Wiley Online Library

Usage Reporting Guide

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Usage Reporting Guide

Introduction

You can download usage statistics for Wiley Online Library content from your institution on the administrator platform. Because the process for getting these reports varies over content type and reporting period, we made this separate guide to help outline the steps in the different processes. You can also jump to a small Frequently Asked Question section at the end of this guide.

Logging In

You have to be logged in to your library's institutional administrator account to see usage reports. The Login/Register link is in the upper-right section of the homepage.
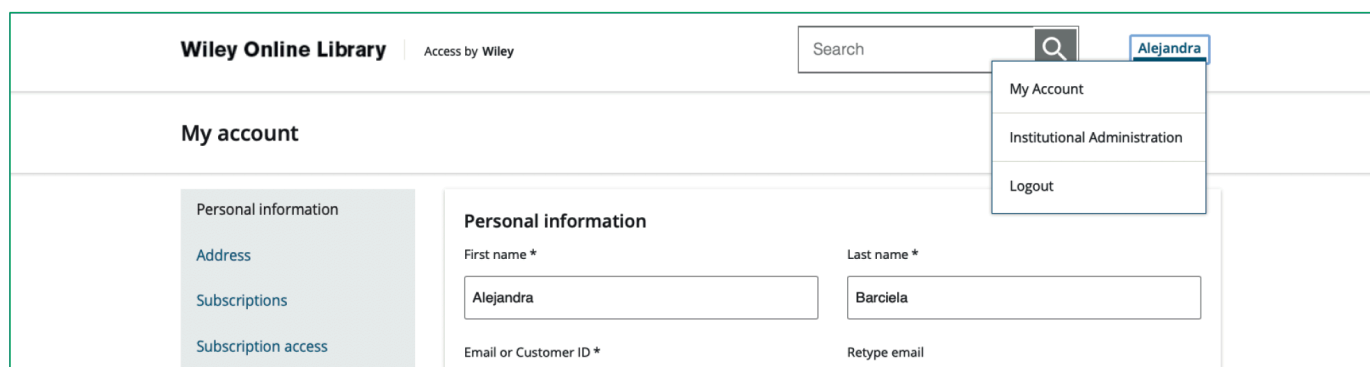
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Make sure you use your **Customer ID** (not your email address) to fill out the details in the form.

If you are an existing customer, the same Customer ID/password you had for the old platform will also work on the new version of Wiley Online Library. This username/ID should be entered in the email field.

If you cannot recall your administrator username/password, please contact Customer Support.
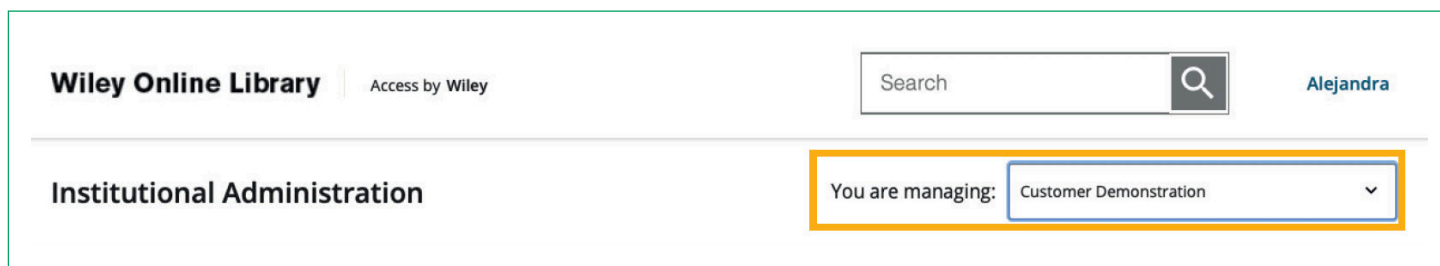
Once your login credentials have been authenticated, navigate to the drop down under your name to the right of the search bar. **Click on "Institutional Administrator"** to be directed to the admin page.

If you have multiple accounts, make sure to check the upper right corner after you've logged in. You can toggle between administrative access for your institution or consortia here.

Please make sure you have the proper institution selected before making any changes.

