

Unlocking the Potential of E-Resource Usage Analytics in Academic Libraries

Organizational, Technical, and Analytical Perspectives

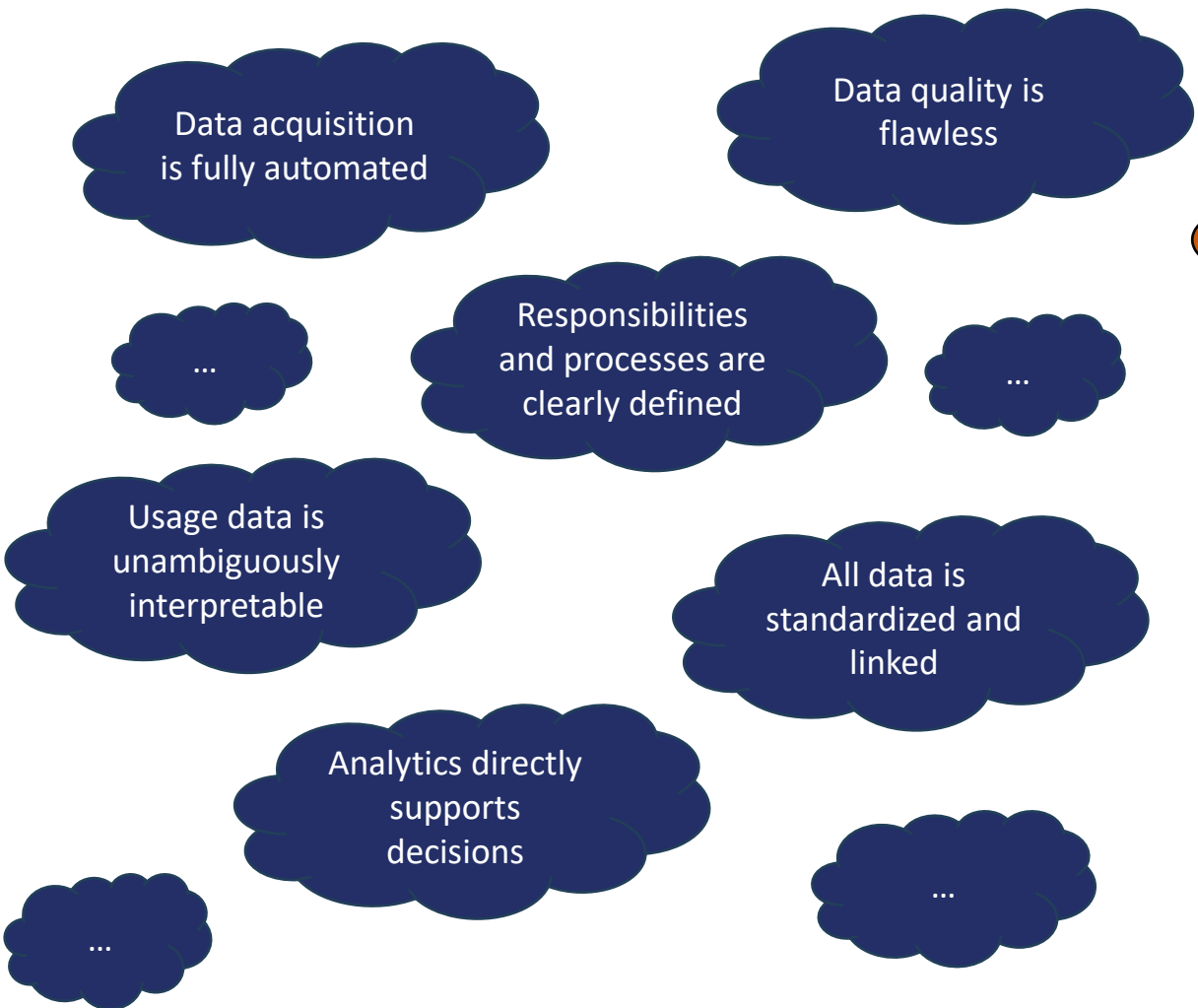
Tobias Potoczki, University Library Eichstätt-Ingolstadt

