

TEXSHARE USAGE REPORT DASHBOARD

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INTRODUCTION

The TexShare Usage Report Dashboard was developed to give TexShare member libraries easier access to their electronic resource usage data. Usage data is updated monthly and may be displayed as raw data or visual reports.

Please note that this report is in active development and should be viewed as a working prototype. Questions, requests, and error reports may be sent to Kate Reagor at TexShare@tsl.texas.gov

WHAT'S INCLUDED IN THE DASHBOARD

Not all licensed TexShare resources are currently included in the dashboard. Priority for inclusion was given to resources whose usage reports conform to the COUNTER 5 standard. Additional resources will be added as time permits.

INCLUDED VENDORS/RESOURCES

The TexShare Usage Report currently contains usage data from the following vendors/resources:

- Credo
 - Complete Core Collection
- EBSCO
 - All EBSCO Resources
- Gale Cengage
 - Gale in Context: Opposing Viewpoints
 - Gale in Context: Science
 - Gale OneFile: Health and Medicine
- LearningExpress Library
- ProQuest
 - HeritageQuest Online
 - SciTech Premium Collection

INCLUDED USAGE TYPES

To make the data consistent across all TexShare resources, all usage in this report is displayed using metrics from the [COUNTER 5 standard](#). The usage types included in the report, and their official COUNTER 5 standard names are:

- Item Views (*Total_Item_Requests*)
- Investigations (*Total_Item_Investigations*)
- Searches (*Searches_Regular*)

For those resources not currently reporting usage in this format, the data has been converted to an approximated COUNTER5 equivalent. Specifics of these conversions are given in the next section.

ITEM VIEWS & INVESTIGATIONS

The report includes two types of user interactions: Requests (or Item Views) and Investigations.

Note that counted Total Investigations includes all Total Item Views/Requests, so these metrics should not be combined for an added total use.

Item Views (*Total_Item_Requests*) represent the total number of times the **full version** of a content item was downloaded or viewed.

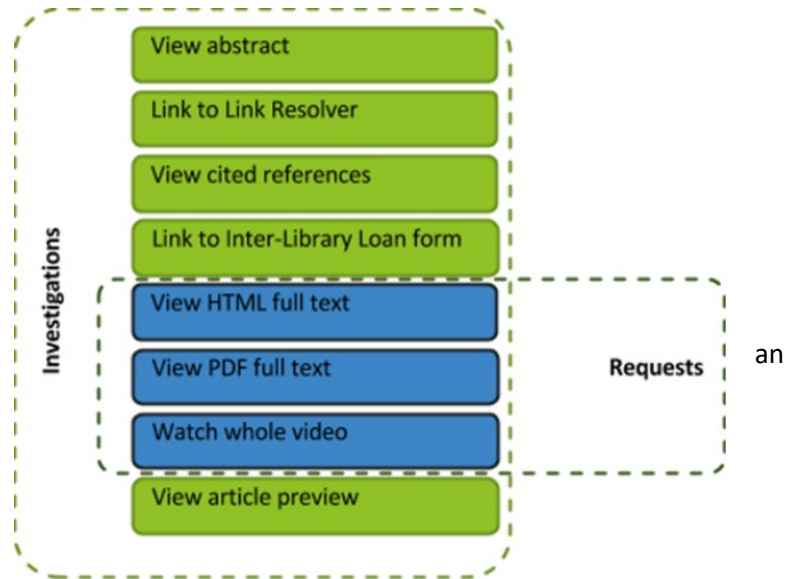
Examples include:

- Viewing or downloading the full text of an article, book chapter, or book title
- Viewing or downloading an entire piece of multimedia: watching a video, listening to audio track, viewing an image

Investigations (*Total_Item_Investigations*) represent the total number of times a user performed **any interaction** with a content item.

Examples include:

- Viewing an item's abstract, preview or summary
- Viewing an article or book's cited references



Investigations and Requests. Image provided by Project COUNTER

SEARCHES

Searches represent the number of times a user conducts a search within the TexShare resources. This report uses the *Searches_Regular* metric, which counts searches conducted from within an individual resource, OR from a selected list of resources.

Federated Searches (*Searches_Federated*), represent searches that were run remotely through an API, such as a discovery service). Federated searches, where available, are included in the data tables but are not reflected in the visual report.

VENDOR USAGE REPORTS: DETAILS

This section describes the usage data from each included vendor report: what format the data was originally in, any changes that had to be made to standardize that data into COUNTER 5 metrics, and how the vendor itself describes how they count patron uses for each usage type/metric.

CREDO REFERENCE

Original Data Reporting Standard:

- COUNTER 5 (October 2019 – onward)
- COUNTER 4 (September 2019 and prior)

USAGE METRIC DETAILS

Sources: [Credo Usage Reports FAQ](#), Credo Staff

- **Item Views (*Total_Item_Requests*):** represents the number of times users requested the full content (i.e. full text) of an item. Requests may take the form of viewing, downloading, emailing, or printing content provided such actions can be tracked by the content provider's server. For Credo, this is a count of entries viewed in full and any action (downloading as PDF, emailing, etc) this entry.
- **Investigations (*Total_Item_Investigations*):** represents the number of times users accessed the content (i.e. full text) of an item, or information describing that item (i.e. an abstract). For Credo purposes, this includes entries viewed and any entry previews/blurbs appearing in search results.
- **Searches (*Searches_Platform*):** The search metric provided by Credo is *Searches_Platform* rather than *Searches_Regular*, but because Credo has only one platform these metrics should function identically.

