

COUNTER: Provider Discovery Reports

The purpose of these report

Many librarians view effective content discovery by their users as one of the most important areas of concern for their libraries. To that end, they are turning to discovery solutions that provide users with a single interface from which to access all of the resources curated by their libraries. It is therefore to the advantage of publishers and other content providers to contribute metadata to these discovery services to ensure that users find the content they. However, with a discovery service, the publisher or content provider is no longer in control of the search experience, and there can be legitimate concerns about how effective their metadata contribution is. Are users finding their content? Are they clicking the links? If the metadata provided is restricted to just licensed institutions, are these and only these institutions gaining access?

To help answer questions like this, COUNTER, with input from NISO's Open Discovery Initiative (ODI), has developed a new series of reports that will offer content providers the necessary insights into how their data is being used – insights that will help them manage their relationships with discovery partners and optimize the effectiveness of their data contributions.

The new reports parallel existing COUNTER reports on journals, books, databases and multimedia collections. The main difference is that instead of reporting on usage for all content by one customer, the Provider Discovery reports provide usage on one provider's content by all customers, with columns showing usage by individual customer.

Examples of the Provider Discovery Reports

Examples of these new reports are provided Appendix N and below.

Publisher Discovery Book Report: Online Service Book Activity by Month, Title and Customer

This report is a tool to understand the effectiveness of the book metadata they provide to a discovery vendor's platform or other online service. The following metric types will be provided by accessing customer and book:

- Book Views*
- Chapter Views*
- Entry Views*
- Linkouts – Publisher Site
- Linkouts – Link Resolver
- Record Views
- Result Clicks

* Book, Chapter and Entry View metric types will only be provided when the publisher also provides the full text that is hosted on and accessed from the online service.

Provider Discovery Book Report 8 (R4)															
Online Service Book Activity by Month, Title and Customer															
<Provider Name>															
Period covered by report:															
2014-01-01 to 2014-08-30															
Date Run:															
2014-09-14															
Title	Publisher	Publisher Identifier	Platform	Book DOI	Proprietary Identifier	ISBN	ISSN	Customer ID (Standard)	Customer ID (Proprietary)	Customer Name	User Activity	Reporting Period Total	Jan-2014	Feb-2014	Mar-2014
Book 1 (full text by chapters)	Publisher A		<discoveryHost>			1111-2222	1111-2232	isni:1-000-1	custA	Institution A	Book Views	629	82	83	77
Book 1 (full text by chapters)	Publisher A		<discoveryHost>			1111-2222	1111-2232	isni:1-000-1	custA	Institution A	Chapter Views	1541	201	263	189
Book 1 (full text by chapters)	Publisher A		<discoveryHost>			1111-2222	1111-2232	isni:1-000-1	custA	Institution A	Entry Views				
Book 1 (full text by chapters)	Publisher A		<discoveryHost>			1111-2222	1111-2232	isni:1-000-1	custA	Institution A	Linkouts - Publisher Site	745	45	81	75
Book 1 (full text by chapters)	Publisher A		<discoveryHost>			1111-2222	1111-2232	isni:1-000-1	custA	Institution A	Linkouts - Link Resolver	446	52	64	54
Book 1 (full text by chapters)	Publisher A		<discoveryHost>			1111-2222	1111-2232	isni:1-000-1	custA	Institution A	Record Views	2170	283	286	266
Book 1 (full text by chapters)	Publisher A		<discoveryHost>			1111-2222	1111-2232	isni:1-000-1	custA	Institution A	Result Clicks	4115	536	543	504
Book 2 (full text by whole book)	Publisher A		<discoveryHost>			1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Book Views	465	61	61	57
Book 2 (full text by whole book)	Publisher A		<discoveryHost>			1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Linkouts - Publisher Site	551	33	60	56
Book 2 (full text by whole book)	Publisher A		<discoveryHost>			1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Linkouts - Link Resolver	330	38	47	40
Book 2 (full text by whole book)	Publisher A		<discoveryHost>			1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Record Views	1606	209	212	197
Book 2 (full text by whole book)	Publisher A		<discoveryHost>			1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Result Clicks	3045	397	402	373
Book 3 (metadata only)	Publisher A		<discoveryHost>			1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Linkouts - Publisher Site	447	27	49	45
Book 3 (metadata only)	Publisher A		<discoveryHost>			1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Linkouts - Link Resolver	267	31	38	32
Book 3 (metadata only)	Publisher A		<discoveryHost>			1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Record Views	1301	170	172	159
Book 3 (metadata only)	Publisher A		<discoveryHost>			1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Result Clicks	2466	322	325	302

