MetaLib Usage Statistics
Survey Results
Pompeu Fabra University
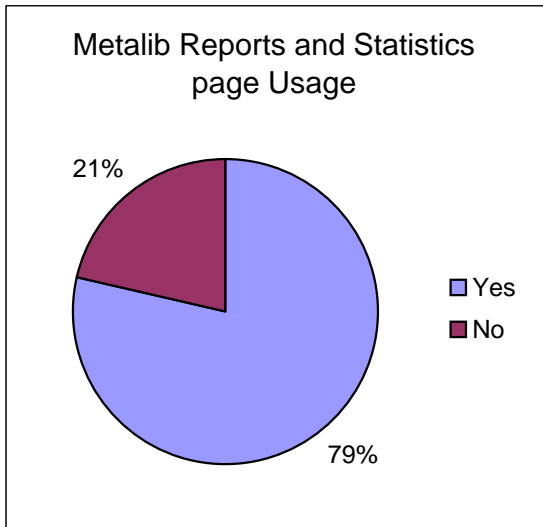## Barcelona, Spain

SURVEY RESPONDENTS
BY COUNTRY

Country	
Spain	13
US	5
Australia	2
Italy	2
Unknown	2
Canada	1
France	1
Hong Kong	1
United Kingdom	1
TOTAL RESPONDENTS	28
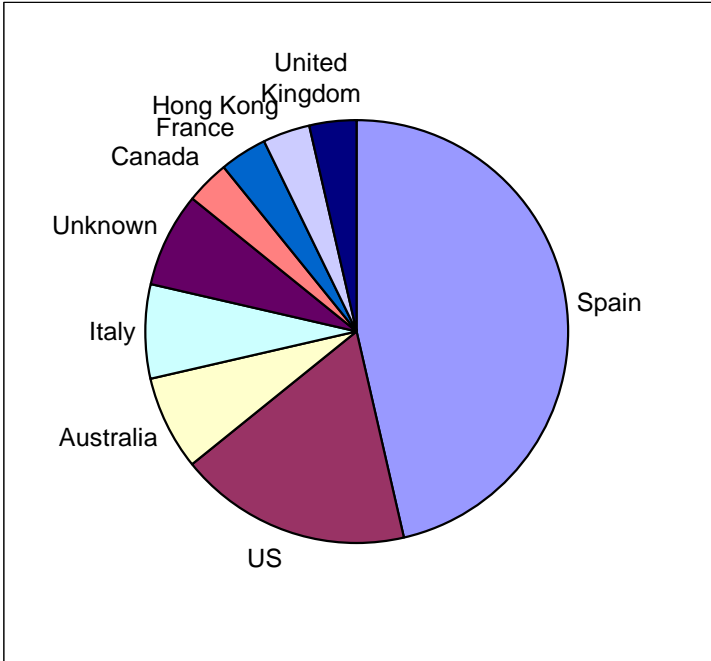
Survey Question 1:
Are you using the MetaLib Reports and Statistics page?

Yes	22
No	6
TOTAL RESPONSES	28

Metalib Reports and Statistics page Usage

**Survey Question 2**: How frequently do you check the statistics you are using?

	Weekly	Monthly	Yearly	Total Responses Received
KnowledgeBase Resources	0	12	5	17
Metalib Search Statistics	0	17	6	23
QuickSet Search Statistics	0	17	4	21
Resource Categories/ Resource Locate				
Usage	0	13	6	19
Number of Daily Sessions	1	13	6	20
User Record Statistics	0	12	7	19
Links to Native Interface	0	15	7	22

