



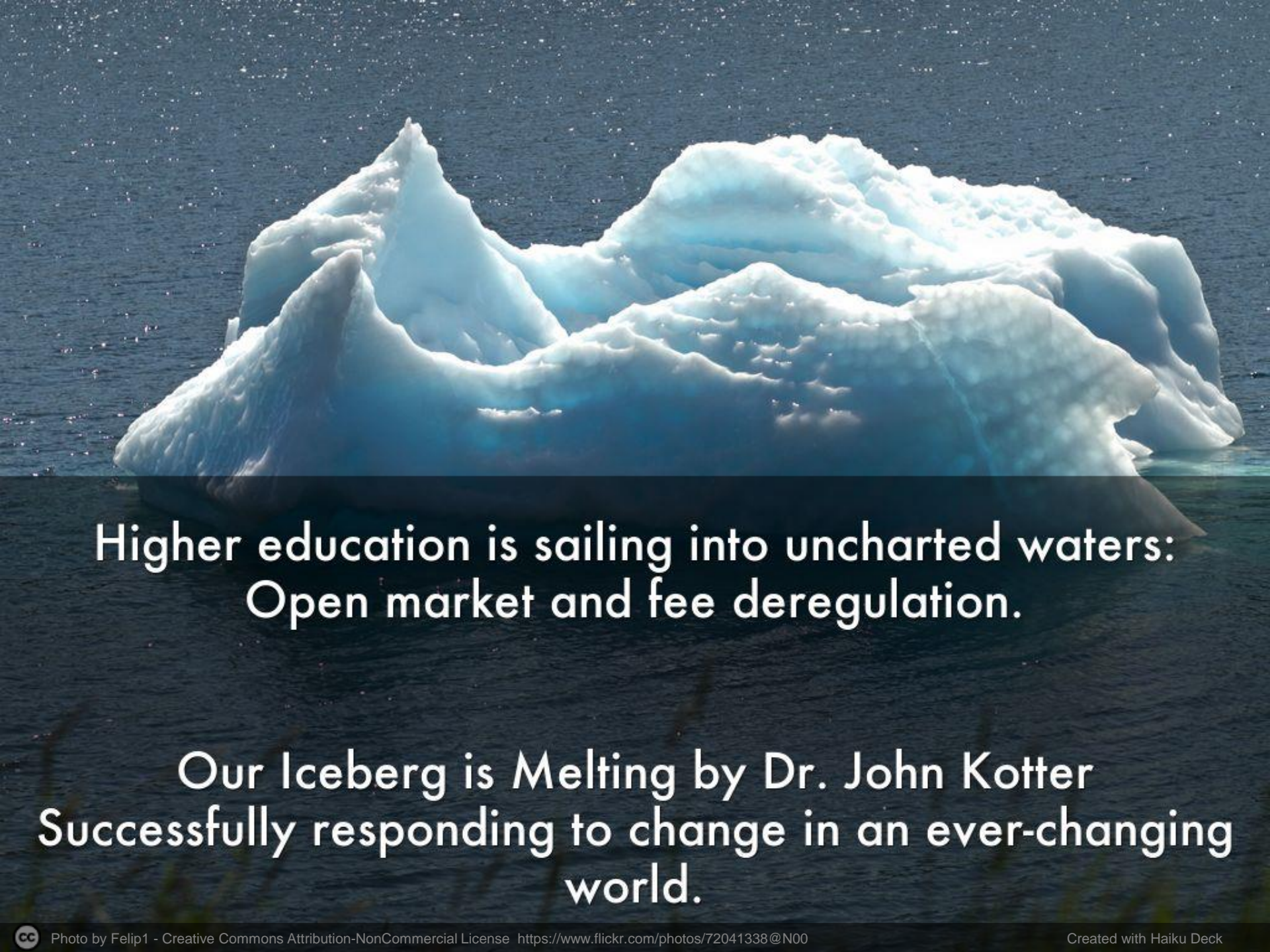
ANNE HORN, UNIVERSITY LIBRARIAN
Deakin University



ANALYTICS

A CONSTANT STREAM OF POSSIBILITIES





Higher education is sailing into uncharted waters:
Open market and fee deregulation.

Our Iceberg is Melting by Dr. John Kotter
Successfully responding to change in an ever-changing
world.

