



**COUNTER, SUSHI and Proprietary Usage Statistics and
EBSCO's E-Resource Services**

**Forum on Usage Statistics for Electronic
Resources**

CAUL Electronic Information Resources Committee
(CEIRC)
Sydney, Australia
31 August, 2007

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EBSCO's E-Resource Services Today

- EBSCOhost Research Databases
 - Academic Search Premier, Business Source Premier, CINAHL, etc
- E-Resource Access & Management Services
 - EBSCOhost EJS (E-Journal Gateway)
 - EBSCO A-Z (Locator Tool for E-Resources)
 - LinkSource (Open URL Link Resolver)
 - WebFeat (Federated Search Engine)

EBSCOhost Databases – COUNTER, SUSHI and Proprietary Usage Statistics

- 200 Databases via EBSCOhost – Full Text, Bibliographic, and Licensed Secondary.
- COUNTER Reports – Released June 2004.
- COUNTER 2 Compliant – January 2006.
- SUSHI Compliant – Scheduled October 2007.
- Fully operational SUSHI Server – Successful Tests Completed.
- Loading EBSCOhost Statistical Data before Go-Live.
 - Statistics now loaded up to March 2007
 - Daily updating before Go-Live.
- Range of Proprietary Reports Available (will review in this presentation).

E-Resource Access & Management Services – COUNTER, SUSHI and Proprietary Usage Statistics

- **EBSCOhost EJS**
 - 11,500+ E-Journals with Article-Level Metadata.
 - COUNTER & SUSHI Compliant – Scheduled October 2007.
 - Fully operational SUSHI Server – Successful Tests Completed.
 - Loading EJS Statistical Data before Go-Live.
 - Statistics now loaded up to March 2007.
 - Daily updating before Go-Live.
 - Proprietary E-Journal Usage Reports Available (will cover).
- **EBSCO A-Z**
 - Locator Tool/Journal Listing Service – Not Applicable for COUNTER & SUSHI.*
 - Proprietary Reports Available (will cover).
- **LinkSource**
 - Open URL Link Resolver – Not Applicable for COUNTER & SUSHI.*
 - Proprietary Reports Available (will cover).
- **WebFeat™ (Partner with EIS)**
 - Federated Search – COUNTER Compliant.
 - Proprietary Reports Available (SMART™- Federated & Native Search Usage).

* Listing Services or Link Resolvers can provide Link-Out Statistics but not Full Text Requests, therefore, not covered by COUNTER Standard and thus SUSHI also.

- Non-profit organization includes librarians, publishers and aggregators
- Lead in the standardization of usage
 - How use is counted
 - How use is reported
- “Consistent, credible, comparable”

<http://www.projectcounter.org/>

COUNTER Code of Practice

- Code of Practice first released Jan 2003
- Release 2 released Jan 2006
- Code of Practice Addresses:
 - Terminology
 - Layout and format of reports
 - Processing of usage data
 - Delivery of reports

http://www.projectcounter.org/code_practice.html

COUNTER Usage Reports

Journal Reports:

- **JR1: Full Text Article Requests by Month and Journal**
- JR2: Turnaways by Month and Journal

Database Reports:

- **DB1: Total Searches and Sessions by Month and Database**
- **DB2: Turnaways by Month and Database**
- **DB3: Searches and Sessions by Month and Service**

Books and Reference Works:

- Title Requests, Section Requests, Searches and Turnaways

Journal Report 1:

Number of Successful Full-Text Article Requests by Month and Journal

	A	B	C	D	E	F	G	H	I	J	K
1	Journal Report 1 (R2)	Number of Successful Full-Text Article Requests by Month and Journal									
2	Sample University										
3	Date run:										
4	2005-04-05										
5		Publisher	Platform	Print ISSN	Online ISSN	Jan-2005	Feb-2005	Mar-2005	YTD Total	YTD HTML	YTD PDF
6	Total for all journals		EBSCOhost			3942	10006	11093	25041	15776	9265
7	Harvard Business Review	Harvard Business	EBSCOhost	0017-8012		1117	707	702	2526	1591	935
8	Scientific American	Scientific American	EBSCOhost	0036-8733		92	230	221	543	342	201
9	Reading Teacher	International Readin	EBSCOhost	0034-0561		11	190	179	380	239	141
10	Economist	Economist Newspa	EBSCOhost	0013-0613		33	95	155	283	178	105
11	Child Development	Blackwell Publishi	EBSCOhost	0009-3920		32	68	103	203	128	75
12	American Journal of Public Hea	American Public H	EBSCOhost	0090-0036		59	48	80	187	118	69
13	Journal of Marriage & Family	Blackwell Publishi	EBSCOhost	0022-2445		32	68	195	295	186	109
14	Explicator	Heldref Publication	EBSCOhost	0014-4940		12	196	188	396	249	147
15	Sports Marketing Quarterly		EBSCOhost	1061-6934		10	121	32	163	103	60
16	Journal of Learning Disabilities	PRO-ED	EBSCOhost	0022-2194		24	122	142	288	181	107
17											

