

Q&A FREE UKSG webinar - Working with COUNTER 5 Reports in Microsoft Excel

Questions that came during presentation:

- **When looking at the unique item figures you say it refers to the activity in one session - does a session correspond to one user? And does this work for people accessing material through IP access e.g. when on campus without logging in individually?**

KJ: A user may generate multiple sessions if he/she revisits the site multiple times during the month. Session IDs can be generated by various methods: - logged userID - logged user cookie or session cookie - A combination of IP address plus User Agent. Standard length of a session (i.e. timeout when user does not explicitly end the session) on many implementations is 30 minutes. Where a session ID is not explicitly tracked, COUNTER recommends splitting up a day of usage into 24 1 hour slices and generate Session IDs by the methods listed above.

- **Are the formats for the usage reports the same for eBook usage? (If I'm not mistaken the report we were shown only showed journals)**

KJ: For books, there are additional metrics: Unique title investigations and unique title requests. These count only a single event per book in a session, even when a user clicks on multiple chapters. They do not make sense for journals. The Standard Views for books TR_B1, TR_B3 and TR_B4 include these metrics while the journal reports don't. Everything else is exactly the same for books and journals, and in fact you can create Title Master (TR) or Platform Master (PR) reports which contain both.

- **Do you recommend using unique item request or total item request for cost per downloads?**

KJ: The metric "unique item requests" was created specifically to improve comparability between different sites, where some of them allow direct access to the pdf and others require users to access the html first. Most important is that you use the same metric for multi-year or multi-publisher comparisons.

- **Is there any table comparing the type of reports in COUNTER4 versus COUNTER5?**

KJ: Yes, the differences are listed here: <https://www.projectcounter.org/2448-2/>

- The issue of counter 4 by 4, which of the statistics can our library choose from to make an exact usage statistics?

KJ: Is this about COUNTER 4 vs 5 – then please use “total item requests”.

During the session the following videos were recommended:

- ✓ COUNTER Foundation Class 10: Working with COUNTER 5 reports in Microsoft Excel: https://www.youtube.com/watch?v=AU_DBLi4hSo (This video is part of a series of COUNTER foundation classes. To access the full list of foundation classes available please follow: <https://www.projectcounter.org/counter-foundation-classes/>)
- ✓ The friendly guide for librarians: <https://www.projectcounter.org/friendly-guides-release-5/>