## Periodicity of Statistical Review
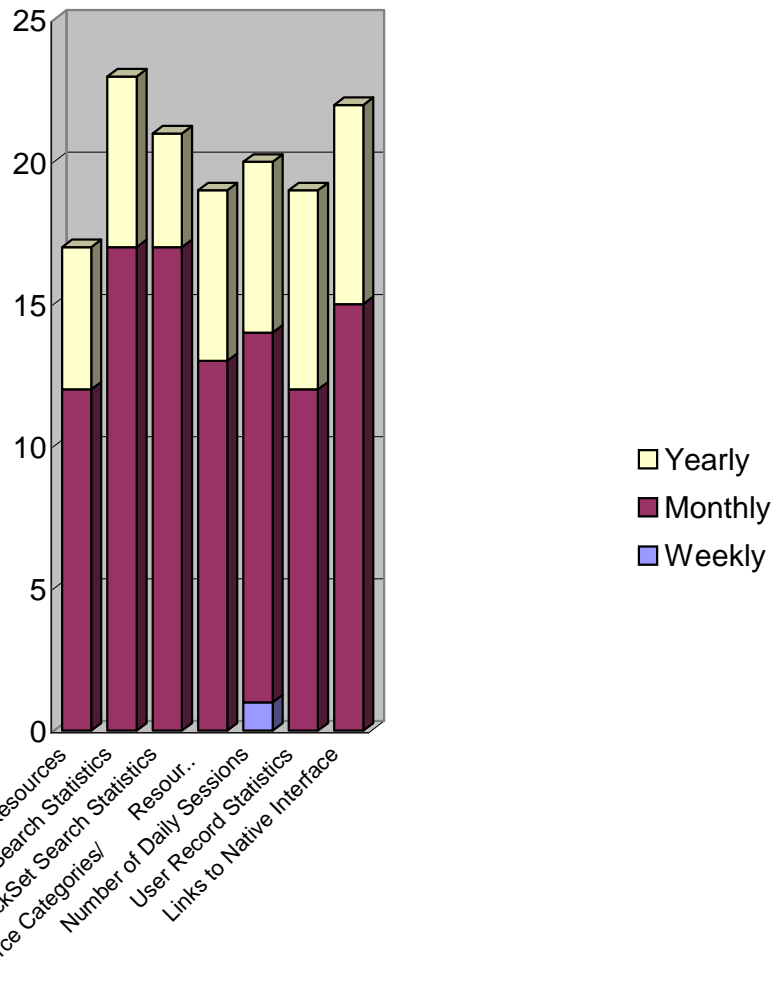
**Survey Question 3**: Relative importance of each report to decision-making process.

	Very Important	Important	Somewhat Important	Nice, but not necessary	N/A
KnowledgeBase Resources	2	8	5	3	3

KnowledgeBase Resources

- Very Important 10%
- Important 38%
- Somewhat Important 24%
- Nice, but not necessary 14%
- N/A 14%
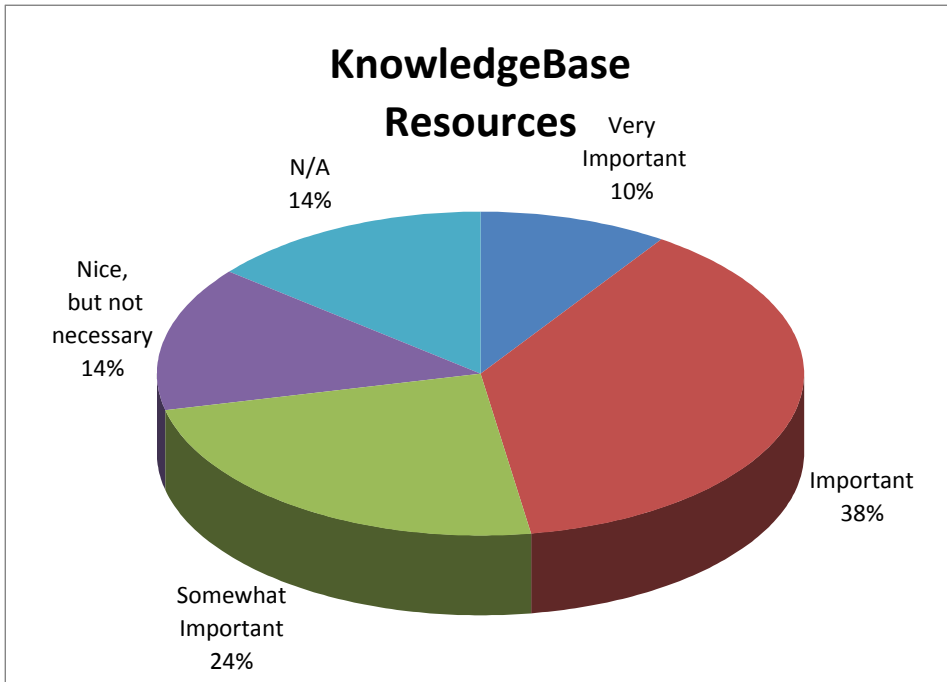
	Very Important	Important	Somewhat Important	Nice, but not necessary	N/A
Metalib Search Statistics	9	10	2	0	4

