SPIE Digital Library/ScholarlyIQ

Guide to Usage Reporting and COUNTER Release 5

SPIE Digital Library Guide to Usage Reporting and COUNTER R5

Contents

1) Logging in to the SPIE Digital Library usage reporting portal

At https://www.spiedigitallibrary.org, sign in using your Institutional Administrator credentials. Once logged in, select Institutional Administration, then the COUNTER Reports tab. Finally, click "VIEW COUNTER REPORTS" to launch the portal.
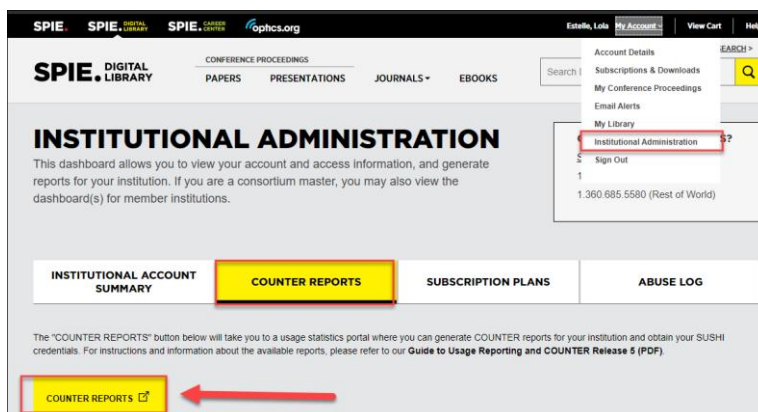

2) Navigating within the portal

SPIE's usage reporting portal is provided by Scholarly IQ. Upon accessing the portal, you will see an Executive Dashboard of key usage criteria. Primary features of the portal's interface include:
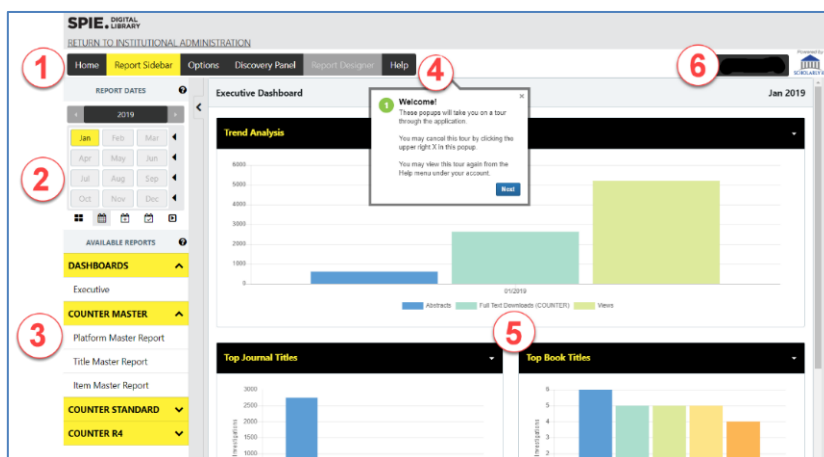
1) Report Toolbar - buttons to expand/collapse sidebars, change options, and link to help
    a. Home – return to the main page of the application
    b. Report Sidebar – expand or collapse the left sidebar
    c. Options – customize preferences such as Rows Per Page and Chart Engine
    d. Discovery Panel -- expand or collapse the right sidebar (Discovery Panel) to add and remove filters, attributes, and metrics when a report is displayed
    e. Report Designer -- change report parameters when a report is displayed
    f. Help – link to support and help materials

2) Calendar – allows you to apply date ranges to the active dashboard or report
3) Available Reports – a list of reports that are enabled for your account.
4) Help Widget – quickly guides you through using the portal
5) Dashboard and Report Screen – displays the requested reports, data tables and charts
6) Customer Name –includes dropdown to links for Help, SUSHI, and Sign Out

When a report is requested, these additional options are presented to the user:
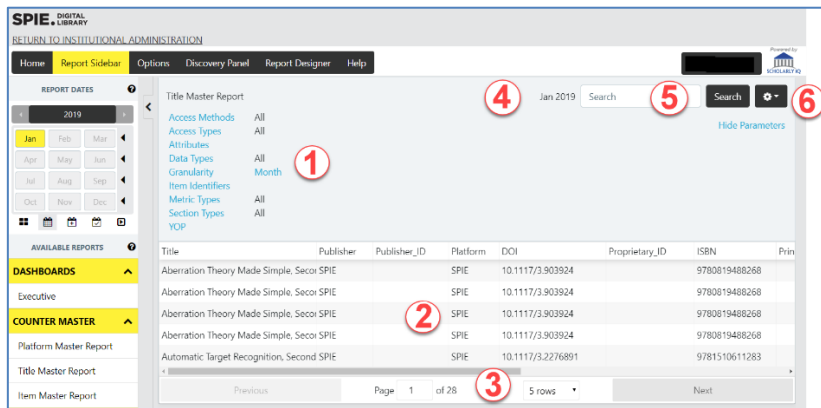
1) Report configuration – select/deselect report attributes and metrics (R5 reports only)
2) Report details – displays requested report table
3) Report navigation –navigate through report table and change number of rows displayed
4) Date – displays date range of active report
5) Search – search for specific line items
6) Export – export data in report to CSV

