathering of reports. If we have analytics functionality, lead time could be reduced.
<ul style="list-style-type: none"> • Three to six months advanced delivery would be ideal • Clear and consistent guidelines on what data points should be harvested • Perhaps it makes sense to have a tier-based approach in decision making process. Not every single database/journal package needs to be evaluated on an annual basis. For example, JSTOR, EBSCO Academic Search Complete, can be first tier resources, and they can be on a three-year evaluation cycle; CQ Researcher might be on an annual review cycle. Criteria need to be setup to determine tier levels.
2 days to 2 weeks depending on what data is being requested
Timely deliver of what from whom? Otherwise, ideally a 48-hour window would be great for on-demand customizable reports.
Rarely do we need reports with less than a days notice. Although, that has happened. I think that being able to generate a report within a 48 hour window is reasonable though.
Currently spend 3months gathering JR1 and DB1 stats and then manually combining them with cost info for use during annual renewals, . Would prefer to have stats and cost info available quarterly but current workload is too much. Hoping ALMA helps
Need monthly reports.
The reports issue will wash out with scheduling reports in Alma. As for lead time, we need at least two weeks. At our library, major renewals and changes to resources are reviewed by all of the librarians, and we sometimes need

a bit of time to run overlap analyses and confer with departments.

This is always a challenging question. I think that the last time this was discussed by the Analytics working group, we said that the minimum should be twice a year, January and July. The question is if either month would be late enough to have the previous calendar/fiscal year. Right now it takes the 360 Counter service close to two months to load the stats. There will be no perfect schedule, but I think twice a year is the minimum. Calendar year reports (available January-ish) would be used for fiscal year decisions and July report would be used for Calendar year decisions.

We use to collect data at the last moment but we're trying to get more ahead of the game and have multiple years of data collected in one place. It is ideal to get data at least a couple of months (if not more) before a renewal decision. For SDLC sponsored products it could be it could be less, but as with the memos themselves the more time the better. The collection development rule of thumb (which I haven't been able to follow all the time) is we should decide on cancellations with a "single year" grace period. In other words we should be able to warn our constituents about a cancellation several months in advance. Data collection should follow this same pattern and should be collected and analyzed over time. No one should be canceling a resource just because they got bad data for a single year.

Feb-Mar is reasonable for Jul-Dec data; Aug-Sep is reasonable for Jan-Jun (COUNTER reports typically take 1-2 months to become available). I would appreciate having the ability to gather reports myself, ad hoc, during the year for anything we license through SDLC (through a shared login or child account).

We prefer data to be available a day or two after the month finishes. Often, we must make a renewal decision months before the subscription ends, so we benefit from having as much data as possible to be able to estimate the usage for the remainder of the subscription.

Usually at least several weeks, if not months. Cancelling any ongoing subscription requires detailed consultation with library collections personnel, librarians, and individual department faculty. While annual calculations of cost, use, and cost per use are helpful, sudden price increases and/or a precipitous drop in usage is hard to handle immediately (e.g. within a renewal window), but is more likely to information decisions for the next fiscal year (or the next budget crisis).

Q10 - What reports that you or others have produced have been most useful in your decision-making about electronic resources?

