

# SPIE. DIGITAL LIBRARY

## COUNTER Usage Reports Guide

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The SPIE Digital Library platform is compliant with the current COUNTER 4 standards. COUNTER reports of usage statistics are available to institutional customers through a self-service administration module within SPIE Digital Library. This guide contains instructions for accessing, downloading, harvesting, and understanding the usage statistics.

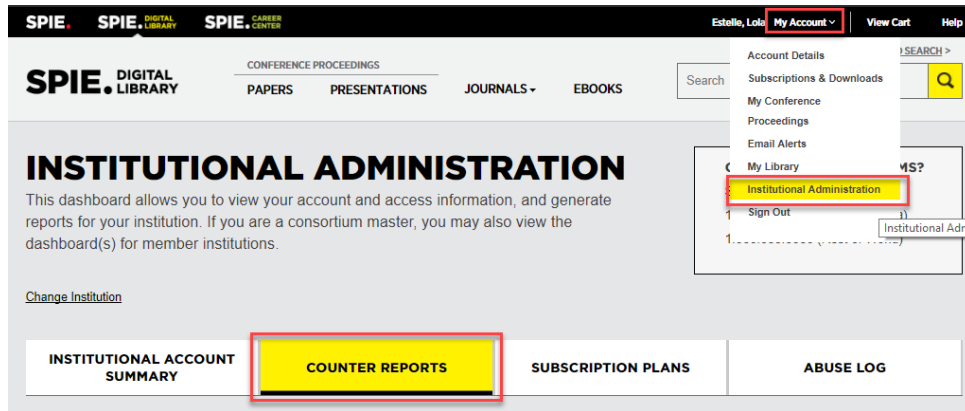
ACCESSING COUNTER REPORTS.....	2
<i>Accessing the Institutional Administration Module.....</i>	2
<i>Updating Administrative Contact and Account Information .....</i>	2
<i>For Consortium Administrators.....</i>	2
DOWNLOADING COUNTER REPORTS.....	3
<i>Instructions for Downloading COUNTER Reports .....</i>	3
<i>Choosing a File Type .....</i>	3
<i>Available COUNTER Reports .....</i>	3
SUSHI HARVESTING.....	4
<i>The SUSHI Service WSDL .....</i>	4
<i>Institutional SUSHI Credentials .....</i>	4
FREQUENTLY ASKED QUESTIONS.....	5
<i>What counts as usage?.....</i>	5
<i>Is all usage included in the usage reports?.....</i>	5
<i>How far back can I obtain the usage statistics? .....</i>	5
<i>Why does the Book Report 1 report show no data prior to August 2017?.....</i>	5
<i>Why does my access to SiteMaster no longer work?.....</i>	5
<i>How can I contact Support for assistance with usage reports?.....</i>	5

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# ACCESSING COUNTER REPORTS

## Accessing the Institutional Administration Module

Users with administrative rights can access the Institutional Administration section of SPIE Digital Library by logging into <https://www.spiedigitallibrary.org/> using their personal account, and then navigating to My Account > Institutional Administration > COUNTER Reports.



## Updating Administrative Contact and Account Information

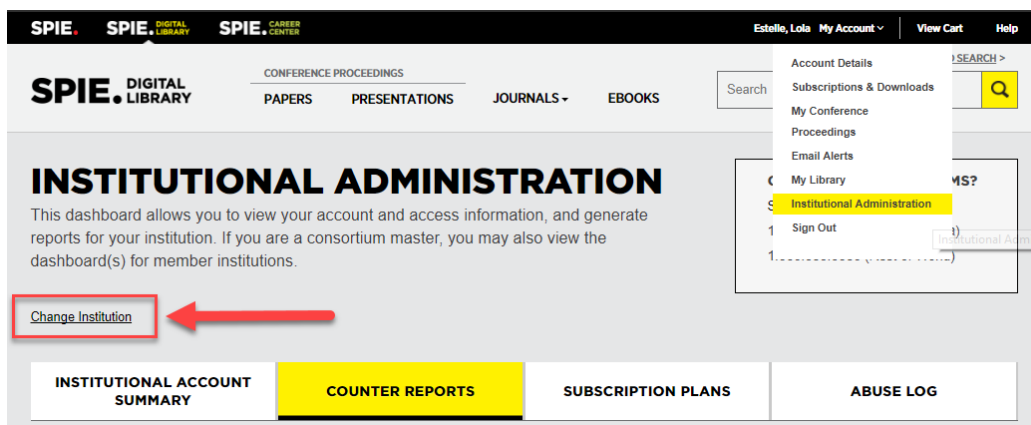
Changes to the administrator assignment and requests to add administrative rights to a user account can be emailed to SPIE Digital Library Support at [spiedlsupport@spie.org](mailto:spiedlsupport@spie.org).