Explicit report layout – “consistent”

1. **Cell A1** contains the text “Journal Report 1(R2)”
2. **Cell B1** contains the text “Number of Successful Article Requests by Month and Journal”
3. **Cell A2** contains the “criteria” as defined in the COP (eg “NorthEast Research Library Consortium” or “Yale University”)
4. **Cell A3** contains the text “Date run:”
5. **Cell A4** contains the date that the report was run in yyyy-mm-dd format. For example, a report run on 12 Feb 2005 would show “2005-02-12”.
6. **Cell A5** is left blank
7. **Cell B5** contains the text “Publisher”
8. **Cell C5** contains the text “Platform”
9. **Cell D5** contains the text “Print ISSN”
10. **Cell E5** contains the text “Online ISSN”

EBSCOhost Research Databases

- EBSCO Admin Reports



Customize Services

Authentication

Local Collections

Reports & Statistics

Database Title Lists

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Site/Group Maintenance

Reports & Statistics - [Tutorial](#)

COUNTER Reports - [Glossary of Terms](#)



Standard Reports

Link Activity Reports

COUNTER Reports

Personalization Activity Report

Graphical Reports

View/Edit Scheduled Reports

Select Option:

- Journal Report 1: Number of Successful Full-Text Article Requests by Month and Journal
- Journal Report 1: Number of Successful Full-Text Article Requests by Month and Journal
- Database Report 1: Total Searches and Sessions by Month and Database
- Database Report 2: Turnaways by Month and Database
- Database Report 3: Total Searches and Sessions by Month and Service

Database:

- Academic Search Elite
- Academic Search Premier
- Advanced Placement Source
- AgeLine

Select a MAXIMUM of 10 items.

Limit Results to:

Include records with no ISSN/ISBN

Time Period:

2007

Lines Per Page:

25

Format:

HTML

Show Report

E-mail Report

Schedule Report

Save Report





Reports & Statistics - Tutorial

COUNTER Reports - Glossary of Terms



Select Option: Journal Report 1: Number of Successful Full-Text Article Requests by Month and Journal

These reports comply with the COUNTER Code of Practice for collection and reporting of usage data.

Database: All Selected:

- Academic Search Complete
- Academic Search Elite
- Academic Search Premier
- Advanced Placement Source
- AgeLine

Select a MAXIMUM of 10 items.

Limit Results to: Include records with no ISSN/ISBN

Time Period: 2007

Lines Per Page: 25

Format: HTML

Show Report E-mail Report Schedule Report Save Report



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Session Usage Report - [Glossary of Terms](#)

- Standard Reports
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- COUNTER Reports
- Personalization Activity Report
- Graphical Reports
- View/Edit Scheduled Reports

Select Option: Session Session By Hour Database Title IP Interface

Level: Site User Group Profile

Period to Show: Date Range: July 2007 Through July 2007

Display by: Month Year

- Fields to Show:
- Sessions
 - Average Length of Sessions
 - Searches
 - Total Full Text Requests
 - PDF Full Text Requests
 - HTML Full Text Requests
 - Image/Video Requests
 - SmartLink Requests
 - CustomLink Requests
 - Abstract Requests

Sort Report by: <Default Sort Order>

Format: HTML *Hint: HTML formatted reports are difficult to view and data is difficult to manipulate. We suggest that you use the Save Report button to generate and view larger reports using either the Comma or Tab delimited formats.*

Lines Per



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Reports & Statistics - Tutorial

