



Analytic Solutions & Data Governance at University of Sunderland Library: Frameworks for People and Data

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Business **Context**

Leverage more of our Library data:

- develop system-based data insights
- combine with student feedback insights

Make best-value use of our data to inform decision-making, shape our services and offer better student experiences.

- **Tools and skill sets:**
Power BI, Python and Alma Data Visualisation (DV).
- **Analysis examples:**
Reading list engagement, collection cost-per-use analysis, SCONUL dashboards, laptop loan engagement, LibKey usage, 'SURE' Open Access repository dashboard, departmental annual reporting, qualitative student survey analysis.

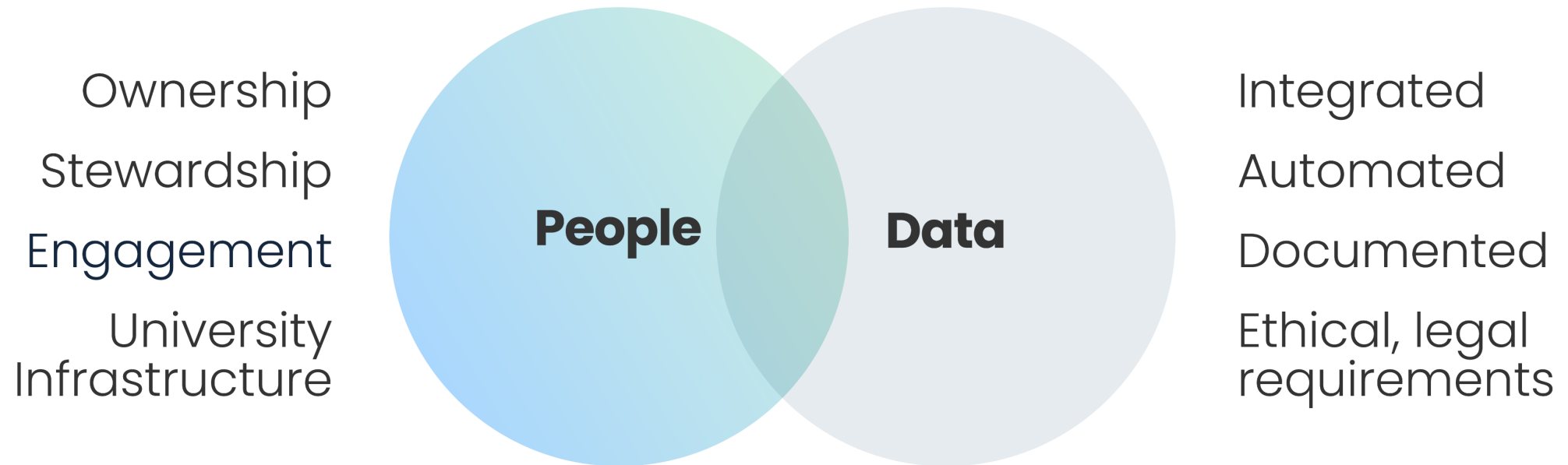
**Agile,
self-service
data insight
access**

**Minimise
resource and
maximise
efficiency**

**Safe,
secure and
trustworthy
data**

People and Data

(a framework for people, engagement and analytic governance)

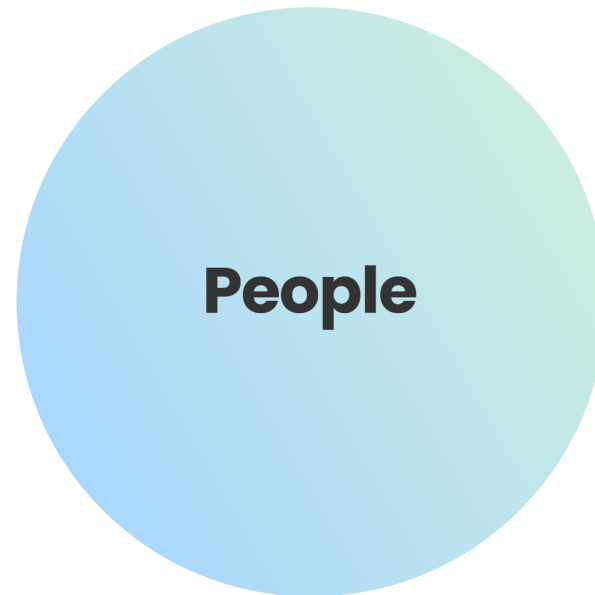


people collaborations | share knowledge | understand requirements | decision-makers, users, developers
governance frameworks to manage analytic selection, development, maintenance and engagement

People Frameworks: **Ownership**

(a framework for people, engagement and analytic governance)

Ownership
Stewardship
Engagement
University
Infrastructure



Library Analytics Steering Group

Define analytic frameworks
and share priorities.