New staff members who wish to access the Institutional Administration module should first [create a personal user account](#), then contact [spiedlsupport@spie.org](mailto:spiedlsupport@spie.org) to request the addition of administrative rights to the new user account.

Administrators can change their personal username/password and other account information like any individual user by signing in to their user account at [spie.org](http://spie.org).

## For Consortium Administrators

Users with administrative rights to multiple institutional accounts due a consortial subscription will see the option to “Change Institution” in order to access COUNTER reports for each institution.



# DOWNLOADING COUNTER REPORTS

## Instructions for Downloading COUNTER Reports

After logging in and navigating to My Account > Institutional Administration > COUNTER Reports, choose a date range and a file type, then click the yellow “download” button next to the desired report.

The screenshot shows a web interface with a navigation bar containing four tabs: 'INSTITUTIONAL ACCOUNT SUMMARY', 'COUNTER REPORTS' (highlighted in yellow), 'SUBSCRIPTION PLANS', and 'ABUSE LOG'. Below the navigation bar is a section titled 'Counter Reports'. This section contains two rows of filters: 'Select Date Range:' and 'Choose File Type:'. The 'FROM:' date is set to 'August 2017' and the 'TO:' date is set to 'September 2017'. The 'Choose File Type:' dropdown menu is set to 'XML'. A link below the filters reads 'Want to connect to our SUSHI server with a different client?'. Below the filters is a section titled 'August 2017 - September 2017' which lists three reports: 'Book Report 1: Number of Successful Title Requests by Month and Title', 'Book Report 2: Number of Successful Section Requests by Month and Title', and 'Book Report 3: Access Denied to Content Items by Month, Title, and Category'. Each report has a yellow 'Download' button to its right. The 'Download' button for 'Book Report 1' is highlighted with a red box.

## Choosing a File Type

There are three data formats available. Use the Tab Separated Values and Comma Separated Values file type options for importing into applications such as spreadsheets or databases. Use the XML file type option for a version of the report in accordance with the COUNTER XML schema.

## Available COUNTER Reports

SPIE Digital Library supports the COUNTER Reports listed below. Detailed definitions of each report type are on [Project COUNTER’s Usage Reports website](#).

Book Report 1: Number of Successful Title Requests by Month and Title

Book Report 2: Number of Successful Section Requests by Month and Title

Book Report 3: Access Denied to Content Items by Month, Title, and Category

Consortium Report 1: Number of Successful Full-text Journal Article or Book Chapter Requests by Month

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

Journal Report 1 GOA: Number of Successful Gold Open Access Full-Text Article Requests by Month and Journal

Journal Report 2: Access Denied to Full-Text Articles by Month, Journal and Category

Journal Report 5: Number of Successful Full-Text Article Requests by Year-of-Publication (YOP) and Journal

Multimedia Report 1: Number of Successful Multimedia Full Content Unit Requests by Month and Collection

Note: Support for the Platform Report 1 (total searches, results clicks, and record views) is currently in development.