Metalib Search Statistics

- Very Important 36%
- Important 40%
- Somewhat Important 8%
- Nice, but not necessary 0%
- N/A 16%
- 0%
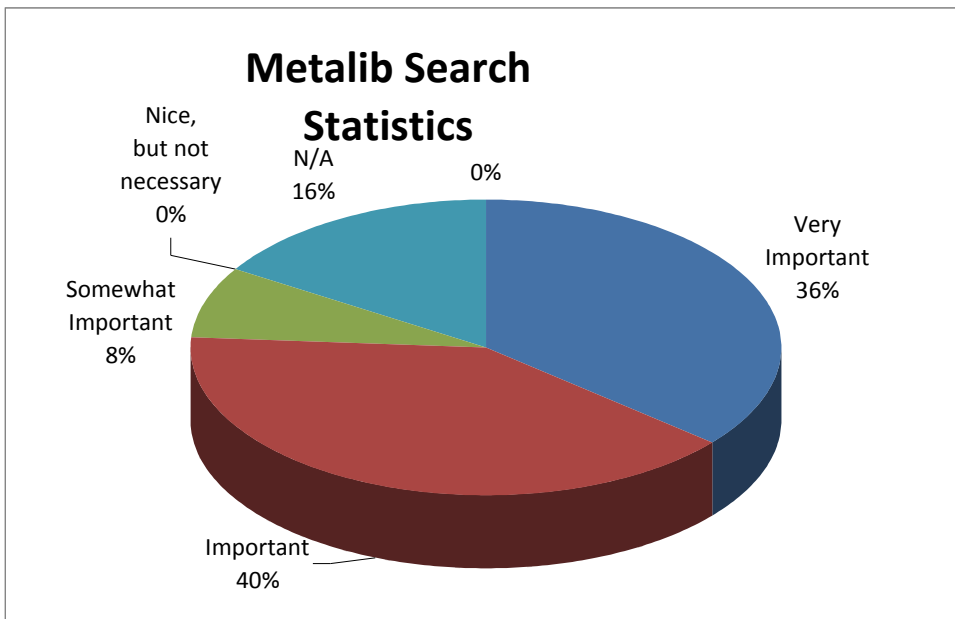
	Very Important	Important	Somewhat Important	Nice, but not necessary	N/A
QuickSet Search Statistics	7	9	3	1	5

