

COUNTER Code of Practice

Books and Reference Works

Release 1

Appendix A: Glossary of Terms

This Glossary lists the terms relevant to the COUNTER Code of Practice, provides a definition of each term, along with examples, where appropriate. Those definitions specifically used in this Code of Practice have been extracted and are listed in Table 1 in Section 3 of the Code of Practice itself.

For convenience, the terms listed are divided into the following broad categories: Page views, session data and market elements.

#	Term	Examples/formats	Definition
3.1	Page views		
3.1.1	Bibliographic data		
3.1.1.1	Service	Science Direct, Academic Universe, Wiley Interscience	A branded group of online information products from one or more vendors that can be subscribed to/licensed and searched as a complete service, or at a lower level (e.g. a collection).
3.1.1.2	Publisher	Wiley, Springer	An organization whose function is to commission, create, collect, validate, host, distribute and trade information online and/or in printed form.

3.1.1.3	Imprint	Pergamon	A publisher brand or division, usually dedicated to publishing material within particular specialties and/or in specific formats (e.g. database, journal, etc.)
3.1.1.4	Serial		A publication in any medium issued in successive parts bearing numerical or chronological designations and intended to be continued indefinitely. This definition includes periodicals, newspapers, and annuals (reports, yearbooks, etc.); the journals, memoirs, proceeding, transactions, etc. of societies; and numbered monographic series (NISO).
3.1.1.5	Journal	Tetrahedron Letters	A serial that is a branded and continually growing collection of original articles within a particular discipline.
3.1.1.6	Issue		A collection of journal articles associated with each other via allocation of a specific issue number and presented as an identifiable unit online and/or as a physically bound and covered set of numbered pages in print.
3.1.1.7	Title	Journal, Book, Reference Work	The designation of a separate bibliographic whole, whether issued in one or several volumes, reels, discs, slides, or other parts. (NISO)

3.1.1.8	Reference Work	Dictionary, encyclopedia, directory, manual, guide, atlas, bibliography, index.	An authoritative source of information about a subject: used to find quick answers to questions.
3.1.1.9	Page		One side of one leaf (of a book, reference work, journal, etc.) or the written or pictorial matter it contains.
3.1.1.10	Section	Chapter, entry	The first level of subdivision of a book or reference work.
3.1.1.11	Chapter		A subdivision of a book or of some categories of reference work; usually numbered and titled.
3.1.1.12	Entry	A dictionary definition	A record of information in some categories of reference work.
3.1.1.13	Host	Ingenta, HighWire	An intermediary online service which stores items that can be downloaded by the user.
3.1.1.14	Gateway	SWETSwise, OCLC ECO	An intermediary online service which does not store the items requested by the user, and which either a) refers these requests to a host or vendor site or service from which the items can be downloaded by the user, or b) requests items from the vendor site or service and delivers them to the user within the gateway environment.

3.1.1.15	Vendor	Wiley, Oxford University Press	A publisher or other online information provider who delivers its own licensed content to the customer and with whom the customer has a contractual relationship.
3.1.1.16	Aggregator	ProQuest, Gale, Lexis Nexis	A type of vendor that hosts content from multiple publishers, delivers content direct to customers and is paid for this service by customers.
3.1.1.17	Database	Social Science Abstracts	A collection of electronically stored data or unit records (facts, bibliographic data, texts) with a common user interface and software for the retrieval and manipulation of data. (NISO)
3.1.1.18	ISBN		The International Standard Book Number (ISBN) is a unique identifier, consisting of a 13-digit code, allocated to the publication; it identifies the publisher, title, edition and volume number.