A landscape photograph of a valley with a rainbow in a stormy sky. The sky is dark and cloudy, with a vibrant rainbow arching across it. The foreground shows a valley with green hills and a small body of water. The text is overlaid on the lower half of the image.

**Disruption brings
opportunities to influence
and make a contribution.**



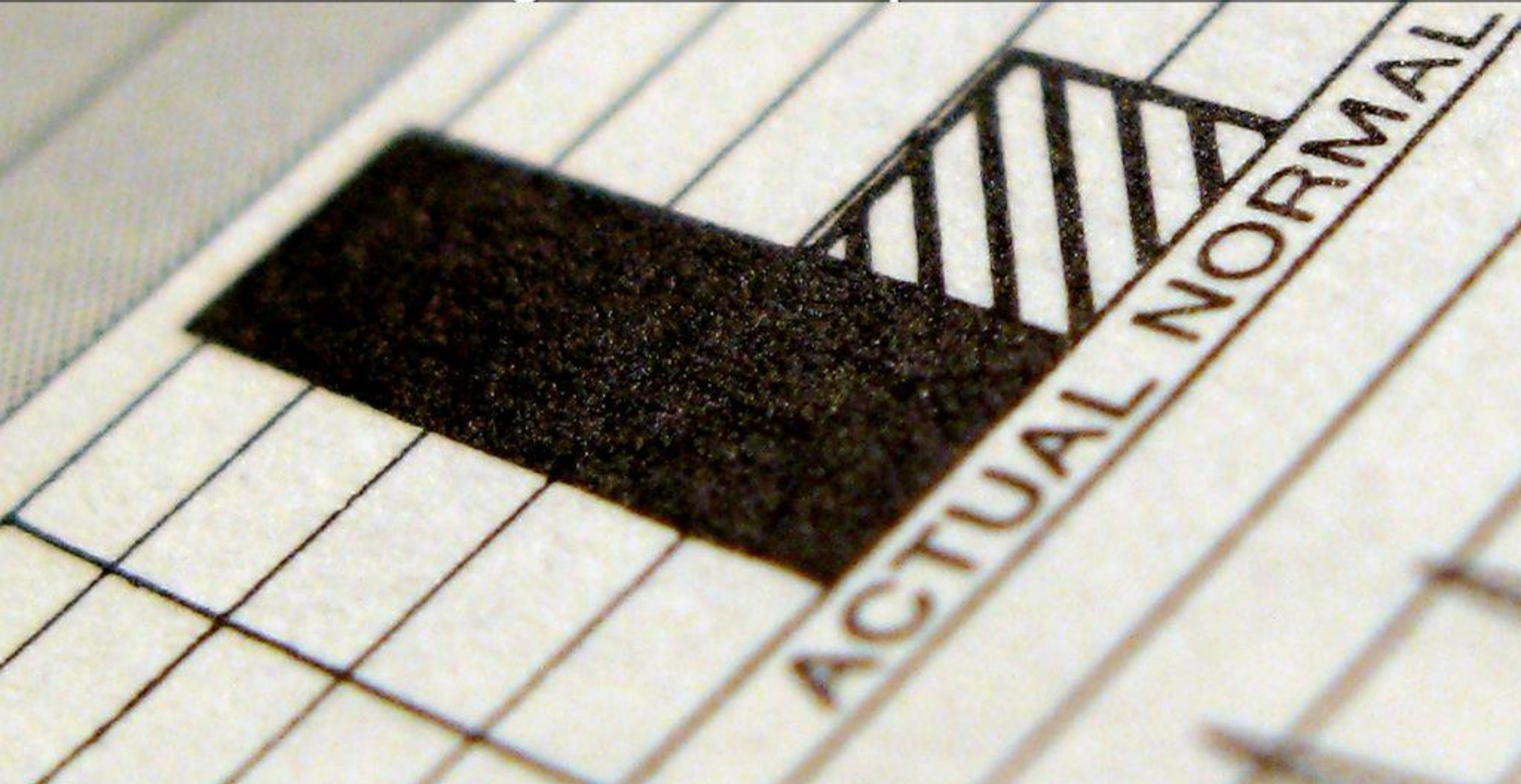
BIG PICTURE

Demonstrating value

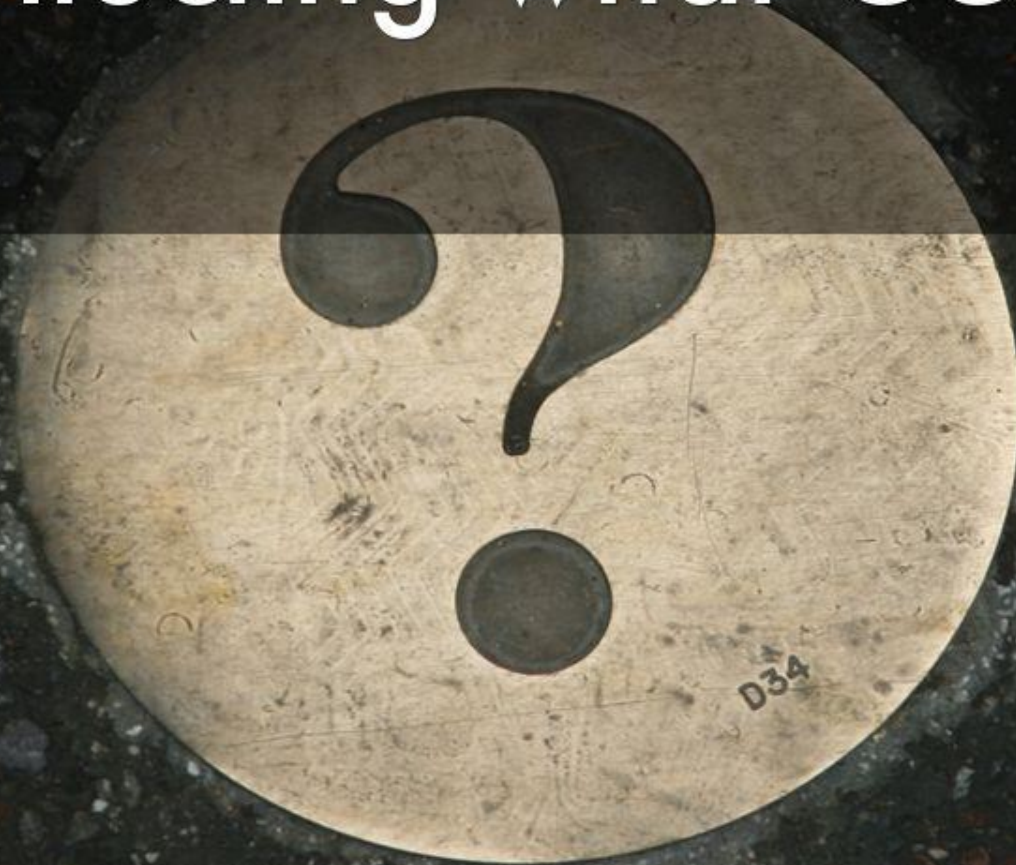


DATA + INSIGHTS

