



# Usage Statistics for Electronic Resources: Analytics

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# Before We Begin: Basic Troubleshooting for SUSHI Setups

(Because without data Analytics ain't gonna work!)

[Register of COUNTER-Compliant Publishers and Vendors](#): A one-stop shop for all your SUSHI vendors

[Appendix F: Handling Errors and Exceptions](#): Where to go to make sense of SUSHI responses

# Example: SAGE

Below is a snippet from a SUSHI Harvesting Job Report from Alma, showing that our SAGE Journals harvest failed.

29	SAGE PUBLICATIONS INC. - SAGE Journals	tr_j1:R5	201912	Failed
30	SAGE PUBLICATIONS INC. - SAGE Journals	tr_j1:R5	202001	Failed
31	SAGE PUBLICATIONS INC. - SAGE Journals	tr_j1:R5	202002	Failed
32	SAGE PUBLICATIONS INC. - SAGE Journals	tr_j1:R5	202003	Failed
33	SAGE PUBLICATIONS INC. - SAGE Journals	tr_j1:R5	202004	Failed
34	SAGE PUBLICATIONS INC. - SAGE Journals	tr_j1:R5	202005	Failed
35	SAGE PUBLICATIONS INC. - SAGE Journals	tr_j1:R5	202006	Failed
36	SAGE PUBLICATIONS INC. - SAGE Journals	tr_j1:R5	202007	Failed
37	SAGE PUBLICATIONS INC. - SAGE Journals	tr_j1:R5	202008	Failed
38	SAGE PUBLICATIONS INC. - SAGE Journals	tr_j1:R5	202009	Failed
39	SAGE PUBLICATIONS INC. - SAGE Journals	tr_j1:R5	202010	Failed
40	SAGE PUBLICATIONS INC. - SAGE Journals	tr_j1:R5	202011	Failed

# Example: SAGE

In the SUSHI Account Details for SAGE Journals, click “Test Connection” to see the status report

< SUSHI Account Details Test Connection Cancel Save

Account Identifier

SUSHI Account \* **SAGE Journals** Status **Active**

Vendor URL  Override URL

Subscriber \* **SUNY New Paltz** Contact Information

Request Details

Requester ID  Requester Name

Customer ID  Customer Name

User Name  Password

Requester Email  API Key

Platform  ⓘ

Usage Report Types

1 - 1 of 1 + Add Report Type ↕ ⓘ ⚙

Active	Report Type	Description	COUNTER Release	
<input checked="" type="checkbox"/>	tr_j1	COUNTER 'Journal Requests (Excluding OA_Gold)' [TR_J1]	R5	⋮

SAGE PUBLICATIONS INC.