A Library analytics space

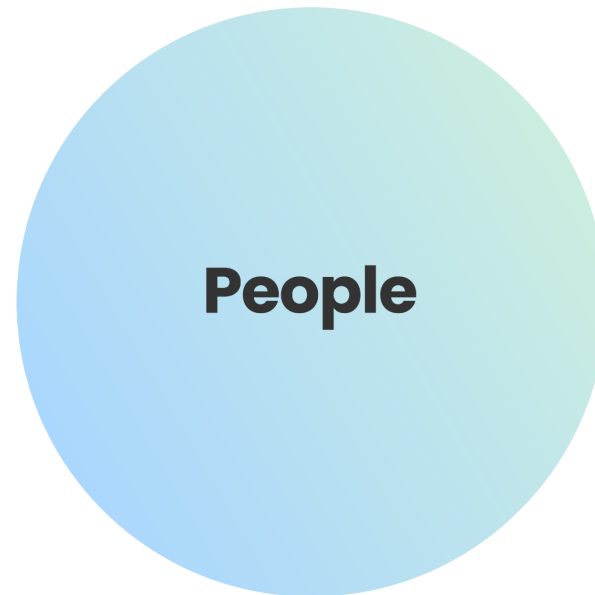
SharePoint for communications,
documentation and solution access.

people collaborations | share knowledge | understand requirements | decision-makers, users, developers
governance frameworks to manage analytic selection, development, maintenance and engagement

People Frameworks: **Stewardship**

(a framework for people, engagement and analytic governance)

Ownership
Stewardship
Engagement
University
Infrastructure



Frameworks

Standardised solution request form

Criteria to inform analysis type, content, validation and maintenance.

Expectations for solution ownership and requirements identification

Defined, accessible metrics and metadata documentation.

people collaborations | share knowledge | understand requirements | decision-makers, users, developers
governance frameworks to manage analytic selection, development, maintenance and engagement

Analytic Solution: Decision Flow

Published 4/27/2026

Library Analytics Decision Flow (Draft)

The Library Analytics Steering Group are developing a Decision Flow framework that contains criteria to help determine most appropriate analytic solution format. The Decision Flow contains 5 steps which consider:

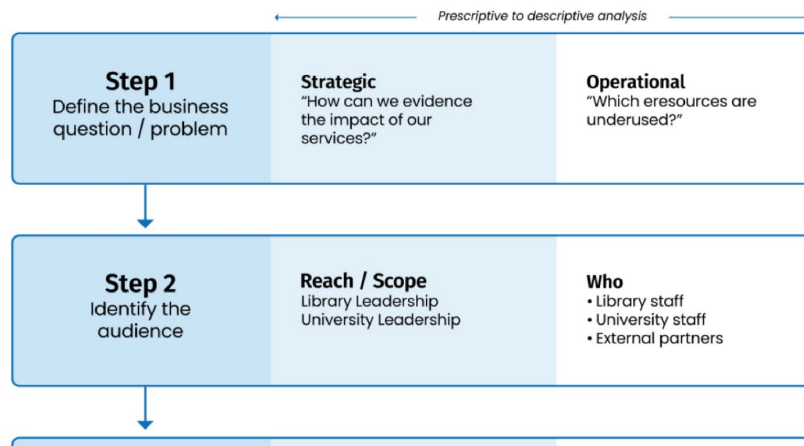
- Step 1:** What is the business question that the analysis will answer?
- Step 2:** Who is the intended solution audience?
- Step 3:** What type of solution format will work best?
- Step 4:** What level of analysis is required?
- Step 5:** What analysis tool will work best?

Related additional considerations also include:

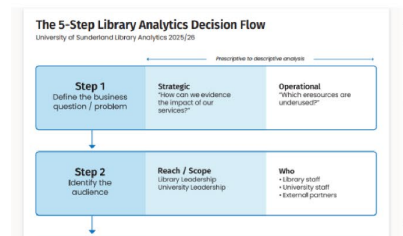
- How will users access the analysis?
- Will you want to limit access to certain people (e.g. does it sensitive data?)
- Are there any dashboard updating or dashboard navigation training requirements?
- Have you considered how the format of your solution will determine time spent updating it?
- Where is your data stored and is it easy to access?

The 5-Step Library Analytics Decision Flow

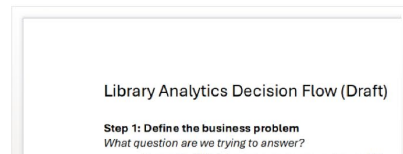
University of Sunderland Library Analytics 2025/26



Download alternative versions of the Decision Flow as PDF and Word documents.



PDF version of the Decision Flow



Library Analytics Decision Flow (Draft)

Library Analytics Request Form

To ensure new analytics solutions align with our strategic priorities and comply with ethical and legal data governance, requests for data (dashboard) solutions now need to be requested through and approved by the Library Analytic Steering Group. Please complete the questions on this form which will help the group understand your requirements and offer a best fit solution.

Please allow the group up to 4 weeks to process your request.


If you'd like to know more about how the group can support you, please contact the group members:
Michelle Halpin, Leigh Richardson, Hattie Blenkinsop, Harriet Davidson, Leanne Young, Ian Frost, Claire Purvis.

Hi, Michelle. When you submit this form, the owner will see your name and email address.


* Required

1. Who is the analytic solution owner / requestor * 

Enter your answer

2. Why do you need the analytic solution (what business problem are you solving with it?) * 

Enter your answer

3. Who will need to use the analytic solution? * 

Enter your answer

4. How often will the analytic solution need to be updated? * 

Select your answer

5. Do you know where the data for the solution is stored? * 

- Alma
- External vendor platform / email request
- SharePoint file
- I'm not sure where the data is
- Other

Other

Send me an email receipt of my responses

Submit

University of Sunderland SharePoint


























Library Analytics

Our data analytic solutions aim to offer insights that help inform best value, high quality student experiences. The Library offers analytic solutions in the form of bespoke analysis reporting, Power BI dashboards and Alma (Library System) dashboards. Browse the Library Analytics Directory to discover our analytic solutions.

