



CRICOS PROVIDER 00122M

ANZREG Alma Best Practice Day 2016

USTAT and Alma Analytics

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seek LIGHT

USTAT and Alma Analytics

- Definition

(What this means at my institution)

- Place to hold all of the usage data
- Provide reports for decision making
 - Usage
 - Cost per Use

- Terminology

- COUNTER : JR1, DB1, BK1, BK2
- SUSHI

COUNTER = Counting Online Usage of NetWorked Electronic Resources
SUSHI = Standardized Usage Statistics Harvesting Initiative

Workflow Outline

- Manual loading
 - How often ?
- Automatic harvesting via SUSHI
 - Monitor monthly
- Keep manual spreadsheet
 - How many vendors do we deal with ?
 - How many can provide COUNTER files ?
 - How many are in USTAT as SUSHI vendor ?
 - How many files do we manually upload ?
 - What manipulation of COUNTER files has to happen ?

Would like to have more harvested automatically via SUSHI – requires vendor to be able to provide, and EXL to be able to upload into USTAT

Manual loading – very time intensive – currently taking 2 to 3 weeks to do all vendors so would need a full time person if we wanted to do this every month

Best if we have up to date stats so can generate reports when we need to

Spreadsheet ...

J	K	L	M	N	O	P	Q	R
Vendor can provide COUNTER files	Vendor can provide JR1 via SUSHI	SUSHI Vendor in USTAT (only if JR1)	USTAT Details					Provider
			JR1 SUSHI	JR1 Manual	DB1 Manual	BK1 Manual	BK2 Manual	
Y	O					R4		
Y	Y	Y	R4		R4			http://www.tandfebooks.com/api/soap/ana Taylor & Francis Journals

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Helps keep track of where we are with vendors – provides stats on who can provide via SUSHI etc – and also used when loading manually so we know which we have done and which we haven't

Progress - USTAT

- Good progress since starting in February 2014
 - Ex Libris very responsive to adding SUSHI vendors !
 - 18 SUSHI vendors added
 - 4 still in progress
 - Vendors
 - How many can provide COUNTER format ?
 - How many are SUSHI vendors ?
 - Are the issues on their side ?

Vendors we deal with = 179

Provide COUNTER = 144

SUSHI = 68 ; 3 with issues

Manual = 23 JR1; 24 DB1; 17 BK1; 46 BK2

Progress - Analytics

- Usage reports
- Cost per Use reports
 - Still not able to get accurate cost per use reports ☹
 - GOOD NEWS – Ex Libris are listening & some issues are being fixed in March and April releases
 - BUT 'tip of the iceberg'

March fix – if POL is linked to a deleted BIB it wasn't in Analytics

April fix – match with Alma invoice should use fiscal period assoc with invoice and not invoice date – i.e. prepayments

Who does the work ?

- Alma Project Manager
 - Working closely with staff member in eContent Services

Monthly check of USTAT to make sure SUSHI accounts loaded successfully for previous month, and follow up if they haven't for a few months
Staff download ALL files from vendor site and then upload those we need to, and can, into USTAT

Issues

Resolved since we started

- USTAT
 - XLS only for manual load – now XLSX
 - Only JR1 & DB1 – now also BK1 & BK2

Issues

Still to be resolved

- USTAT
 - Ability to load more COUNTER reports
 - How to resolve issues with COUNTER reports that are not 100%
 - Ability to get more loaded via SUSHI
 - More vendors
 - More types of reports
- Analytics
 - Cost Usage subject area ??

Would also like to load usage statistics for Backfiles we have purchased
How do we resolve issues with data in usage statistics – contact the vendor ? E.g. EBSCO
via SUSHI where we don't have a chance to fix
Some look like COUNTER but they are not quite correct

Issues

Salesforce Cases

Vendors

- Sometimes issue is at vendor side so have to start there
- Sometimes strange requirements, e.g. password has to be email format & used as Requestor email

Analytics

- Cost Usage subject area needs improvements
- What are reports actually telling us ?
 - Link Resolver Usage subject area

10 open SF cases for USTAT:

7 with Dev – 4 for new SUSHI accounts and 3 for problems with SUSHI accounts

3 with Prod Mgt – enhancements (load other COUNTER files, DB1 via SUSHI, email when SUSHI harvest fails)

3 open SF cases for Analytics – all around Cost usage subject area issues – 2 now pending release & 1 still with Dev

Vendors – usually responsive when getting help around SUSHI credentials

From UNSW :

In summary, all the Link Resolver Usage measures is the number of times someone clicks the View It tab and the number of times they click on any of the platforms displayed in the UResolver screen.

We have found the numbers low but then we remembered that if you have subject guides or an A-Z that links straight to the e-resource the numbers of hits won't be measured. Also if someone goes to a database and stays in it all day, it still only registers as one hit in the UResolver usage. Maybe a lot of users bookmark their favourite database or journal and subsequently never go via the Primo interface. Lecturers may be deep linking in their Moodle/Blackboard learning systems to individual articles.

If your library has set up links that bypass the UResolver, they will not be counted.

At UNSW we tested by clicking a number of times on a little used resource in various combinations of ways and then looked at Analytics report the next day. The numbers always confirmed the number of clicks from the previous day.

I think that the reports are measuring the number of clicks on the Primo interface accurately, nothing more.

Future ?

Alma Roadmap – changes for USTAT ??

More automatic harvesting via SUSHI

Accurate reporting for cost per use

Some indication that there will be changes (i.e. in Alma roadmap)



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