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 fine 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

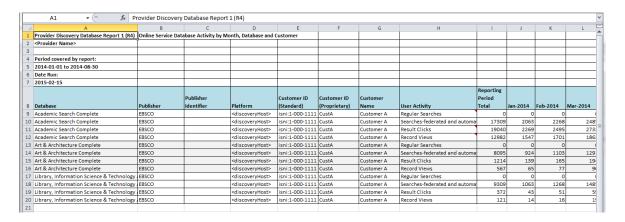
^{*} Book, Chapter and Entry View metric types will only be provided when the publisher also provides the full text that is hosted on and accessed from the online service.

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4	Period covered by report:																П
5	2014-01-01 to 2014-08-30																
6	Date Run:																
7	2014-09-14																
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			Publisher			Proprietary			Customer ID	Customer ID						Mar-	
8	Title	Publisher	Identifier	Platform	Book DOI	Identifier		ISSN			Customer Name	User Activity		2014	2014	2014	
9	Book 1 (full text by chapters)	Publisher A		<discoveryhost< td=""><td></td><td></td><td></td><td>1111-2232</td><td>isni:1-000-1</td><td></td><td>Institution A</td><td>Book Views</td><td>629</td><td>82</td><td></td><td></td><td></td></discoveryhost<>				1111-2232	isni:1-000-1		Institution A	Book Views	629	82			
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11		Publisher A		<discoveryhost< td=""><td></td><td></td><td></td><td>1111-2232</td><td>isni:1-000-1</td><td></td><td>Institution A</td><td>Entry Views</td><td></td><td></td><td></td><td></td><td>L</td></discoveryhost<>				1111-2232	isni:1-000-1		Institution A	Entry Views					L
12	Book 1 (full text by chapters)	Publisher A		<discoveryhost< td=""><td></td><td></td><td>1111-2222</td><td></td><td>isni:1-000-1</td><td></td><td>Institution A</td><td>Linkouts - Publisher Site</td><td></td><td></td><td></td><td></td><td>ľ</td></discoveryhost<>			1111-2222		isni:1-000-1		Institution A	Linkouts - Publisher Site					ľ
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14		Publisher A		<discoveryhost< td=""><td></td><td></td><td>1111-2222</td><td></td><td>isni:1-000-1:</td><td></td><td></td><td>Record Views</td><td>2170</td><td>283</td><td></td><td></td><td>ı</td></discoveryhost<>			1111-2222		isni:1-000-1:			Record Views	2170	283			ı
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20		Publisher A		<discoveryhost< td=""><td></td><td></td><td></td><td>1221-2232</td><td>isni:2-000-2</td><td></td><td></td><td>Result Clicks</td><td>3045</td><td>397</td><td>402</td><td></td><td>ı</td></discoveryhost<>				1221-2232	isni:2-000-2			Result Clicks	3045	397	402		ı
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23		Publisher A		<discoveryhost< td=""><td></td><td></td><td></td><td>1221-2232</td><td>isni:2-000-2</td><td></td><td></td><td>Record Views</td><td>1301</td><td>170</td><td>172</td><td></td><td>ı</td></discoveryhost<>				1221-2232	isni:2-000-2			Record Views	1301	170	172		ı
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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



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

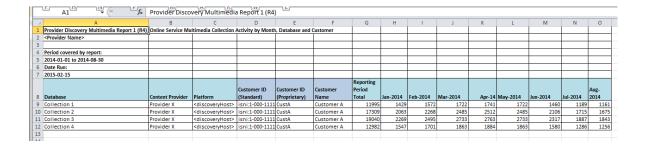
- This report parallels COUNTER Journal Report 3 and offers publishers a tool to understand
 the effectiveness of their journal metadata on a particular discovery vendor's platform or
 other online service. The following metric types will be provided by accessing customer and
 book:
- Full Text Requests*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

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3															
4 Period covered by report:															
5 2014-01-01 to 2014-08-30															
6 Date Run:															
7 2014-09-14															
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8 Journal	Publisher	Identifier	Platform	DOI	Identifier	Print ISSN	Online ISSN	(Standard)	(Proprietary)	Customer Name	User Activity	Total	Jan-2014	2014	2014
9 Total for all journals			<discoveryhost></discoveryhost>								Full Text Requests	1282	167	169	1
10 Total for all journals			<discoveryhost></discoveryhost>								Linkouts - Publisher Site	1514		165	1
11 Total for all journals			<discoveryhost></discoveryhost>								Linkouts - Link Resolver	916	107	131	1
12 Total for all journals			<discoveryhost></discoveryhost>								Record Views	106		13	-
13 Total for all journals			<discoveryhost></discoveryhost>								Result Clicks	52		21	
14 Journal 1	Publisher A		<discoveryhost></discoveryhost>					isni:1-000-1		Institution A	Full Text Requests	629		83	
15 Journal 1	Publisher A		<discoveryhost></discoveryhost>			1111-2222		isni:1-000-1:		Institution A	Linkouts - Publisher Site			81	
16 Journal 1	Publisher A		<discoveryhost></discoveryhost>			1111-2222		isni:1-000-1		Institution A	Linkouts - Link Resolver	446	52	64	
17 Journal 1	Publisher A		<discoveryhost></discoveryhost>			1111-2222		isni:1-000-1	custA	Institution A	Record Views	41	2	5	
18 Journal 1	Publisher A		<discoveryhost></discoveryhost>			1111-2222		isni:1-000-1		Institution A	Result Clicks	14		9	
19 Journal 2	Publisher A		<discoveryhost></discoveryhost>				1221-2232	isni:2-000-2		Institution B	Full Text Requests	653		86	
20 Journal 2	Publisher A	1	<discovervhost></discovervhost>		1	1221-2222	1221-2232	isni:2-000-2	custB	Institution B	Linkouts - Publisher Site	769	48	84	
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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.



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 customerfacing 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.