Access to report and dashboard content is managed by the [Library Analytics Steering Group](#). If you'd like to find out more about our analytic offer, please contact us at library@sunderland.ac.uk

Screenshot of the LibKey Engagement Dashboard

Library Analytics Directory

Alma Dashboards	Power BI Dashboards	SharePoint Reports
 Bills & Large Debts	 Access Medicine Tracker	 Kogan Page
 Book Cost & Use Tracker	 Big Talk to the Library	 O'Reilly Online Learning
 C&EK Dashboard	 Digital Extract Analytics	 Sage Business Cases
 Fund Expenditure	 LibKey Engagement	
 Fund Expenditure, year-on-year	 Library Laptops	
 JDB Cost & Use Tracker	 Library Reading Lists (for academic staff)	
 LapSafe	 Study Skills Masterclasses	
 Liaison Librarians	 Study Skills Overview	
 London Library	 SURE Dashboard	
 Stock Check		
 Systems Team		
 University Equipment		
 University Operational Dashboard		

Infographics

- Study Skills Annual Statistics 2024-25
- Study Skills Semester 1 2025-26

Library Analytics

LA

Polly 13/01 10:56 Edited

Open | Non-Anonymous

Analytics 30 Jan meeting: which Campus do people want to meet?

- City Campus
- St Peter's Campus
- Ok to meet at either campus

Submit vote

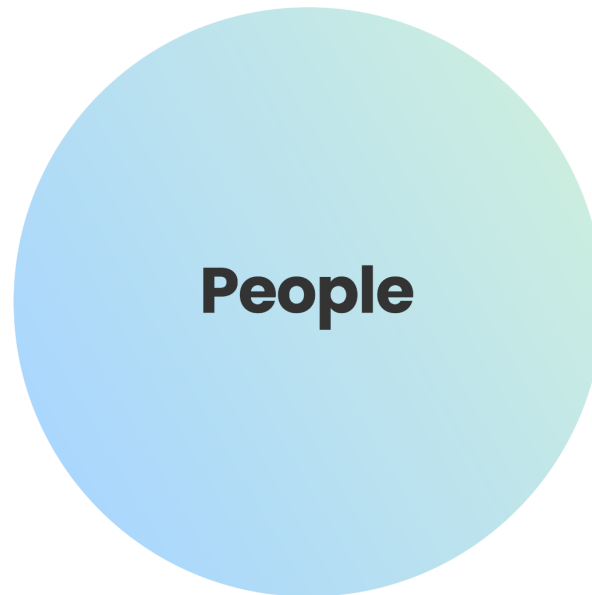
Open 11 replies from Cheryl Francis (Staff), you, Hattie Crooks-Freeman (Staff), and 3 others

Michelle Halpin (Staff) 21/01 13:30
Oh no!! we are back to a tie...

People Frameworks: **Engagement**

(a framework for people, engagement and analytic governance)

Ownership
Stewardship
Engagement
University
Infrastructure



Include stakeholders and audience

In-person and online training and collaborations:

- share knowledge
- identify requirements
- validate solutions
- inclusive, planned reviews
- manual solution refresh ownership

people collaborations | share knowledge | understand requirements | decision-makers, users, developers
governance frameworks to manage analytic selection, development, maintenance and engagement

SURE Dashboard Refresh

Updated 03/2024

How to update the SURE Dashboard

There are 2 steps to you'll need to do to update the data within the SURE Dashboard:

- Step 1: Update the dashboard source files
- Step 2: Refresh the Power BI Desktop file

The table below lists the source data files that you will create within SURE and add into the Library Analytics Team > General > Alerts/BI Editor. It also shows how these source data files are used to create the file labels located in the Power BI Desktop file.

Source data file	Creation location	Source data file columns	Related Power BI Tables
eprintabstract.csv	SURE	Item ID, Abstract, Date, Subjects	abstract, subject, date
eprintauthor.csv	SURE	Item ID, File, Creator, Family Name, Creator, Given Name, Index, System Item Type	author, item, creation
eprintCompliance.csv	SURE	Compliance, Item ID, File, Creator	compliance
eprintMetadata.csv	SURE	Item ID, Content Item Type, Title, Abstract, Publisher, Region, Internal Publication Title, Document Number, EBN, ESN, Official URL, Date Deposited	Metadata
export_Landmark_Metadata.csv	SURE	Many columns - auto defined by SURE	none
Publisher names.csv	Manually created	Publisher, Region with	publishers
reg_users.csv	SURE	Many columns - auto defined by SURE	users/users
user names.csv	Manually created	UoA ID, UoA Name	locations

Step 1: Update the dashboard source files

The data that the SURE dashboard uses is taken out of the SURE system and stored within the Library Analytics Sharepoint (Teams) space: Library Analytics Team > General > Alerts/BI

Specifying a date range for file exports

If you need to set a date range for your export file, the start date will always be: 2021-01-01. The end date will be your preferred date. For example, if your end date was the 31 January 2024, you would type in a date range in the format: 2021-01-01-2024-01-31 (there are no character spaces).

When you export the csv file that you have downloaded from the SURE system, you might be asked if you want to convert the data format within it - choose No to not convert the file format.

Use the drop-down guides listed below to create and export the following files from the SURE system: eprintabstract.csv, eprintauthor.csv, eprintCompliance.csv, eprintMetadata.csv, export_Landmark_Metadata.csv, reg_users.csv

Please note, the Publisher names.csv and user names.csv files have been manually created and are not part of the monthly data refresh schedule.