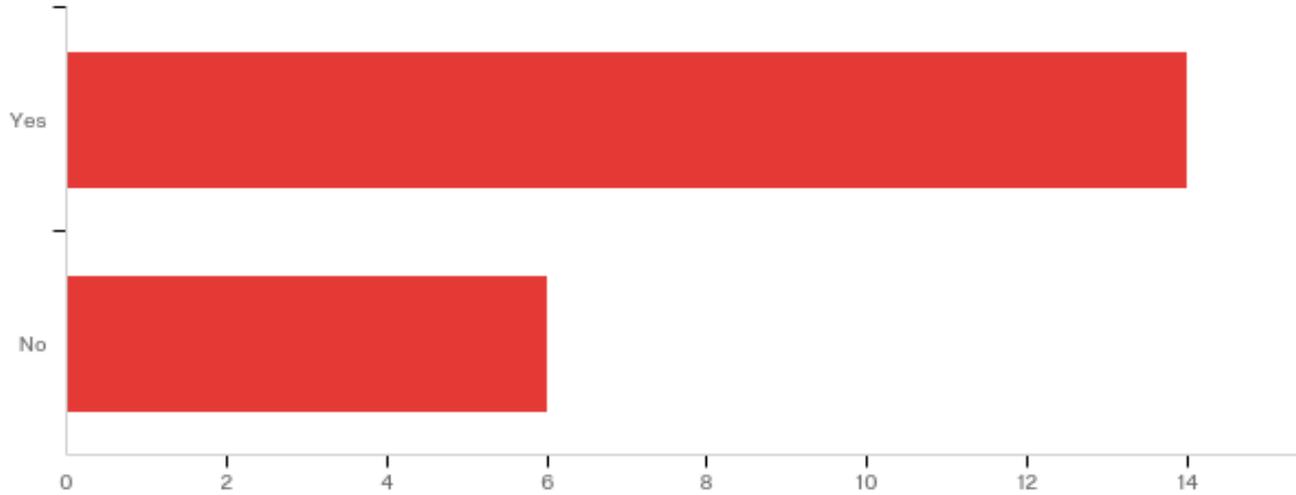
What reports that you or others have produced have been most useful in your...
I don't imagine I have anything different from the standard cost-per-use analyses.
We only have basic usage reports from vendors. It would be great to have overlap analysis, peer comparisons, etc
Pivot table reports for overlap, JR1 reports for individual e-journals, JR1 and DB1 reports; historical inflation reports for database subscriptions
COUNTER reports showing cost per search.
Cost; cost per use if available; include call # and/or 1st line of subject heading to identify subject area.
Full text usage by title; call # if possible; E package overlap; JR5, COUNTER data generally; Usage by package (for IPEDS reporting, not necessarily for collections decisions)
The previous work of the Journal Working Group has been valuable. This group assembled cost and usage data from all of the campuses for the Wiley renewal. When significant ECC changes are being made, these kinds of reports are extremely helpful to our decision-making process.
We've created a few useful analytic reports the last few years such as comparing print vs. ebook usage to help campus stakeholders realize the demand for electronic resources. We have also been asked to generate reports that compare our ebook holdings to the wider scope of what is published in the US. (We have used GOBI for some of this data.) Electronic collection overlap analytic reports are extremely helpful. We recently separated ebook/streaming video & audio out of our standard tracking form to better gauge the demand in these areas. In general, we try to compare print vs. electronic usage for various material types, and it is challenging. We routinely assess electronic journal usage as compared to potential ILL costs and have canceled or renewed resources accordingly. JR5 reports and title availability in aggregators were useful in selecting the titles to which we subscribed after the Wiley package cancellation.
<ul style="list-style-type: none"> • Overlap analysis reports • Cost-per-use reports (we only produce these reports on a needed basis) • Reports for turnaways
full-text downloads, Cost-per-Use,
Usage statistics with cost-per-use (can contact us for examples of this report); content comparison between databases; journal content comparison.
Cost per use comparison to ILL costs; this is always useful to examine. Individually subscribed journal usage is used. Comparing use across platforms has been helpful as well recently.
Usage reports, cost per use, database coverage overlap.
We run cost per use and % increase in cost for all of our databases and journal packages. We're hoping these can be scheduled in Alma.
COUNTER JR5, JR1, JR2, BR1 and BR3, MM1,
Counter is the standard and I'm glad it is there, but data with more altmetrics attached is a better way to go, though to be honest it doesn't look like we're there yet. The more detail the better is my bottom line and the less detail there is the more frustrating the data analysis becomes. We still get non-Counter reports that barely tell us what is collected and those are almost useless.