enhancing business performance



Asking the RIGHT questions and collecting what COUNTS





DATA

a corporate and strategic asset



THE UNIVERSITY IS LEADING
data management





GROWING DATA



**“Many organisations
complain that they are
“drowning in data, whilst
thirsting for information”**



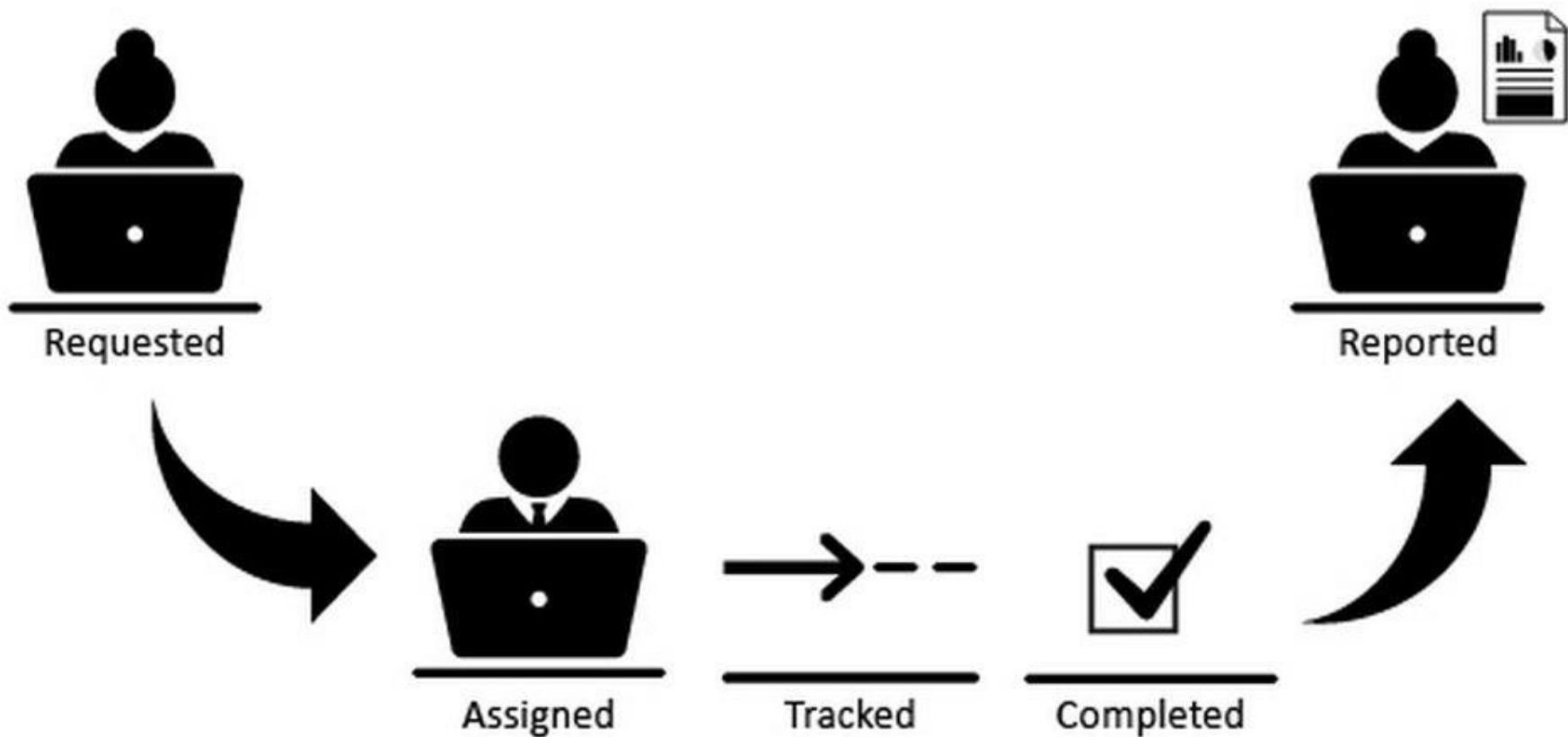
USING JIRA

data aggregation, visualisation & interpretation

KEY FUNCTIONS

Capture. Organise. Prioritise. Act. Visualise.

What's the process?



What our staff say...

*“The JIRA dashboards have been **invaluable** to me in providing a **granularity** of information on the uses of our services that was previously lacking in the **aggregated data**.*

*It has enabled me to **review and analyse** service operations across campuses, over the year, **weekly and even hourly** and has provided me the data to undertake **more informed discussions** with Managers on resource requirements that are being fed into our **budget processes**.”*

