

Class 1

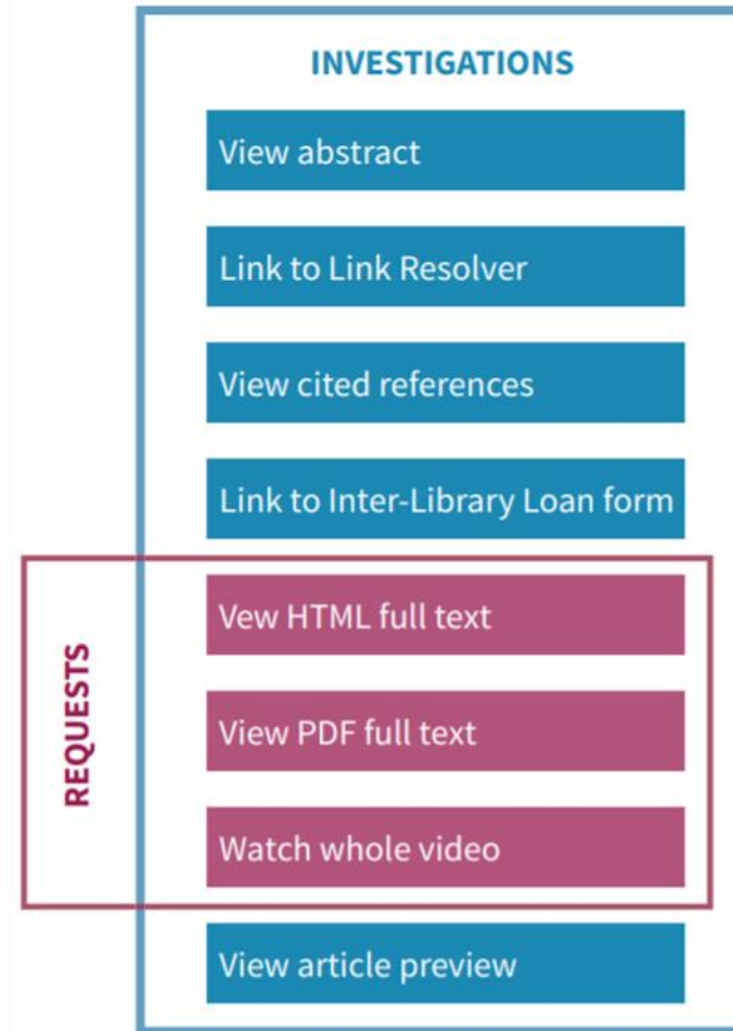
Release 5
Metrics Types

Metric Types

This tutorial explains the new Metric Types and how to use them in calculating cost and decision making