INCONECSS Community Meeting, 20th April 2026

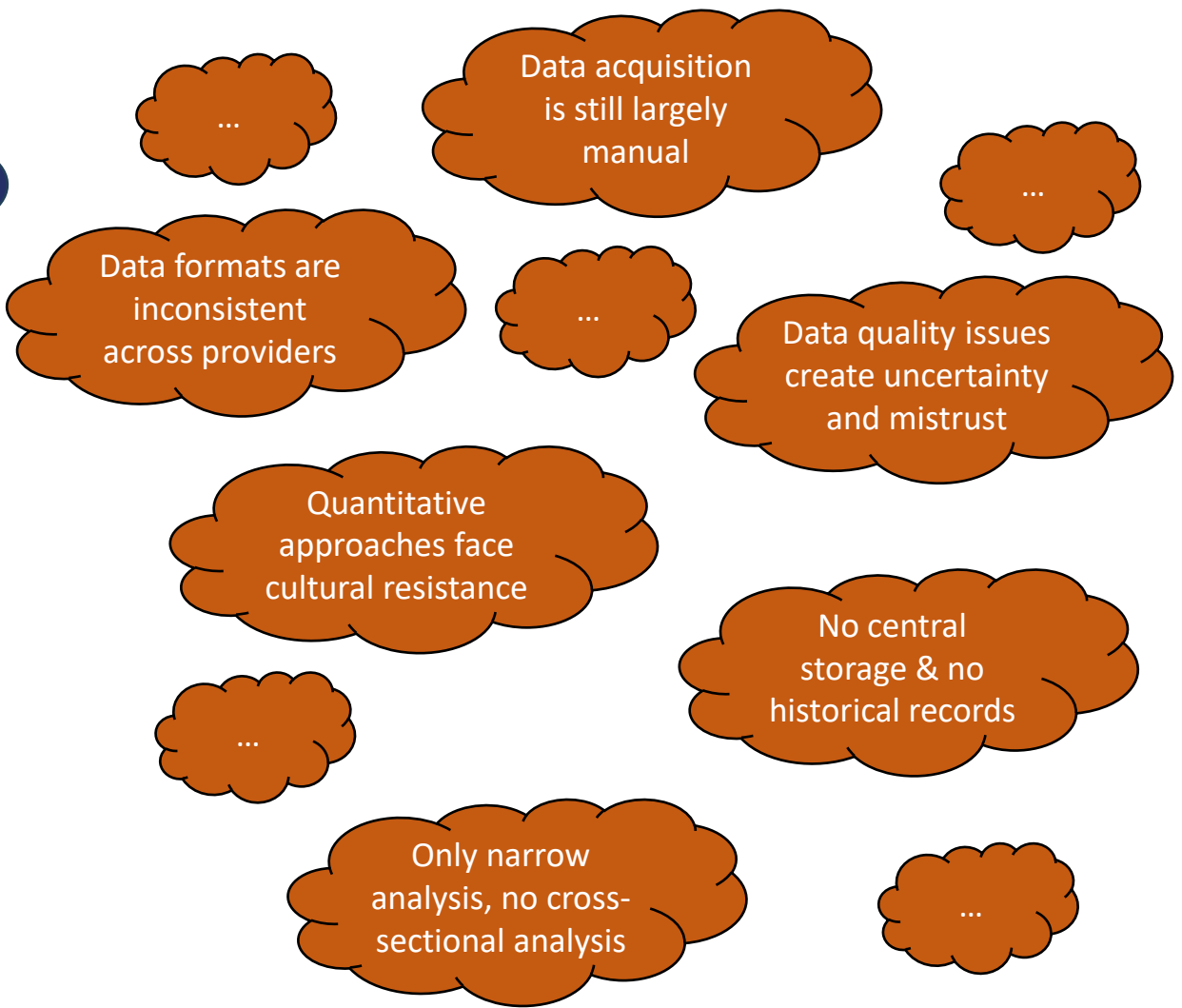
From Theory to Practice: Leveraging Usage Data for Insights