Data Aggregation and Visualisation

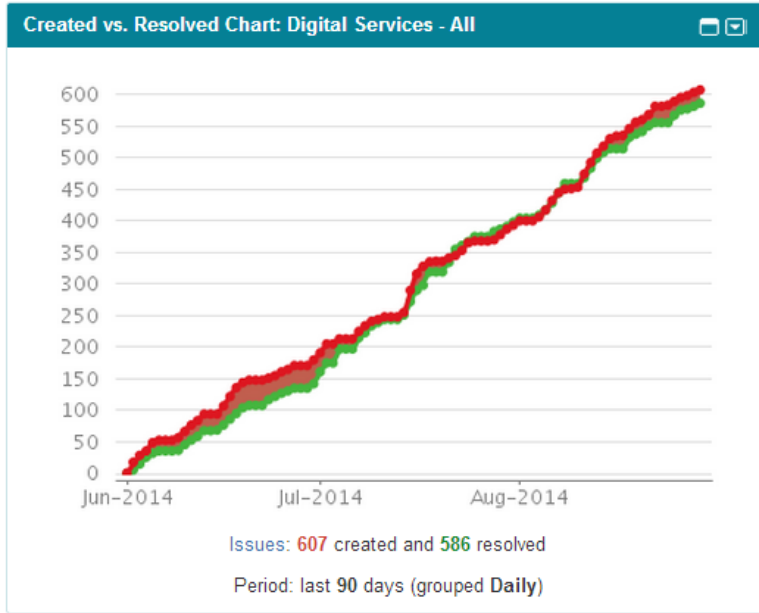


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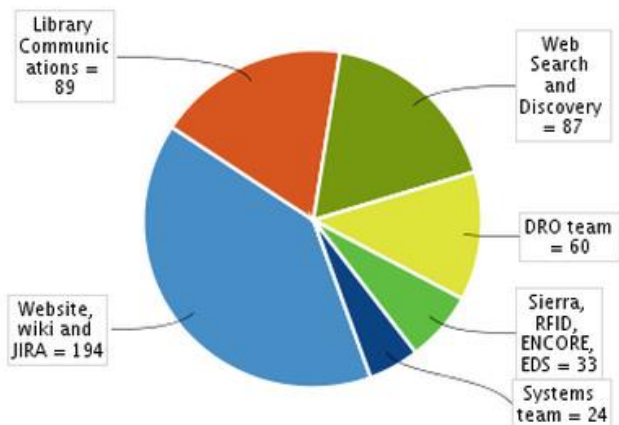
Data aggregation and visualisation

Two Dimensional Filter Statistics: Service Activity Waurn Ponds - last 12 months

Month of Year	Service activity location					
	Desk	Email	Phone	Roaming	Rover	T:
1. January	733	0	165	1	0	899
2. February	912	0	167	0	0	1079
3. March	2872	4	328	17	803	4024
4. April	1931	3	330	1	458	2723
5. May	1963	2	242	3	288	2498
6. June	1219	0	246	0	0	1465
7. July	3636	3	610	29	422	4700
8. August	2076	1	341	14	1	2433
9. September	1574	0	249	11	5	1839
10. October	1524	0	249	7	0	1780