Publisher Discovery Database Report 1: Online Service Database Activity by Month, Title and Customer

This report parallels COUNTER Database Report 1 and offers database providers a tool to understand the effectiveness of their database on a particular discovery vendor's platform or other online service. The breakdown by customer also allows the database vendor to verify if use is limited to subscribing institutions. The following metric types will be provided by accessing customer and book:

- Searches – Regular
- Searches – Federated and Automated
- Record Views
- Result Clicks

Provider Discovery Database Report 1 (R4)														
Online Service Database Activity by Month, Database and Customer														
<Provider Name>														
Period covered by report:														
2014-01-01 to 2014-08-30														
Date Run:														
2015-02-15														
Database	Publisher	Publisher Identifier	Platform	Customer ID (Standard)	Customer ID (Proprietary)	Customer Name	User Activity	Reporting Period Total	Jan-2014	Feb-2014	Mar-2014			
Academic Search Complete	EBSCO		<discoveryHost>	isni:1-000-1111	CustA	Customer A	Regular Searches	0	0	0	0			
Academic Search Complete	EBSCO		<discoveryHost>	isni:1-000-1111	CustA	Customer A	Searches-federated and automa	17309	2063	2268	248			
Academic Search Complete	EBSCO		<discoveryHost>	isni:1-000-1111	CustA	Customer A	Result Clicks	19040	2269	2495	273			
Academic Search Complete	EBSCO		<discoveryHost>	isni:1-000-1111	CustA	Customer A	Record Views	12982	1547	1701	186			
Art & Architecture Complete	EBSCO		<discoveryHost>	isni:1-000-1111	CustA	Customer A	Regular Searches	0	0	0	4			
Art & Architecture Complete	EBSCO		<discoveryHost>	isni:1-000-1111	CustA	Customer A	Searches-federated and automa	8095	924	1103	129			
Art & Architecture Complete	EBSCO		<discoveryHost>	isni:1-000-1111	CustA	Customer A	Result Clicks	1214	139	165	19			
Art & Architecture Complete	EBSCO		<discoveryHost>	isni:1-000-1111	CustA	Customer A	Record Views	567	65	77	9			
Library, Information Science & Technology	EBSCO		<discoveryHost>	isni:1-000-1111	CustA	Customer A	Regular Searches	0	0	0	4			
Library, Information Science & Technology	EBSCO		<discoveryHost>	isni:1-000-1111	CustA	Customer A	Searches-federated and automa	9309	1063	1268	148			
Library, Information Science & Technology	EBSCO		<discoveryHost>	isni:1-000-1111	CustA	Customer A	Result Clicks	372	43	51	5			
Library, Information Science & Technology	EBSCO		<discoveryHost>	isni:1-000-1111	CustA	Customer A	Record Views	121	14	16	1			

Publisher Discovery Journal Report 3: Online Service Journal Activity by Month, Title and Customer

- This report parallels COUNTER Journal Report 3 and offers publishers a tool to understand the effectiveness of their journal metadata on a particular discovery vendor's platform or other online service. The following metric types will be provided by accessing customer and book:
- Full Text Requests*
- Linkouts – Publisher Site
- Linkouts – Link Resolver

- Record Views
- Result Clicks
- * Full Text Requests metric type will only be provided when the publisher also provides the full text that is hosted on and accessed from the online service.

