UKSG webinar – COUNTER Release 5 Code of Practice, 13 July 2017

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Should you have a question arising from the webinar and not answered below, please e-mail Lorraine Estelle who will be happy to respond.

Questions arising from the Q&A session and the registration forms:

Q1: How often is COUNTER updated?
A: Answered in session. Please review the recording.

Q2: How does COUNTER R5 contribute to usage statistics for research data on the file level?
A: Answered in session. Please review the recording.

Q3: Do duplicate accounts in publisher data cause duplicate COUNTER reporting?   Do overlarge and incorrect IP addresses also generate incorrect COUNTER stats?
A: Answered in session. Please review the recording.

Q4: In the access type instead of "other_free_to_read" for repository, why not "oa_green"?
A: Answered in session. Please review the recording.

Q5: COUNTER 4 was due to have a journal TDM report. Will there be an equivalent in COUNTER 5?
A: Answered in session. Please review the recording.

Q6: Unsure about the timeline. If we implement Counter this year do we need to do both counter 4 and 5?
A: Answered in session. Please review the recording.

Q7: What is the impact of the changes to those using to SUSHI to automate statistics gathering?
A: In release 5, the next version of SUSHI will be supported; one which adopts a RESTful interface returning JSON-formatted usage. This is in line with modern web development; using approaches that are familiar to most web developers. And it offers a microservice approach that allows usage to be embedded in other applications. Here is an example of a URL for the JUSP SUSHI Server for Release 5:

https://jusp.jisc.ac.uk/api/sushi/counter/r5/reports/tr_j1/?requestor_id=test&customer_id=test&platform=110&begin_date=2016-01&end_date=2016-02&pretty=pretty

And below is the response. You will notice familiar terms in the header, familiar details for the title, and familiar metric types. Essentially, COUNTER_SUSHI is retrieving the same report information, just in a different format, a format that is easy for developers of web applications to work with.

```
{
        "Report_Header": {
                "Created": "2017-05-14 15:19:39+01:00",
                "Created_By": "JUSP",
                "Customer_ID": "test",
                "Report_ID": "TR_J1",
                "Release": "5",
                "Report_Name": "Journal Requests (Excluding OA_Gold)",
                "Institution_Name": "Dummy University",
                "Report_Filters": [
                        {
                                "Name": "Platform",
                                "Value": "110"
                        },
                        {
                                "Name": "Begin",
                                "Value": "2016-01"
                        },
                        {
                                "Name": "End",
                                "Value": "2016-02"
                        },
                        {
                                "Name": "Data_Type",
                                "Value": "Journal"
                        },
                        {
                                "Name": "Access_Type",
                                "Value": "Controlled"
                        },
                        {
                                "Name": "Access_Method",
                                "Value": "Regular"
                        }
                ]
        },
        "Report_Items": [
                {
                        "Title": "Advances in Cement Research",
                        "Item_ID": [
                                {
                                        "type": "Print_ISSN",
                                        "value": "0951-7197"
                                },
                                {
                                        "type": "Online_ISSN",
                                        "value": "1751-7605"
                                }
                        ],
                        "Platform": "ICE Virtual Library",
                        "Publisher": "Institution of Civil Engineers (ICE) - Thomas Telford",
                        "Performance": [
                                {
                                        "Period": {
                                                "Begin": "2016-01-01",
                                                "End": "2016-01-31"
                                        },
                                        "Instance": [
                                                {
                                                        "Metric_Type": "total_item_requests",
                                                        "Count": "30"
                                                },
                                                {
                                                        "Metric_Type": "unique_item_requests",
                                                        "Count": 26
                                                }
                                        ]
                                },
                                {
                                        "Period": {
                                                "Begin": "2016-02-01",
                                                "End": "2016-02-29"
                                        },
                                        "Instance": [
                                                {
                                                        "Metric_Type": "total_item_requests",
                                                        "Count": "9"
                                                },
                                                {
                                                        "Metric_Type": "unique_item_requests",
                                                        "Count": 8
                                                }
                                        ]
                                }
                        ]
                },
```

Q8: Open access Gold - does this include OA in hybrid journals?

A: Answered in session. Please review the recording.

Q9: You mentioned that html and pdfs viewed in same session will now only be counted once - what will this be counted as/ under?

A: Answered in session. Please review the recording.

