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

**Journal X**

\[
\text{Journal X} = \frac{\text{£25,000}}{60,000} = \text{£0.42 per Unique_Item_Request}
\]

**Journal Y**

\[
\text{Journal Y} = \frac{\text{£10,000}}{2,000} = \text{£50.00 per Unique_Item_Request}
\]
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
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
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
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
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.
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
Susan repeats her attempt to access one of the video records five minutes later.

The counts are:

- No_License: 3
- Limit_Exceeded: 0
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