(1) Simple usage reports (2) Usage compared to cost if cancel and rely on ILL (3) Total cost if cancel and rely on ILL + subscribe to new titles w/high ILL or turnaways (4) Simple turnaways (5) Turnaways compared to print usage

For deciding whether to retain Wiley, JR5 reports were very helpful, coupled with overlap analysis. For abstract and index databases, systematic comparison of cost/result click has been valuable. For subscription package of ebooks, evaluating the percentage of collection that gets high use to determine if purchase of small number of titles would be more appropriate.

Cost per use, overall usage, overall costs

Q11 - May we contact you for examples of these reports?



#	Answer	%	Count
1	Yes	70.00%	14
2	No	30.00%	6
	Total	100%	20

Q12 - If you answered "Yes" to the last question please provide your email

If you answered "Yes" to the last question please provide your email

m-langston@csuchico.edu

Lisa Roberts, lroberts@csus.edu

glw11@humboldt.edu

mswadish@fullerton.edu; aroll@fullerton.edu

hyu3@calstatela.edu

bernd.becker@sjsu.edu

shaunt.hamstra@csueastbay.edu

wweston@mail.sdsu.edu

ldfranklin@cpp.edu

carol.perruso@csulb.edu

hellman@sfsu.edu

ndemovil@calpoly.edu

christopher.bullock@csun.edu

Q13 - What reports or data

on electronic resources would you like to have that you are not currently able to obtain or create?

What reports or data on electronic resources would you like to have that yo...
Comprehensive ebook and emedia usage reports (that I don't have to cobble together myself!)
It would be great to have overlap analysis, peer comparisons, etc.
overlap reports
N/A
Streaming media counter? Individual subscribed journals; individual purchased books; Aggregator database title level full text usage; platform usage break down by subscription package; packages usage exclude individual subscribed titles
Having more information on usage by different patron groups would be helpful. We would like to have better understanding of how packages relate to the curriculum.
Electronic collection overlap analysis that is easier to obtain; reports on different e-resources that support specific programs/colleges; cost per use/usage/price without using outside spreadsheet calculations; better tools to compare print vs. electronic usage; apples to apples ebook usage comparisons
Answer: <ul style="list-style-type: none">• Automated cost-per-use reports• Usage reports using consistent data points going back to five or six years• Usage reports tying-in with student logins and retention and graduation data
A consistent COUNTER standard available from ebook vendors. Some provide BR1, some BR2, few do both, making it hard to compare the suppliers.
Need to be able to correlate our ILL with our journal coverage; how many times people are requesting items under embargo periods; database-specific special features usage
On our side, I'd like to see the location (general off-campus vs. on campus) use of the resources. I think that this would be helpful to the subject specialist and also targeting our resources by subject to those users that are more often accessing remotely.
Usage of resources by patron type, guidelines for comparing ebook usage stats with print circ stats; comparison of e- and print book usage by subject areas (lots of work to do manually)
Ebook turnaways (we already receive ebrary turnaways).
disaggregated reports (see above), COUNTER compliant reports from more vendors, journal price lists and Copyright Clearance Center costs included with usage reports. The reason for this third item is that with a package like Wiley, where we purchase select titles, it would be helpful to have subscription prices so we can decide whether it is more cost effective to have a subscription or to rely on the CCC depending on the usage. Right now, we have to put the subscription price into the spreadsheet ourselves.
I know it is unrealistic, and as far as I know if doesn't exist, but I'm going to ask for it anyway. Beyond simple Counter, etc., I'd like to know exactly how my users are using resources. A question that comes up in my mind all the time is "beyond clicking on that PDF link" did the article or whatever get used in a paper or faculty research? There is a lot of talk going around about altmetrics and while we aren't quite there yet, I do have hope that some day we'll have data that is more meaningful than click counts.