See an example below:

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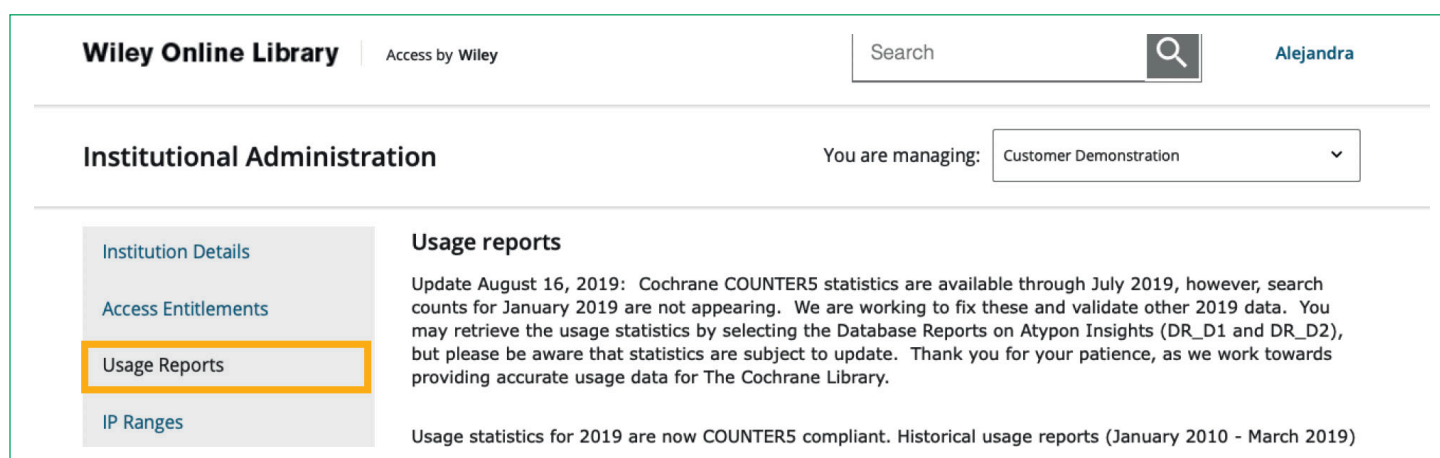## Usage Reports

On the left side of the page, you will see the option to select "Usage Reports."

The Usage Reports page starts with a section for reporting news, updates, and SUSHI client information.

If you scroll down to the bottom of the page, you will be able to see your report retrieval options, which you can download in COUNTER4 and COUNTER5 format.

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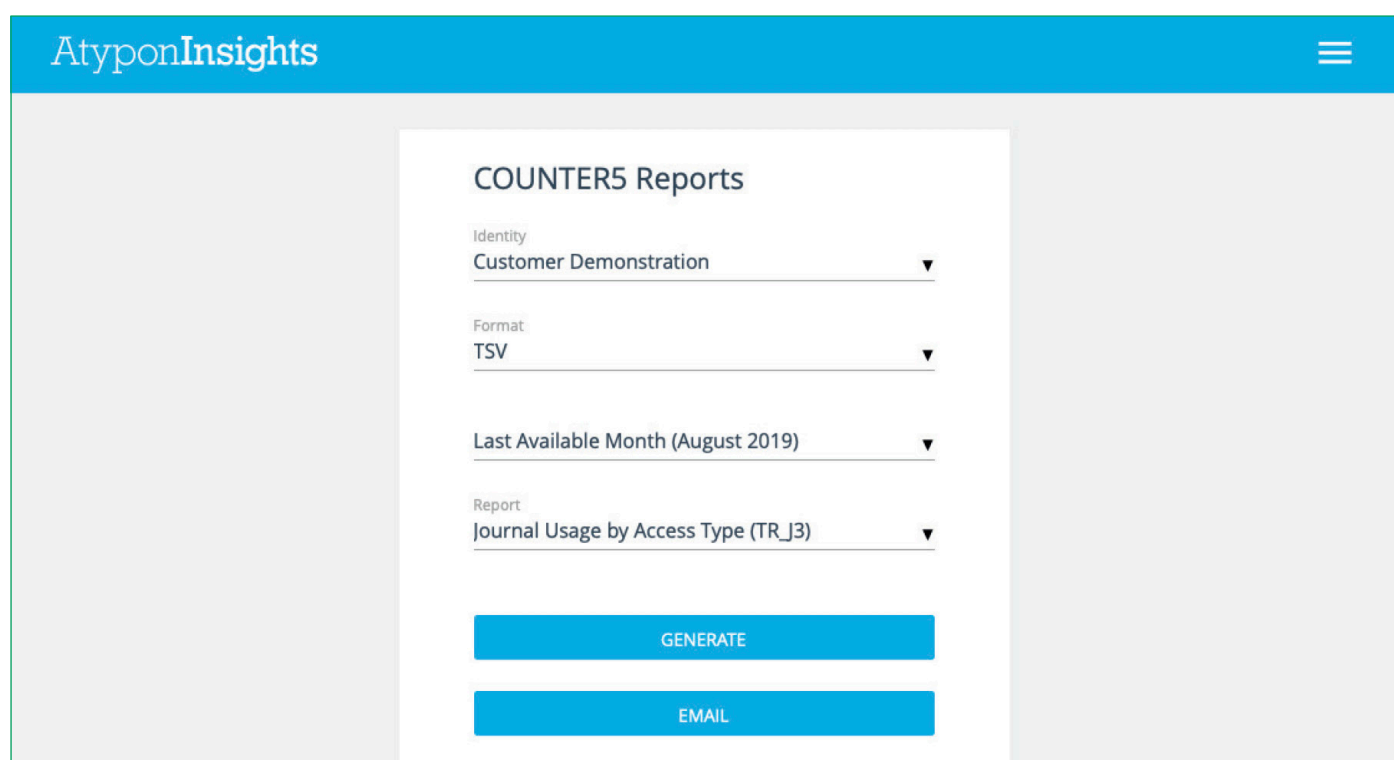
Counter5 Reporting