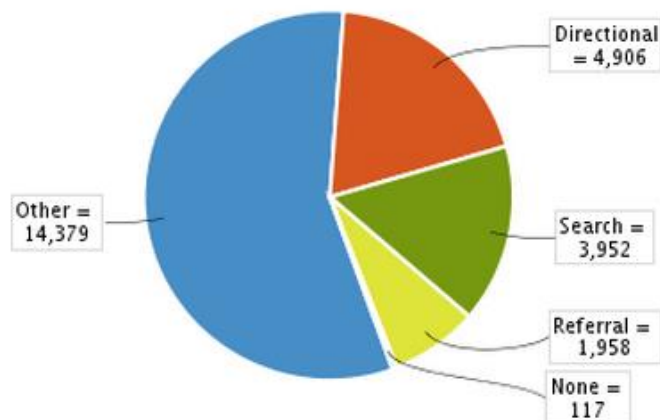


Pie Chart: Digital Services - Not closed



Total Issues: 487 Statistic Type: Project

Pie Chart: Service Activity Waurn Ponds - last 12 months

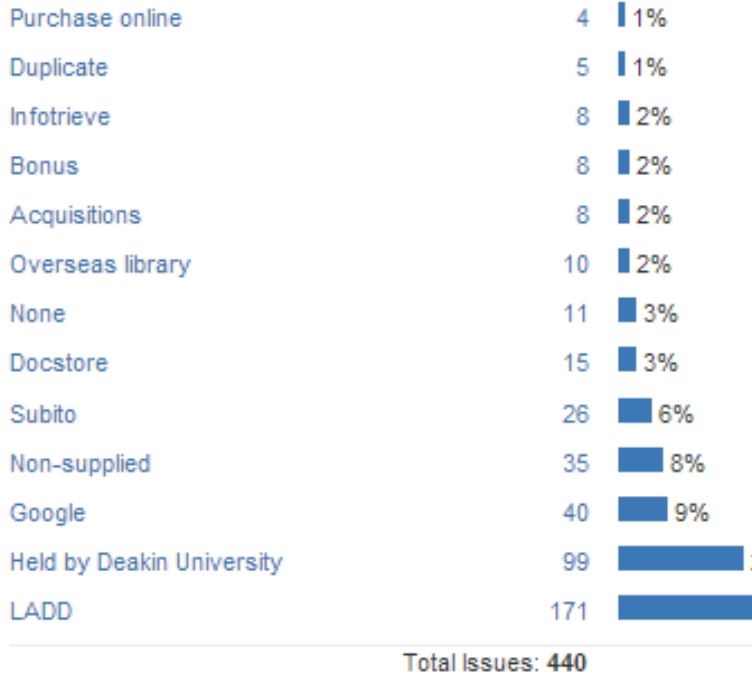


Total Issues: 25312 Statistic Type: Service activity type

Inter Library Loans Dashboards

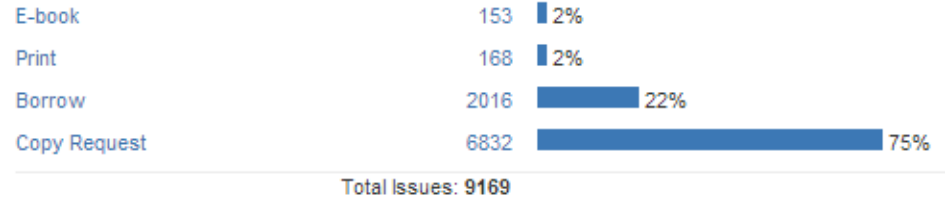
Issue Statistics

STATISTICS: ILLR - ALL RESOLVED THIS MONTH (RESOLVED ACTION)

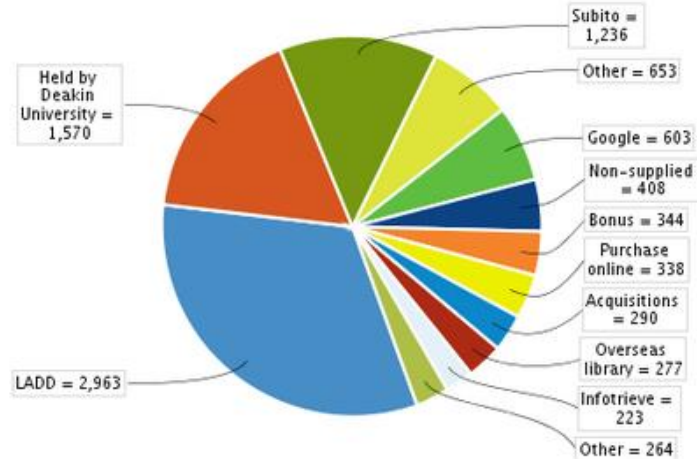


Issue Statistics

STATISTICS: ILLR ALL RESOLVED (PURCHASE OPTION)

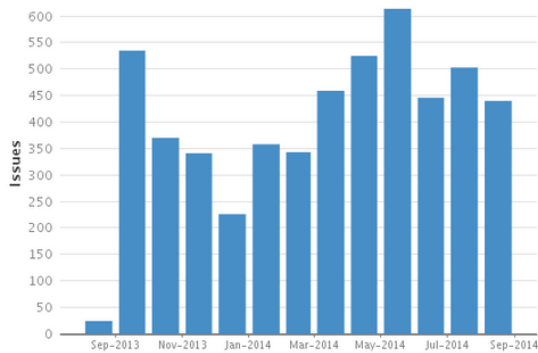


Pie Chart: ILLR All Resolved



Total Issues: 9169 Statistic Type: Resolved Action

Time Since Chart: ILLR All Resolved



Total Issues: 5184 Field: Resolved Filter: ILLR All Resolved

Period: last 365 days (grouped Monthly)

Heat map

A word cloud visualization of library services and terms. The words are arranged in a roughly rectangular shape, with varying font sizes and colors (shades of green and grey). The most prominent words are 'Database', 'E-books', and 'Searching'. Other significant words include 'Room Booking', 'Printing', 'Deakin Card', 'Borrow', 'Scanning', 'Catalogue', 'I.T.', 'Equipment', 'Internet connection', 'e-readings', 'Holds', 'CloudDeakin', 'Opening Hours', and 'Equipment'.

Internet connection e-readings
I.T. Room Booking Database
Equipment Printing Holds Scanning
E-books CloudDeakin Catalogue
Borrow Deakin Card Searching
Opening Hours



USING JIRA

next steps



A photograph of a tangled mass of teal rubber bands on a dark grey surface. One yellow rubber band is prominently placed in the center, forming a large circle that frames the text. The text is overlaid on a semi-transparent dark grey horizontal band.