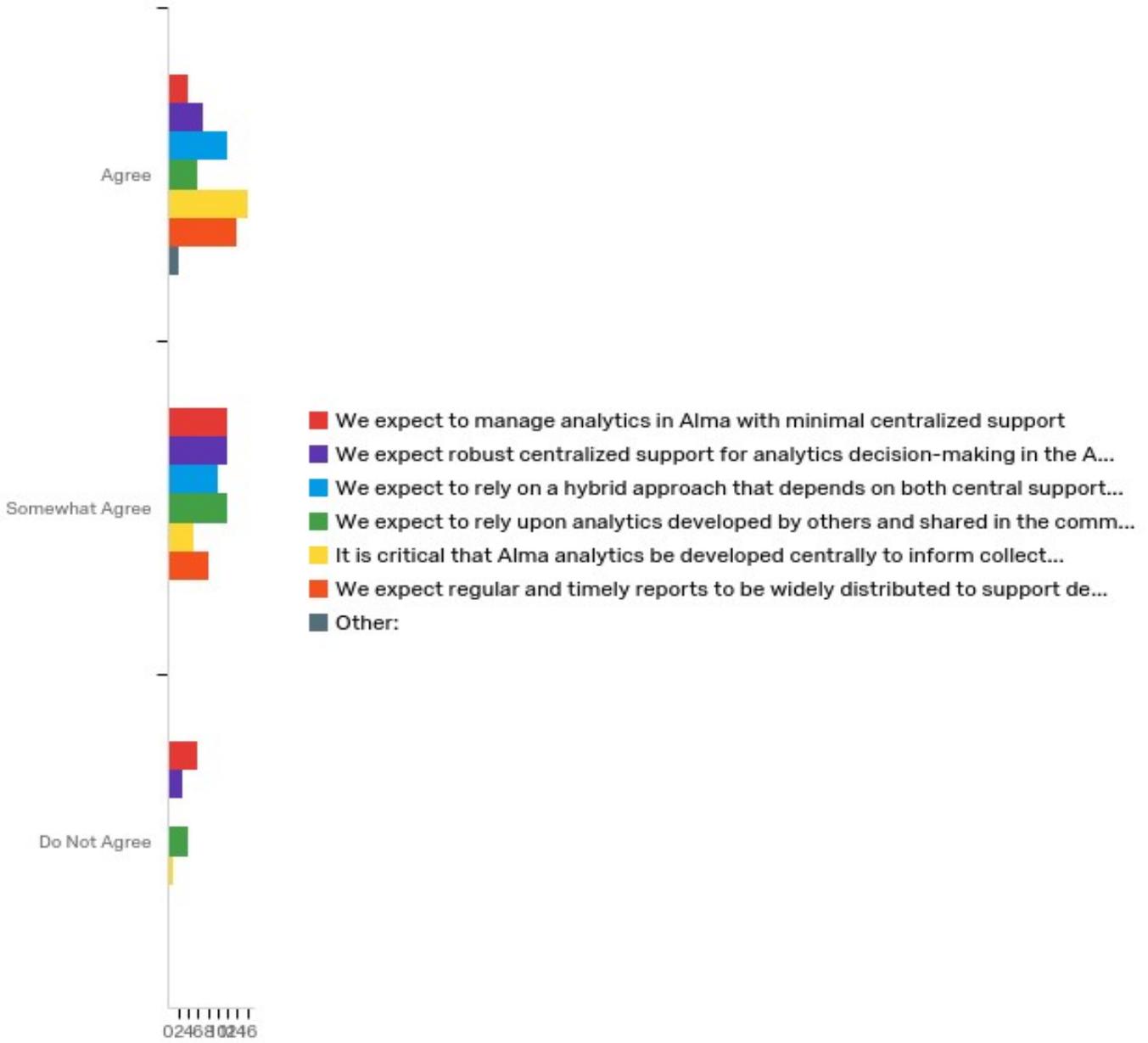
For new or opt-in deals, turnaway data (where available and appropriate) from campuses that haven't subscribed might be quite interesting and could be useful for ECC candidates. Compiling ILL requests (anonymized, by title/campus) from all campuses might be another way to identify gaps across the system.