QuickSet Search Statistics

N/A
20%

0%

Very Important
28%

Nice, but not necessary
4%

Somewhat Important
12%
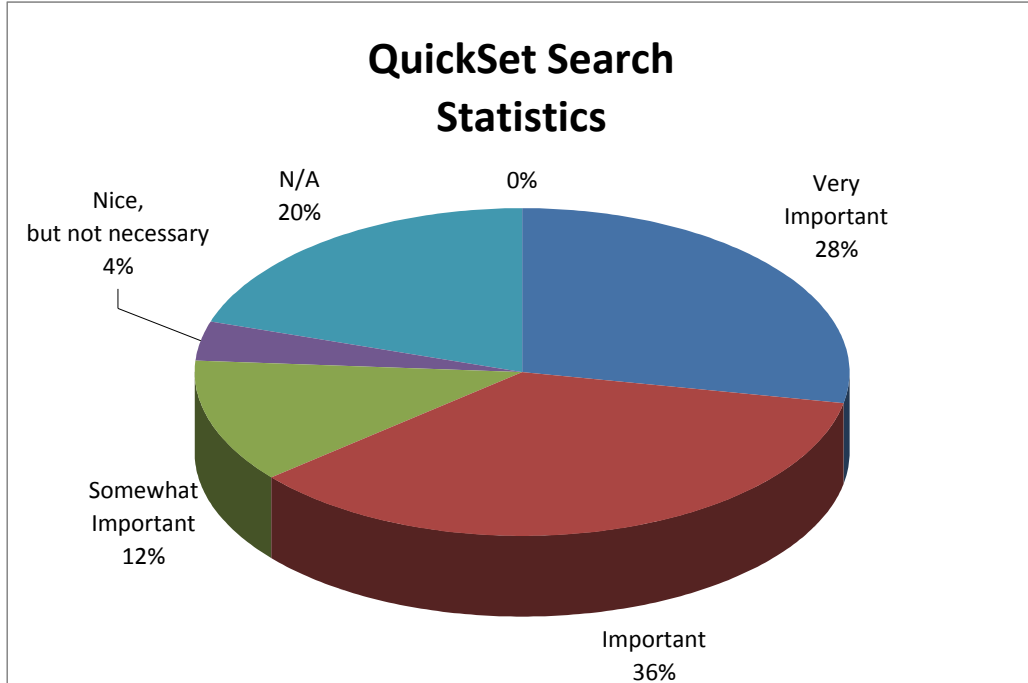
Important
36%

	Very Important	Important	Somewhat Important	Nice, but not necessary	N/A
Resource Categories/ Resource Locater Usage	5	5	2	2	7

Resource Categories/ Resource Locater Usage

0%

Very Important
24%

N/A
32%

Nice, but not necessary
10%

Somewhat Important
10%

Important
24%

Number of Daily Sessions	Very Important	Important	Somewhat Important	Nice, but not necessary	N/A
	9	7	3	1	4

Number of Daily Sessions

N/A
17%

Nice,
but not necessary
4%

Somewhat
Important
13%

Very
Important
37%

Important
29%

User Record Statistics	Very Important	Important	Somewhat Important	Nice, but not necessary	N/A
	5	8	3	3	5

