Session 4 Q&A: COUNTER Usage in Alma/Analytics

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Question: Since this only counts usage that starts in Primo, what are the use cases for it?

Answer: COUNTER usage does not only include usage that starts in Primo. COUNTER usage also includes usage which is done through the "native interface. For example, if a user logs into the ProQuest platform directly, or the Wiley platform directly, and does a search and download an article or clicks to read it online then the vendor will also add it to the COUNTER report and therefore it will be reflected in Alma Analytics in the Usage Data subject area and the E-Inventory subject area.

Question: How can the reports from Analytics be used effectively in conjunction with the full usage reports (from all sources) that we get from vendors?

Answer: If you have usage reports which are not in format COUNTER, then they cannot be reflected in Alma or Alma Analytics. Therefore you would need to download the COUNTER data from Alma and then externally mix it with whatever usage rep. s you have which are not in format COUNTER. Incidentally we would be interested in seeing and being made aware of what kind of usage reports you are getting from vendors which are not in format COUNTER.

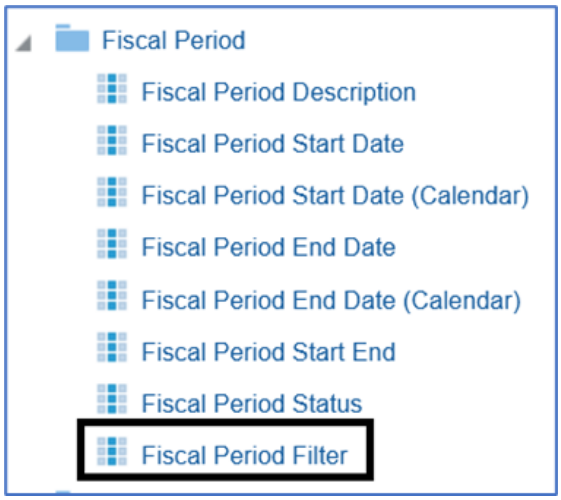
Question: What is the best way to view both COUNTER usage and Cost Per Use data in the same report?

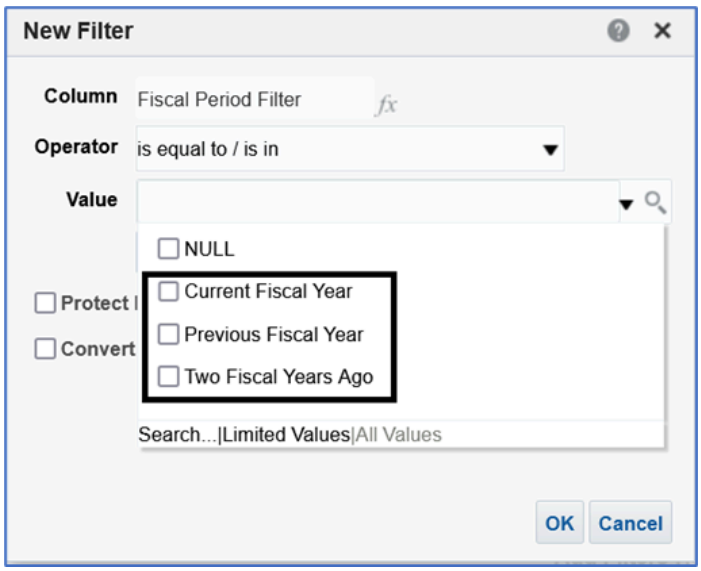
Answer: COUNTER usage and Cost per use (which is based on COUNTER usage and expenditures on the electronic resources) is visible together in the "Cost Usage" folder if the "E-Inventory" subject area. We will see this during the session. See COUNTER Report usage in Alma Analytics.pptx.

Question: How can I make this a dashboard that updates automatically rather than creating a static report for each fiscal year?

Answer: For the E-Inventory subject area you can use the field “Fiscal Period Filter” in the “Fiscal Period” folder under the “Cost Usage” folder to filter, for example, by “Current Fiscal Year” or “Previous Fiscal Year” or “Two Fiscal Years Ago”. This can be in a prompt, or hard coded. It will dynamically bring the relevant fiscal period based in the filter.

For the E-Inventory subject area and the “Usage Data” subject area you can also do it without the above field, see [How to use Date Calculation Formulas in an Advanced SQL Filter to Retrieve Specific Fiscal Periods]





Question: Can optional COUNTERmetrics reports be used for analysis within ALMA?

Answer: If by “optional COUNTER metrics reports” you mean “reports that are not in COUNTER format” then the answer is “no”. Alma support COUNTER format which is the worldwide standard.
As stated above in a similar question: “Incidentally we would be interested in seeing and being made aware of what kind of usage reports you are getting from vendors which are not in format COUNTER.”

Question: For our read and publish agreements & our subscribe to open agreements, we want to obtain usage of OA content. In the Ex Libris knowledge exchange, it does not appear we can pull a report that includes OA usage, is this correct?

Answer: Publishers can provide this in a special COUNTER report if it’s requested. But it’s not one of the standard COUNTER reports. Since it’s not one of the standard COUNTER reports, Alma doesn’t currently support the upload of these reports.

In Analytics, you can add the “Bibliographic Details -> Open Access” indicator to your reports in the e-inventory subject area to identify usage data for those titles with the Open Access indicator in Alma. Note that this approach will return only title-level usage data, and may not include all Open Access titles.

Question: What factors might be causing incorrect COUNTER loads and how can one fix it?

Answer: The “COUNTER report loading” dashboard can show you whether reports were loaded manually or via SUSHI automated loading. Using the “Monthly Usage Data report” can show you months when reports were not loaded for any given provider. The Alma “Usage Data Loader” page will show your SUSHI harvesting and manual load jobs, including any error message regarding the load. You can search these error messages in the Alma Knowledge Base to get detailed information about the error.

For SUSHI harvesting:

- Errors often occur if the harvest is set to happen too early, before the report is ready on the vendor end. If you set your harvest date to the last schedul-able day of the month (the 25th), it can help resolve these issues.

For all COUNTER reports:

- If no files are received, or files are received with incorrect usage, check in with the vendor to confirm that the files are being produced, and to work with them to resolve any data errors.