DATA TRANSFORMATIONS USED

Credo usage reports from September 2019 and earlier were created using the COUNTER 4 reporting standard. Usage from these reports was converted into approximated COUNTER 5 format as follows:

Item Views & Investigations = Entries Viewed (Credo)

Credo defines Entries Viewed as: The number of full text entries viewed. Topic Pages count as two entries viewed if the "Expand Definition" link is clicked.

This metric was used to approximate Item Views and Investigations, so numbers for both items are identical during affected reporting period.

EBSCO

Original Data Reporting Standard: COUNTER 5 (September 2019 – onward)

Report Used: Database Master Report

USAGE METRIC DETAILS

Source: [EBSCO COUNTER Reports FAQ](#)

- **Item Views (*Total_Item_Requests*):** Total number of times a “Content Item” was requested (i.e. the full text or content was downloaded or viewed). Double-click filters applied. Examples of “Content Items” are article, eBook, book chapter, or multimedia files.
- **Investigations (*Total_Item_Investigations*):** Total number of times a “Content Item” or information related to a “Content Item” was accessed. Double-click filters are applied to these transactions. Examples of “Content Items” are article, eBook, book chapter, or multimedia files.
- **Searches (*Searches_Regular*):** Number of searches conducted against a user-selected database where results are returned to the user on the host UI. The user is responsible for selecting the “Databases” or set of data to be “Searched”. This metric only applies to usage tracked at the “Database” level and is not represented at the “Platform” level.

GALE: IN CONTEXT & ONEFILE RESOURCES

Applies to: Gale in Context: Science, Gale in Context: Opposing Viewpoints, and Gale OneFile Health and Medicine

Original Data Reporting Standard: COUNTER 5 (September 2019 – onward)

Report Used: Database Master Report

USAGE METRIC DETAILS

Source: [Gale Glossary of Usage Terms](#)

- **Item Views (*Total_Item_Requests*):** A COUNTER Metric Type that represents the number of times users requested the full content (i.e. full text) of an item. Requests may take the form of viewing, downloading, emailing, or printing content provided such actions can be tracked by the content provider’s server..
- **Investigations (*Total_Item_Investigations*):** A COUNTER Metric Type that represents the number of times users accessed the content (i.e. full text) of an item, or information describing that item (i.e. an abstract)
- **Searches (*Searches_Regular*):** A COUNTER Metric Type used to report on searches conducted by a user on a host where the user is in control over which databases can be searched.

LEARNINGEXPRESS LIBRARY

Original Data Reporting Standard: non-COUNTER report

Report Used: Library Detailed Usage Report

USAGE METRIC DETAILS

Source: [LearningExpress Library Reports User Guide](#)

Usage Data for LearningExpress is reported in a non-standard format and has been converted to a COUNTER 5 equivalent for this report.

- **Item Views (*Total_Item_Requests*):** Total Item Requests (downloads or views of full-text or media content) is approximated by combining the following reported use types
 - TestsAdded - The quantity of tests users added to their accounts during the selected date range.
 - TutorialsAdded - The quantity of tutorials users added to their accounts during the selected date range.
 - eBooksAdded - The quantity of tests users added to their accounts during the selected date range.

- ComputerCoursesAdded - The quantity of computer courses users added to their accounts during the selected date range.
- **Investigations (*Total_Item_Investigations*):** Total Investigations is approximated by taking the above full-text equivalent items and adding an additional measure of “Page Hits” as an equivalent to an abstract/summary view.
 - PageHits - The number of page hits on the following site pages: Main Homepage, Center Homepage, Login, Registration, My Center, Guidance, Help, Index, Resources, Search, Video Guide, and Administrator page.
- **Searches (*Searches_Regular*):** LearningExpress does not report searches as a metric.

PROQUEST HERITAGEQUEST

Original Data Reporting Standard: non-COUNTER, COUNTER 4

Reports Used: Document Usage by Delivery Method (Full-text), Counter Database Report 1 (Searches-Sessions)

USAGE METRIC DETAILS

Source: HeritageQuest Usage Reports Portal

Usage Data for HeritageQuest is reported in a non-COUNTER 5 format and has been converted to a COUNTER 5 equivalent for this report.

- **Item Views (*Total_Item_Requests*):** Total Item Requests is approximated using the Document Usage by Delivery Method report. This report shows the total number of documents provided broken out by delivery method (Download, Electronic Mail, or On-Line Display) and delivery format (PDF, Tif, Citation Image, etc.). The full-text equivalent usage total is generated using the sum of these user actions.
- **Investigations (*Total_Item_Investigations*):** HeritageQuest does not track metrics related to previews, so for this resource the Total Item Investigations is identical to Total Item Requests.
- **Searches (*Searches_Regular*):** Total searches are reported in COUNTER 4 format and require no further transformations.

PROQUEST SCITECH COLLECTION

Original Data Reporting Standard: COUNTER 5 (September 2019 – onward)

Report Used: Database Master Report

USAGE METRIC DETAILS

Source: [ProQuest Platform - Database Master Report, Definitions of Metric Types](#)

- **Item Views (*Total_Item_Requests*):** Total number of times a “Content Item” was requested (i.e. the full text or content was downloaded or viewed). Double-click filters applied.
- **Investigations (*Total_Item_Investigations*):** Total number of times a “Content Item” or information related to a “Content Item” was accessed. Double-click filters are applied to these transactions. A “Content Item” could be an “Article”, “Book Chapter”, “Multimedia” files.
- **Searches (*Searches_Regular*):** The number of searches conducted against a user selected database(s) where results are returned to the user.