Q10: I'd definitely like to know more about the SUSHI collection for KBART. Is there a link?
A: The KBART-Automation for SUSHI harvesting of BOTH usage *and* entitlements. The group is working on an expanded KBART specification that allows the exchange of holdings with an automated way of harvesting that data could help alleviate the problem of reports on titles with zero usage.
At the moment you will see the work of the detailed in this document:
http://www.niso.org/apps/group_public/download.php/16687/NISO%20Work%20Item%20Proposal -KBART%20Automation%20for%20VM%20approval.pdf

Q11: Is it possible to retrieve statistics for individual actions, or is it only possible to get totals for requests and investigations?
A: No, only at the title level.

Q12: We found that many publishers now include the usages of OA articles in the counter statistics. The usage figures are kind of inflated and if we simply calculate the cost per use based on the total, the unit cost may not truly reflect the cost of paid content. Is there any plan to ask publishers to provide statistics only limited to "paid content"?
A: Answered in session. Please review the recording.

Q13: Some databases could be a mix of journals, ebooks, audio resources, archival materials (like some new Gale products). So how will the usage be counted?
A: All Host Types must provide a Platform Master Report (PR). A PR shows activity across all metrics for entire platforms. As with all Master Reports, it can be filtered according to user needs and also has a pre-set Standard View. This report can be filtered on five attributes, one of which is Data_Type. Data types include journals books, multimedia, etc.
Three Host Types need to provide a Database Master Report (DR)

1.   A&I Database

2.   Aggregated Full Content

3.   Multimedia Collection

A DR shows activity across all metrics for entire databases or fixed collections of content that behave like a database. As with all Master Reports, it can be filtered according to user needs and also has pre-set Standard Views.
Additionally a Title Master Report (TR) will show activity across all metrics for entire titles, which may be books or journals. As with all Master Reports, TR can be filtered according to user needs and has pre-set Standard Views. Hosts of multimedia content will also provide an Item Master Report IR_M1 A pre-set Standard View of IR showing total item requests for multimedia items

Q14: Are three red categories (requests) are also counted in "Investigations" (blue)? The two boxes look like "Venn diagram".

A: Answered in session. Please review the recording. For further clarification, please see the diagram below:

USAGE

There are several different types of usage metrics in Release 5, which break down into *investigations* and *requests*.

An investigation is tracked when a user performs any action in relation to a content item or title, while a request is specifically related to viewing or downloading the full content item (see Figure 1).
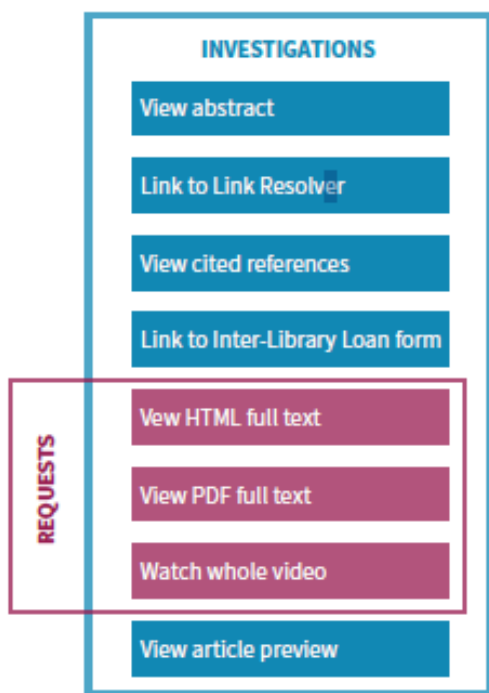
Investigations

- **Total_Item_Investigations**
  the total number of times a content item or information related to a content item was accessed.

- **Unique_Item_Investigations**
  the number of unique content items (e.g. chapters) investigated by a user.

- **Unique_Title_Investigations**
  the number of unique titles (e.g. books) investigated by a user.

Requests

- **Total_Item_Requests**
  the total number of times the full text of a content item was downloaded or viewed.

- **Unique_Item_Requests**
  the number of unique content items (e.g. chapters) requested by a user.

- **Unique_Title_Requests**
  the number of unique titles (e.g. books) requested by a user.

INVESTIGATIONS

- View abstract
- Link to Link Resolver
- View cited references
- Link to Inter-Library Loan form
- Vew HTML full text
- View PDF full text
- Watch whole video
- View article preview

REQUESTS

Figure 1: Investigations & Requests

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