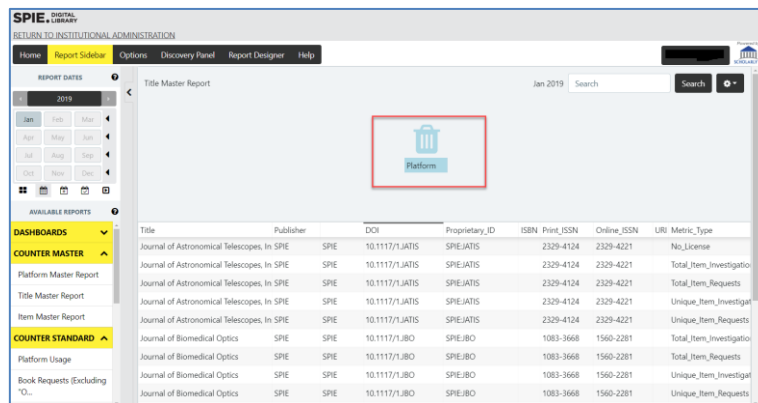The portal includes these additional features to aid report customization:

- Change chart type in Dashboard:
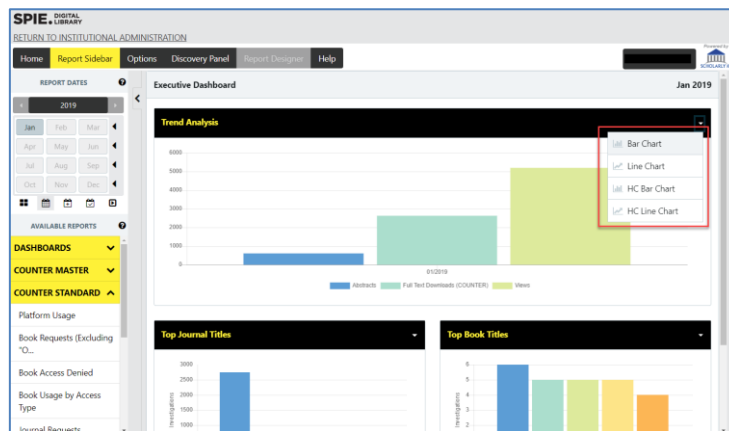
- Click column header to sort by ascending or descending:
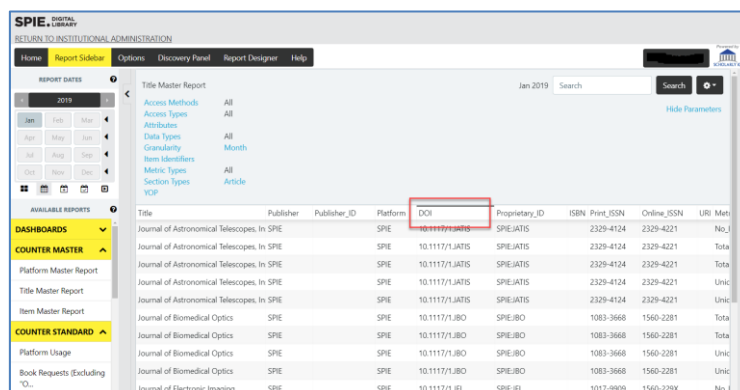
- Drag and drop columns to change COUNTER Master report layout – for example, drag a column header up to remove the column from the report:

3) Running a report

For the basic steps for running a usage report, refer to the illustration below – first select a report, then select and apply a date range, and finally, export or save if desired:
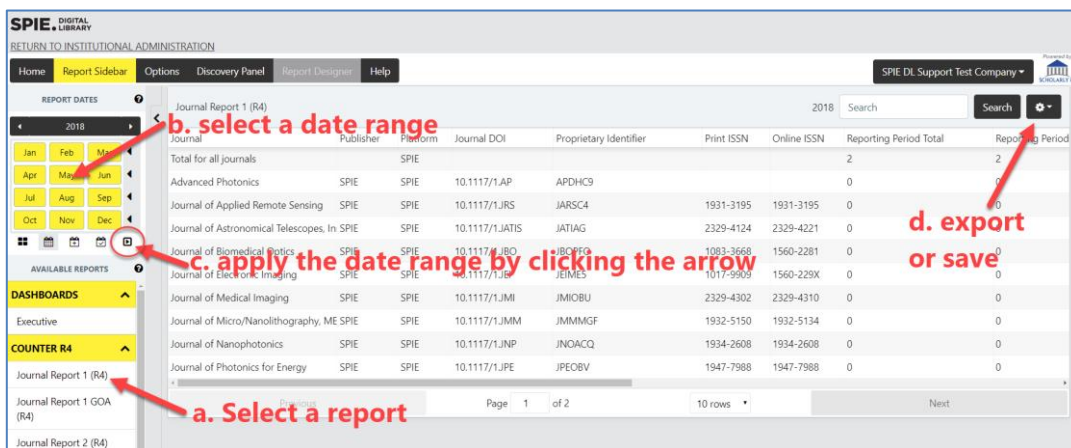

Each of these steps is detailed below:

a. Select a report

SPIE Digital Library usage reports are available in COUNTER Master, COUNTER Standard, and COUNTER R4 formats (described in detail later in this guide).

- COUNTER Master (R5) reports can be filtered and changed.
- COUNTER Standard (R5) reports are pre-configured and cannot be filtered or changed.
- COUNTER R4 reports are historical reports that pre-date the COUNTER Code of Practice's change from Release 4 (R4) to Release 5 (R5). These are pre-configured and cannot be filtered or changed.
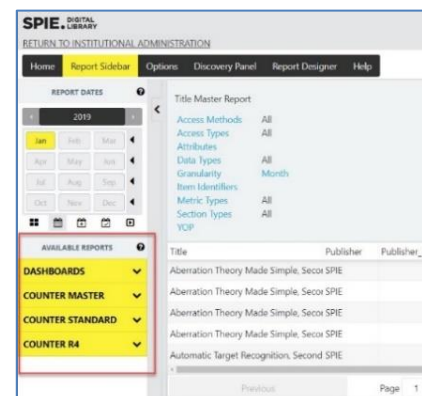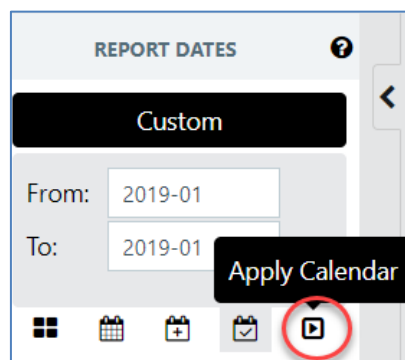
b. Select a date range

