INTRODUCTION

As usage of our digital products increase, so do the demands for a deep understanding of how the online products and journals are being used. To meet these demands we are pleased to provide our institutional customers with COUNTER 4-compliant usage reports.

The COUNTER 4 code of practice provides an international, extendible Code of Practice for e-Resources that allows the usage of online information products and services to be measured in a credible, consistent and compatible way using vendor-generated data.

The COUNTER 4 Code of Practice replaces the previous iterations of reporting for both Journals and Online Resources and is the current recognised standard for reporting usage of academic publishing online.

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ACCESS

1. How do I access the reports?

Access to your COUNTER reports are available through the links below:

Online Resources - https://subscriberservices.sams.oup.com

2. What is my username and password?

Your username and password will have provided to your administrators when you subscribed. If you have forgotten or do not know your login details then please contact our customer services team for further help:

Journals (Global) – Jnls.Cust.Serv@oup.com
Online Resources (The Americas) - oxfordonline@oup.com
Online Resources (ROW) - onlinesubscriptions@oup.com

3. What if I use SUSHI?

We are pleased to support SUSHI harvesting as a method of automatically retrieving usage statistics, there are however some changes that your SUSHI administrator will need to make.

If you are a SUSHI administrator, you will need to re-configure the server address and WSDL as well as create a SUSHI account where you will be provided with a unique client ID for additional security. The attached document shows you how you can do so in 5 easy steps.

Please note, for best results we recommend running an up to date version of your chosen browser.
THE REPORTS

1. What are Journals (JR) reports?

Once you have logged into the usage portal for Journals, you will be presented with the following screen that allows you to define the parameters for the report(s) you wish to view:

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2. Journal Report 1 (JR1): Number of Successful Full-Text Article Requests by Month and Journal

Useful information about JR1 reports:

- Where the number of Successful Full-Text Article Requests for every month in the period you select is zero for any title, this title will not be included in your report.
- This report includes all journals full text downloads, and would include the journals archive usage available in the JR1a and the Gold Open Access usage available in the JR1GOA as well as the journals current content usage.
- This report includes usage from subscribed and non-subscribed content.

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3. Journal Report 1 GOA (JR1 GOA): Number of Successful Gold Open Access Full-Text Article Requests by Month and Journal

Useful information about JR1 GOA reports:

- Where the number of Successful Full-Text Article Requests for every month in the period you select is zero for any title, this title will not be included in your report.
- The JR1 GOA report is a new report available from 2014 and allows Gold Open Access article usage to be reported.
4. Journal Report 1a (JR1a): Number of Successful Full-Text Article Requests from an Archive by Month and Journal

Useful information about JR1a reports:

- Where the number of Successful Full-Text Article Requests for every month in the period you select is zero for any title, this title will not be included in your report.
- This report would include JR1GOA archive usage.
- This report includes usage from subscribed and non-subscribed content.

Useful information about JR2 reports:

- Where the number of Access Denials for every month in the period you select is zero for any title, this title will not be included in your report.
- Access Denials are recorded when attempts are made by a user to access content behind a paywall and where the user/institution does not have access.

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6. Journal Report 5 (JR5): Number of Successful Full-Text Article Requests by Year-of-Publication (YOP) and Journal

Useful information about JR5 reports:

- Where the number of Successful Full-Text Article Requests for every month in the period you select is zero for any title, this title will not be included in your report.
- The JR5 report is a new report available from 2014 and shows full text download usage by the year the journal article was published.

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7. ‘All Members’ Consortium option (JR1, JR1 GOA, JR1a, JR2, JR5)

Journals Consortia also have the option to run each of the above Journals reports by ‘all members’ or by each member individually:

Useful information about the all members report:

- Where the number of Successful Full-Text Article Requests for every month in the period you select is zero for any title, this title will not be included in your report.
- The All Members report is a new report available from 2014 and shows total usage for the consortia by Journal title and also allows you to look at usage by each individual consortia member.
8. **Consortium Report 1 (CR1): Full Text Article Requests**

Journals consortia now have the option to run the ‘Full-text Usage by Member, Journal, and Month’ report, which gives the same statistics as the COUNTER-compliant Consortium Report 1 (CR1), which is only available in XML format via SUSHI.