Link Activity by Source Report - Glossary of Terms

Standard Reports Link Activity Reports COUNTER Reports Personalization Activity Report Graphical Reports View/Edit Scheduled Reports

Select Option: Activity by Source Type Target Type Target

Platform: All Selected: EBSCOhost

Time Period: Date Range: July 2007 Through July 2007

Format: HTML

Lines Per Page: 25

Show Report E-mail Report Schedule Report Save Report

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Link Activity Reports

Standard Reports

Link Activity Reports

COUNTER Reports

Personalization Activity Report

Graphical Reports

View/Edit Scheduled Reports

Source

Provides Link-In Statistics. Tells you how many times a user linked into EBSCOhost, and from where (Library Catalogue, Library Website, A-Z, PubMed, SFX, Link Resolvers.)

Type

Details the type of record accessed (Article or Journal Title), and what was used to get there (Link Resolver, etc.)

Target Type

Provides Link-Out Information; displays what type of link is being followed (Custom Links, ILL Form, CrossRef, EBSCOhost EJS, etc.)

Target

Takes the information from “Target Type” and breaks it down further by listing the specific name of the link followed (“Click Here for Library Catalogue”, “ILL Form”, etc.) and number of times accessed.



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Personalization Activity Report - [Glossary of Terms](#)

- Standard Reports
- Link Activity Reports
- COUNTER Reports
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- View/Edit Scheduled Reports

Select Option:	<input checked="" type="radio"/> Account Statistics
Level:	<input checked="" type="radio"/> Site <input type="radio"/> User Group
Fields to Show:	<input checked="" type="checkbox"/> Number of Personalized Accounts <input checked="" type="checkbox"/> Active Search Alerts <input checked="" type="checkbox"/> Active Journal Alerts <input checked="" type="checkbox"/> Saved Searches <input checked="" type="checkbox"/> Saved Web Pages
Sort Report by:	<Default Sort Order> ▾
Lines Per Page:	<input type="text" value="25"/>
<input type="button" value="Show Report"/> <input type="button" value="E-mail Report"/> <input type="button" value="Schedule Report"/>	

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Current Site: EP SALES (sales)

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Reports & Statistics

Personalization Activity Report Site: EP SALES Detail Level: Site					
Site	Number of Personalized Accounts	Active Search Alerts	Active Journal Alerts	Saved Searches	Saved Web Pages
EP SALES	1554	12249	2502	60	2713

[Close](#)

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Graphical Usage Report - [Glossary of Terms](#)

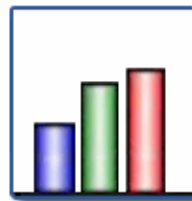
- Standard Reports
- Link Activity Reports
- COUNTER Reports
- Personalization Activity Report
- Graphical Reports
- View/Edit Scheduled Reports

Select Option:

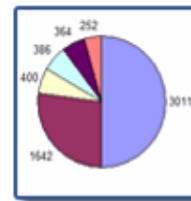
- Trends
 Session
 Database
 Interface



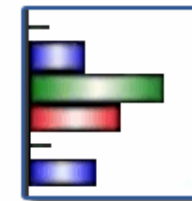
[View All Three Reports](#)



[View Total Searches by Month](#)



[View Total Searches by Database](#)



[View Total Searches by Interface](#)

Trends Report represents the most recent complete three month period of activity on your Site. Custom reports are available by selecting the option from the radio buttons on the top of this section. The Database report reflects statistics for the five (5) most used databases.

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Browse by report name or click a link for a report to edit the settings. - [Glossary of Terms](#)

- Standard Reports
- Link Activity Reports
- COUNTER Reports
- Personalization Activity Report
- Graphical Reports
- View/Edit Scheduled Reports

Browse for: Name Type

Name	Type	Next Run	Scope	Frequency	Link to Report	Format	E-mail
CIAO Database Usage Report	database	9/1/2007	Site:All Detail:database	Every 1 Month (s)	Link to this Report	Tab Delimited	jryan@ebSCO.com
CIAO Database Usage Report by Individual Site	database	9/1/2007	Site:All Detail:site	Every 1 Month (s)	Link to this Report	Tab Delimited	jryan@ebSCO.com
CIAO DynaMed Session Usage Report	session	9/1/2007	Site:All Detail:profile	Every 1 Month (s)	Link to this Report	Tab Delimited	jryan@ebSCO.com

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E-Resource Access & Management Services

- EBSCOhost EJS Reports
 - EBSCO A-Z Reports
 - LinkSource Reports
 - WebFeat Reports



Administrator

Welcome EJS Enhanced Demo Account

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----- Jump To -----

Admin Home

[Access Management](#)

Manage Access Profiles and Journal Sets. This section allows you to manage who has access to your content and how they can gain access to it.