Holdings information

With Alma Analytics, I hope to be able to evaluate e-resources by LC class; very difficult to do now for journal packages especially. Comparing print checkouts and downloads side by side.

Sometimes it takes time for a thorough analysis. For example for Wiley, we needed to run overlap analyses (especially with EBSCO sources) as well as JR5 data for individual titles, to feel comfortable that we could cancel without limiting too much patron access and/or determine whether ILL or an individual title subscription would suffice.

Q14 - Your Expectations for the Alma Environment



#	Question	Agree		Somewha t Agree		Do Not Agree		Total
1	We expect to manage analytics in Alma with minimal centralized support	18.18%	4	54.55%	12	27.27%	6	22

2	We expect robust centralized support for analytics decision-making in the Alma environment	31.82%	7	54.55%	12	13.64%	3	22
3	We expect to rely on a hybrid approach that depends on both central support and campus representatives on an analytics group	54.55%	12	45.45%	10	0.00%	0	22
4	We expect to rely upon analytics developed by others and shared in the community zone	27.27%	6	54.55%	12	18.18%	4	22
5	It is critical that Alma analytics be developed centrally to inform collective decision-making about ECC resources	72.73%	16	22.73%	5	4.55%	1	22

6	We expect regular and timely reports to be widely distributed to support decision-making	63.64%	14	36.36%	8	0.00%	0	22
7	Other:	100.00%	2	0.00%	0	0.00%	0	2

Other:

Other:
centrally developed analytics would help both ECC as well as individual campuses. Especially for smaller campuses or libraries with new employees.
While we expect that we will need to manage local analytics, centralized support from the CO will be vital for those materials that are handled centrally. The system should work together to develop shared reports that will be needed by a number of campuses.
We have a lot of hopes that Alma will help with data analysis, but that remains to be seen. It was hard to answer these questions because much isn't known yet about what will happen. In terms of SDLC support it would be nice to get some data from them.

Q15 - How might we exploit the Alma environment to make better decisions during resource negotiation, acquisition, renewal, or cancellation?

How might we exploit the Alma environment to make better decisions during r...

I do think it would be helpful to have some pre-packaged analytics queries that could be run on ECC or merged resources to evaluate usage levels. Having pre-packaged queries for the CSU/IPEDS data would be enormously helpful!

Almost any type of comparison data (subject wise, use, expenditures, etc.) with peer institutions, national averages, etc.

provide overlap reports and cost per use reports on demand

Regular, accurate and ongoing reports would be helpful.

overlap title reports between databases; identify subject of journal title; overlap database title report with current library holdings/subscriptions.

Sharing analytics reports / dashboards from ECC and opt-in; Creating analytics reports that can be re-used across institutions

Cross-campus analysis of resource usage and overlap in Alma analytics will help with negotiation and acquisitions. Comparative statistics will allow us to make better decisions regarding marketing and promotion of resources.

Create analytic reports that pull together cost, cost per use & usage from all campus' subscribing to the resource in order to strengthen negotiations. Regularly review overall costs that campuses are paying for locally-subscribed resources so that system deals could be reached for overall savings.

It's ideal to have a centralized guideline on analytics

There should be an established agreement of all campuses on a group of analytical baseline reports, so analytical data are consistently collected across all campuses.

- Running overlap analysis
- Using cost-per-use statistics
- Tying in with campus programs (outside of Alma)

Centrally: Send resource analysis reports out to the EAR group when those resources are being negotiated.

Locally: Identify and establish analytics reports to use for commonly needed data; schedule those reports in Alma so data is readily available at point of need.