USAGE

Investigations and Requests are the two Metric Types which show user actions



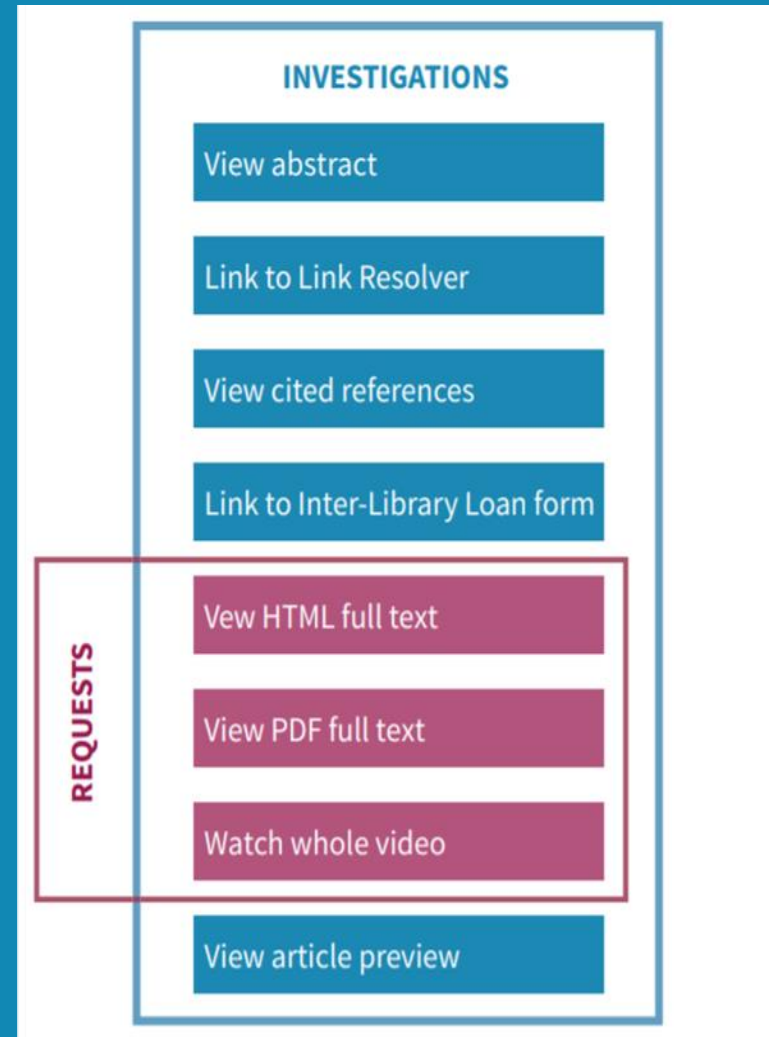
Requests

Total_Item_Requests-

The total number of times the full text of a content item was downloaded or viewed.

Unique_Item_Requests - the number of unique content items (for example, chapters) requested by a user

Unique_Title_Requests The number of unique titles (for example, books) requested by a user

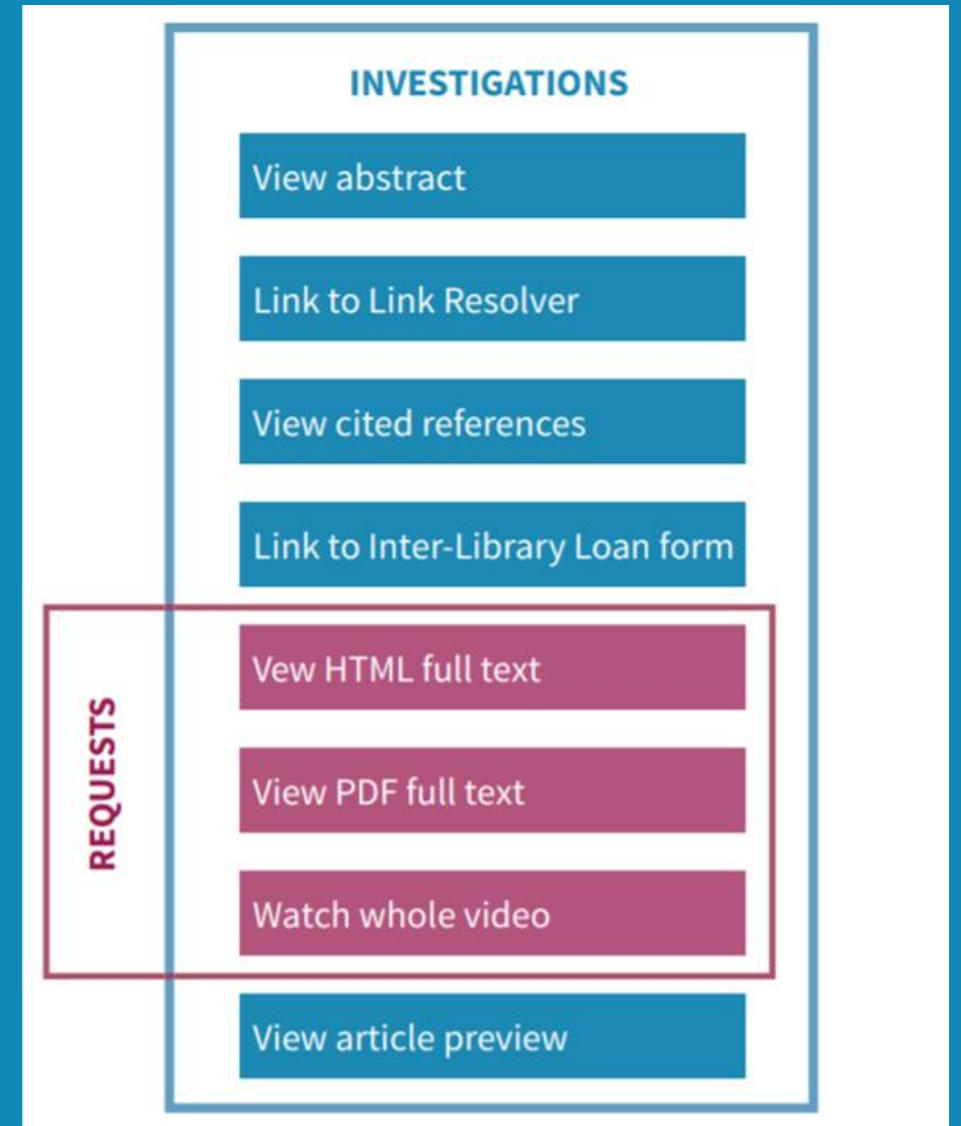


Investigations

Total_Item_Investigations: the total number of times a content item or information related to a content item was investigated by a user