We have COUNTER5 reports available beginning in usage from January 2019.

The reporting is provided by **Atypon Insights,** and the interface will appear slightly different. Similar data fields are required for each request; customer name, report type, date range and format.

However, email is only required if you wish the report to be delivered through email. With Atypon Insights, you can click "generate" and you will instantly create the report you want.

Below is a sample of the COUNTER5 reporting interface:

In the form above, "Identity" is where you will select the name of the institution you want data from. For more information on granting administrator status, please review the Wiley Online Library Institutiona l Administrative Guide.

Date Ranges are limited to 2019 and beyond. You can select options of calendar month, year, or you can enter in a custom date range.

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The report and counts for the COUNTER5 release will vary from COUNTER4.

There are two types of COUNTER5 reports: Master Reports, which allow for extensive customization, and Standard Views, which are pre-set versions of the Master Reports filtered and grouped based on the most required report types. The following report types are available for you to select:

COUNTER5 Report Type	Report Query
PR	Platform Master Report
PR_P1	Platform Usage
TR	Title Master Report
TR_B1	Book Requests (Excluding OA Gold)
TR_B2	Book Access Denied
TR_J1*	Journal Requests (Excluding OA Gold)
TR_J2*	Journal Access Denied
TR_J3*	Journal Usage by Access Type
TR_J4	Journal Requests by YOP (Excluding OA Gold)
DR	Database Master Report
DR_D1	Database Search and Item Usage
DR_D2Z	Database Access Denied

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Counter4 Reporting

The COUNTER4 reports cover usage data from January 2014 until March 2019. Youwill have to provide the following information: **report type, date range, format, and email recipient. Select the type of report you want to retrieve.**

You can retrieve an unlimited number of reports with a single request, but some of the more complex reports might take longer to process. You can select from the following report types:

Report Name	Report Query
Journal Report 1	Number of successful full-text article requests by journal and month
Journal Report 1 (GOA)	Number of successful gold Open Access article requests by journal and month
Journal Report 1a	Number of successful full-text article requests from an archive by journal and month
Journal Report 1b*	Number of successful full-text article requests by journal and month
Journal Report 2	Number of access denied requests to a full-text article by journal, month, and category
Journal Report 5	Number of successful full-text article requests by Year of Publication (YOP) and journal
Database Report 1	Total number of searches, result clicks, and record views by month and database
Database Report 2	Number of access denied requests to a full-text article by database, month, and category
Book Report 2	Number of successful book content requests by title and month
Book Report 3	Number of access denied requests to book content by title, month, and category
Cochrane Report*	Total searches, result clicks, and record views by month in Cochran
Current Protocols*	Number of successful full-text article requests by title and month

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Data Range

Once you have selected the report type you want, select the appropriate date range. Individual reports may not exceed 12 months. You can also look back at historical usage data from 2010 to 2018. It's important to note that usage data from before 2014 is only COUNTER3 compliant.

We also introduced stronger crawler identification measures starting in 2014, which means that data from before 2014 should only be used to guide rather than to compare.

COUNTER4 data ends in March 2019, and reports after that time will be output in COUNTER5 format. These new reports will need to be reviewed in Atypon Insights. Please see the COUNTER5 section for further details.