VPAT and data provision should be part of the contract between the CO and vendors. Minimize local subscriptions by adding more opt-in databases. ALMA should include database journal content overlap information.

I think it would be important to see how well used broadly a resources is used from CSU to CSU. I couldn't speculate what the differences and/or similarities would be. I think that if there was one university that was not using a resource that would be one question (with many possible answers) versus there is only one university using a particular resource heavily (which also may have varied reasons). Also, it might be interesting to see how successful marketing of resources compares to other institutions -- which may account for use in significant ways.

not limited to ALMA, but would be helpful to share metrics for evaluating resources

We need to make sure all campuses are configured for SUSHI harvesting and that all campuses have their local credentials for ECC resources. This allows for regular retrieval of information and on-the-fly retrievals. Also, we need to looking at cost per FTE, % use by campus, cost per use for ECC resources to make sure that what we're

paying for is actually being used and not relying solely on anecdotal information. SDLC negotiated resources should be configured for analytics at the CO/Network level to insure that stats can be gathered for all campuses, but local campuses should still be able to pull that information down and manipulate it within their local institution (not sure how that works in Alma yet).

Once it is up and running I'm guessing we'll know more.

I think it will be essential for at least one person on each campus to have an account in the Alma NZ with the Design Analytics role. This will allow each campus to build their own reports using analytics data from resources managed in the NZ, which will be useful for many aspects of ERM. Creating queries and sharing them in the CalState folder will be an exciting new way for campuses to collaborate and share reporting methods.

Gathering and storing usage data in Alma will be useful, but it's important to remember that it doesn't yet support all COUNTER reports and doesn't support non-COUNTER-compliant reports. Also, the next COUNTER standard (release 5, with fairly radical changes) is due to be released in January 2019, with a 12-month transition and unknown impact on Alma.

I think the real advantage will be sharing of report criteria so that all CSUs can easily apply useful criteria to their own data, even on campuses with limited staff in this area. I'm not sure that there will be any easy sharing of actual report data w/in Alma.

Unified, comparable usage data is extremely helpful. Also, the ability of someone to set up specialized reports (e.g. JR5 compared to embargoes) might be illuminating.

Q16 - Further Suggestions -

**What Changes Would
You Recommend?**

**What could be improved in how centralized electronic
resources are analyzed (or evaluated), negotiated, acquired, renewed, or
cancelled?**

Further Suggestions -

What Changes Would You Recommend?...

no suggestions

It would be great to have as much data as possible, but it's also nice to know what other CSU campuses similar in size or in the case of subject specific resources, similar in programs/degrees offered are doing. These seem like such big decisions that have to be made quickly and without a great deal of conversation or discourse.

Unknown at this time.

Negotiate with vendors to provide/share better metadata in the Alma Community Zone. Easier to find terms/license information without having to dig through memos for details

There is lots of historical data on the SDLC website that can help us understand trends over time and evaluate long-term viability and sustainability of packages. It can also be used to make more strategic decisions about the ECC.

Creating periodic reviews of resources subscribed outside of ECC/SDLC that the majority of campus' utilize and re-examining what the ECC supports in order to determine if similar resources should be swapped out for more widely needed resources (i.e. A&I databases in exchange for full-text resources).

- Consistent data collection for usage, cost-per-use, and overlap based on agreeable guidelines or established criteria
- Timely delivery of analytical reports break down by campus
- Consistently produce overlap analysis reports

Perhaps a new resource and a renewal template that includes these elements: previous year's price, renewal price, % increase, usage report including CPU if available. This could be sent to campus coll dev when a resource is under consideration for subscription or renewal.

RE Question 1: We currently do not have an ERM, but we would like to rely upon ERM functionality to obtain and manage electronic resource data that is timely, reliable and accurate.

RE Question 2: Ideally, some of these items would be self-service and answerable by available reports with the caveat that we would be able to pull and correlate additional data. What about data about opt-in e-resources?