To define a date range for your selected report, first select a range (months, year, or custom) . . .
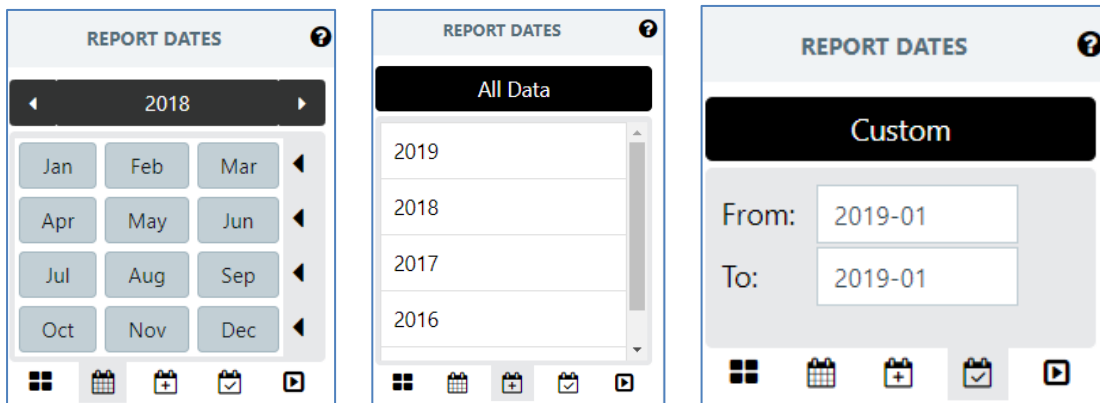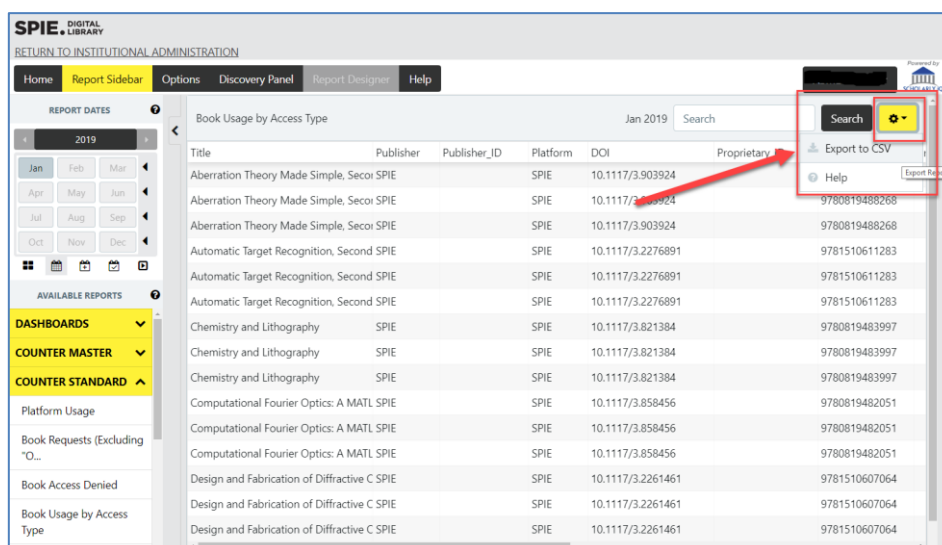

c. Apply the selected date range

 . . . then click the "Apply Calendar" button (the small arrow at far right beneath the calendar).

d. Export and save data

Data from any report can be exported to CSV and saved locally by clicking the gear icon at upper right. The report will be downloaded in COUNTER compliant format.

4) About COUNTER Release 5

SPIE provides usage statistics that are compliant with the COUNTER Code of Practice Release 5 (also known as "COUNTER 5" and "R5") which replaced Release 4 in January 2019. For full information, refer to the Code of Practice for Release 5 or to The Friendly Guide to Release 5 for Librarians.

COUNTER Release 5 contains *Master Reports* that can be filtered and changed, as well as *Standard Reports* that are pre-configured and cannot be filtered or changed.

The usage metrics in Release 5 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 Fig 1). In addition to these usage metrics, Release 5 also has metrics for Access Denials (turnaways) and Searches.

Each metric – investigations, requests, access denials, and searches -- is detailed below.

a. Metrics

Investigations (usage)
- 'Total_Item_Investigations': the 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 users.
- 'Unique_Title_Investigations': the number of unique titles (e.g. books) investigated by users.