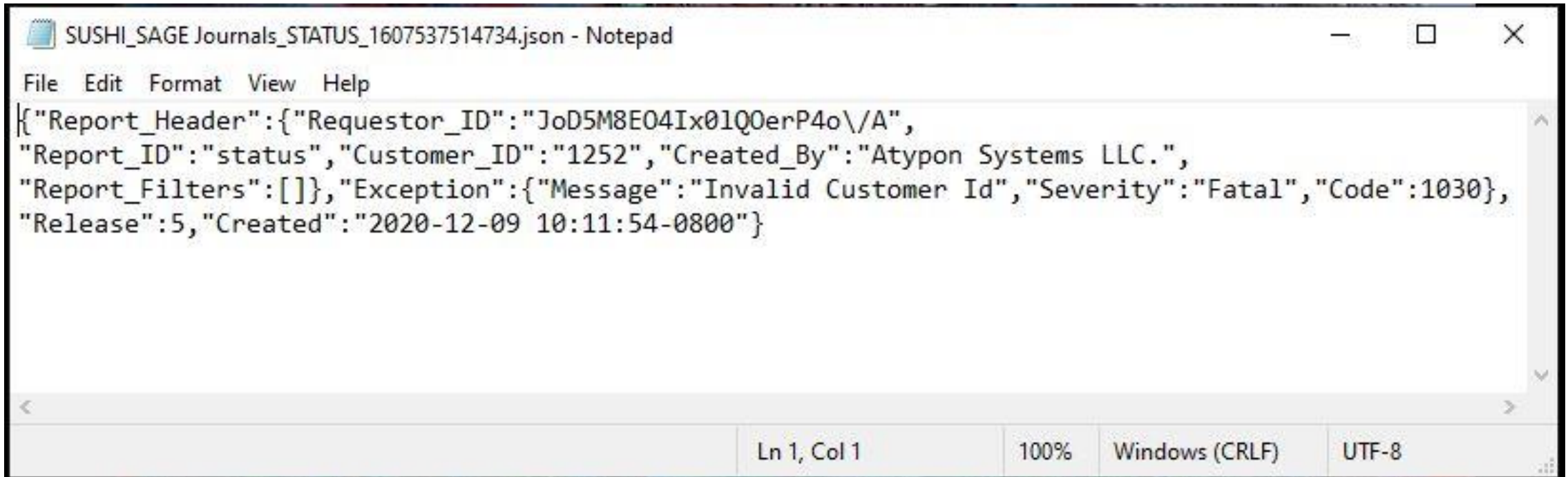
Vendor code  
**21**

SUSHI account type  
**Release 5**

ⓘ

# Example: SAGE

The report comes in a text file: a long string which I have broken into parts for viewing purposes.



```
File Edit Format View Help
{"Report_Header":{"Requestor_ID":"JoD5M8E04Ix01Q0erP4o\A",
"Report_ID":"status","Customer_ID":"1252","Created_By":"Atypon Systems LLC.",
"Report_Filters":[]},"Exception":{"Message":"Invalid Customer Id","Severity":"Fatal","Code":1030},
"Release":5,"Created":"2020-12-09 10:11:54-0800"}
```

Ln 1, Col 1    100%    Windows (CRLF)    UTF-8

# Example: SAGE

In this case the fatal exception is clear: “Invalid Customer ID”. However, if there are more obscure errors you’ll want to visit Project COUNTER’s [Appendix F: Handling Errors and Exceptions](#) in order to troubleshoot.

## Appendix F: Handling Errors and Exceptions

As a rule, the structure of the SUSHI response will be governed by the SUSHI schema; therefore, any error conditions that can be reported will be specified within the SUSHI response. The following is a definition of from the COUNTER\_SUSHI API Specification that shows the format of the exception.

```
"SUSHI_errorModel": {
  "type": "object",
  "description": "Generalized format for presenting errors and exceptions.",
  "required": [
    "Code",
    "Severity",
    "Message"
  ],
  "properties": {
    "Code": {
      "type": "integer",
      "format": "int32",
      "description": "Error number. See table of errors.",
      "example": 3040
    }
  }
}
```