[Content Exclusion](#)

Remove journals from your site. You can remove journals for any or all Access Profiles.

[Feature Preferences](#)

Customize features for your Access Profiles. Set preferences for search engines, turn on and off features, and much more.

[Manage Quick Journal List](#)

Add journals to a quick reference list for each Access Profile.

[Usage Reports](#)

Run custom usage statistics reports for your content. Get a list of all your subscribed titles and the activity for each. Get general usage information such as Number of sessions, total searches and total content activity.

[Admin Alerts](#)

Get notified when your account changes. Get e-mail notifications when journal coverage changes, new titles are added or dropped from your account and more.

[Branding](#)

Customize EJS to meet your needs. Custom logo, custom footer, custom contact information, custom messages and more.

[Journal Lists](#)

Download lists of journals, make changes and upload back to us. You can download a list of your journals, indicate **local holdings** and notes, registration status, end user access notes and more. Then simply upload and we will load your changes into our system.

[Linking Management](#)

Download durable URLs for your journals. Add CustomLinks to be displayed at the journal, issue (TOC), or article level.

[Registration Tracker](#)

Keep up with which titles are registered and which are not. Write End User Access Notes that will be displayed when your user links to a publisher's site.

[Reader Site Options](#)

Specify whether to only display green checkmarks next to items with a registration status of Complete and a journal status of Active.





Administrator

Welcome EJS Enhanced Demo Account

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----- Jump To -----

Usage Reports

[Need Help?](#)

Available Reports

[Activity Summary](#) Analyze your user's site usage.

[Complete Journal Activity](#) Analyze your user's content activity by journal.

[Article-Level Activity](#) Analyze your user's content activity by article.

[Home](#) [Reader Site](#) [Logout](#)

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Email: [ejSfeedback@ebSCO.com](mailto:ejsfeedback@ebSCO.com)

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Usage Reports: Complete Journal Activity Report

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[Need Help?](#)

Criteria

Include these journals:

Create Report

- Subscribed journals **with** activity
- Subscribed journals **without** activity
- Journals not subscribed **with** activity

For this date range:

Start Date: End Date:

(dates should be formatted as mm/dd/yyyy)

Use the filters below to qualify the activity you are interested in. Be sure to use the checkbox beside the filters you wish to include.

Filter by Journal Set(s):

Available Journal Sets:

- Music Library
- my testacademic
- Remote
- Remote Access Titles
- SA Journals
- Satellite Campuses
- Students
- Subscribed

Add -->

<-- Remove

Filter by Journal Sets:

-- No Journal Sets --

Filter by User(s):

Filter by Access Profile(s)



[Back To: Reports](#)



Usage Statistics for EJS Enhanced Demo Account

Complete Journal Activity

Report created on: Monday, August 06, 2007

Journals Included: Subscribed journals **with** activity
 Subscribed journals **without** activity
 Journals not subscribed **with** activity

[Printable report \(new window\)](#) [Download report](#)

Start Date: Sunday, July 01, 2007

End Date: Tuesday, July 31, 2007

Journal Sets:

Total Journals Listed: 4013

[Report Definitions](#)

Journal Name	Print ISSN	Online ISSN	Journal Views	Issue Views	Abstract Views	Full Text Views	Subscribed	Active	Order
Abacus	0001-3072		211	95	0	90	Y	Y	
Journal of Services Marketing	0887-6045		0	0	0	67	Y	N	
Service Industries Journal	0264-2069		0	0	1	53	Y	Y	
International Journal of Logistics Management	0957-4093		15	11	1	48	Y	N	
International Journal of Service Industry Management	0956-4233		0	0	0	46	Y	N	
Internet Research: Electronic Networking Applications and Policy	1066-2243		0	0	0	46	Y	N	
Journal of Consumer Marketing	0736-3761		0	0	0	46	Y	N	
Journal of the Academy of Marketing Science	0092-0703		0	0	0	34	Y	Y	
Journal of Internet Commerce	1533-2861		0	0	0	30	Y	N	
Journal of Service Research	1094-6705		0	0	0	26	Y	Y	
The TQM Magazine	0954-478X		0	0	0	26	Y	N	
Qualitative Market Research: An International Journal	1352-2752		0	0	0	21	Y	N	