This report is useful for those consortia who do not wish to use SUSHI to obtain the CR1, but require the information that CR1 contains.

**Useful information about CR1 reports:**
- Where a Consortium has a large number of members, with a large number of Journals, Consortia administrators are encouraged to generate the CR1 report via SUSHI rather than the Counter 4 Portal. For more information on how to use SUSHI, see the [5 Steps to SUSHI harvesting](#).
- Where the number of Successful Full-Text Article Requests for every month in the period you select is zero for any title, this title will not be included in your report.
- To export this report into Excel, it is recommended that Consortia administrators select the CSV format option to export the report and convert into an.xls format.

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9. What are Online Resource (BR) reports?

Once you have logged into the usage portal for Online Resources, you will be presented with the following screen that allows you to define the parameters for the report(s) you wish to view:
Useful information about BR2 reports:

- Where the number of section requests for every month in the period you select is zero for any title, this title will not be included in your report.
- The definition of a ‘section’ differs from site to site and is appropriate to the content you are viewing i.e. chapter, dictionary entry, biography. If you require further information, please contact Customer Services.
- We no longer provide reports by collections for Oxford Reference Online and Oxford Scholarship, meaning you can only report at the title level for these resources.
11. Book Report 3 (BR3): Access Denied to Content Items by Month, Title and Category

Useful information about BR3 reports:

- These reports display access denials – either due to concurrency or from unlicensed content – by title. In some cases where the site is made up of a single title (such as the Oxford English Dictionary) the platform and title are largely interchangeable.
- If you do not wish to see usage data at this low a level you can refer to the BR4 reports which are displayed at a platform level.

Useful information about BR4 reports:
- To see access denials at a title level please use the BR3 report outlined above.

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13. Platform Report 1 (PR1): Shows searches, record views and results clicks (which show the clicking action after a search has been performed).

Useful information about PR1 reports:

- The PR1 displays detailed information on Searches (such as separating out search and browse data and selecting from search results pages). This data is only populated from the point at which we enabled this reporting. Please see Appendix 2 for a list of these dates.
- The ‘Searches-federated and automated’ metric is for databases where a search is completed across multiple products. As we do not offer this form of search on OUP resources, this field will always be zero.
- The ‘Record Views’ field is a click through of a search result to content that is not found on the site. As a result this field will also be zero.
- This report replaces the BR6 report that was available in the previous COUNTER standard and provided data on both searches and sessions.
- There is currently no replacement in the COUNTER standard for measurement of sessions. We understand the importance of this metric for many of our customers, so now provide a non-COUNTER custom report.
- The ‘Result Click’ metric will only be populated on the PR1 report from the date that the resource began to report in this format, so is not applied to historic data.

Useful information about Sessions reports:

- This custom report has been produced to replicate the COUNTER 1 BR6 sessions metric, please be aware that it is not COUNTER compliant or directly comparable with the previous report.

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## 15. Which resources have migrated to COUNTER 4?

The following resources have migrated to COUNTER 4:

<table>
<thead>
<tr>
<th>AMA Manual of Style Online</th>
<th>Berg Fashion Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic Enlightenment</td>
<td>Encyclopedia of Social Work</td>
</tr>
<tr>
<td>Investment Claims</td>
<td>Max Planck Encyclopedia of Public International Law</td>
</tr>
<tr>
<td>Oxford African American Studies Center</td>
<td>Oxford Art Online</td>
</tr>
<tr>
<td>Oxford Biblical Studies Online</td>
<td>Oxford Bibliographies</td>
</tr>
<tr>
<td>Oxford Competition Law</td>
<td>Oxford Constitutions of the World</td>
</tr>
<tr>
<td>Oxford Dictionaries</td>
<td>Oxford Dictionary of National Biography</td>
</tr>
<tr>
<td>Oxford English Dictionary</td>
<td>Oxford First Source Online</td>
</tr>
<tr>
<td>Oxford Handbooks Online</td>
<td>Oxford History of Western Music Online</td>
</tr>
<tr>
<td>Oxford Islamic Studies Online</td>
<td>Oxford Journals</td>
</tr>
<tr>
<td>Oxford Medicine Online</td>
<td>Oxford Music Online</td>
</tr>
<tr>
<td>Oxford Public International Law</td>
<td>Oxford Reference Online</td>
</tr>
<tr>
<td>Oxford Reports on International Law</td>
<td>Oxford Scholarly Authorities on International Law</td>
</tr>
<tr>
<td>Oxford Scholarship Online</td>
<td>SIPRI Yearbook Online</td>
</tr>
<tr>
<td>University Press Scholarship Online</td>
<td>Very Short Introductions</td>
</tr>
<tr>
<td>Who’s Who and Who Was Who</td>
<td></td>
</tr>
</tbody>
</table>