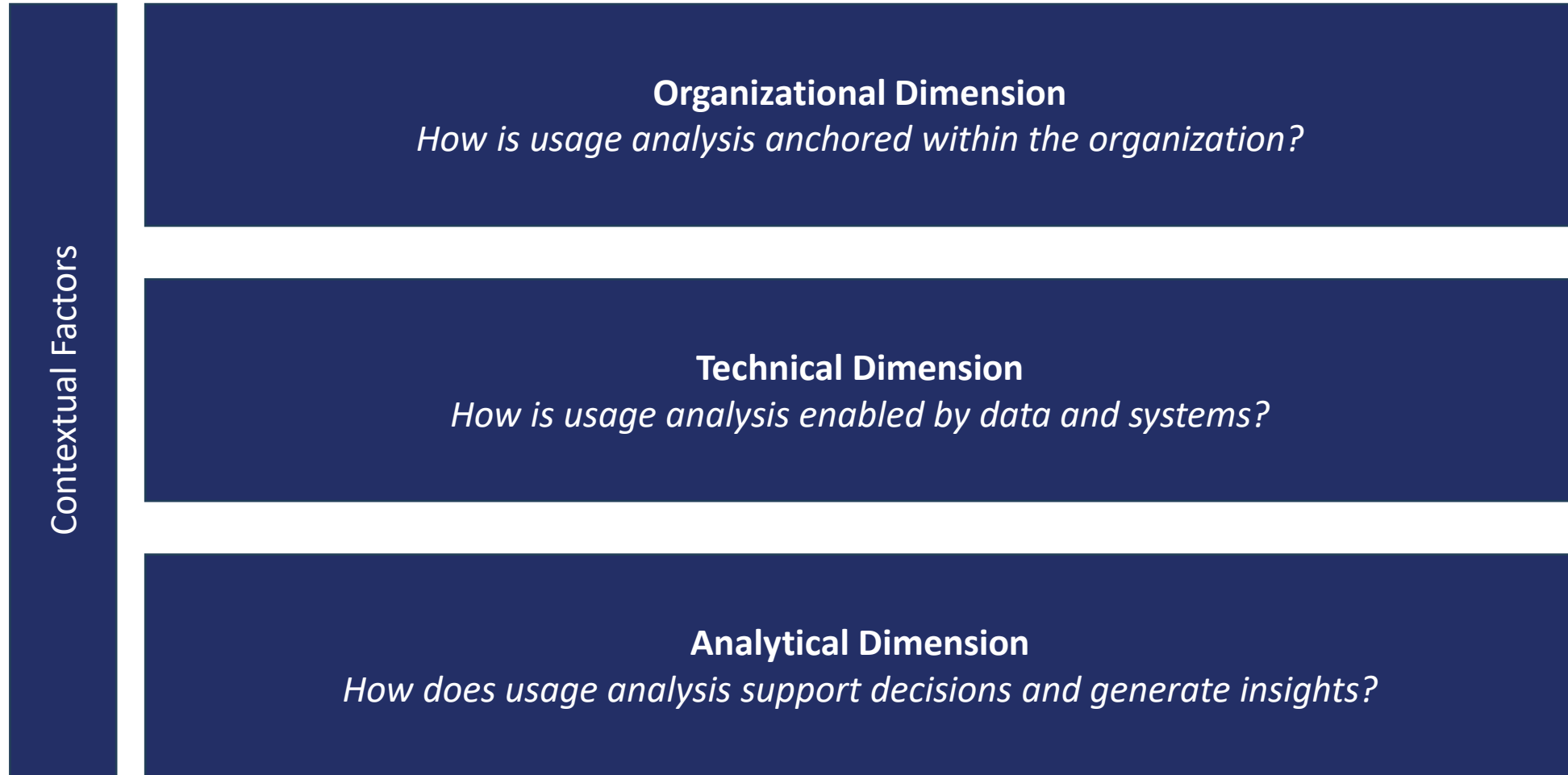
The Ideal State of Usage Analytics



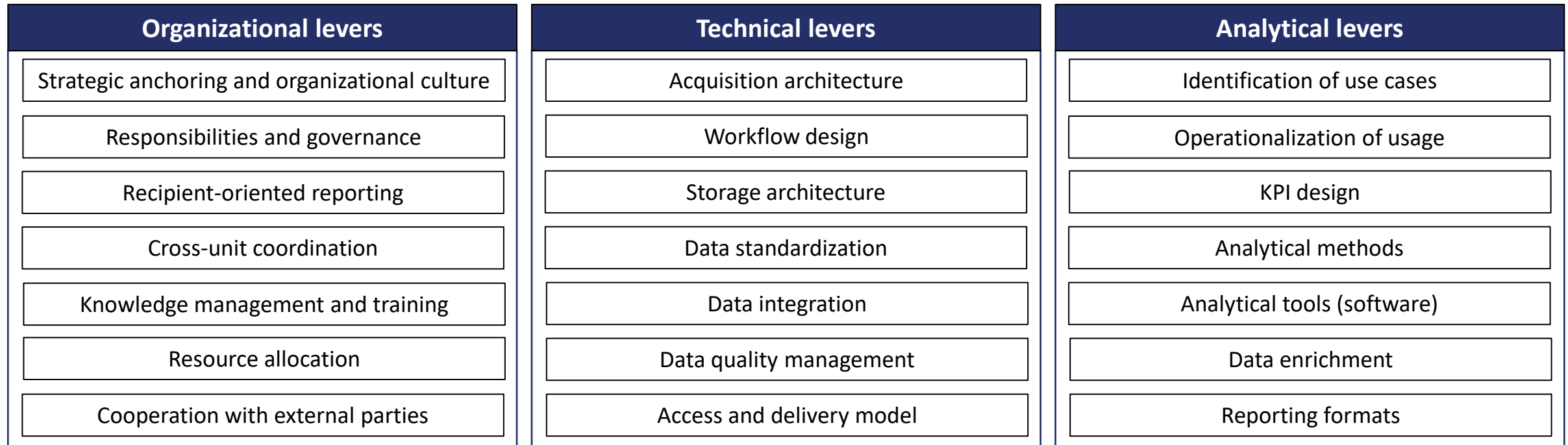
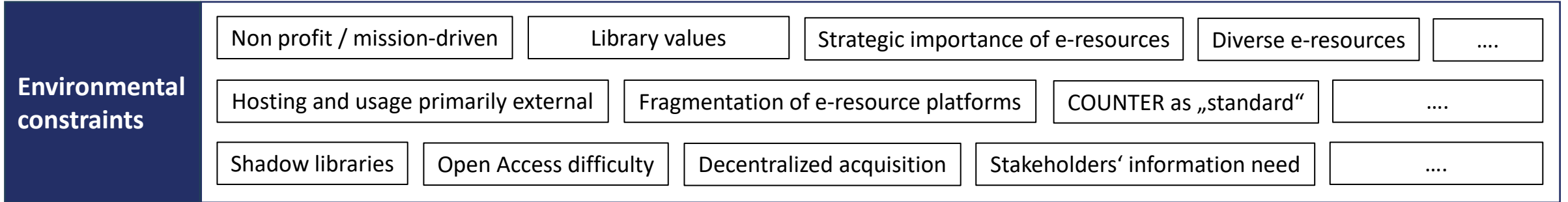
Reality Check