Report Format

You will get your report outputs in TSV (Tab Separated Value) and JSON (JavaScript Object Notation) formats. When analyzing TSV files, we recommend you save a local copy and import the data into Excel or your preferred spreadsheet software provider.

Desired Email Address

You can send your report to any email address you want. You can choose to enter in a specific email or have the report emailed to all administrators on the account.

After you've filled out these fields, we can complete your request. If you do not receive a report within 90 minutes, please contact Customer Support for further assistance.

You can also receive reporting updates automatically each month. If you slide the button to the right, administrators on the account will receive notifications when monthly reporting is ready from the previous month.

SUSHI client data is listed at the bottom of the page. Please keep in mind there is a difference between COUNTER4 and COUNTER5 SUSHI client information.
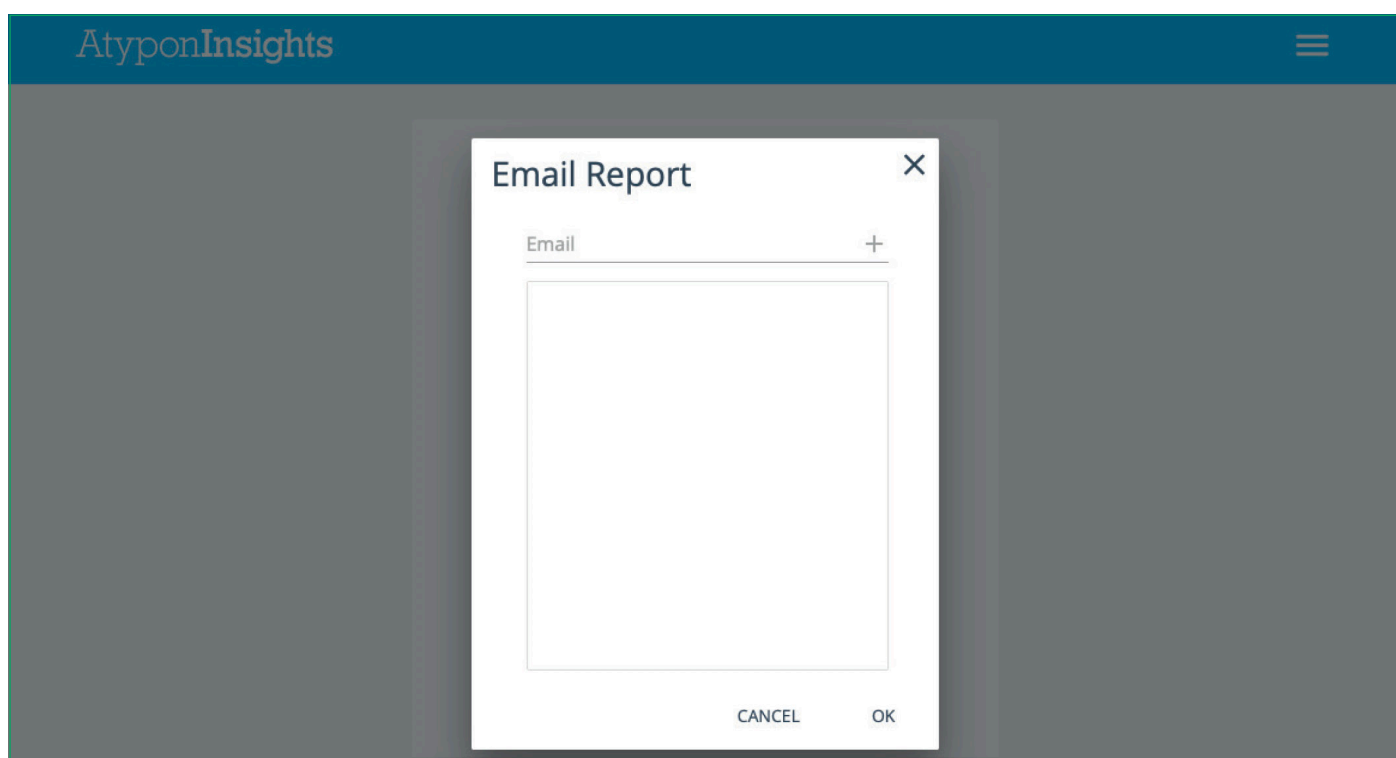
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* Current Protocols reporting from March 2018 onwards may be retrieved through Journal reports.