3.1.1.19	Print ISSN	Free text format (up to 13 characters in future)	<p>Unique International Standard Serial Number assigned to the print version of a journal or a book series by the national ISSN agency of the country from which the journal is published. Each ISSN is a unique identifier for a specific continuing resource. ISSNs are applicable to most continuing resources, whether past, present, or to be produced in the future, whatever the medium of production. Continuing resources are issued over time with no predetermined conclusion. ISSNs are assigned to the entire population of serials and most integrating resources. (General Assembly and Board of ISSN Network).</p>
3.1.1.20	Online ISSN	Free text format (up to 13 characters in future)	<p>Unique International Standard Serial Number assigned to the online version of a journal or a book series by the national ISSN agency of the country from which the journal is published. (See 'Print ISSN').</p>

3.1.1.21	DOI (Digital Object Identifier)		The Digital Object Identifier is a means of persistently identifying a piece of intellectual property (a creation) on a digital network, irrespective of its current location (www.doi.org).
3.1.1.22	Volume	Alpha-numeric, no leading zeros	Journals: Numbered collection of a minimum of one journal issue; in printed form, volumes of more than one issue are not normally bound together by the publisher, but are frequently bound together in hardback by the purchasing library to aid preservation of the printed product. Books: Numbered collection of articles, chapters, or entries that is part of a larger, multi-volume work, either published together or serially.
3.1.1.23	Year		Year in which an article, item, issue or volume is first published in any medium.
3.1.1.24	Issue date	dd-mm-yyyy;dd=1, if monthly or less frequent	The date of release by the publisher to customers of a journal issue.
3.1.1.25	Collection	Science Direct Backfiles	A subset of the content of a service; a collection is a branded group of online information products from one or more vendors that can be subscribed to/licensed and searched as a complete group.

3.1.1.26	Platform		An interface from an Aggregator, Host, Publisher or Service that delivers the content to the user and that counts and provides the COUNTER usage reports.
3.1.2	Web Page type		
3.1.2.1	Item	Full text article, TOC, Abstract, Database record	A uniquely identifiable piece of published work that may be original or a digest or a review of other published work. PDF, Postscript and HTML formats of the same full text article (for example), will be counted as separate items.
3.1.2.2	Full-Content Unit		<i>Journals:</i> article <i>Books:</i> Minimum requestable unit, which may be the entire book or a section thereof. <i>Reference Works:</i> content unit appropriate to resource (eg dictionary definitions, encyclopedia articles, biographies, etc) <i>Non-textual resources:</i> file type as appropriate to resource (eg image, audio, video, etc) (ICOLC).
3.1.2.3	Article		An item of original written work published in a journal, other serial publication, or in a book. An article is complete in itself, but usually cites other relevant published works in its list of references, if it has one.

3.1.2.4	TOC (Table of Contents)		<p>Journals: A list of all articles published in a journal issue.</p> <p>Books and reference works: a list of all articles or chapters published in the book or reference work.</p>
3.1.2.5	Abstract		A short summary of the content of an article, always including its conclusions.
3.1.2.6	Article header		That subsection of an article which includes the following information: publisher; journal title, volume, issue and page numbers; copyright information; list of names and affiliations of the authors; author organization addresses; title and abstract (where present) of the article; keywords (where present).
3.1.2.7	Full-text article		The complete text, including all references, figures and tables, of an article, plus links to any supplementary material published with it.
3.1.2.7.1	<ul style="list-style-type: none"> • HTML 		Article formatted in HTML so as to be readable by a web browser.

3.1.2.7.2	<ul style="list-style-type: none"> PDF 		Article formatted in portable document format so as to be readable via the Adobe Acrobat reader; tends to replicate online the appearance of an article as it would appear in printed page form.
3.1.2.7.3	<ul style="list-style-type: none"> Postscript 		Article formatted in Postscript for faithful output via printer.
3.1.2.8	References		A list of works referred to in an article or chapter, giving sufficient detail to enable the identification and location of each work.
3.1.2.9	Database record		An individual record in a standard format, the collection of which in a form that can be processed by a computer constitutes a database.
3.1.2.10	Search		A specific intellectual query, typically equated to submitting the search form of the online service to the server (EBSCO, abridged).
3.1.2.11	Item requests		Number of items requested by users as a result of a search. User requests include viewing, downloading, emailing and printing of items, where this activity can be recorded and controlled by the server rather than the browser. Turnaways will also be counted. (See 3.1.5.4)