Definition of EJS Proprietary Reports

- **Activity Summary Report:**
 - Displays general usage statistics.
 - Total number of EJS sessions logged by users.
 - Content activity (how many times users looked at journals, tables of contents, abstracts, and full text).
 - Search behavior (number of journal and article searches and browses performed).
- **Complete Journal Activity Report:**
 - Lists all journals accessed by EJS users.
 - Subscribed journals with activity.
 - Subscribed journals without activity.
 - Non-subscribed journal with activity.
- **Article-Level Activity Report:**
 - Lists all articles & journals accessed by EJS users.

A-to-Z Usage Reports [? HELP](#)

Report Type

- Session**
Averages and totals the sessions over the specified time period.
- Search**
Averages and totals searches over the specified time period.
- Linkout By Resource**
Resource link-out report over the specified time period.
- Linkout By Aggregation**
Aggregation link-out report over the specified time period.
- Linkout By Aggregation and Resource**
Aggregation and Resource link-out report over the specified time period.
- Linkout By Publisher**
Publisher link-out report over the specified time period.
- Linkout By Vendor**
Publisher link-out report over the specified time period.

Report Time Period

- Today**
Today's activity (since midnight).
- Last 7 Days**
Retrieves data from 17 Jul 2007 to 24 Jul 2007
- Month to Date**
Retrieves data from 1 Jul 2007 to 24 Jul 2007.
- Previous Month (Last 30 Days)**
Retrieves data from 25 Jun 2007 to 24 Jul 2007.
- Year to Date**
Retrieves data from 1 Jan 2007 to 24 Jul 2007.
- Previous Year (Last 12 Months)**
Retrieves data from 24 Jul 2006 to 24 Jul 2007.
- Custom**
Specify a custom time period:
24 Jul 2006 to 24 Jul 2007

Report Time Zone:
GMT+10:00 Sydney

[Continue...](#)

Filter report by IP range(s)

