July 2003 Gale Usage Reporting Modifications

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1. BRIEF DESCRIPTION
The Usage Reporting project addresses the need to provide customers with usage reports that show the number of full-content units examined in a given time period by database and location ID. This specification illustrates the changes that will take place to the content and form of all usage reports through mocked-up samples. The affected sections are:

- Usage Summary
- Database Usage
- Journal Retrievals
- Definition of Terms
- Glossary

Note that the Time-of-Day/Day-of-Week section will not be affected by the changes described in this project.
2. SAMPLE USAGE REPORT: USAGE SUMMARY SECTION

The following changes will be made to the Usage Summary section for all Location-, Library-, and Consortium-based usage reports:

- “Total Views” and its corresponding data will no longer appear on usage reports
- “Total Fulltext”, representing full-content units examined has been added
- The definition of “Total Retrievals” has changed; it is the sum of all full-text, abstract and citation records examined, downloaded, or otherwise supplied to user, to the extent these are recordable and controlled by the Gale server rather than the browser.
The following changes will be made to the Database Usage section for all Location-, Library-,
and Consortium-based usage reports:

- “Views” and its corresponding data will no longer appear on usage reports
- “FT”, representing full-content units examined has been added
- The definition of “Retrievals” has changed; it is the sum of all full-text, abstract and
citation records examined, downloaded, or otherwise supplied to user, to the extent
these are recordable and controlled by the Gale server rather than the browser.

(Red box for illustration purposes only; will not appear on usage reports)
4. SAMPLE USAGE REPORT: JOURNAL RETRIEVALS SECTION

The following changes will be made to the Journal Retrievals section for all Location-, Library-, and Consortium-based usage reports:

- “Views” and its corresponding data will no longer appear on usage reports
- “FT”, representing full-content units examined has been added
- “Abs+Ct” and “Ftxt” “Retrievals and all corresponding data will no longer appear on usage reports
- The definition of “Total” “Retrievals” has changed; it is the sum of all full-text, abstract and citation records examined, downloaded, or otherwise supplied to user, to the extent these are recordable and controlled by the Gale server rather than the browser. The column head for the data representing total retrievals will now be “Rtrvlx”.
- “PSta” (print station) and its corresponding data will no longer appear on usage reports

(Red box for illustration purposes only; will not appear on usage reports)
5. SAMPLE USAGE REPORT: DEFINITION OF TERMS SECTION

The following changes will be made to the Definition of Terms section for all Location-, Library-, and Consortium-based usage reports:

- “Definition of Terms” header changed to “Definition of Terms Used in Gale Usage Reports”
- Usage Summary definition: “ICOLC does not require this aggregation of total usage, but many customers find it useful. (For now, if you are only interested in full text views and retrievals, please refer to the Journal Retrievals Report.)” will be removed
- Internal Usage/Remote Usage definition: “5/1/2003” will be changed to “May 2003”
- Database Usage definition: “Gale is in the process of modifying this section to break out full text views and retrievals from abstract views and retrievals, just as we do in the Journal Retrievals report. (For now, if you are only interested in full text views and retrievals, please refer to the Journal Retrievals Report.)” will be removed
- Time-of-Day/Day-of-Week definition: Added
- Journal Retrievals definition: Definition will change from
  “Includes journal name and ISSN (when appropriate). Also provides separate counts for full text and abstracts retrieved.”
  to
  “Summarizes retrievals for each journal and is sorted either alphabetically, by journal name, or by the number of records accessed for a given citation.”
6. SAMPLE USAGE REPORT: GLOSSARY SECTION

Glossary

Sessions (Sessns) - Cycle of user activities that starts when a user connects to a database and ends by connecting to another database or leaving the service through a logout or timeout due to user inactivity.

Fulltext (FT) - Sum of only full text records examined, downloaded, or otherwise supplied to user, to the extent these are recordable and controlled by the Gale server rather than the browser. Separate reporting of full text usage by database began in June 2003.

Retrievals (Rtrvls) - Sum of all full text, abstract, and extended citation records examined, downloaded, or otherwise supplied to user, to the extent these are recordable and controlled by the Gale server rather than the browser.

Views definition: Deleted

Fulltext definition: Added

Retrievals (Rtrvls): Definition will change from

“Retrievals are counted for each full text article or abstract printed or e-mailed through the service. Browser prints are not counted. An item is counted only once per session regardless of the number of times it was printed or emailed.”

to

“Sum of all full text, abstract, and extended citation records examined, downloaded, or otherwise supplied to user, to the extent these are recordable and controlled by the Gale server rather than the browser.”

Searches (Srches) - A specific intellectual query submitted through a search form to the database.

Turnaways (Trnawy) - A turnaway (rejected session) is defined as an unsuccessful log-in to an electronic service by exceeding the simultaneous user limit.

The following changes will be made to the Glossary section for all Location-, Library-, and Consortium-based usage reports:

- Sessions (Sessns): Definition will change from
  
  “A successful request of an online service. It is one cycle of user activities that typically starts when a user connects to the service or database and ends by terminating activity that is either explicit (by leaving the service through exit or logout) or implicit (timeout due to user inactivity) (NISO).”

  to

  “Cycle of user activities that starts when a user connects to a database and ends by connecting to another database or leaving the service through a logout or timeout due to user inactivity.”

- Views definition: Deleted

- Fulltext definition: Added

- Retrievals (Rtrvls): Definition will change from

  “Retrievals are counted for each full text article or abstract printed or e-mailed through the service. Browser prints are not counted. An item is counted only once per session regardless of the number of times it was printed or emailed.”

  to

  “Sum of all full text, abstract, and extended citation records examined, downloaded, or otherwise supplied to user, to the extent these are recordable and controlled by the Gale server rather than the browser.”

- Searches (Srches): Definition will change from

  “A specific intellectual query, typically equated to submitting the search form of the online service to the server. If the search engine needs to perform additional searches or re-execute a search, then additional searches are counted (such as when a user reuses a search result from an expired session).”

  to

  “A specific intellectual query submitted through a search form to the database.”