NO ONE SYSTEM IS PERFECT

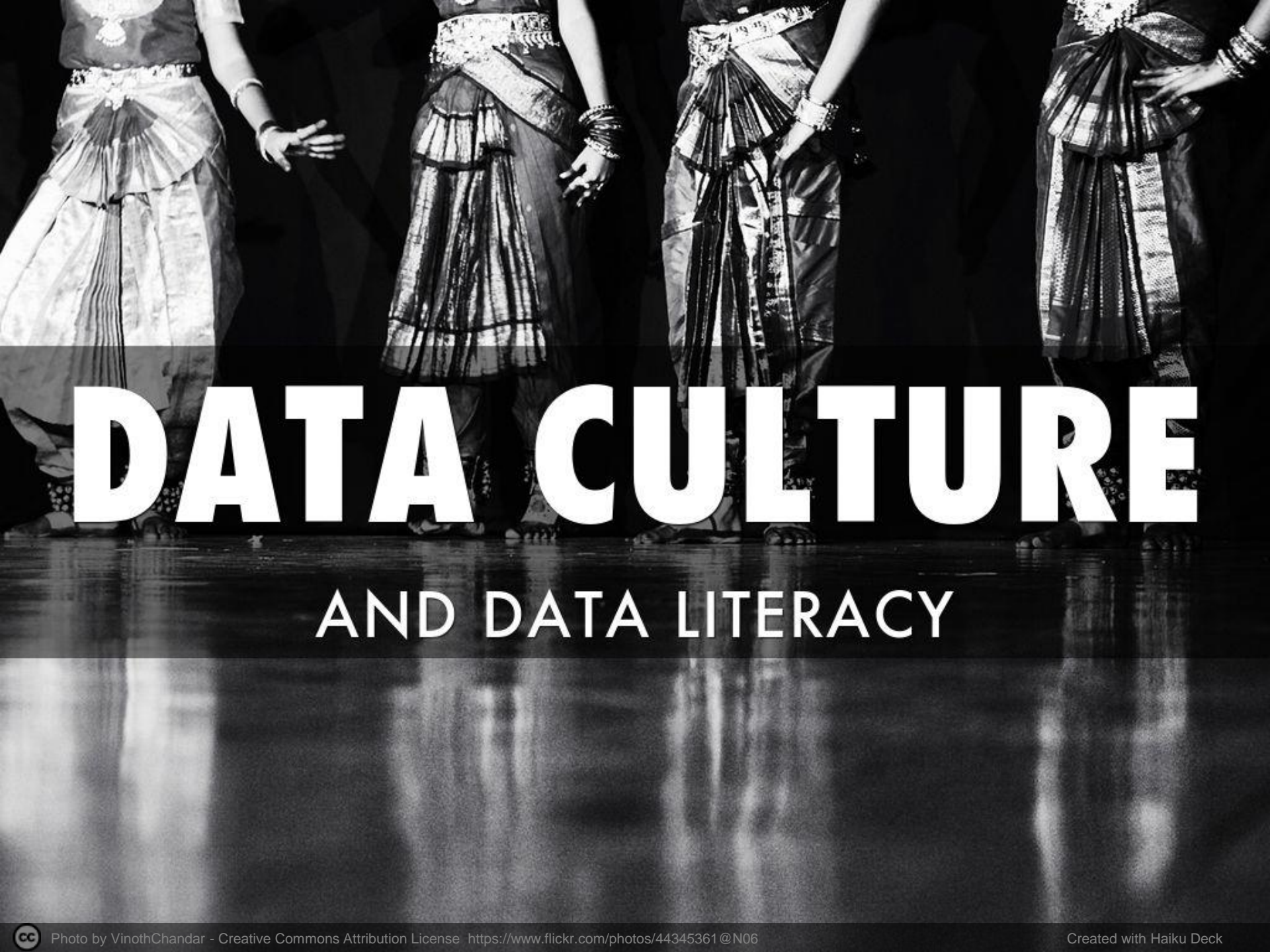
Limitations and challenges

“The value of data is unlocked through context and presentation”

(Roberts cited in Power 2014, p. 224).



PERSONAS



DATA CULTURE

AND DATA LITERACY



PROGRESS





TELLING STORIES

WITH DATA



THANK YOU

Questions?



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