As with COUNTER4 reports, you will get your report outputs for COUNTER5 in **TSV** (Tab Separated Value) and **JSON** (JavaScript Object Notation) formats. When analyzing TSV files, we recommend you save a local copy and import the data into Excel or your preferred spreadsheet software provider. Be sure to select the "all files" option for file type and the "UTF-8" encoding option for the best results of importing data into Excel.

JSON reports are preferred when it comes to machine-reading. After you have entered the required fields, you can select the "generate" option for immediate report downloads, or you can have the report delivered to a specified email address.

If you want the report emailed, simply enter the email address you want and click the addition symbol. There is no limit to the number of email addresses you send the report to, and they do not have to be administrators on the account. Clicking "ok" will initiate the report query.

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SUSHI

SUSHI (Standardized Usage Statistics Harvesting Initiative) is an industry standard for automatically delivering COUNTER usage statistics into a third-party client. This eliminates the need to return to publisher dashboards for manual report retrieval.

To set up transfer of usage data, libraries need to enter specific credentials into their SUSHI client. This information is customized for your institution, and displayed in the Usage Statistics module of the WOL administrator dashboard:

Institutional SUSHI credentials are below (copy and paste into SUSHI client):

COUNTER5 (Jan 2019 - present)

SUSHI URL: https://onlinelibrary.wiley.com/reports/

Customer ID: b9cdae53-dfc1-4d44-bc19-a29b84e83f1d
Requestor ID: mragucci@wiley.com

* ALMA SUSHI Client users should enter the Customer ID details above in both the Customer **and** Requestor ID fields.

COUNTER4 (Jan 2010 - March 2019)

SUSHI URL: https://onlinelibrary.wiley.com/api/soap/analytics/SushiService

Customer ID: b9cdae53-dfc1-4d44-bc19-a29b84e83f1d
Requestor ID: b9cdae53-dfc1-4d44-bc19-a29b84e83f1d

Administrators may copy and paste these credentials into their clients to initiate SUSHI set up.

Please note there are separate sets of credentials for COUNTER4 and COUNTER5 reports.

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SUSHI API

SUSHI reports can also now be generated via an API call consisting of the following components:

COUNTER5 SUSHI Server URL: https://onlinelibrary.wiley.com/reports/

Report_Type: Select from the list above (in lower case)

Requestor ID: Administrator email address*

Customer ID: Account number (ex. EAL00000123)

Begin_date: YYYY-DD-MM format

End_date: YYYY-DD-MM format

(Other parameters if using one of the master reports)

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*Only required for those operating outside of their approved institutional IP range.

For these customers (e.g. remote employees and consortia managers), it is recommended working with the institutional administrators to be added as an admin on their account.

For instructions on how to add administrators, please review the Wiley Online Library - Institutional Administrative Guide.

The standard query is constructed like this:
https://onlinelibrary.wiley.com/reports/ report_type(in lower case)?requestor_ id=&customer_id=&begin_date=&end_ date=(&other parameters)

In the example below, a customer has requested a journal access denied report (TR_J2) for 2019:
https://onlinelibrary.wiley.com/reports/ tr_j2?requestor_id=sushireports@wiley. com&customer_id=EAL0001234&begin_ date=2019-01-01&end_date=2019-12-01

If the request is sent from within the customers IP range, **requestor_ id=sushireports@wiley.com&** can be removed from the API call.

For details on how to construct specific queries, and a complete list of available parameters, please consult the documentation at **https://app.swaggerhub. com/apis/COUNTER/counter-sushi_5_0_ api/1.0.0**

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Article Select Tokens Reporting

With Article Select, your patrons can access journal articles, reference work articles, and book chapters from titles outside your current holdings.

You can pre-purchase a number of tokens through this system, and your patrons can use the tokens to access that content as needed.

In the usage reporting section of your administrator access, you can see your token licenses, when their valid, how many remain and how many are spent.

When you click the report button, you just need to enter the email you want to send the report to.

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The usage report will contain statistics for the selected license and will be delivered as a TSV file. When you receive the emailed report, save a local copy to open in Excel or copy all content and paste it into a blank Excel sheet to format it correctly.

Our proprietary reports display the following data fields:

- **Title ISBN/ISSN**
- **Journal/Book Title**
- **Content Type**
- **Article/Chapter Title**
- **Article/Chapter DOI**
- **Frontfile/Backfile flag**
- **Month of access**
- **Date and time of access**

Please keep in mind that this report doesn't reflect all token usage, and only covers the selected license (which you will see adjacent to the report button on the admin dashboard).

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