Requests (usage)
- 'Total_Item_Requests': the 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 users.
- 'Unique_Title_Requests': the number of unique titles (e.g. books) requested by users.
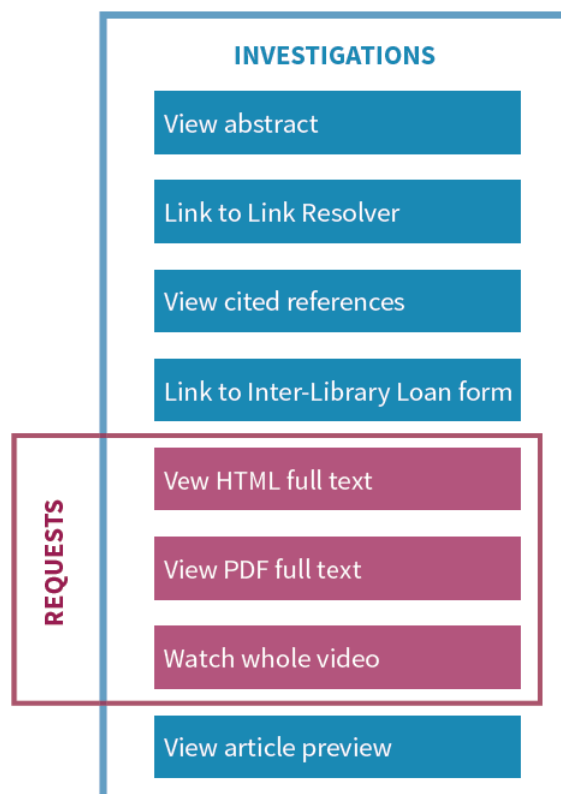

Figure 1: The relationship between "Investigations" and "Requests"

Access Denials
Two types of access denials (also known as 'turnaways') are tracked in Release 5:

- 'No_License': counted when users are unable to access a unique content item because their institution does not have a license to the content.
- 'Limit_Exceeded': counted when users are unable to access a unique content item because their institution's cap on the number of simultaneous users has been exceeded.

Searches

There are four different types of search metric in Release 5:

- 'Searches_Regular': the number of times users search a database, when they have actively chosen that database from a list of options OR there is only one database available to search.
- 'Searches_Automated': the number of times users search a database, when they have *not* actively chosen that database from a list of options. That is, Searches_Automated is recorded when the platform offers a search across multiple databases by default, and the user has not elected to limit their search to a subset of those databases.
- 'Searches_Platform': the number of times users search a database, regardless of the number of databases involved in the search.
- 'Searches_Federated': the number of times a search is run remotely by a computer.
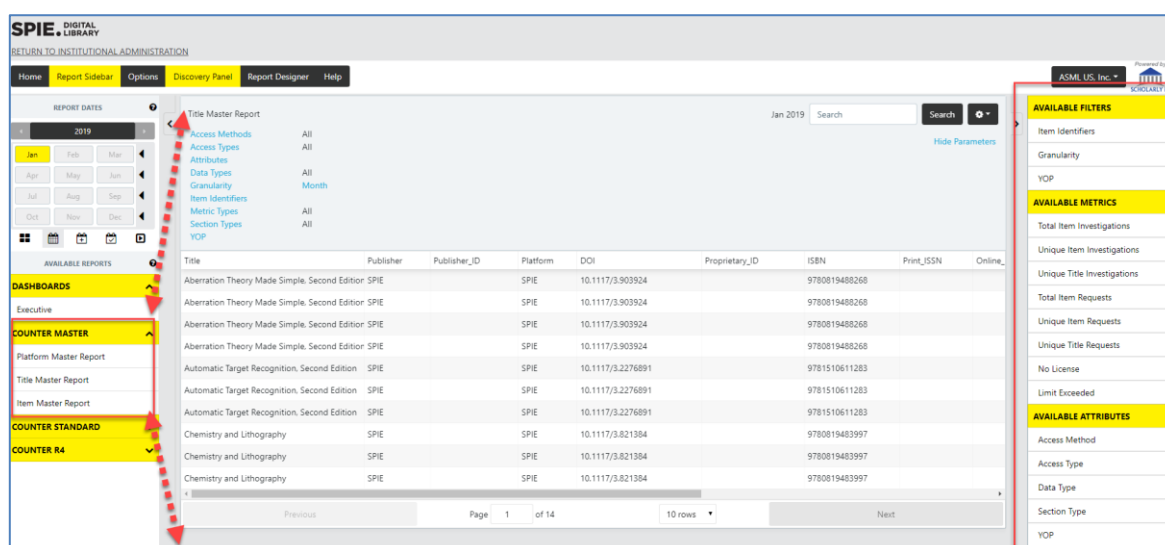
b. Attributes and Parameters

R5 has added these attributes to the longer-standing metrics to provide more granular information:

- 'Data_Type': used to group content at the level of the Title.
- 'Section_Type': used when Data_Types are delivered in small sub-units (e.g. journal articles).
- 'Access_Type': used to determine whether content was Open Access or not.
- 'Access_Method': applies when a Host allows Text and Data Mining (TDM) of their content, and is able to distinguish TDM activity from all other activity.
- 'YOP': Year of Publication, the four-digit year in which the Version of Record was published.

5) COUNTER Master Reports

COUNTER Master reports were introduced with COUNTER Release 5 in January 2019. As such, SPIE Digital Library's COUNTER Master reports only contain data from 2019 – present (no historical data).

COUNTER Master reports are designed be able to show all available metrics and attributes, or to be changed via filters, attributes, and metrics. (This differentiates them from Standard reports, which cannot be changed.)

| COUNTER MASTER REPORTS available from SPIE Digital Library		
Report ID	**Name**	**Description**
PR	Platform Master Report	Summarizes activity across a provider's platforms and allows the user to apply filters and select other configuration options.
TR	Title Master Report	Provides information about activity at the "Title" level and includes all metrics and attributes relevant to any of the "Title Standard Views." Allows the user to customize columns, attributes, and filters.
IR	Item Master Report	Shows activity at the level of the "Item" (article, chapter, media object, etc.). Allows the user to apply filters and other configuration options.