Further Information:

The *American National Biography* does not currently offer COUNTER statistics. Usage continues to be available via the ICOLC standard and can be found within the Subscriber Services area on the ICOLC page. Customers outside of the Americas will require an additional administrator username and password to access their *American National Biography* usage. If you are not aware of your login for this usage data please contact onlinesubscriptions@oup.com.

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16. Can I still access my previous usage reports?

**Journals** - You will be able to access historic COUNTER 3 reports for 2013 usage in the librarian portal alongside your current COUNTER 4 data, simply adjust the reporting date to begin January 2013.

<table>
<thead>
<tr>
<th>Consortium Journal Reports</th>
<th>2014 Usage to date</th>
<th>2013 Usage</th>
<th>Pre-2013 Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Consortium Report 1</strong>: Full Text Article Requests</td>
<td>Available via the COUNTER 4 Portal and via SUSHI</td>
<td>Available via the COUNTER 4 Portal and via SUSHI</td>
<td>Not available</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Institutional Journal Report</th>
<th>2014 Usage to date</th>
<th>2013 Usage</th>
<th>Pre-2013 Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Journal Report 1 (JR1)</strong>: Number of Successful Full-Text Article Requests by Month and Journal</td>
<td>Counter 4 Portal</td>
<td>Counter 4 Portal</td>
<td>Available on Request</td>
</tr>
<tr>
<td><strong>Journal Report 1a (JR1a)</strong>: Number of Successful Full-Text Article Requests from an Archive by Month and Journal</td>
<td>Counter 4 Portal</td>
<td>Available on Request</td>
<td>Available on Request</td>
</tr>
<tr>
<td><strong>Journal Report 5 (JR5)</strong>: Number of Successful Full-Text Article Requests by Year-of-Publication (YOP) and Journal</td>
<td>Counter 4 Portal</td>
<td>Not available – New Report for 2014</td>
<td>Not available – New Report for 2014</td>
</tr>
</tbody>
</table>

If you require any historic data for the period 2008-2013, please send a request to our journals customer support team Jnls.Cust.Serv@oup.com - please note this can take between 5-7 working days to process.
## Online Resources

<table>
<thead>
<tr>
<th>Institutional Online Resources Report</th>
<th>2014 Usage to date</th>
<th>2013 Usage</th>
<th>Pre-2013 Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Book Report 2 (BR2):</strong> Number of Successful Section Requests by Month and Title</td>
<td>Counter 4 Portal</td>
<td>Counter 4 Portal</td>
<td>On Request</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Old COUNTER 1 BR4 Turnaways report are available on request</td>
<td>Old COUNTER 1 BR4 Turnaways report are available on request</td>
</tr>
<tr>
<td><strong>Platform Report 1 (PR1):</strong> Shows searches, record views and results clicks (which show the clicking action after a search has been performed).</td>
<td>Counter 4 Portal</td>
<td>Not available – New Report for 2014</td>
<td>Not available – New Report for 2014</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Old COUNTER 1 BR4 Turnaways report are available on request</td>
<td>Old COUNTER 1 BR4 Turnaways report are available on request</td>
</tr>
</tbody>
</table>

If you require any historic data for migrated products for the period preceding 2013 please send a request to:

North American customers - oxfordonline@oup.com
ROW customers - onlinesubscriptions@oup.com

Please note this can take between 5-7 working days to process.