Provider Discovery Journal Report 3 (R4)															
Online Service Journal Activity by Month, Title and Customer															
<Provider Name>															
Period covered by report:															
2014-01-01 to 2014-08-30															
Date Run:															
2014-09-14															
Journal	Publisher	Publisher Identifier	Platform	Journal DOI	Proprietary Identifier	Print ISSN	Online ISSN	Customer ID (Standard)	Customer ID (Proprietary)	Customer Name	User Activity	Reporting Period Total	Jan-2014	Feb-2014	Mar-2014
Total for all journals			<discoveryHost>								Full Text Requests	1282	167	169	3
Total for all journals			<discoveryHost>								Linkouts - Publisher Site	1514	98	165	3
Total for all journals			<discoveryHost>								Linkouts - Link Resolver	916	107	131	3
Total for all journals			<discoveryHost>								Record Views	106	7	13	
Total for all journals			<discoveryHost>								Result Clicks	52	5	21	
Journal 1	Publisher A		<discoveryHost>			1111-2222	1111-2232	isni:1-000-1	custA	Institution A	Full Text Requests	629	82	83	
Journal 1	Publisher A		<discoveryHost>			1111-2222	1111-2232	isni:1-000-1	custA	Institution A	Linkouts - Publisher Site	745	45	81	
Journal 1	Publisher A		<discoveryHost>			1111-2222	1111-2232	isni:1-000-1	custA	Institution A	Linkouts - Link Resolver	446	52	64	
Journal 1	Publisher A		<discoveryHost>			1111-2222	1111-2232	isni:1-000-1	custA	Institution A	Record Views	41	2	5	
Journal 1	Publisher A		<discoveryHost>			1111-2222	1111-2232	isni:1-000-1	custA	Institution A	Result Clicks	24	1	9	
Journal 2	Publisher A		<discoveryHost>			1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Full Text Requests	653	85	86	
Journal 2	Publisher A		<discoveryHost>			1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Linkouts - Publisher Site	769	48	84	
Journal 2	Publisher A		<discoveryHost>			1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Linkouts - Link Resolver	470	55	67	
Journal 2	Publisher A		<discoveryHost>			1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Record Views	65	5	8	
Journal 2	Publisher A		<discoveryHost>			1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Result Clicks	38	4	12	

Publisher Discovery Multimedia Report 1: Online Service Multimedia Collection Activity by Month, Title and Customer

This report parallels COUNTER Multimedia Report 1 and offers multimedia collection providers a tool to understand the effectiveness of their collection on a particular discovery vendor's platform or other online service. The breakdown by customer also allows the database vendor to verify that use is limited to subscribing institutions. The report measures the total number of accesses to multimedia items by collection and customer.

Provider Discovery Multimedia Report 1 (R4)														
Online Service Multimedia Collection Activity by Month, Database and Customer														
<Provider Name>														
Period covered by report:														
2014-01-01 to 2014-08-30														
Date Run:														
2015-02-15														
Database	Content Provider	Platform	Customer ID (Standard)	Customer ID (Proprietary)	Customer Name	Reporting Period Total	Jan-2014	Feb-2014	Mar-2014	Apr-14	May-2014	Jun-2014	Jul-2014	Aug-2014
Collection 1	Provider X	<discoveryHost>	isni:1-000-1111	CustA	Customer A	11995	1429	1572	1722	1741	1722	1460	1189	1161
Collection 2	Provider X	<discoveryHost>	isni:1-000-1111	CustA	Customer A	17309	2063	2268	2485	2512	2485	2106	1715	1675
Collection 3	Provider X	<discoveryHost>	isni:1-000-1111	CustA	Customer A	19040	2269	2495	2733	2763	2733	2317	1887	1843
Collection 4	Provider X	<discoveryHost>	isni:1-000-1111	CustA	Customer A	12982	1547	1701	1863	1884	1863	1580	1286	1256

Delivery of Reports

Due to the size of the reports, SUSHI would be the most practical method for a content provider to harvest these new reports. Excel files would be provided on request and, unlike customer-facing reports, a special interface for content providers is not a requirement of COUNTER.

Audit requirements

These reports are *optional* for Release 4 of the COUNTER Code of Practice, which means that there is no mandatory requirement for vendors and publishers to submit it for independent audit.

However, COUNTER is encouraging providers to implement them. COUNTER is also asking publishers and vendors to report implementation of the report and we will list their compliance on the COUNTER website under “*Optional Provider Discovery Reports provided but not audited*”.

COUNTER hopes that these new reports will prove useful and looks forward to your continued feedback.