User Record Statistics

N/A
21%
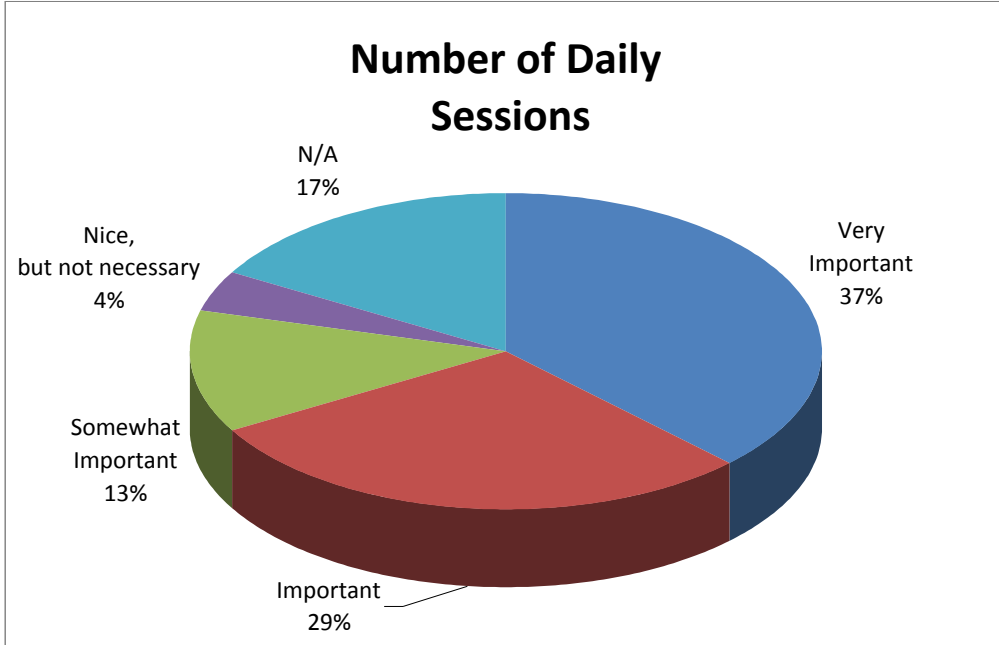
Nice,
but not
necessary
13%

Very
Important
21%

Somewhat
Important
13%

Important
32%

Very Important	Important	Somewhat Important	but not necessary	N/A

Links to
Native Interface

Nice,
but not
necessary
8%

N/A
12%
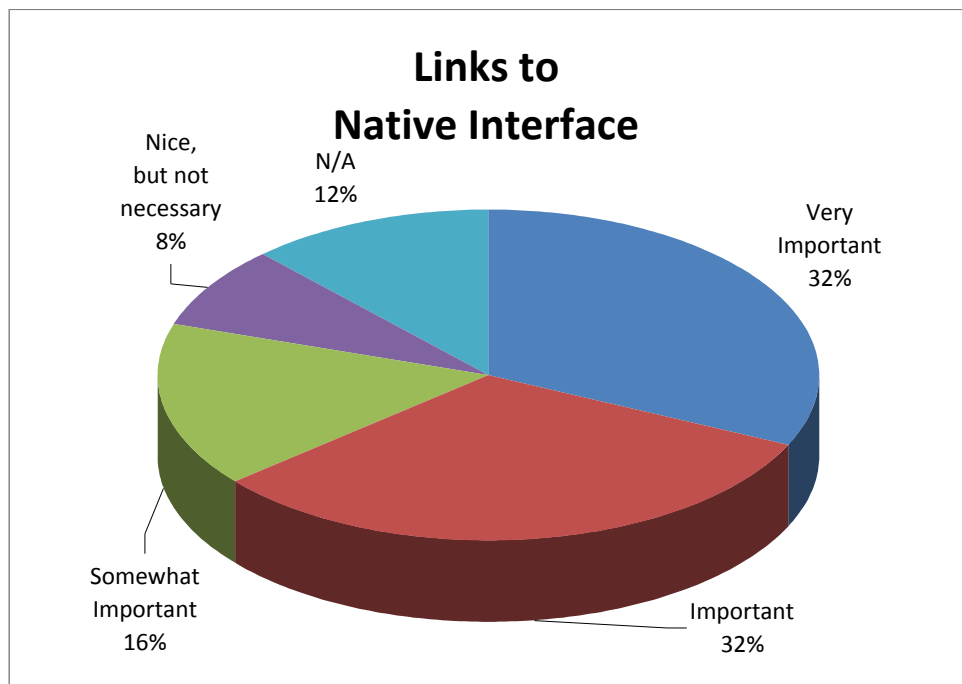
Very
Important
32%

Somewhat
Important
16%

Important
32%

Rationales provided by respondents to Survey Question 3:

1. KB and search statistics are used for justifying request for more resources including budget.

2. We are not using data now, but hope to soon.

3. Accuracy of what we are presenting to our users and information on use and use patterns.

4. Since our implementation of Metalib, we haven't had much time to look into the reports.   Until now, reports have been checked one or twice a year, in order to answer to national academic surveys. But from now, we are going to check them monthly for internal uses - both to evaluate the use of the tool Metalib: quicksearches, metasearches, ranking of the categories... => communication campaign to promote Metalib in our university, so we have to evaluate the effects - and to evaluate the use of the electronic resources (new staff).

5. (We) access Metalib only through Primo. To date the statistics being gathered have not been used in any decision making process.

6. "Daily Sessions" is the only report that provides us with an indication of how much MetaLib is used at our institution. (Although one user could have multiple sessions during any particular day/week/ month.) We would really like a report that would tell us the number of

unique/individual users per day/week/month. I have contacted ExLibris about this issue. ExLibris informed me that there is no way of identifying the number of individual/unique users. I look at the stats to determine which module(s) receive the most use. This is important when populating

unique/individual users per day/week/month. I have contacted ExLibris about this issue. ExLibris informed me that there is no way of identifying the number of individual/unique users. I look at the stats to determine which module(s) receive the most use. This is important when populating QuickSets, or categories/ subcategories.

7. We have only recently started collecting statistics on the monthly basis. Previously they were collected on an ad hoc basis. Reports have not been comprehensively analyzed at this stage. Potential usage includes identifying search behaviour to be used in training; identifying usage rate of resources and performance comparisons as information gathering for subscription renewals. Users are directed to Primo to search in quicksets - usage statistics in Primo will be more important than Metalib.

8. We actually don't think of the number of searches or sessions as being a crucial metric. We're much more interested in SFX stats -- the number of times someone got to the SFX menu from a metasearch (we can figure that out by looking at the number of requests and click-thru by source). For us, the crucial statistic is the number of times users found an article they wanted, rather than just the number of searches they did.

9. As a consortium we regularly report to our Members. Our members are keen to know the use by users in Metalib. They are also keen to know how the Federated tool is being used.

10. We are interested in statistics that refers to Metalib usage by the users. For example, in MetaLib Search Statistics the number of searches broken down by resources included in quicksets are actually overestimated and cannot be used for evaluating electronic resources.