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1. **When will my COUNTER 4 reports be available?**

Monthly usage reports will usually be available by the 15th of the following month as per COUNTER standards which require publishing of statistics by the end of the following month. We publish mid-month in order for us to be able to:

- Ensure our reports are fully COUNTER compliant
- Perform extensive checking of data accuracy

2. **What formats are they available in?**

The reports are available in the following formats:

- **HTML** (Hypertext Markup Language) - The coded format language used for creating hypertext documents on the World Wide Web and controlling how Web pages appear.

- **PDF** - A file format created by Adobe to provide a standard form for storing and editing printed publishable documents. To view files of this type, download the Adobe Acrobat Reader, which is available free from Adobe's Web site - [http://www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html).

- **CSV** (Comma Separated Variable) - The simplest form of file for holding scientific, or other, data. Data is listed in columns in a text file, each value being separated by a comma. Each new line represents a new set of data.

- **XLS** - Excel format spreadsheet.

- **XML** (Extensible Markup Language): A text format designed for ease of implementation and for interoperability with both SGML and HTML.
Known Issues

While we remain in the process of launching our new system there are a few minor issues which we are working on:

- You may experience a slight delay in running some reports.
- As we migrate and add fixes, data can be reset and could change your usage statistics. Whether you are reporting monthly, quarterly, or annually we recommend running the full period of statistics on each occasion to ensure you have the most accurate information.
- If you have JavaScript turned off in your browser, usage will not be collected.

The Product Usage Data Status Table provides regularly updated information about data integrity for all resources and how it may be affecting your usage reports during this ongoing transition. It will also highlight any important information regarding the statistics you may have already run, so we recommend checking this as part of the process of obtaining your usage data.

Thank you for your patience as we work to provide you with the accurate data you expect.

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FURTHER HELP

For any further help, please contact our customer support team:
- Customer services UK, US, journals: Jnls.Cust.Serv@oup.com
- Journals (Global): Jnls.Cust.Serv@oup.com
- Online Resources (The Americas): oxfordonline@oup.com
- Online Resources (ROW): onlinesubscriptions@oup.com

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APPENDIX AND USEFUL DOCUMENTS

1. 5 Steps to SUSHI harvesting

The Standardized Usage Statistics Harvesting Initiative (SUSHI) protocol is an automated request and response model for harvesting usage data.

To access your COUNTER 4 compliant reports from OUP, simply follow the 5 easy steps to retrieve your SUSHI access credentials today. With these, you can begin harvesting usage reports using your preferred SUSHI ERM tool.

Consortium accounts can also activate SUSHI on their accounts and then they will be able to access all consortium usage stats for their members.

The OUP SUSHI web service is available 24 hours per day, 7 days a week. If you need assistance beyond the self-service SUSHI activation process, please contact Jnls.Cust.Serv@oup.com for further assistance.

Step 1

Login: if you have a Journals subscription via My Account; if you have a subscription to an Academic product, via SAMS Subscriber Services.
**Step 2**

In the right hand corner is a link ‘SUSHI’. Click the link to go to the SUSHI registration page.

![Oxford University Press SUSHI registration page](image1)

**Step 3**

You will then see your account. If the account is active then you will see the SUSHI information.

If not, complete Contact Name, Email Address and select your preferred SUSHI Client from the drop down menu. Click the enable button to activate.

![Oxford University Press SUSHI account creation page](image2)

**Step 4**

You will see the following message “The SUSHI account activated successfully. “

The required SUSHI account credentials for your institution will include:

- **Requestor ID:**
- **Institution ID/Customer ID:**
- **Platform:** OUP Journals or OUP Books
- **Contact Name:**
- **Email:**
**Step 5**

To then access the OUP SUSHI web service, simply point your own SUSHI client or access software to the following service URL: [http://sushi4.scholarlyiq.com/sushiservice.svc](http://sushi4.scholarlyiq.com/sushiservice.svc). The WSDL for the OUP SUSHI web service can be downloaded from [http://sushi4.scholarlyiq.com/sushiservice.svc?wsdl](http://sushi4.scholarlyiq.com/sushiservice.svc?wsdl).

Your SUSHI Client application’s “ReportRequest” will require the supplied Requestor ID, Institution ID (Customer Reference) as well as The Report Type, the Report Version (4) and the Usage ranges you want to harvest.