3.1.2.12	Successful request		For web-server logs successful requests are those with specific return codes, as defined by NCSA.
3.1.2.13	Link-out		Linking from one online resource to another. The act of clicking the link and moving to a page on another site. Generally used to measure activity for library-configurable links as might be found in a link server. The domain name of the target of the link in the transaction to be recorded. (EBSCO).
3.1.2.14	Link-in		Direct access to resources on the site that are a result of the user clicking a link on another site. The domain name of the site where the link originated to be recorded. (EBSCO)
3.1.3	How user is authenticated		
3.1.3.1	Username and password		No definition required

3.1.3.2	IP address	The IP address seen by the primary service-this may be the real end-user's IP or a proxy IP. This is always recorded, even if the authentication is not via IP address	IP address of the computer on which the session is conducted.
3.1.3.3	Customer-authenticated user	Referring URL, Athens	User authentication is provided by a referring service that has an agreement with the online resource that allows the referring services own users access to the online resource.
3.1.4	Access rights		Rights for using a vendor's online collection or database defined by law, license, or other contractual and/or co-operative agreement. (NISO)
3.1.4.1	Access granted	Yes/no	User is granted access to the online collection or database, or subsets thereof, subject to the access rights specified in the agreement with the vendor.

3.1.4.2	Session		A successful request of an online service. It is one cycle of user activities that typically starts when a user connects to the service or database and ends by terminating activity that is either explicit (by leaving the service through exit or logout) or implicit (timeout due to user inactivity). (NISO)
3.1.4.3	Timeout		Automatic termination of a session due to a period of user inactivity. The average timeout setting would be 30 minutes. If another timeout period is used this should be reported. (NISO)
3.1.4.4	Turnaway (Rejected session)		A turnaway (rejected session) is defined as an unsuccessful log-in to an electronic service due to exceeding the simultaneous user limit allowed by the licence

3.2	Session data		
3.2.1	Start time	Yyyy-mm-dd-hh-mn-ss	Records the time a user's session begins (first login or IP authentication), to the nearest second, using UTC (Co-ordinated Universal Time, formerly GMT).

3.2.2	End time	Yyyy-mm-dd-hh-mn-ss	Records the time a user's session ends or timeouts, to the nearest second, using UTC (Co-ordinated Universal Time, formerly GMT).
3.2.3	Duration		Records the time a user's session lasts, to the nearest second.

3.3	Market elements		
3.3.1	Customer		An individual or organization that pays a vendor for access to a specified range of the vendor's services and/or content and is subject to terms and conditions agreed with the vendor.
3.3.2	Subscriber		An individual or organization that pays a vendor in advance for access to a specified range of the vendor's services and/or content for a pre-determined period of time and subject to terms and conditions agreed with the vendor.

3.3.3	Licensee		= Subscriber (see 3.3.1 above)
3.3.4	Consortium	Ohiolink	The consortium through which the institution or user obtained online access. A consortium is defined by a range of IP addresses that may be in specific groupings (e.g. institutes).
3.3.5	Consortium member	Ohio State University	A university, hospital or other institute that has obtained access for its users to online information resources as part of a consortium. A consortium member is defined by a subset of the Consortium's range of IP addresses.
3.3.6	IP address		See 3.1.4.2 above
3.3.7	User		An individual with the right to access the online resource, usually provided by their institution, and conduct a session
3.3.8	Onsite usage		Computer being used to access the online resource is within a building or on the campus of an institution (EBSCO)
3.3.9	Remote usage		Computer being used is off-campus, or away from the Institution's property, e.g. access by a user from home.