COUNTER Master reports can be changed in three ways – using the report configuration tools, the Discovery Panel, or the Report Designer. These are detailed below:

### a. Report Configuration Tools

The current report configuration is visible at the top of Master Reports. Click an attribute to edit or change which attributes and metrics are displayed in the report.
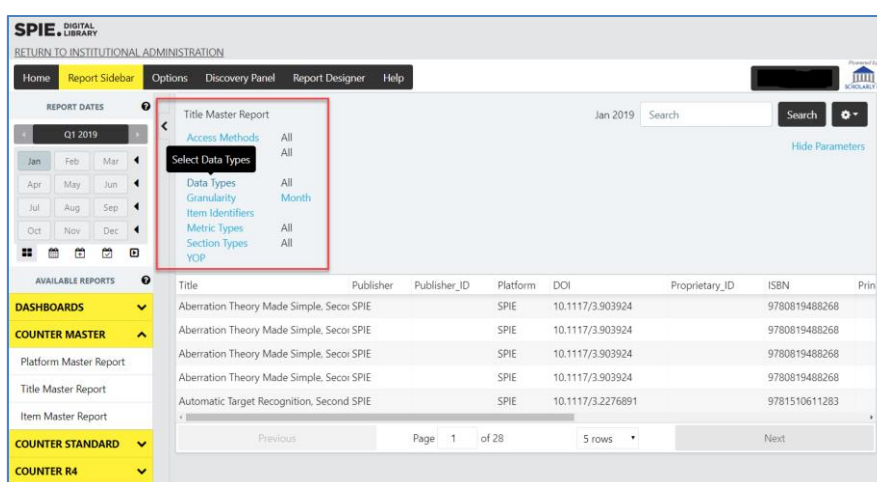
Selecting attributes or metrics allows you to add or remove which attributes or metrics are included.
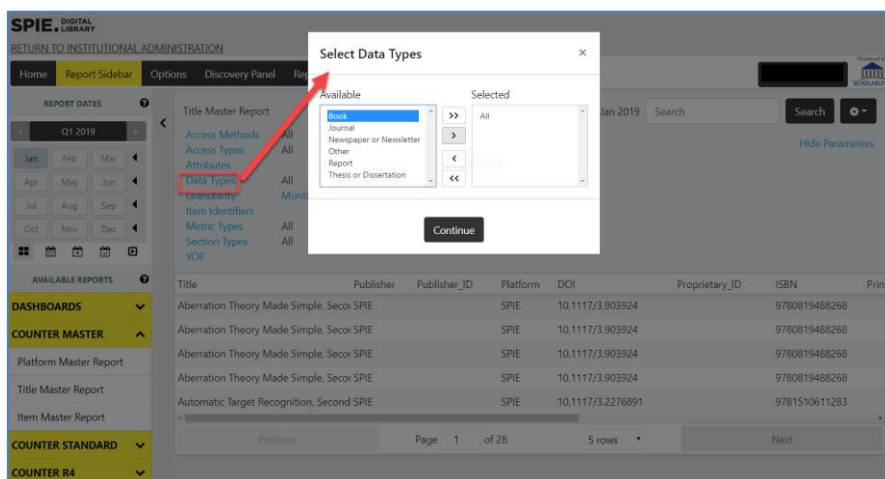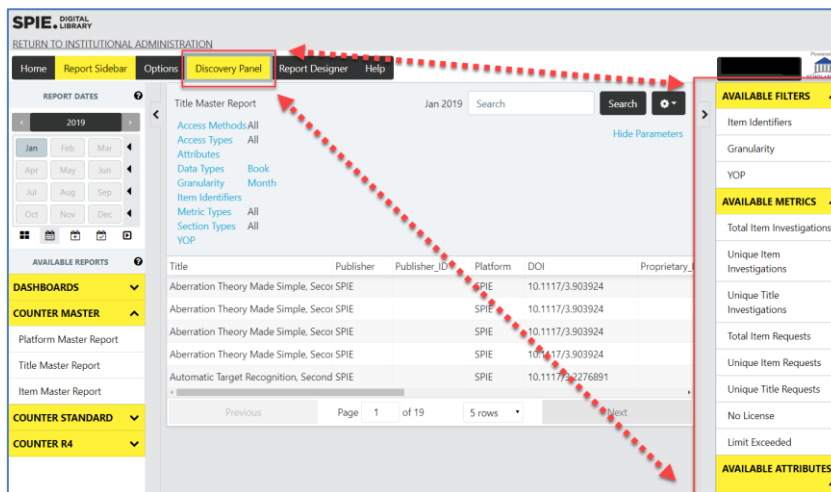
When all the required attributes and metrics are selected, click "Run Report" to generate the report.
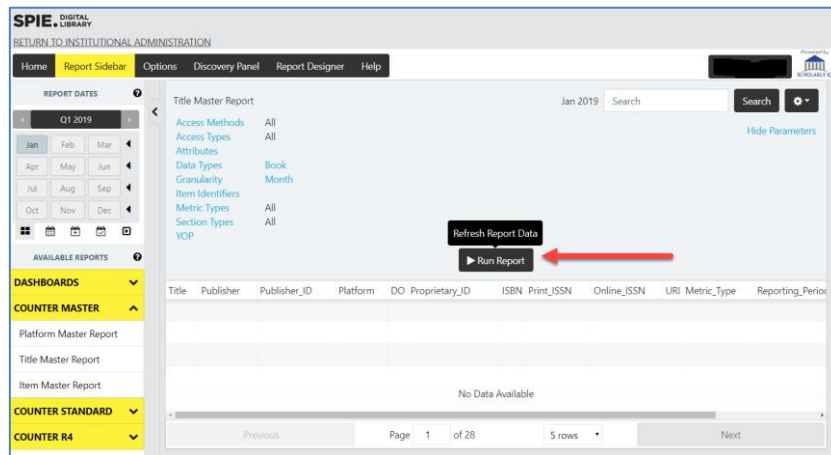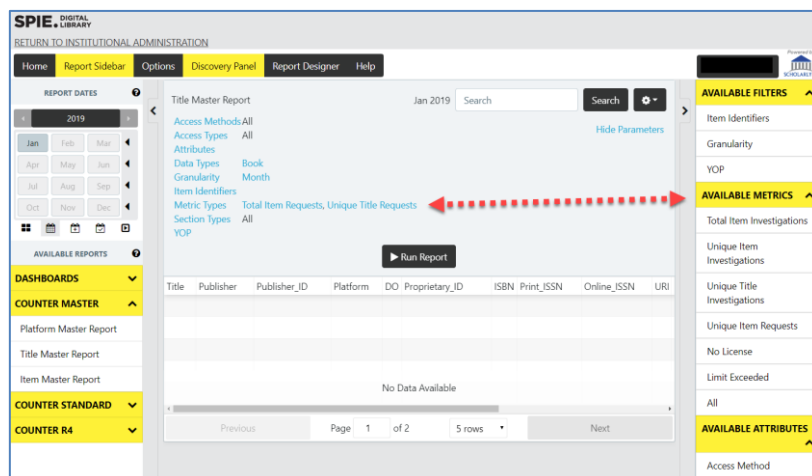