If you have any questions about our service or need some assistance, please contact our support desk at [Jnls.Cust.Serv@oup.com](mailto:Jnls.Cust.Serv@oup.com).

Scholarly iQ, who supports the OUP SUSHI web service, also publish a more detailed reference on how to set up your system for access. Download it [here](http://sushi4.scholarlyiq.com/sushiservice.svc).

We hope you enjoy harvesting your OUP reports using the OUP SUSHI web service.

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2. PR1 Reporting data

Please see the table below for the dates upon which data began being collected for PR1 reports.

<table>
<thead>
<tr>
<th>Site</th>
<th>Data Collection Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMA Manual of Style Online</td>
<td>1\textsuperscript{st} January 2014</td>
</tr>
<tr>
<td>Berg Fashion Library</td>
<td>N/A</td>
</tr>
<tr>
<td>Electronic Enlightenment</td>
<td>16\textsuperscript{th} January 2014</td>
</tr>
<tr>
<td>Encyclopaedia of Social Work</td>
<td>1\textsuperscript{st} January 2014</td>
</tr>
<tr>
<td>Investment Claims</td>
<td>6\textsuperscript{th} February 2014</td>
</tr>
<tr>
<td>Law Trove</td>
<td>1\textsuperscript{st} January 2014</td>
</tr>
<tr>
<td>Oxford African American Studies Center</td>
<td>6\textsuperscript{th} February 2014</td>
</tr>
<tr>
<td>Oxford Art Online</td>
<td>1\textsuperscript{st} November 2014</td>
</tr>
<tr>
<td>Oxford Biblical Studies Online</td>
<td>1\textsuperscript{st} April 2014</td>
</tr>
<tr>
<td>Oxford Bibliographies Online</td>
<td>3\textsuperscript{rd} February 2014</td>
</tr>
<tr>
<td>Oxford Competition Law</td>
<td>6\textsuperscript{th} February 2014</td>
</tr>
<tr>
<td>Oxford Constitutions of the World</td>
<td>6\textsuperscript{th} February 2014</td>
</tr>
<tr>
<td>Oxford Dictionaries</td>
<td>16\textsuperscript{th} May 2014</td>
</tr>
<tr>
<td>Oxford Dictionary of National Biography</td>
<td>N/A</td>
</tr>
<tr>
<td>Oxford English Dictionary</td>
<td>11\textsuperscript{th} March 2014</td>
</tr>
<tr>
<td>Oxford First Source Online</td>
<td>1\textsuperscript{st} January 2014</td>
</tr>
<tr>
<td>Oxford Handbooks Online</td>
<td>1\textsuperscript{st} January 2014</td>
</tr>
<tr>
<td>Oxford History of Western Music Online</td>
<td>10\textsuperscript{th} February 2014</td>
</tr>
<tr>
<td>Oxford Islamic Studies Online</td>
<td>29\textsuperscript{th} April 2014</td>
</tr>
<tr>
<td>Oxford Language Dictionaries Online</td>
<td>24\textsuperscript{th} March 2014</td>
</tr>
<tr>
<td>Oxford Medicine Online</td>
<td>1\textsuperscript{st} January 2014</td>
</tr>
<tr>
<td>Oxford Music Online</td>
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<td>6\textsuperscript{th} February 2014</td>
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<tr>
<td>Oxford Reference Online</td>
<td>1\textsuperscript{st} January 2014</td>
</tr>
<tr>
<td>Oxford Scholarly Editions Online</td>
<td>3\textsuperscript{rd} February 2014</td>
</tr>
<tr>
<td>Oxford Scholarship Online</td>
<td>1\textsuperscript{st} January 2014</td>
</tr>
<tr>
<td>SIPRI Yearbook Online</td>
<td>28\textsuperscript{th} January 2015</td>
</tr>
<tr>
<td>University Press Scholarship Online (all Presses)</td>
<td>1\textsuperscript{st} January 2014</td>
</tr>
<tr>
<td>Very Short Introductions</td>
<td>1\textsuperscript{st} January 2014</td>
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<tr>
<td>Who’s Who Online (including Who Was Who)</td>
<td>24\textsuperscript{th} March 2014</td>
</tr>
</tbody>
</table>

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