## SUSHI HARVESTING

### The SUSHI Service WSDL

If your institution uses a SUSHI tool to harvest COUNTER reports, you will need to configure the tool's settings to use the SUSHI service at: <http://sushi4.scholarlyiq.com/SushiService.svc?wsdl>

### Institutional SUSHI Credentials

Administrators can find their institution's SUSHI credentials by logging in to [SPIE Digital Library](#), navigating to My Account > Institutional Administration > COUNTER Reports, then clicking "Want to connect to our SUSHI server with a different client?" A popup will appear with the SUSHI service URL and your institution's Requestor ID and Customer ID.

The screenshot displays the 'Institutional Account Summary' page with a navigation menu at the top containing 'INSTITUTIONAL ACCOUNT SUMMARY', 'COUNTER REPORTS', 'SUBSCRIPTION PLANS', and 'ABUSE LOG'. The 'COUNTER REPORTS' section is active, showing a 'Counter Reports' header and a date range selector set to 'FROM: August 2017' and 'TO: September 2017'. Below this is a 'Choose File Type:' dropdown menu with 'XML' selected. A 'CONNECT TO SUSHI' popup window is overlaid on the page, containing the following text: 'To connect to our SUSHI service using a different client, use the below information.' followed by a link 'Connect to our SUSHI server with a different client?'. The popup also lists the following information: 'Customer Name: DL Support Test Company', 'SUSHI R4 service URL: http://sushi4.scholarlyiq.com/SushiService.svc', 'COUNTER Release/Version: 4', 'Requestor ID: 510582A7-BCE2-E311-A172-005056814748', and 'Customer ID: 510582A7-BCE2-E311-A172-005056814748'. A 'CLOSE' button is located at the bottom of the popup. In the background, a report titled 'August 2017 - September' is visible, with sections for 'Book Report 1' and 'Book Report 2', each with a 'Download' button.

## FREQUENTLY ASKED QUESTIONS

### **What counts as usage?**

Usage data is captured when a chapter or article PDF is downloaded, when full text HTML content is viewed, or when a recorded presentation is viewed.

### **Is all usage included in the usage reports?**

Usage for a given month will appear in the reports no later than the 5<sup>th</sup> of the following month. So for instance if you are trialling SPIE Digital Library and the trial finishes on March 15, you will need to wait until April 5 to see the usage that occurred in March.

### **How far back can I obtain the usage statistics?**

COUNTER reports dating from January 2013 to present are available.

### **Why does the Book Report 1 report show no data prior to August 2017?**

The BR1 provides the number of times a whole book is downloaded. Before the launch of our new platform in August 2017, users could only download chapters; they could not download whole books. So, there is no BR1 data before August 2017.

A further explanation from [Project Counter's website](#): "Book Report 1 (BR1) reveals the total number of successful title requests by month and title, but data from this report should only be exported when the vendor provides the entire e-book as a single file. As the majority of publisher sites present e-book content at a 'section' level (e.g. providing book chapters or encyclopedia entries in individual files), COUNTER Book Report 2 (BR2) can be applied to run more relevant usage metrics."

More information about book download options on SPIE Digital Library:

- For the [Field Guide series](#) and the [Spotlight Series](#), users can now download the entire book as a PDF. This is a feature developed for our new platform as of August 2017. We can offer a single PDF for Field Guides and Spotlights because these tend to be short, with a small file size.
- For our other two series, [Press Monographs](#) and [Tutorial Texts](#), the ability to download the entire book as a PDF is not yet available. These books tend to be very large, so the file size would be too large to be practical given current technology.

### **Why does my access to SiteMaster no longer work?**

As of August 15, 2017, the date of our current platform's release, the legacy administration tool called [SiteMaster](#) no longer exists. The same username/password that administrators used to access SiteMaster should also allow access to the new platform's Institutional Administration module.

### **How can I contact Support for assistance with usage reports?**

For questions, updates, or to report technical issues, please contact Support at [spiedlsupport@spie.org](mailto:spiedlsupport@spie.org) or by phone at 1-888-902-0894 (North America) or +1-360-685-5580 (Rest of World).