11. Practically all of these items are of interest to us. We do a comparative study between the usage data from MetaLib and the usage data given to us directly by the publishers. However, not being able to save these stored statistics on the server for analyzing longer periods of time and not being able to do retrospective studies, seems to us to make this tool insufficient and limited.

12. *Links to Native Interface* . It interests us to know how many users continue to use the original interface when making a search, for example in PubMed.
Number of Daily Sessions . Total sessions per hour interest us in order to know if the tool is being used from home.
Sessions per month also interest us to know in which months MetaLib is most used.
User Record Statistics : Registered users, we don't know exactly how this is measured
QuickSet Search Statistics : It is interesting to know which categories are used more and if modification of the groups is needed.
MetaLib Search Statistics . Of all the modules, the progression of searches by month to know the type of search
Resource Categories/Resource Locate Usage . We look over these monthly, but the data is studied yearly.
In conclusion: we don't have a very clear idea on what and how these statistics are measured, we need to dig deeper with them for one full school year or so. In any case, we need to know how trustworthy they are and what we can hope to know from each one.

13. This information helps us to manage this tool better to increase its usage, adapting it to our users (which resources to include in QuickSets, etc.)

14. We haven't been able to begin studying the use of MetaLib yet.

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15. Usage is an important indicator for determining the value of buying or continuing an e-resource.

16. We have identified these as N/A but are in a period of studying their use.

17. It interests us to know the number of MetaLib connections, and to know the resources that are being consulted most.

18. We want to know the usage of some "link only" resources.

Survey Question 4: Please identify other locally generated data from MetaLib that you are using, for example - server data, log files...

1. NA

2. Logs from our reverse proxy EZproxy (only for remote access to the databases). Thanks to logs, we can have information from the University's LDAP (status, degree, scholarship..) with regards to the databases accessed.

3. None

4. N/A

5. Nil at this stage

6. We also collect statistics of searches and have failed and we regularly analyze these and report to our members and also report broken resources to Ex Libris.

7. Portal statistics (generated from log files)

8. Our Library uses URCHIN to analyze logs from the server and to have other usage statistics, but the technical staff haven't been able to read the MetaLib logs through this tool.

9. We don't use other data than MetaLib.

10. Registered users in MetaLib, listed by date.

11. archive logs

16. None

17. None

17. None

Survey Question 5: Are you using MetaLib statistics to evaluate your electronic resources? If yes, how?

1. No.
2. No.
3. usage stats give us info on what to cancel or promote
4. No. We are interested in how MetaLib is used. We know that some faculty do not necessarily use MetaLib but bookmark links, so we rely on use statistics generated from vendor for evaluation purposes.
5. Yes (number of links to native interface). It is our only way to make some comparisons between the databases (the publishers never count the same things in their reports, so Metalib is a good source of data). But links to native interface must be handled with care... 6. No.
7. No. We do not want to duplicate our statistics. We only refer to the stats provided by the native interface.
8. Currently no. Reports & statistics have been identified as a potentially valuable addition to any evaluation of databases.
9. Only for comparative purpose. See rationale ad question n.3. It would be useful to have statistics based on IP range (as in SFX).

10. Yes, though complementing it with the publisher's statistics where we get more detailed usage information. Perhaps the MetaLib statistics will permit us to analyze more, how many users use MetaLib as a federated searcher and how many use it as a portal of access to resources.

11.   Not yet, because we don't know how trustworthy they are.   We would like to use them, but for now we are using the statistics provided by the publishers.

12. Yes, verifying the number of searches in the "links to native interface" to those in the quick searche adn the metasearch, in respect to the number of potential users.

13. I continue using the individual counts from the information providers in order to know the usage of our subscription databases. We use the links to native interface to know the use of our free resources that are accessed through metalib.
I only use the other options to improve the interface usage.

14. Yes.
Number of sessions
Cost per session
Number of searches
Cost per search
Number of searches with zero results
Number of correct searches

Number of searches
Cost per search
Number of searches with zero results
Number of correct searches

15. Not directly, only the searches and "links to the native interface" as one additional piece of data. It is not the principal source of data for evaluation

16. Yes, in order to have statistics on access to resources. This information is what is published on the web and helps us make decisions.

17. No

18. We evaluate whether or not the users use the resources that are locally subscribed.