It would be great if the CO could do gap analysis and overlap analysis so that we can answer the why to any decision regarding an eresource.

We need to be careful of not only the relative population of users from CSU to CSU... but also department to department. Georef is a good example -- of where size of the institution may not translate in to heavy use. It may

not be an active department or program despite the size of the institution.

We need a better calendaring of renewals, stats, and deadlines. I know negotiation takes time, so the EBSCO renewal isn't always due in the same week every year, but the list we got from Terri on which renewals would be completed in the next month was helpful for pulling data and planning discussions about the renewals. Although it's an accelerated timeline, it doesn't feel as rushed.

Just get more funds for ECC. Otherwise, it is done well now. Chancellor's Office listens to campuses, assists us, and negotiates contracts in a timely manner.

The calendar is both our friend and enemy. What I find more discouraging about working with SDLC is timing and I'm not sure whether to blame them or just the process of negotiating renewals. Having to make decisions on short notice is very worrisome and not ideal. Granted we could collect our own data, but we're still at the mercy of the SDLC schedule, and besides it make complete sense for them to collect data for the whole system for resources they manage. I try to be sympathetic but SDLC always seems to be scrambling to get memos out and turned around. We all (including SDLC) should be far more ahead of the ball in dealing with renewals etc. For what it is worth we are not perfect too in how we manage resources we order directly.

There are a rather large number of trials and offers, often with little warning or particular justification. Possibly a master calendar for the trials would be helpful, and an earlier heads-up when resources campuses are licensing independently are in negotiation, and perhaps be sensitive to campus workload during migration, early implementation and post-go-live data cleanup and transition. Getting all the CPOs out of the way early this year was nice--I'd like it if that practice continued in future.

A consistent information set for each resource might also be useful--some data about the resource (platform, full-text or not, access/authentication model, brief description, programs supported), cost information, current subscribers, a link to usage and/or turnaways, expected benefits, and a brief justification for its inclusion.

I'm fairly new to EAR meetings, so I don't have much insight into this. I do think that there are opportunities to look at the kinds of content being used across products to determine if it demonstrates a need that would be better served by other resources. Of course, this would be quite difficult.

Q17 - How Can EAR and SDLC Better Support Your Decision-making?

What can EAR and SDLC do to assist your decision-making related to centralized electronic resource acquisition, renewal, or cancellation?

How Can EAR and SDLC Better Support Your Decision-making?

What can EAR and...

no suggestions

When the vote is only whoever happens to be on EAR, it may not be a true representation of the majority thought. It's ok to keep the EAR manageable, but we could still seek the opinions, thoughts, votes, etc. from all CSU campuses. (although the small, specialized campuses like Maritime may not always have an opinion on more general resources)

Provide overlap reports and historical cost per use reports

Work with vendors to ensure at least monthly usage reporting.

You already do such a great job! :) It's helpful to have lots of lead time to respond to subscription memos.

Include terms of cancellation, overlap analysis of other packages that contain the more highly utilized journals, and current usage statistics. The recent comparison between LexisNexis and Westlaw was fruitful and included a system-wide trial, survey, and multiple discussions. Perhaps similar proposals for other resource swaps could be explored.

- Consistent data collection for usage, cost-per-use, and overlap based on agreeable guidelines or established criteria for ECC and SDLC opt-in packages
- Timely delivery of analytical reports break down by campus
- Consistently produce overlap analysis reports

Regularly share info shown in previous question.

1. It would be helpful for us to get usage statistics, including cost per use, when you send out the coded memos for renewal, not just for our campus but for all campuses for comparison purposes.

2. I believe that we already mentioned overlap analysis, but it would be great to get this with the coded memos. How much of content in this particular resource that is up for purchase or renewal is available through other SDLC or ECC subscriptions?