- eprintabstract.csv
- eprintauthor.csv
- eprintCompliance.csv
- eprintMetadata.csv
- export_Landmark_Metadata.csv
- reg_users.csv

If you have any queries, please contact the library at: library@ Sunderland.ac.uk

Step 2: Refresh the Power BI Desktop file

When you have updated the source files, you'll then need to refresh the SURE BI Desktop file to show this data. Launch the Power BI Desktop app and check that you are logged in to the app with your staff credentials - look in the top right hand corner of the screen to check if you are logged in; then follow these instructions:

- Once you have launched the Power BI app, open the SURE Public Power BI BI from the Sharepoint location. Click through the following options: Open > Sharepoint > Library Analytics > PBI files
- Then choose the SURE pbi file - double click to open it.
- From the ribbon toolbar at the top of the screen, click on the Transform data button and then select Transform data from the drop-down menu.
- This opens Power Query. Click on the Refresh button and Refresh All from the drop-down menu. It might take a few minutes for the steps to complete.
- When the refresh is complete, call Power Query by clicking on the Close & Apply button (next to the ribbon toolbar).
- Next, refresh the dashboard visuals. From the ribbon toolbar, click the Refresh button and select Refresh data from the drop-down menu.
- Click the data in the dashboard to refresh when the dashboard was last updated (Date and Statistics page).
- Make changes available in dashboard views by publishing the dashboard to the Power BI Service. Click the Publish button and then if prompted, click Save.
- Next, click to select the University of Sunderland library instance and if prompted, click Refresh.

You have now refreshed the dashboard.

SURE

University of Sunderland Repository Analytics

Data last updated 21 April 2026
Dashboard data is from the 1 January 2021 and is manually updated by the Open Research team.

Search between two dates (Month/Day/Year)

1/4/2021 4/21/2026

Clear slicers

Outputs **2993**

Article Compliance Status

Not Compl...	21%
Green OA	23%
Gold OA	54%

% Research Outputs by Faculty

UoSIL	3%
FESCI	19%
FBT	30%
FHSW	45%

Most Popular Output Types

mono...	4%
book...	16%
conference...	23%
article	50%

Most Popular Publishers

Routledge	15%
IGI G...	17%
Elsevier	32%
University of...	18%
Wiley	19%

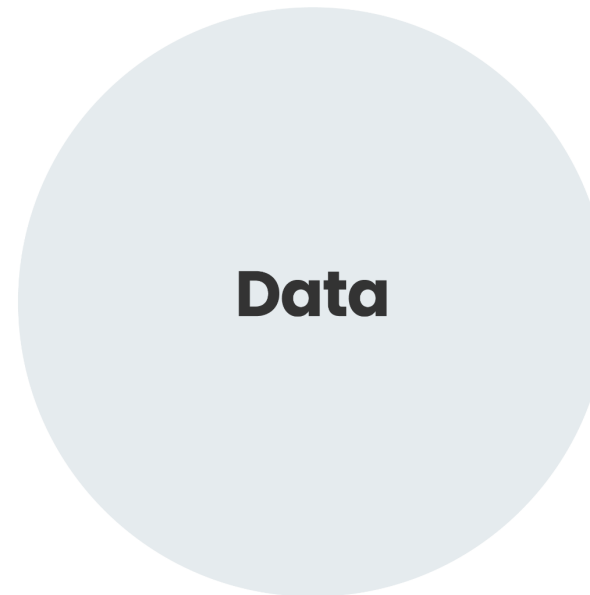
Number of research outputs by unit of assessment and type

Unit of Assessment	Outputs
UoA23 Educati...	1161
UoA20 Social ...	774
UoA3 Allied H...	671
UoA17 Busines...	628
UoA32 Art and ...	569
UoA2 Public ...	358
UoA11 Compu...	301
UoA24 Sport a...	210
UoA4 Psychol...	196
UoA12 Enginee...	182
UoA34 Commu...	152
UoA1 Clinical ...	137
UoA18 Law	107
UoA33 Music, ...	95
UoA5 Biologic...	64
UoA27 English ...	53
UoA28 History	12

Data Frameworks: **Integrated**

(minimise resource: make best use of available tools, skills and knowledge)

- **Alma Analytics**
- **Alma Data Visualization** - developed new workflows to create, connect and share insights.
- **Power BI / PowerAutomate** - connect data from different sources and share insights with more colleagues.
- **Python** - for more complex analysis:
 - **AI model development for qualitative student survey analysis.**
 - **Usage analysis where collection portfolio overlap.**



Integrated

Automated

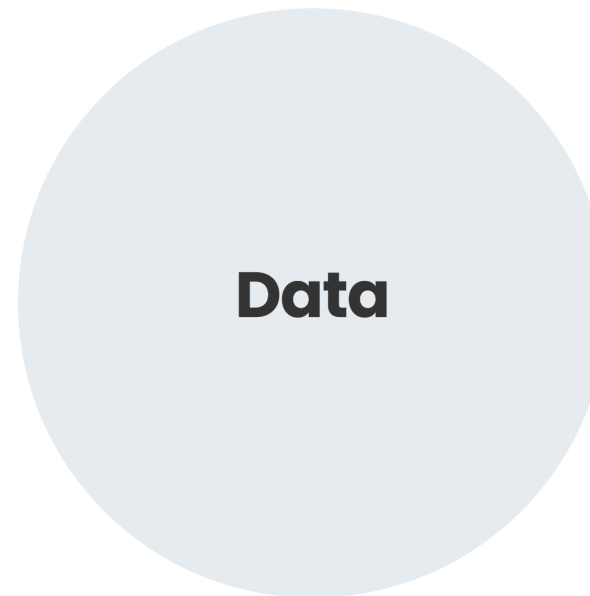
Documented

Ethical, legal requirements

Data Frameworks: **Automated**

(minimise resource, maximise efficiency: aim for automation)

