



# HARRASSOWITZ

## E-Stats Service & FAQ

HARRASSOWITZ E-stats service harvests your library's COUNTER usage statistics from publishers' websites and consolidates them into a single COUNTER-style report and, most significantly, adds acquisitions information, including cost, for each subscription managed by HARRASSOWITZ.

E-Stats reports include the following features:

- COUNTER-style Excel spreadsheets including statistics from multiple platforms, and separate reports for non-COUNTER usage data
- Separate reports for journals, databases and e-books
- Acquisitions information for all subscriptions handled by HARRASSOWITZ, including PO number, fund code, current order status
- Cost data for all subscriptions handled by HARRASSOWITZ, both the base price and the amount invoiced
- Annotations clearly indicating when a title has been ordered as part of a package or combination, giving the library the best possible picture of the cost per resource
- Usage data from E-Stats reports and cost per use calculations are included in Online Renewal Management.
- Libraries may also request the addition of acquisitions and cost data to their previously consolidated reports and to have these reports uploaded into Online Renewal Management.

Libraries may include as many platforms as they wish in their HARRASSOWITZ E-Stats service. Reports can be produced annually or semi-annually.

Please contact [service@harrassowitz.de](mailto:service@harrassowitz.de) or your Regional Sales Manager to request a price quote for HARRASSOWITZ E-Stats for your library or complete the [E-Stats Quote Form](#). Sample reports are available upon request.

## FAQ

### Question: What is a platform?

**Answer:** A platform is a system that delivers content to end users. Some publishers support their own platforms; for example, Elsevier ScienceDirect. Some platforms host journals from multiple publishers; for example, HighWire Press and Ingenta. Some platforms aggregate content from multiple publishers into a single database; for example, OVID and ProQuest. Each platform counts usage statistics for all resources that are hosted on it and each counts as a single platform for HARRASSOWITZ E-Stats purposes.

### Question: How can a library tell how many platforms to request statistics for?

**Answer:** There are several places to look:

1. Compare the platforms on which you have activated your e-journal subscriptions to the list of platforms on the COUNTER website.
2. Export a list of platforms from your link resolver or ERMS.
3. HARRASSOWITZ can supply a list of your subscriptions with platform information, but it is still necessary to note which platforms have been activated, because some e-journals are available on multiple platforms.



**Question:** For which platforms can HARRASSOWITZ consolidate usage statistics?

**Answer:** HARRASSOWITZ can consolidate usage statistics for any publisher that is compliant with Release 4 or 5 of the Code of Practice for Journals. A list of COUNTER-compliant platforms can be found on the [COUNTER website](#).

**Question:** What are some of the main changes within the COUNTER Release 5?

**Answer:** COUNTER introduced new metric types, instead of HTML and PDF, a user's actions are now tracked with the following metric types covering usage and access denials:

Usage Metrics:

*Investigations:* tracks the number of times a content item or information related to a content item is accessed (e.g. one of your patrons viewing an article abstract would count as an investigation).

*Requests:* tracks the number of times the full text of a content item was downloaded or viewed (e.g. one of your patrons downloading an e-journal article or e-book chapter).

Access Denials Metrics:

*No License:* tracks the number of times a user is unable to access content because their institution does not have a license to the content.

*Limit Exceeded:* tracks the number of times a user is unable to access a content item because their institution's cap on the number of simultaneous users has been exceeded.

COUNTER also introduced a new concept of Master reports for journals, platforms and databases. There are new static predefined reports ("Standard View Reports"), but the Master reports can also be customized according to the library's needs ("Customized View Reports").

Standard View Reports for journals:

TR\_J1 Journal Requests Excluding OA (equivalent to Counter 4 JR1)

TR\_J2 Journal Access Denied (equivalent to Counter 4 JR2)

TR\_J3 Journal Usage by Access Type (no Counter 4 equivalent)

TR\_J4 Journal Requests by YOP Excluding OA (equivalent to Counter 4 JR5)

Customized View Reports for journals:

TR Title Master Report - create and pull customizable reports summarized at the journal level.

The COUNTER initiative has decided not to include zero usage titles any longer, however, HARRASSOWITZ can help you by providing a list of potential zero usage titles, if needed.

It was also decided to exclude OA\_Gold automatically from the Standard View, due to this being more accurate when calculating cost per use. There is, however, the option to add OA\_Gold titles to a customized report.

More Information regarding the COUNTER 5 release can be found in the **Friendly Guides** provided by the COUNTER initiative.



# HARRASSOWITZ

**Question:** Does HARRASSOWITZ require that usage statistics be available in SUSHI format in order to consolidate them?

**Answer:** No, HARRASSOWITZ requires only that the statistics be available as COUNTER-style spreadsheets.

**Question:** In the HARRASSOWITZ E-Stats report, what does the “Amount invoiced” column represent?

**Answer:** The “Amount invoiced” is the total amount invoiced by HARRASSOWITZ during the subscription year, including all charges and credits.

**Question:** In the HARRASSOWITZ E-Stats report, what does the “Price” column represent?

**Answer:** The “Price” is the base price without any service charge. The base price is either the publisher’s announced price or the price that was negotiated between the library and the publisher.

**Question:** If a publisher has not posted its usage statistics in a timely fashion, how long does HARRASSOWITZ keep checking to find them?

**Answer:** Generally, HARRASSOWITZ will keep checking until the statistics appear. If the statistics are greatly overdue, HARRASSOWITZ will contact the publisher to determine the problem. The COUNTER Code of Practice specifies that usage statistics should be posted within 4 weeks of the end of the reporting period.

**Question:** Can HARRASSOWITZ report cost information for subscriptions ordered directly from a publisher, or through other agents?

**Answer:** HARRASSOWITZ can do this, if the library supplies the cost information to be included in the consolidated report. Please contact [service@harrassowitz.de](mailto:service@harrassowitz.de) if you wish to pursue this option.

**Question:** Can HARRASSOWITZ consolidate statistics for libraries *without* adding acquisitions data (for example, for libraries that are not customers of HARRASSOWITZ)? If so, how much does this service cost?

**Answer:** Yes. HARRASSOWITZ can perform the harvesting and consolidation of usage statistics without adding acquisitions information. Please contact [service@harrassowitz.de](mailto:service@harrassowitz.de) to obtain a price quote.