b. Discovery Panel

Clicking the Discovery Panel button in the top toolbar expands or collapses the right sidebar. Use the Discovery Panel to add and remove filters, attributes, and metrics when a report is displayed.

Selecting or drag and dropping attributes and metrics will add them to the selected Master report.
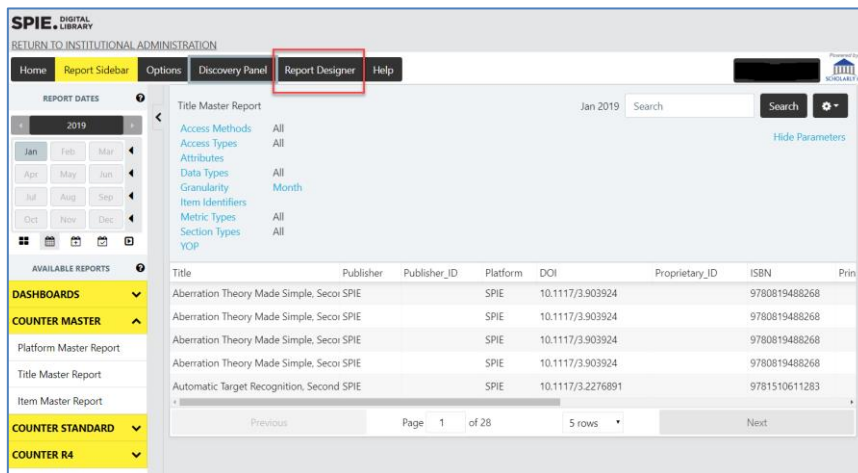
Clicking a selected attribute or metric within the report configuration will remove it from the report.
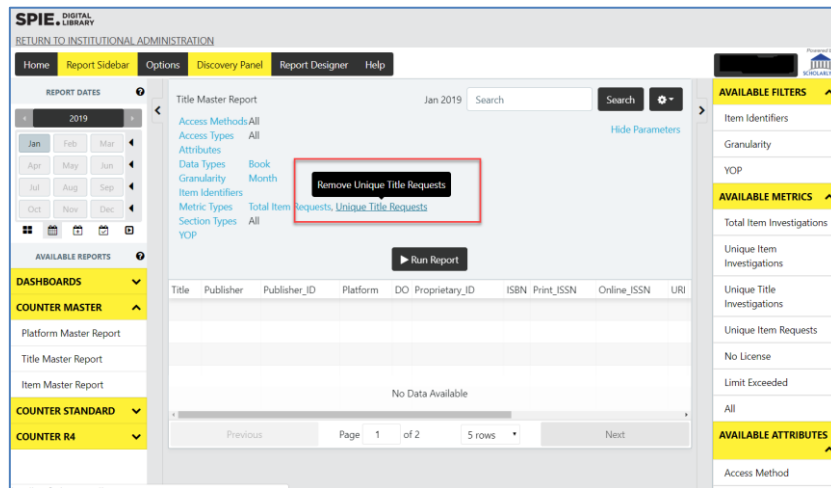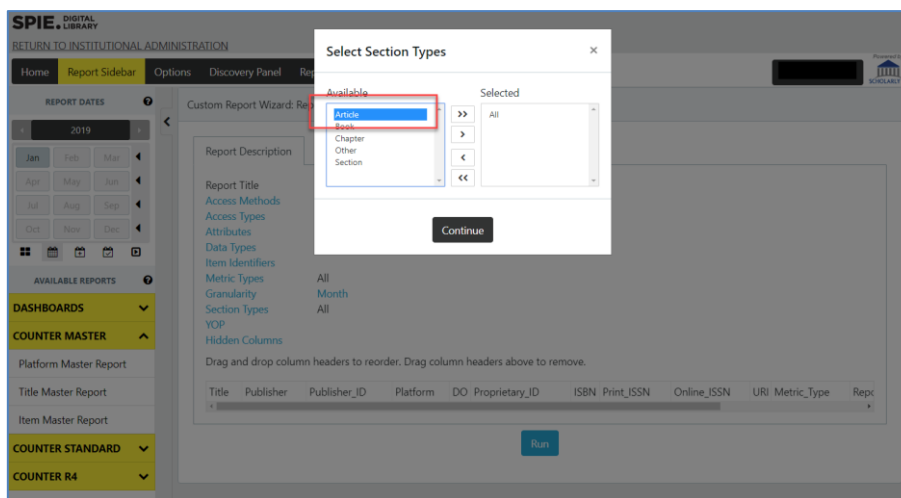

