Discovery Systems and Usage of Material
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"There are three kinds of lies: lies, damned lies, and statistics."

Agenda

• Who We Are
• What Drives Usage?
• Measuring Usage
• Data Sources
• What Have We Learned?
• Summary
Colorado School of Mines

Engineering, applied sciences public university
Undergrads, Grads, Faculty, Staff, Community Members, Alumni
CARL → Voyager → Alma
One campus
One library
25 staff; 1 Systems Librarian (me!)
8000 patrons
600,000 Physical & 900,000 Electronic titles
What Drives Usage?

Technology, training and ease of access
Academic courses and library instruction
Research awards; campus census
Library budget; consortia agreements
Collection development
Marketing; Home Page/etc search boxes
Staff use (i.e., migration; dev partnerships)
A Selective Meta History

OPACs in the late 1980s
Amazon 1994; Google 1998
Federated search engines early 2000’s
NCSU Next-Gen Endeca 2007
Worldcat Local 2007; Summon 2009
Central Indexes 2009
Web-scale discovery-delivery systems 2010
Mines History: It’s Complicated

Campus modem pool 1990
CARL membership and packages 1995-
Voyager migration 2000 (eJournal recs)
Campus VPN 2001
Flattext 2001-2003
Goldrush ERM/Article Finder 2003-2010
Website subject/database guides 2007-?
Mines History: It’s Complicated

Voyager Tomcat UI 2008
Voyager/Primo/SFX/PCI/bX 2012 ★
UStat (COUNTER/SUSHI) 2012
Alma/Primo/UResolver/PCI/bX 2015
Primo NUI upgrades 2016 & 2017
Libguides A-Z List 2017
Browzine/EZProxy 2017
How Do We Measure Usage?

Concept of “use” is complex
Downloads or outcomes?
Statistical measures alone not enough
Vendor supplied data: COUNTER
Library generated: surveys, focus groups, motivation assessments, intercepts
Comparative analyses (benchmarking)
Data Sources

Campus census & institutional measures
BI Sessions and Participants
Annual (written) reports for usage
Alma Analytics (COUNTER usage/loans etc)
Voyager “visits” via local analytics
Primo Analytics (Searches/Sessions/etc)
Link Resolver Data
Students and Staff/Faculty FTE

- **Students**: The orange line shows an increasing trend, starting from around 4000 in 2006 and reaching close to 6000 by 2016.
- **Staff**: The blue line indicates a more stable trend, fluctuating slightly between 1000 and 1500 over the years.

Graph Source: COLORADO SCHOOL OF MINES
Loans (Excludes In-House)
Voyager Visits (2008-2011) and Primo Sessions (2015 & 2017 are partial)
Number of Link Resolver Access Requests 2012-2017 (2017 data are partial)
Number of Google Scholar Link Resolver Requests
(2014, 2015 and 2017 data are partial)
Individual Journals: Science (Title) and Nature (Title) Annual Usage
What Have We Learned?

There are no constants
Importance of high quality metadata
Usage data can (and do) disappear!
Security breaches/etc. impact usage data
Data wrangling can be difficult
Importance of making Primo awesome
Provider-supplied usage data can be…
Summary

There’s no doubt that the implementation of a discovery-delivery platform increases use of resources. Single-search box, webscale, facets, etc Integrations/enhancements improve Primo Value of delivery in the “discovery” equation Can I prove it?
by Jef Mallett

Benjamin Disraeli said there are three kinds of lies:

Lies, damn lies and statistics.

Nine out of ten people say that was Mark Twain.

There are three kinds of punch lines: obvious, painfully obvious...

I thought the Twain bit added an extra layer.
Thank you!

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