# Example: SAGE

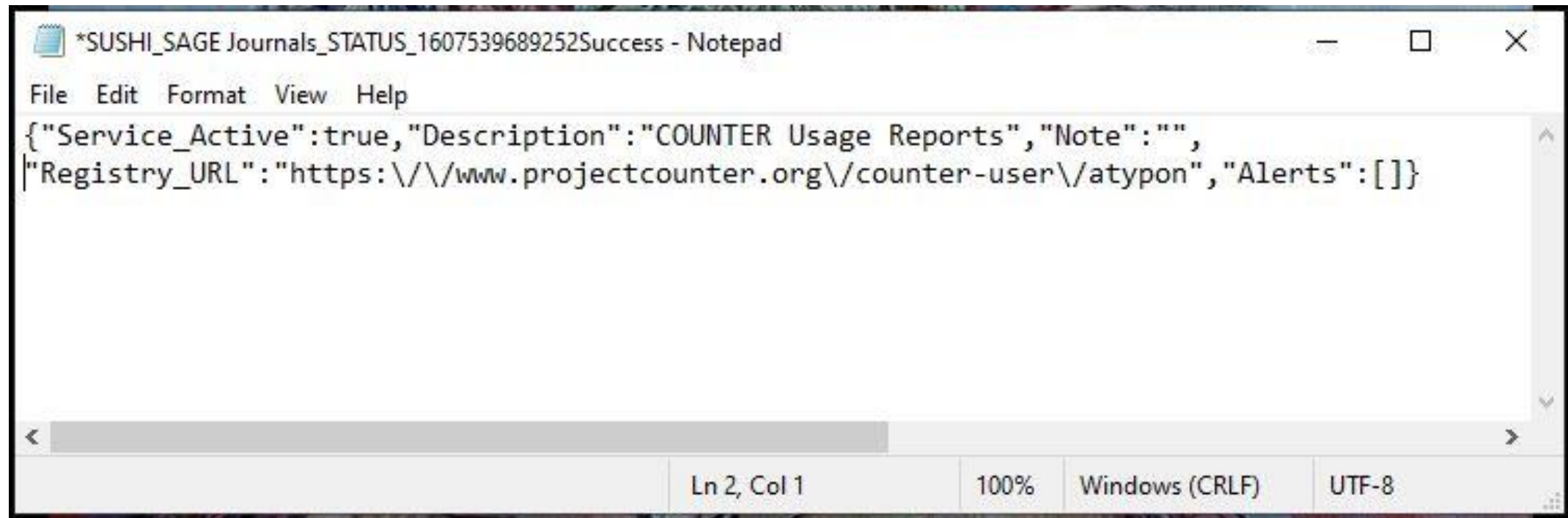
Now we are looking for information on what SAGE wants from us. Go to the [Register of COUNTER Compliant Publishers & Vendors](#) and find SAGE. In the SUSHI DATA section for their page we find instructions for SUSHI setup.

## SUSHI DATA

COUNTER Version:	5	About Requestor ID:	Found on Institutional Admin Page
Platform:	<a href="https://journals.sagepub.com/">https://journals.sagepub.com/</a>	Submitted:	11/09/2020
SUSHI Contact Name:	Michael McFadgen		
SUSHI Contact Email:	Michael.McFadgen@sagepub.co.uk		
Instructions:	To access SUSHI credentials: 1. Log on as account administrator at <a href="https://journals.sagepub.com/login">https://journals.sagepub.com/login</a> 2. Select the Access Options bar 3. Select View My Account from the Access Options pop-up page 4. Select Institutional Account > Usage Reports from the left-hand menu 5. The following credentials are displayed on the SUSHI Reports page section: • SUSHI Request URL • Requestor ID • Customer Reference ID		
Server URL:	<a href="https://journals.sagepub.com/reports">https://journals.sagepub.com/reports</a>		

## Example: SAGE

After adding the Requestor ID and Customer Reference ID to our setup, “Test Connection” comes back with a new Status Report that tells us we’re good to go!



The screenshot shows a Notepad window titled "\*SUSHI\_SAGE Journals\_STATUS\_1607539689252Success - Notepad". The window contains a JSON object representing a status report. The JSON text is as follows:

```
{ "Service_Active": true, "Description": "COUNTER Usage Reports", "Note": "",  
"Registry_URL": "https://www.projectcounter.org/counter-user/atypon", "Alerts": [] }
```

The status report indicates that the service is active and provides a description, a registry URL, and an empty alerts array.



# Common COUNTER Reports

DR = Database Master Report

DR\_D1 = Database Search and Item Usage

DR\_D2 = Database Access Denied

TR = Title Master Report

TR\_B1 = Book Requests

TR\_J1 = Journal Requests

PR\_P1 = Platform Usage



## Metric Types and Their Meanings

**Searches\_Regular** = Database searches

**Searches\_Automated** = Searches through a discovery layer

**Investigations** = Number of times users view full text or abstract

**Requests** = User views item HTML, downloads, prints, or sends via email

For more in-depth information about COUNTER 5 reports and COUNTER Metrics, please see [The Friendly Guide to Release 5 for Librarians.](#)

# This session on Analytics

We decided to focus on:

- COUNTER Release 5
- Usage subject area, not e-inventory
- Out of the box reports



# Where is the COUNTER usage data in Alma Analytics?

The COUNTER usage data in Alma Analytics is present in two subject areas:

- The E-Inventory subject area contains all COUNTER data which was loaded to Alma either manually or via SUSHI and **for which a bibliographic record exists in Alma.**
  - The E-Inventory subject area also includes order and fund information and therefore cost per use reports are also made in the E-Inventory subject area.
- The Usage Data subject area contains all COUNTER data which was loaded to Alma either manually or via SUSHI **regardless of whether or not a bibliographic record exists in Alma.**

# Ex Libris Reports and Dashboards for COUNTER Data

## Usage

- A default dashboard with reports exists under:
  - /shared/Alma/Usage via COUNTER reports/Dashboards
  - /shared/Alma/Usage via COUNTER reports – Release 5 /Dashboards
- Several default reports exist in these folders:
  - /shared/Alma/Usage via COUNTER reports/Reports
  - /shared/Alma/Usage via COUNTER reports – Release 5 /Reports

## E-inventory

- /shared/Alma/Cost per use via COUNTER reports e-inventory and acquisitions data/Reports

# Additional Resources

- **Usage Data Subject Area**

- [https://knowledge.exlibrisgroup.com/Alma/Product\\_Documentation/010Alma\\_Online\\_Help\\_\(English\)/080Analytics/Alma\\_Analytics\\_Subject\\_Areas/Usage\\_Data](https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/010Alma_Online_Help_(English)/080Analytics/Alma_Analytics_Subject_Areas/Usage_Data)

- **Presentations and Documents - Analytics - Usage and Cost Per Use**

- [https://knowledge.exlibrisgroup.com/Alma/Training/Extended\\_Training/Presentations\\_and\\_Documents\\_-\\_Analytics\\_-\\_Usage\\_and\\_Cost\\_Per\\_Use](https://knowledge.exlibrisgroup.com/Alma/Training/Extended_Training/Presentations_and_Documents_-_Analytics_-_Usage_and_Cost_Per_Use)

- **2020-08-18 COUNTER Release 5 Usage Data Harvesting in Alma and Alma Analytics**

- [https://knowledge.exlibrisgroup.com/Alma/Training/Ask\\_the\\_Alma\\_Expert/9925\\_2020-08-18\\_COUNTER\\_Release\\_5\\_Usage\\_Data\\_Harvesting\\_in\\_Alma\\_and\\_Alma\\_Analytics](https://knowledge.exlibrisgroup.com/Alma/Training/Ask_the_Alma_Expert/9925_2020-08-18_COUNTER_Release_5_Usage_Data_Harvesting_in_Alma_and_Alma_Analytics)

- **Managing COUNTER-Compliant Usage Data**

- [https://knowledge.exlibrisgroup.com/Alma/Product\\_Documentation/010Alma\\_Online\\_Help\\_\(English\)/020Acquisitions/090Acquisitions\\_Infrastructure/010Managing\\_Vendors/Managing\\_COUNTER-Compliant\\_Usage\\_Data](https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/010Alma_Online_Help_(English)/020Acquisitions/090Acquisitions_Infrastructure/010Managing_Vendors/Managing_COUNTER-Compliant_Usage_Data)

# Additional Resources

- **Alma Analytics - Matching the resource from COUNTER report to the resource in Alma for cost per use**
  - <https://developers.exlibrisgroup.com/blog/alma-analytics-matching-the-resource-from-counter-report-to-the-resource-in-alma-for-cost-per-use/>
- **Forum - Cost Usage with Counter R5**
  - <https://developers.exlibrisgroup.com/forums/topic/cost-usage-with-counter-r5/>
- **COUNTER Release 5 Draft Code of Practice FAQs**
  - <https://www.projectcounter.org/code-of-practice/counter-release-5-faqs/>
- **E-Inventory subject area**
  - [https://knowledge.exlibrisgroup.com/Alma/Product\\_Documentation/010Alma\\_Online\\_Help\\_\(English\)/080Analytics/Alma\\_Analytics\\_Subject\\_Areas/E-Inventory](https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/010Alma_Online_Help_(English)/080Analytics/Alma_Analytics_Subject_Areas/E-Inventory)