c. Report Designer

The Report Designer also allows you to change parameters when a report is displayed.
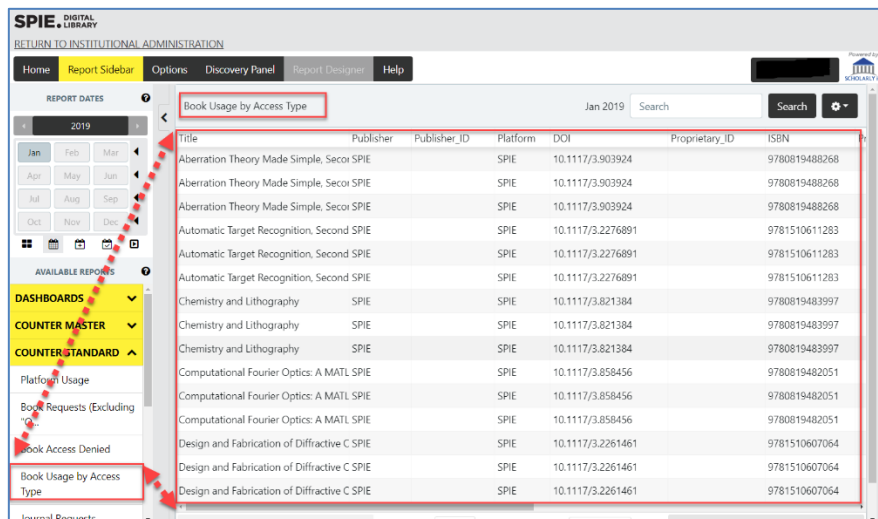

Edit the Report Description by selecting attributes or parameters from within the report designer.
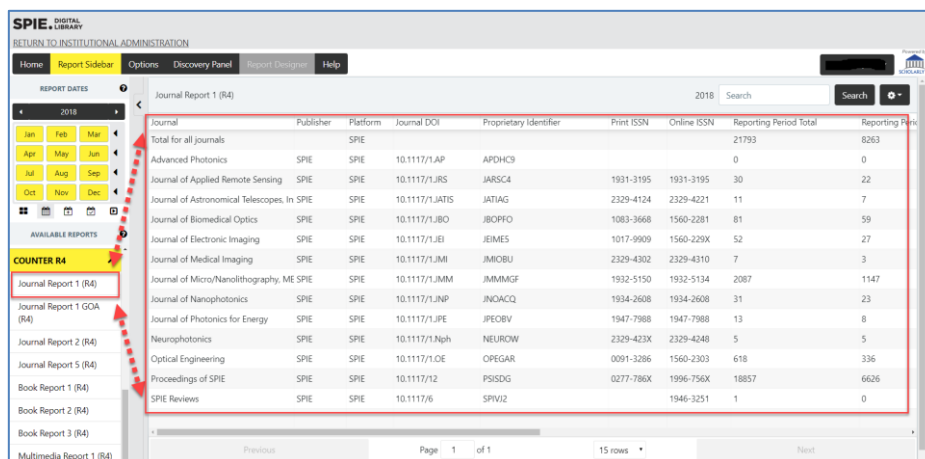
6) COUNTER Standard reports

COUNTER Standard reports are those introduced with COUNTER Release 5 in January 2019. As such, SPIE Digital Library's COUNTER Standard reports only contain data from 2019 – present (no historical data). Unlike COUNTER Master reports, COUNTER Standard reports are fixed and cannot be changed.

COUNTER STANDARD REPORTS available from SPIE Digital Library		
Report ID	Name	Description
PR_P1	Platform Usage	A Standard View of the Platform Master Report offering platform-level usage summarized by metric type.
TR_B1	Book Requests (Excluding "OA_Gold")	Activity for non-open access books. The "Unique_Title_Requests" provides comparable usage across book platforms. The "Total_Item_Requests" shows overall activity; however, numbers between sites will vary based on how the content is delivered (e.g. delivered as a complete book or by chapter).
TR_B2	Book Access Denied	"Access Denied" activity for books where users were denied access because licences were exceeded or the institution did not license the book.
TR_B3	Book Usage by Access Type	Book usage showing all applicable metric types broken down by "Access_Type".
TR_J1	Journal Requests (Excluding "OA_Gold")	Usage of non-Open Access Gold journal content. "Unique_Item_Requests" provides comparable usage across journal platform by reducing the inflationary effect that occurs when and HTML full text automatically displays and then access the PDF version. "Total_Item_Requests" shows overall activity.
TR_J2	Journal Access Denied	"Access Denied" activity for journal content where users were denied access because licences were exceeded or their institution did not license the title.
TR_J3	Journal Usage by Access Type	Reports on usage of journal content for all metric types broken down by "Access_Type".
TR_J4	Journal Requests by YOP (Excluding "OA_Gold")	Breaks down the usage of non-Open Access Gold journal content by year of publication, providing counts for the "Metric Types"; "Total_Item_Requests" and "Unique_Item_Requests". Provides details necessary to analyze usage of Backfiles or content covered by perpetual-access agreement.
IR_A1	Journal Article Requests	Reports on journal article requests at the article level. This report is limited to content with a data type of "Journal"; section type of "Article", and metric type of "Total_Item_Requests" and "Unique_Item_Requests".
IR_M1	Multimedia Item Requests	Reports on multimedia requests at the "Item" level.