A-to-Z - Windows Internet Explorer

http://www.ebsconet.com/reports.aspx

File Edit View Favorites Tools Help

EBSCONET

Page Tools

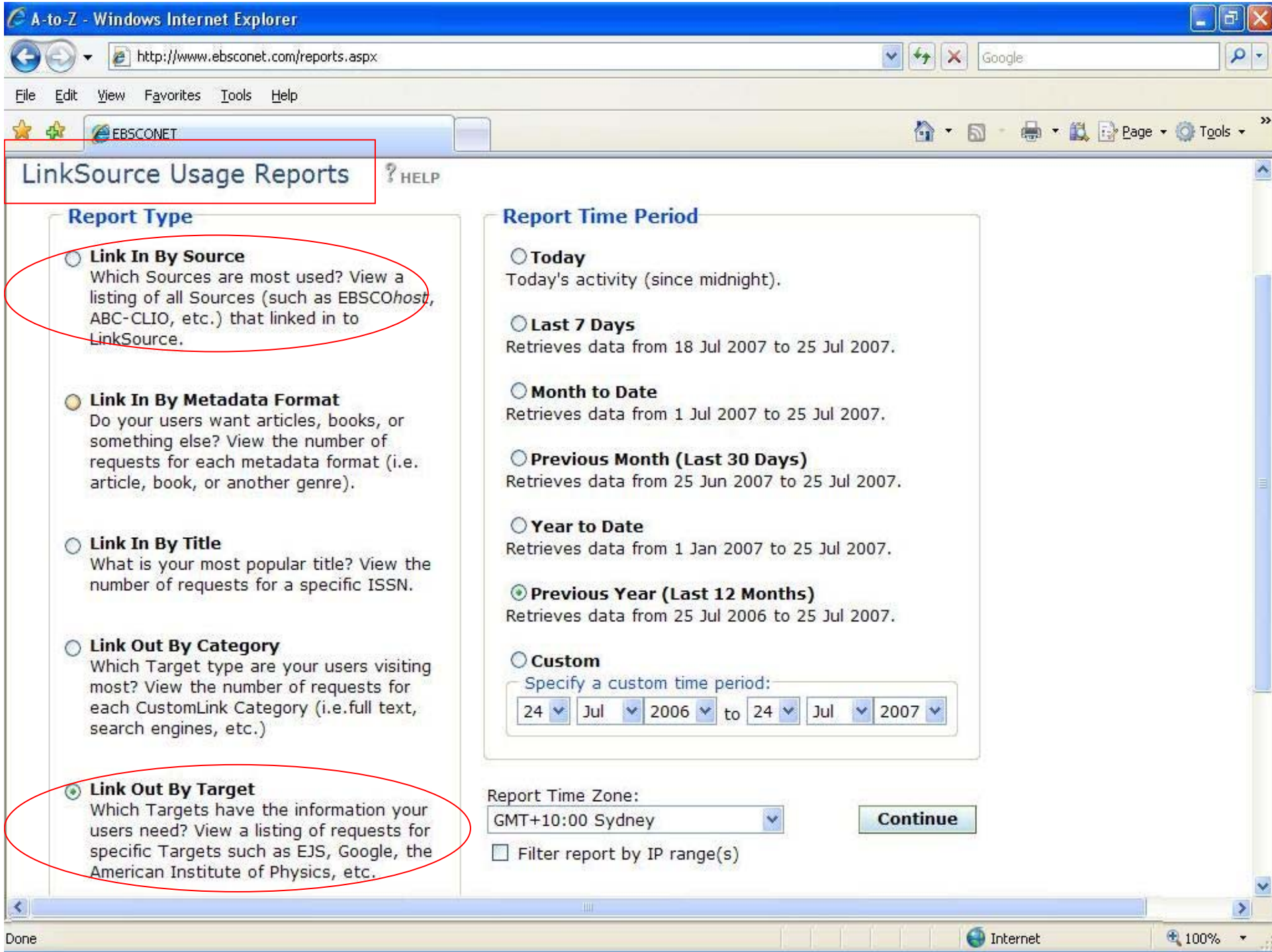
Linkout Report

Resource	Resource Link Count
[Custom] Abacus ISSN: 0001-3072 Publisher: Blackwell Publishing	3
[Custom] Accounting and Finance ISSN: 0810-5391 Publisher: Blackwell Publishing	1
AAACN viewpoint ISSN: Publisher: American Academy of Ambulatory Care Nursing	7
AACN news ISSN: Publisher: American Association of Critical-Care Nurses	1
AACN nursing scan in critical care ISSN: 1055-8349 Publisher: NURSECOM Incorporated	1
AANA journal ISSN: 0094-6354 Publisher: American Association of Nurse Anesthetists	3
AAOHN journal : official journal of the American Association of Occupational Health Nurses ISSN: 0891-0162 Publisher: Slack Incorporated	2
Abdominal imaging ISSN: 0942-8925 Publisher: Springer-Verlag New York Incorporated	1
Aboriginal and Islander Health Worker Journal ISSN: 1037-3403	1

Done Internet 100%

Linkout by Aggregation Report

Aggregation	Aggregation Link Count
[Custom] Blackwell Banking and Finance Subject Bundle	4
Academic Search Premier	1
Biomedical Reference Collection: Comprehensive	1
Blackwell Publishing Medical and Nursing Collection	2
CINAHL Plus with Full Text (EBSCO Publishing)	7
Criminology: A SAGE Full-Text Collection (Sage)	2
EBSCO Open Access Business and Economics Collection	2
EBSCOhost EJS	3
e-Library	1
HCN CIAP	1
Health Business FullTEXT Elite	1
MD Consult Core Collection	2
Meditext	1
MEDLINE with Full Text (EBSCO Publishing)	13
Nursing & Allied Health Collection: Comprehensive	1
Ovid Biomedical Collection 2	4
ProQuest Nursing & Allied Health Source	8
Psychology & Behavioral Sciences Collection	5
PubMed Central (Open Access)	1
SocINDEX with Full Text	1



LinkSource Usage Reports

? HELP

Report Type

Link In By Source
Which Sources are most used? View a listing of all Sources (such as EBSCOhost, ABC-CLIO, etc.) that linked in to LinkSource.

Link In By Metadata Format
Do your users want articles, books, or something else? View the number of requests for each metadata format (i.e. article, book, or another genre).