- **Quantitative** e.g. Alma DV rather than Power BI for cost-per-use dashboards.
- **Qualitative** e.g. AI CNN and Topic Models for more efficient and scalable student 'Big Talk' feedback analysis.
 - **Supervised convolutional neural network**
 - **Unsupervised generative AI topic model with LLM fine-tuning.**



Integrated

Automated

Documented

Ethical, legal
requirements

Human-in-the-loop, 'collaborative' AI | student-led discovery

ethical: algorithm transparency and control | legal: data privacy, storage use and re-use



LibKey Engagement

LibKey is an AI-powered tool that helps reduce enables direct online linking to subscribed full-text and open access scholarly reading. LibKey functionality is available in several different formats:

- Embedded within Library Search
- Journal locator tool - 'Browzine'
- Browser extension - 'Nomad'
- DOI search tool - 'LibKey.io'

Dashboard metrics:

- 1 Total full-text downloads
- 2 Downloads via Library Search
- 3 Search hours saved
- 4 Google Scholar Nomad clicks
- 5 Full-text downloads by type
- 6 Full-text downloads by LibKey tool
- 7 Browzine full-text download ratio
- 8 Monthly full-text downloads

Clear all filters

1. Total full-text downloads
189040

2. Downloads via Library Search
98537

3. Search hours saved
2332

4. Google Scholar Nomad clicks
378080

5. Full-text downloads by type

6. Full-text downloads by LibKey tool

7. Browzine full-text download ratio

29.39% of the 7832 total Browzine visits, result in full-text downloads.

8. Monthly full-text downloads

Select all

FT D'loads BrowZine

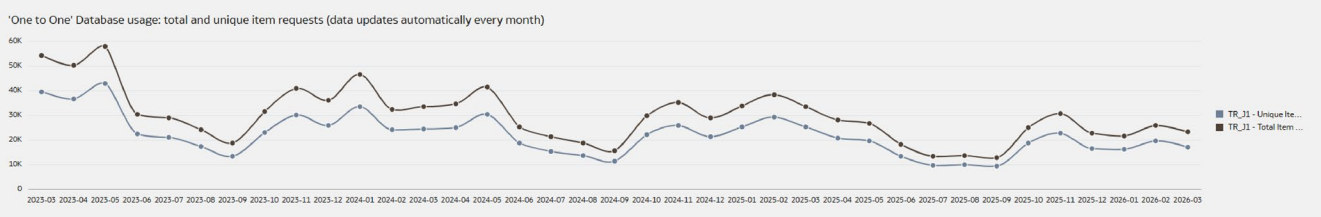
FT D'loads LibKey Nomad

FT D'loads LibKey.io

FT D'loads Library Search

Database Journals: 'One-to-One' databases with SUSHI Usage: ACS, ACM, Cambridge Core, IEEE Xplore, JSTOR, Science Direct, Wiley Online Library

Where possible, SCOUNL require journal article usage to be counted using the COUNTER R5 TR_J1_Total_Item_Requests measure.



1. 'One-to-one' SUSHI Databases: Annual Cost, Use and Cost per Use

Data automatically updates every month.

PO Line Reference	Platform	01/08/2023 - 31/07/2024				01/08/2024 - 31/07/2025				01/08/2025 - 31/07/2026			
		Transaction Amount	Unique Requests	Total Requests	Cost per use FIR	Transaction Amount	Unique Requests	Total Requests	Cost per use FIR	Transaction Amount	Unique Requests	Total Requests	Cost per use FIR
POL-5296-7636	JSTOR	1,234,567	12,345	123,456	1,234,567	12,345	123,456	1,234,567	1,234,567	12,345	123,456	1,234,567	
POL-6120	acm	987,654	9,876	98,765	987,654	9,876	98,765	987,654	987,654	9,876	98,765	987,654	
POL-6321	ACS	876,543	8,765	87,654	876,543	8,765	87,654	876,543	876,543	8,765	87,654	876,543	
POL-6361	ScienceDirect licensed content	765,432	7,654	76,543	765,432	7,654	76,543	765,432	765,432	7,654	76,543	765,432	
POL-6657	Cambridge Core	654,321	6,543	65,432	654,321	6,543	65,432	654,321	654,321	6,543	65,432	654,321	
POL-6809	IEEE Xplore	543,210	5,432	54,321	543,210	5,432	54,321	543,210	543,210	5,432	54,321	543,210	
Grand Total		5,000,000	50,000	5,000,000	5,000,000	50,000	5,000,000	5,000,000	5,000,000	50,000	5,000,000	5,000,000	

2. Non-SUSHI Databases: 2023/24 and 2024/25 Cost, Use and Cost per Use

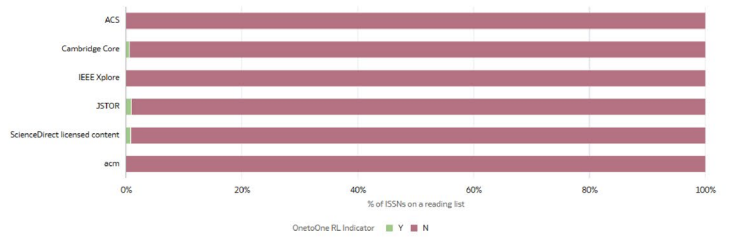
Data does not update.