7) COUNTER R4 reports

So that SPIE Digital Library subscribers can run historical usage reports that predate the implementation of the COUNTER R5 standard in January 2019, older versions of COUNTER reports (R4) are also available in the portal. COUNTER 4 reports are fixed and cannot be changed.

| COUNTER 4 REPORTS available from SPIE Digital Library		
Report ID	Name	Description
JR1	Journal Report 1	Successful Full-Text Article Requests by Month and Journal
JR1 GOA	Journal Report 1 GOA	Successful Gold Open Access Full-Text Article Requests by Month and Journal
JR2	Journal Report 2	Access Denied to Full-Text Articles by Month, Journal and Category
JR5	Journal Report 5	Successful Full-Text Article Requests by Year-of-Publication (YOP) and Journal
MR1	Multimedia Report	Successful Multimedia Full Content Unit Requests by Month and Collection
BR1	Book Report 1	Successful Title Requests by Month and Title
BR2	Book Report 2	Successful Section Requests by Month and Title
BR3	Book Report 3	Access Denied to Content Items by Month, Title, and Category
CR1	Consortium Report	Successful Full-text Journal Article or Book Chapter Requests by Month

8) SUSHI

The Standardized Usage Statistics Harvesting Initiative (SUSHI) protocol is an automated request and response model for harvesting usage data. To harvest your COUNTER 5 reports from SPIE Digital Library's SUSHI web service, follow the following steps to retrieve your access credentials.

1. At https://www.spiedigitallibrary.org, sign in using your Institutional Administrator credentials. Once logged in, select Institutional Administration, then the Counter Reports tab. Finally, click "VIEW COUNTER REPORTS."
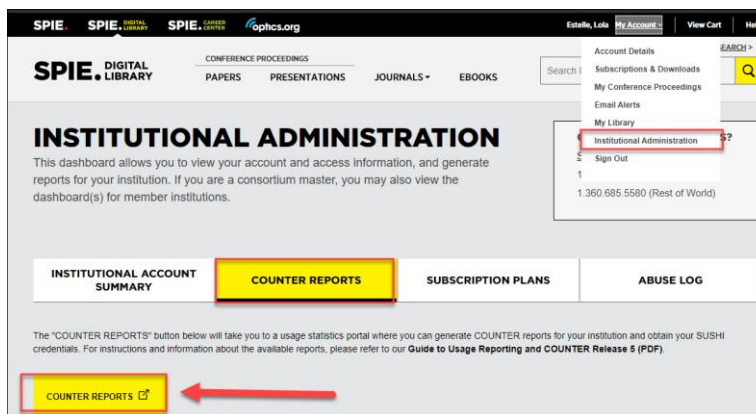
2. Click your organization's name at upper right and select SUSHI. This will navigate to the SUSHI registration page. You will be presented with your Requestor ID and Customer ID.
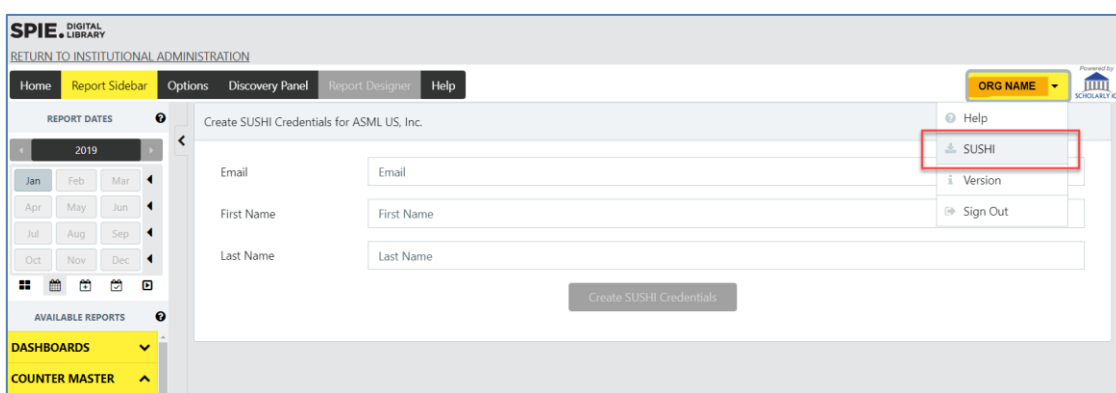
3. To then access the SPIE Digital Library SUSHI web service, point your SUSHI client or access software to the following service URL: https://sushi5.scholarlyiq.com/counter/r5. Your application's "ReportRequest" will require the supplied Requestor ID and Customer ID as well as the Report Type, Report Version (3), and Usage ranges you want to harvest.

9) Getting Help

Within the reporting portal, help is available from the Help button in the top toolbar or from the dropdown when you click your account name.
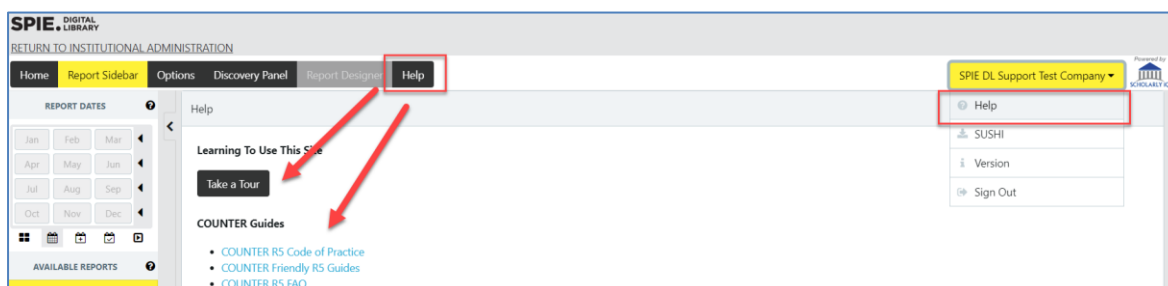
For additional help, please contact SPIE Digital Library Support: spiedlsupport@spie.org