Link In By Title
What is your most popular title? View the number of requests for a specific ISSN.

Link Out By Category
Which Target type are your users visiting most? View the number of requests for each CustomLink Category (i.e. full text, search engines, etc.)

Link Out By Target
Which Targets have the information your users need? View a listing of requests for specific Targets such as EJS, Google, the American Institute of Physics, etc.

Report Time Period

Today
Today's activity (since midnight).

Last 7 Days
Retrieves data from 18 Jul 2007 to 25 Jul 2007.

Month to Date
Retrieves data from 1 Jul 2007 to 25 Jul 2007.

Previous Month (Last 30 Days)
Retrieves data from 25 Jun 2007 to 25 Jul 2007.

Year to Date
Retrieves data from 1 Jan 2007 to 25 Jul 2007.

Previous Year (Last 12 Months)
Retrieves data from 25 Jul 2006 to 25 Jul 2007.

Custom
Specify a custom time period:
24 Jul 2006 to 24 Jul 2007

Report Time Zone:
GMT+10:00 Sydney

Continue

Filter report by IP range(s)

Link In By Source

Source	Requests
EBSCO:rzh	342
OVID:medline	258
EBSCO:mnh	138
linksource.ebsco.com	88
OVID:ovftdb	62
EBSCO:cmedm	26
OVID:cctrdb	12
OVID:embase	8
EBSCO:mnhjnh	6
EBSCO:rzhjnh	4
Entrez:PubMed	4
OVID:bookdb	4
EBSCO:bmh	2
EBSCO:heh	2
OVID:daredb	2

Link Out By Target

Link Name	Link Text	Category	Requests
EBSCO A-to-Z	Click on this link. Access from outside TQEH may need to use username: qehlib & password: qehlib to access AtoZ	Other	84
Proquest (Article)	Find this article in full text from ProQuest	Full Text	62
EBSCO ILL Form	Request this item through interlibrary loan	ILL	46
Blackwell (Article)	Find this article in full text from Blackwell	Full Text	22
OVID (Article)	Find this article in full text from OVID	Full Text	22
BMJ (Article)	Full text from the BMJ Journals	Full Text	14
EJS (non-SmartLink) (Article)	Find this title from EBSCOhost Journal Service	Full Text	14
Free Medical Journals (Journal)	Browse this journal via Free Medical Journals	Full Text	14
View TOC	View table of contents for <i>{journal.title}</i> {fn.IfNotEmpty ({volume}, v. {volume} ,)} {fn.IfNotEmpty ({journal.issue}, no. {journal.issue},)}	Other	10
Free Full Text.com (Journal)	Browse this journal via FreeFullText.com	Full Text	6
Geneva Foundation Free Medical Journals (Journal)	Browse this journal via Geneva Foundation Free Medical Journals	Full Text	6
MD Consult (Article)	Search for this journal on MD Consult	Full Text	6
EBSCOHost SmartLinks	EBSCOHost SmartLinks	SmartLinks	2

Questions or comments? Contact us:

SMART Reports

UIC Tuesday, January 10, 2006 21:02:14

Report Type: [Day Activity](#) | [Hour Activity](#) | [DB Activity](#) | [Top Usage](#) | [Database Metrics](#) | [Downstream Activity](#) [Logoff](#)

Select Start Date: Select End Date:

▲ DATABASE ▼	▲ SEARCHES ▼?	▲ FULL RECORD ▼?	▲ NEXT SET ▼?
ArticleFirst (OCLC FirstSearch)	443	104	20
JSTOR	411	67	22
Applied Science and Technology Abstracts	153	55	15
ECO - Electronic Collections Online	438	38	0
Current Contents®	445	34	7
Engineering Village 2 (Compendex)	132	32	1
ScienceDirect®	442	31	0
PsycINFO® (Ovid)	337	30	29
LexisNexis Academic	274	29	13
PapersFirst®	413	28	0
Academic Search Premier (EBSCOhost)	121	23	0
Business Source® Elite (EBSCOhost)	239	16	0
Project MUSE	373	16	7
Business Abstracts	341	14	5
ERIC (Ovid)	280	14	8
EMBASE	147	10	0

Questions or comments? Contact us:

Am I out of time yet?

Thank you!

Tim Colvey

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