PO Line Reference	Database	01/08/2023 - 31/07/2024			01/08/2024 - 31/07/2025		
		Transaction Amount	Requests	Cost per use	Transaction Amount	Requests	Cost per use
POL-4615-7670	Lexis Library, Lexis Nexis + Lexis TNE	1,234,567	12,345	1,234,567	1,234,567	12,345	1,234,567
POL-4621	Embase	987,654	9,876	987,654	987,654	9,876	987,654
POL-4661	Cite them Right Electronic Platform Subscription	876,543	8,765	876,543	876,543	8,765	876,543
POL-4682	Box of Broadcasts (BoB)	765,432	7,654	765,432	765,432	7,654	765,432
POL-4745	Complete Anatomy	654,321	6,543	654,321	654,321	6,543	654,321
POL-4746	British Pharmacopoeia	543,210	5,432	543,210	543,210	5,432	543,210
POL-4754	Seventeenth and Eighteenth Century Burney Newspapers Collection	432,109	4,321	432,109	432,109	4,321	432,109
POL-5485	AN Artists Network	321,098	3,210	321,098	321,098	3,210	321,098
POL-6312	Reaxys.	210,987	2,109	210,987	210,987	2,109	210,987
POL-6318	Westlaw UK	109,876	1,098	109,876	109,876	1,098	109,876
POL-6325	TRI Princeton	98,765	987	98,765	98,765	987	98,765
POL-6343	IBISWorld	87,654	876	87,654	87,654	876	87,654
POL-6345	Euroonitor International Market Research Monitor	76,543	765	76,543	76,543	765	76,543
POL-6370	British Education Index (EBISCO)	65,432	654	65,432	65,432	654	65,432
POL-6559	Web of Science Primary (SCIE, SSCI & AHCI)	54,321	543	54,321	54,321	543	54,321
POL-6575	Cochrane Library	43,210	432	43,210	43,210	432	43,210
POL-6374	British Standards Online	32,109	321	32,109	32,109	321	32,109
POL-6421	HeinOnline Law Journal Library	21,098	210	21,098	21,098	210	21,098
POL-6669	Community Care Inform Children	10,987	109	10,987	10,987	109	10,987
Grand Total		5,000,000	50,000	5,000,000	5,000,000	50,000	5,000,000

4. 'One-to-one' SUSHI Databases: Journals that are Reading Lists

Data automatically updates every month.

% of Journals on Reading Lists



Filter the Reading List table by database, reading list code, ISSN and MMS Id

Reading List Code: All | ISSN: All | Citation ID: All | MMS Id: All

Alma E-Inventory ISSN	Citation Title	Reading List Code	Citation ID	MMS ID
17587009; 01425455	employee relations	UGB370	1413900580007451	991001897211407451
15477193; 00222437	journal of marketing research	UGB368	1413890290007451	991001903297907451
20541643; 10610421	journal of product brand management	UGB367	1413888610007451	991001897209307451
20541651; 08876045	journal of services marketing	UGB367	1413887510007451	991001897217007451
17586070; 00251747	customer value a review of recent literature and an integrative configuration	UGB366	1413885090007451	991001897203807451
20541643; 10610421	journal of product brand management	UGB355	1414188820007451	991001897209307451
15477193; 00222437	journal of marketing research	UGB330	141418780007451	991001903297907451
17587115; 14601060	European Journal of Innovation Management	UGB269	1414181170007451	991001897203007451
17586682; 025671X	international journal of quality reliability management	UGB262	1412988550007451	991001897205307451
18785824; 10848568	journal of quality management electronic resource	UGB262	1412989150007451	991001901136807451
17573097; 01674544	journal of business ethics online	UGB162	1184621430007451	991001901804207451
18737889; 10534822	human resource management review online	UGB162	1184621410007451	991001892978907451
15477185; 00222429	journal of marketing	UGB161	142073670007451	991001903297407451
20541651; 08876045	journal of services marketing	UGB161	1412980150007451	991001897217007451
17545951; 00225258	journal of transport economics and policy online	TLH345	1187626750007451	991001894947907451
18737722; 01607383	annals of tourism research	TLH342	275828127007451	991002116548907451
18793193; 02615177	progress in information technology and tourism management 20 years on and 10 years after the internet the state of tourism research	TLH342	1195467670007451	991002117186207451
18793193; 02615177	tourism management	TLH342	2758280330007451	991002117186207451
17571049; 09596119	trials and tribulations in the pursuit of quality improvement	TLH339	1412966140007451	991001897212107451
17571049; 09596119	international journal of contemporary hospitality management online	TLH318	1194955130007451	991001897212107451
17588049; 02634503	branding developing the internet as a branding tool	TLH260	1243511250007451	991001897204707451
17571049; 09596119	developing graduate managers for hospitality and tourism	TLH123	1412947750007451	991001897212107451
17571049; 09596119	international journal of contemporary hospitality management online	TLH123	1195463770007451	99100189721212107451
18737722; 01607383	rethinking authenticity in tourism experience	TLH109	1194961470007451	991002116548907451
1468263X; 00453102	a social work perspective on how aged language discourses and understandings negatively frame older people and why taking a critical social work stance is essential	SWKM28	2103139060007451	991001906464907451
1468263X; 00453102	language and the shaping of social work	SWKM28	2103134540007451	991001906464907451
17561833; 09598138	presenting complaint use of language that disempowers patients	SWKM28	2103136590007451	991001908486707451
14698722; 09500170	alienation is not 'bullshit' an empirical critique of greber's theory of bs jobs	SSCM49	2318282380007451	991001896530007451
14684446; 00071315	the british journal of sociology	SSC110	1185492770007451	991001895248707451

Thematic analysis of student survey feedback

This report shares thematic analysis summary findings of NSS and Big Talk to the Library student feedback data:

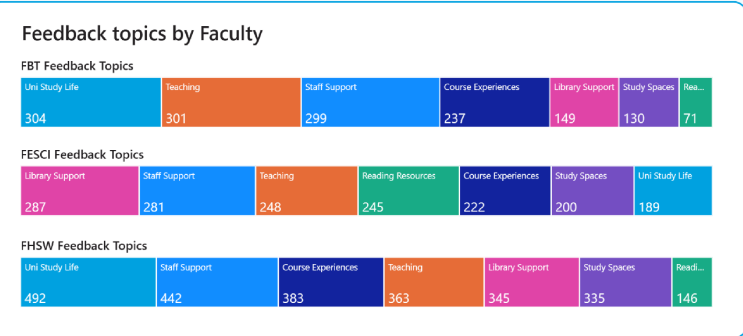
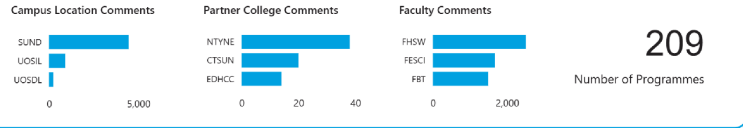
- Big Talk: 2022 to 2024 surveys
- NSS: 2022 to 2025 surveys

Survey	Comments
Big Talk	2426
NSS	3243
Total	5669

Analysis of comments identified 7 thematic topics:

- Course Experiences
- Library Support
- Reading Resources
- Staff Support
- Study Spaces
- Teaching
- University Study Life

Topics are mapped to original comments to show how student comments can differ when viewed by Faculty, Study Location and Programme.



Analysis Model (December 2025)
Automated Machine Learning Natural Language Processing (NLP) Model | Transformer-based word embedding combined with LDA clustering | AI BERTopic Pretrained Model

Feedback topics: focus by study location

Study locations: Sunderland Campus, London Campus and Distance Learners.

Faculty

Select all

FBT

FESCI

FHSW

Programme

All

Study Location

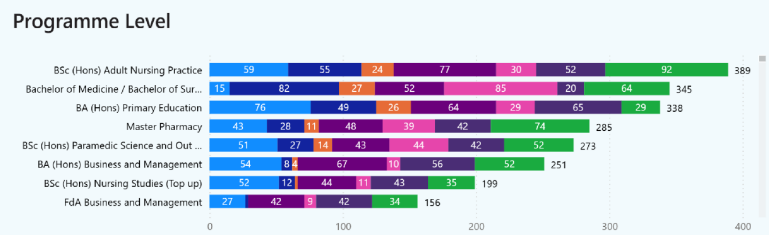
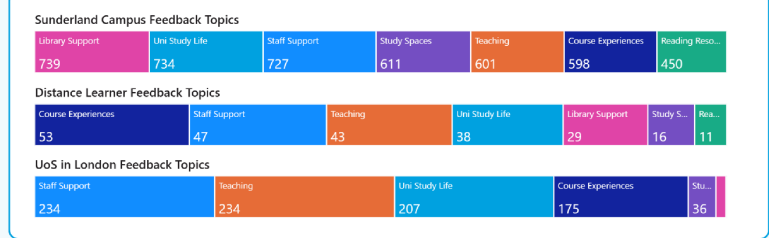
All

Survey Year

All

Survey Type

All



Analysis Model (December 2025)
Automated Machine Learning Natural Language Processing (NLP) Model | Transformer-based word embedding combined with LDA clustering | AI BERTopic Pretrained Model

Feedback topics: focus by partner college students

Data is available: Sunderland Campus, London Campus and Distance Learners.

Faculty

Select all

FBT

FHSW

Programme

All

Study Location

All

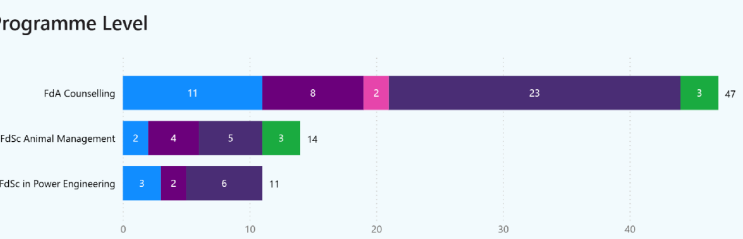
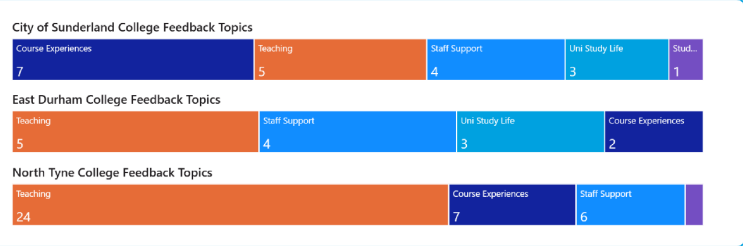
Survey Year

All

Survey Type

All

Partner College data is only available from the NSS Survey



Analysis Model (December 2025)
Automated Machine Learning Natural Language Processing (NLP) Model | Transformer-based word embedding combined with LDA clustering | AI BERTopic Pretrained Model