3. For new interfaces and databases, a UX review of the resource from EAR would be helpful.

4. I believe that we can assume that any contract negotiated by SDLC includes a VPAT so that we don't have to worry about that at the local campus level. However, EAR or SDLC could maintain a central list of CSU-approved VPATs for any resource that a CSU library has purchased, even if the contract is not negotiated by SDLC. There is no point in 10 different campuses trying to get a VPAT for the same resource.

I think that the more we centralize acquisition and analysis (perhaps even technical services function) we need to establish a clear vision (policy) of what we collecting/subscribing to centrally. We need to a collection

development policy and part of that policy can be how we make our decisions. No?

share metrics for evaluating resources,

It'd be helpful to have a centralized list of vendors, contacts, and URLs for ECC and opt-ins (tech support, usage data, training). A straightforward calendar of renewals would be helpful as well (the sub log is unwieldy). I don't know if this information can be maintained in Alma at the Network level and shared to the Institution level or not, but even a separate directory campuses can refer to to update their Alma vendors would be helpful.

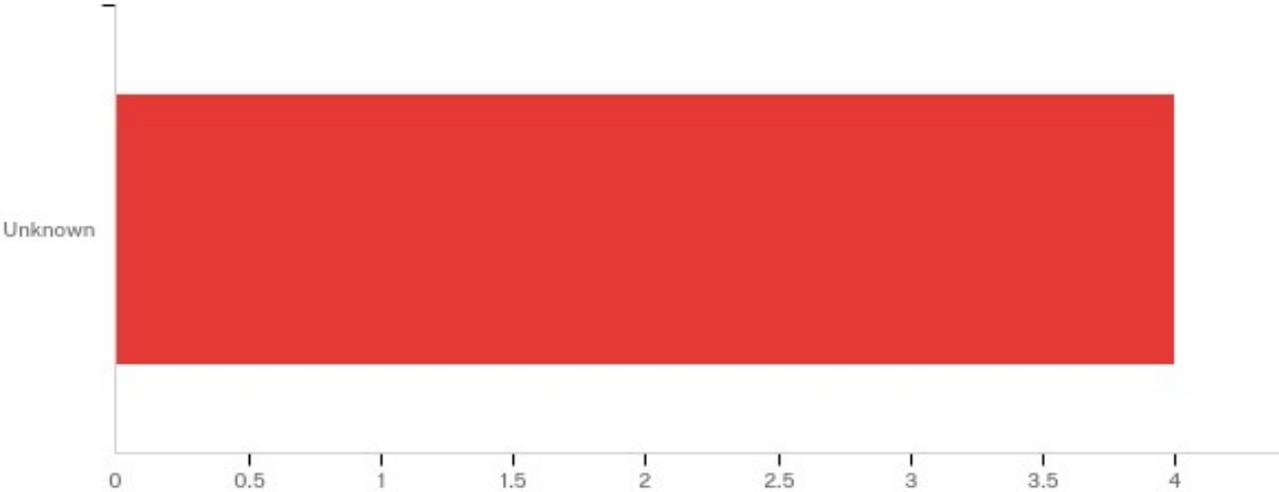
Hire a sophisticated data person, who can be an advocate for the CSU with ExLibris, vendors and COUNTER, and who can work with PeopleSoft folks to enable us to correlate usage with student achievement.

Give us more time and give us more data. Stand up to vendors who try to push the CO/SDLC and campuses around. To be fair I know SDLC needs more support from the CO and I hope they get it so they can support the campuses more.

Greater transparency in campus costs would be nice--itemizing by base cost, cost-balancing amount, inflation over the previous year, and any additional titles/modules/products/packages a given campus has added would go a long way toward explaining the mystery of why the costs of some resources vary so widely from campus to campus and allow us to more accurately determine cost per use and project future costs.

Our local data gathering practices are fairly robust, but I look forward to shared report criteria in Alma.

Q9 - Topics



Answer	%	Count
Unknown	100.00%	4
Total	100%	4