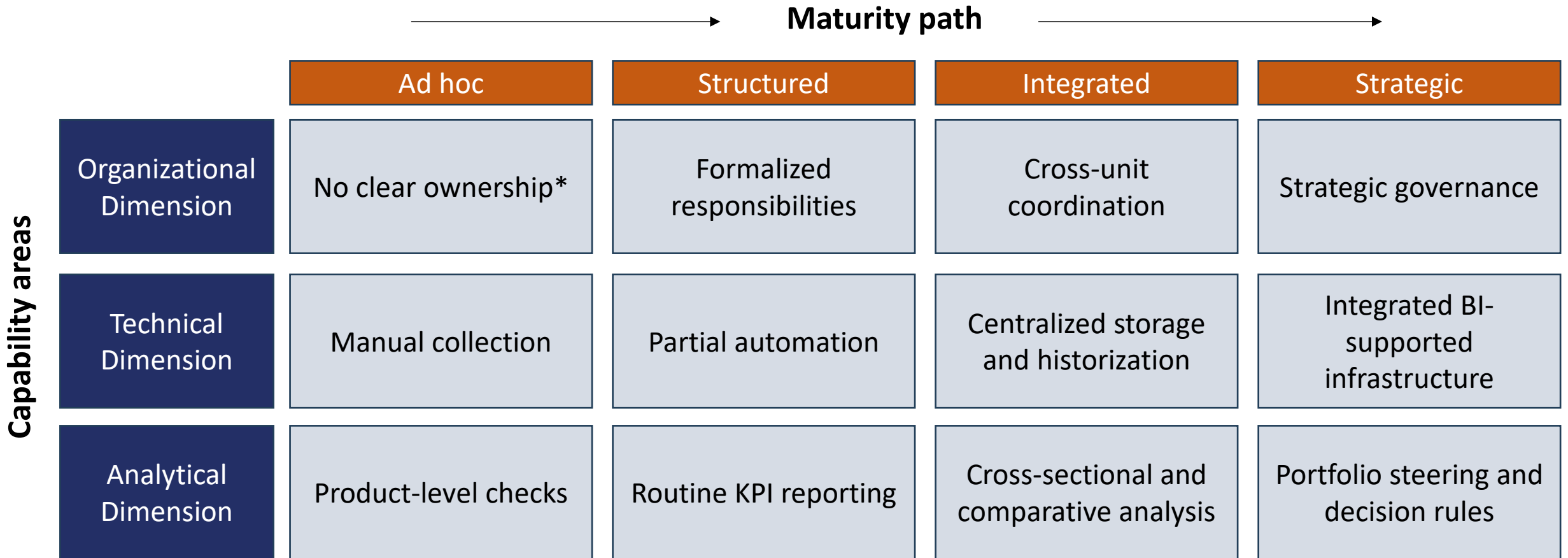
Turning usage data into decisions requires three fields of action



Framework for E-Resource Usage Analytics



Libraries can build different capability profiles depending on context, resources, and ambition



*Illustrative/exemplary maturity profiles.

Model inspired by Turetken and van Looy (2024): „Capability and maturity models in business process management”

Some Takeaways...

- Usage analytics is not just a technical issue, it is a socio-technical system.
- There is no single fix for effective usage analytics.
- Fragmented platforms mean that libraries must first regain control over their own usage data.
- The real opportunity lies in moving from isolated checks to systematic analysis.
- Not every library needs a state-of-the-art BI system, but every library needs a deliberate capability path.
- The key question is not whether libraries use usage data, but how maturely they do so.