Search entire dataset to view comments and topics

Faculty

Select all

FBT

FESCI

FHSW

Programme

All

Study Location

All

Survey Year

All

Survey Type

All

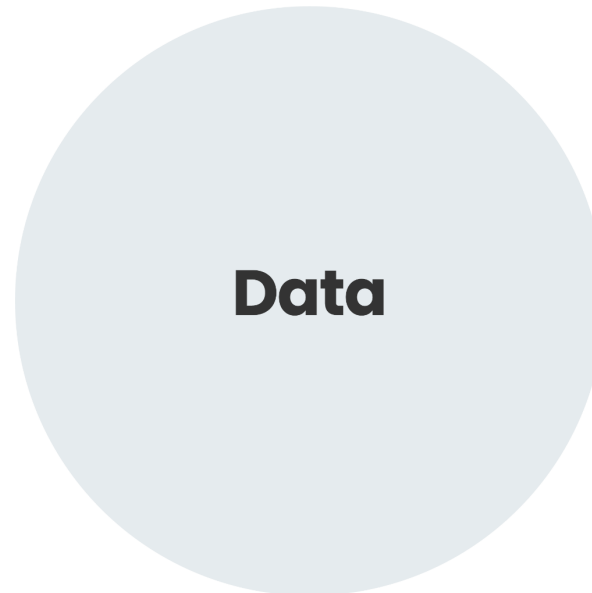
Comment ID	Topic	Original Comment	Faculty	Location	Programme	Survey Type	Survey Year
BT2022_100	Library Support	always helpful with finding the right sources	FESCI	SUND	BA (Hons) Photography Video and Digital Imaging	Big Talk	2021 to 2022
BT2022_1000	Staff Support	The staff always know how to answer any questions you have.	FESCI	SUND	BSc (Hons) STEM Education	Big Talk	2021 to 2022
BT2022_1001	Study Spaces	The staff and the atmosphere is overall good. Wifi is poor	FHSW	SUND	Bachelor of Medicine / Bachelor of Surgery (MB ChB)	Big Talk	2021 to 2022
BT2022_1002	Study Spaces	The staff are always helpful and lovely. Maybe a wider variety of food and drinks at the cafe would make me want to go more often.	FHSW	SUND	BSc (Hons) Sport and Exercise Sciences	Big Talk	2021 to 2022
BT2022_1003	Staff Support	The staff are always really friendly but perhaps weekend staff	FHSW	SUND	Bachelor of Medicine / Bachelor of Surgery (MB ChB)	Big Talk	2021 to 2022
BT2022_1004	Staff Support	The staff are fab, they always help out.	FESCI	SUND	BSc (Hons) Health and Social Care	Big Talk	2021 to 2022
BT2022_1006	Staff Support	The staff are helpful and are good at pointing me in the right direction for what I need	FESCI	SUND	BA (Hons) Primary Education	Big Talk	2021 to 2022
BT2022_1008	Teaching	The staff are helpful but I think we as students need more staff members in the different floors	FHSW	SUND	MSc Pharmaceutical and Biopharmaceutical Formulations	Big Talk	2021 to 2022
BT2022_101	Staff Support	Always someone available to answer questions, good atmosphere	FHSW	SUND	BSc (Hons) Paramedic Science and Out of Hospital Care	Big Talk	2021 to 2022
BT2022_1010	Staff Support	The staff are so lovely and nice.	FESCI	SUND	BSc (Hons) Sociology	Big Talk	2021 to 2022
BT2022_1011	Uni Study Life	the staff are very friendly and easy to approach, more areas for group study would be good, rooms where you do not have to book	FHSW	SUND	BSc (Hons) Psychology	Big Talk	2021 to 2022
BT2022_1012	Staff Support	The staff are very helpful	FHSW	SUND	BSc (Hons) Cosmetic Science	Big Talk	2021 to 2022
BT2022_1013	Staff Support	The staff are very helpful and friendly	FHSW	SUND	BSc (Hons) Adult Nursing	Big Talk	2021 to 2022

Analysis Model (December 2025)
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Data Frameworks: Documented

(SharePoint centralised documentation and single access route)

- Analytics directory
- Solution metrics
- Data dictionaries
- Validation
- Refresh schedule and ownership
- Monitoring and maintenance
- Review schedules



Integrated

Automated

Documented

Ethical and legal
requirements

LibKey Engagement

Published 2/12/2026

Solution Title: LibKey Engagement

Location	Library SharePoint Site
Format	Dashboard
Audience	All University Staff
Owner	Library Collections and eResources
Developer	Digital Services & Content Developer
Refresh Type	Manual
Refresh Schedule	Monthly
Refresh Responsibility	Digital Services & Content Developer
Analysis Tool	Power BI
Analysis Type	Insights
Data Owner	External
Data Format	CSV
Data Type	Quantitative

Solution Metrics:

1. Total full-text downloads
2. Search time hours saved
3. % Downloads via Library Search
4. % Full-text downloads by LibKey tool
5. % Full-text downloads by OA and subscription
6. Monthly full-text downloads by LibKey tool
7. Click throughs from Google Scholar and Nomad
8. Nomad banner view to full-text conversion rate
9. Browzine visits to download conversion rate
10. Journal level OA and subscription download comparison
11. Title level usage

[Return to Directory](#)

[Open the dashboard](#)

Reflecting to move forward

People engagement is essential

- Develop trust-based partnerships.
- Discover non-functional as well as functional requirements.
- Include Library team in validation and testing.
- Agree and set collaborative review and update phases.
- Adopt varied engagement formats
- Have a dedicated communication, documentation and access route.

Minimise resource pressures and scale staff capacity

- Dashboards: always aim for auto-refresh.
- Training and support for solution owners when auto-refresh not possible.
- AI offers significant time saving efficiencies
- Human-in-the-loop for thematic interpretation, algorithm control and transparency.
- Experiment with blended in-house development fine-tuned by external LLMs.

Framework to inform analytic format

- Match solution type to analysis and audience.
- Power BI to engage a wider audience and connect different data sources.
- Alma for secure role permission access.
- Python for complex, bespoke analysis tasks
- AI models for qualitative analysis.



Thank you for your time

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