Unique_Item_Investigations: the number of unique content items (for example, chapters) investigated by a user

Unique_Title_Investigations: the number of unique titles (for example, books) investigated by a user



Using Unique_Item_Request to calculate cost per download

$$\text{Journal X} = \frac{\text{£}25,000}{60,000} = \text{£}0.42 \text{ per Unique_Item_Requests}$$

$$\text{Journal Y} = \frac{\text{£}10,000}{2,000} = \text{£}50.00 \text{ per Unique_Item_Requests}$$

Scenario:
Susan's
investigations

Susan opens three article abstracts and a video record (two of the articles are from the same journal)

The counts are:

Total_Investigations: 4

- Unique_Item_Investigations: 4
- Unique_Title_Investigations: 3

- Total_Requests: 0
- Unique_Item_Requests: 0
- Unique_Title_Requests: 0

Scenario Susan's Requests

Susan downloads the PDFs for two of the articles, both from the same journal

The counts are:

- Total_Investigations: 6
- Unique_Item_Investigations: 4
- Unique_Title_Investigations: 3

- Total_Requests: 2
- Unique_Item_Requests: 2
- Unique_Title_Requests: 1

SEARCHES

- **‘Searches_Regular’**: the number of times a user searches a database, when they have actively chosen that database OR there is only one database available to search
- **‘Searches_Automated’**: the number of times a user searches a database, when they have *not* actively chosen that database from a list of options.
- **‘Searches_Platform’**: the number of times a user searches a database, regardless of the number of databases involved in the search
- **‘Searches_Federated’**: the number of times a search is run remotely by a computer

Scenario Susan's Searches

Susan is researching the history of antibiotics on Publisher Platform Alpha. She runs a search for “history AND antibiotics”

The counts are:

- Searches_Regular: 1
- Searches_Automated: 0
- Searches_Platform: 1
- Searches_Federated: 0

Scenario Susan's Searches

Susan is researching the history of antibiotics on Publisher Platform Alpha, which includes multiple databases. She runs a search for “history AND antibiotics”

The counts are:

- Searches_Regular: 0
- Searches_Automated: 1
- Searches_Platform: 1
- Searches_Federated: 0

Scenario Susan's Searches

Susan then selects the 'History of Medicine' database and reruns her search. The counts are:

- Searches_Regular: 1
- Searches_Automated: 1
- Searches_Platform: 2
- Searches_Federated: 0

Scenario Susan's API

In a separate session, Susan uses an API to search Publisher Platform Alpha. The count for that activity is:

- Searches_Regular: 0
- Searches_Automated: 0
- Searches_Platform: 0
- Searches_Federated: 1

ACCESS DENIALS

'No_License': counted when a user is unable to access a unique content item because their institution does not have a license to the content

'Limit_Exceeded': counted when a user is unable to access a unique content item because their institution's cap on the number of simultaneous users has been exceeded.

Scenario
Susan's No_License
requests

Susan is researching the history of antibiotics on Publisher Platform Alpha. From a list of search results, she opens three article abstracts and two video records. Her institution has not subscribed to the video database and she is therefore denied access

The counts are:

- No_License: 2
- Limit_Exceeded: 0

Scenario
Susan's No_License
requests

Susan repeats her attempt to access one of the video records five minutes later.

The counts are:

- No_License: 3
- Limit_Exceeded: 0

Scenario
Susan's
Limit_Exceeded

Susan opens two video records. Her institution has a concurrency-limited subscription to the video database, and Susan's usage exceeds that cap

The counts are:

- No_License: 2
- Limit_Exceeded: 0

Learn more

Read our Friendly Guide

<https://tinyurl.com/y8v3emer>

THE FRIENDLY GUIDE TO RELEASE 5 FOR LIBRARIANS

This guide is a non-intimidating manual for librarians.

Tasha Mellins-Cohen



COUNTER