CABI COUNTER v.4 FAQs

Updated November 2016

Q. What is the period of coverage of CABI's COUNTER v.4 reports?
A. The COUNTER v.4 reports are available from January 2014 for products hosted on our two main platforms, CAB Direct www.cabdirect.org and CABI www.cabi.org/.

Q. Do I need to wait until the end of each month to view my usage statistics?
A. The COUNTER v.4 reports are generated in real time, so you can view your usage statistics instantly up to any point in time, it is no longer necessary to wait until the end of each month for usage metrics to be tallied as was the case with earlier versions of the COUNTER reports.

Q. Which reports is CABI providing?
A. We provide 10 reports which adhere to the COUNTER Release 4 guidelines.

- Books Report 1 (BR1): Number of Successful Title Requests by Month and Title
- Books Report 2 (BR2): Number of Successful Section Requests by Month and Title
- Consortium Report 1 (CR1): Number of Successful Full-Text Journal Article or Book Requests by Month and Title
- Consortium Report 2 (CR2): Total Searches by Month and Database
- Database Report 1 (DB1): Total Searches, Result Clicks and Record Views by Month and Database
- Database Report 2 (DB2): Access Denied by Month, Database and Category
- Journal Report 1 (JR1): Number of Successful Full -Text Article Requests by Month and Journal
- Journal Report 5 (JR5): Number of Successful Full - Text Article Requests by Year of Publication (YOP) and Journal
- Platform Report 1 (PR1): Total Searches, Result Clicks and Record Views by Month and Platform
- Title Report 3 (TR3): Number of Successful Item Requests by Month, Title and Page Type

Full details of the COUNTER Release 4 reporting guidelines are available here http://www.projectcounter.org/code_practice.html

Q. Can I still get my old COUNTER v.3 reports?
A. Your historical COUNTER v.3 reports generated up until June 2015 will continue to be available in line with COUNTER requirements for historical usage statistics data, for a period of 24 months.

Q. Can I have all my historical reports in a COUNTER v.4 format?
A. No. The system that delivers the new COUNTER v.4 reports relies on real time capturing of usage metrics so is substantially different from the old COUNTER v.3 system. Only reports from January 2014 onward are available in the COUNTER v.4 format. Historical reports generated in the COUNTER v.3 format through December 2014 will remain available only in that format.

CABI Head Office, Nosworthy Way, Oxfordshire, OX10 8DE, UK
T: +44 (0)1491 829312 F: +44 (0)1491 829198 E: support@cabi.org

Q. Are you COUNTER compliant and registered on ProjectCounter.org?
A. Our reports are designed to comply with COUNTER v.4 guidelines and were originally audited for compliance in 2015. Formal registration on ProjectCounter is pending prior to certification of the new version of our our database platform CAB Direct launched in 2016. We are hoping to achieve full registration by early 2017.

Q. How do I obtain my COUNTER v.4 reports?
A. Reports are available from the Subscriber Services portal http://subs.sams.cab.semcs.net. You will need your institutional administrative log in credentials to collect the new reports from this site. If you don't know what this is, please email sales@cabi.org

Q. Can I obtain my COUNTER v.4 reports via SUSHI?
A. Yes. All COUNTER v.4 reports are available in XML in accordance with the COUNTER XML schema that is specified by SUSHI and may be found on the NISO/SUSHI website at: http://www.niso.org/schemas/sushi/
In order to generate your SUSHI reports you need to obtain a Customer ID and Requestor ID from CABI. Please contact sales@cabi.org to request these credentials.

Q. Who do I contact if I have any questions about my new COUNTER v.4 reports?
A. If you have any questions about your usage statistics reports please speak with your CABI account manager or email sales@cabi.org

Q. I can see references to CAB Direct, CAB Direct3 and CABI Platform in the COUNTER v.4 reports. How do these relate to the CABI products I subscribe to?
A. There are two platforms which deliver CABI's products, CAB Direct www.cabdirect.org and CABI Platform www.cabi.org/
Our products have elements which draw content and functionality from across both platforms and this is reflected the Platform column.

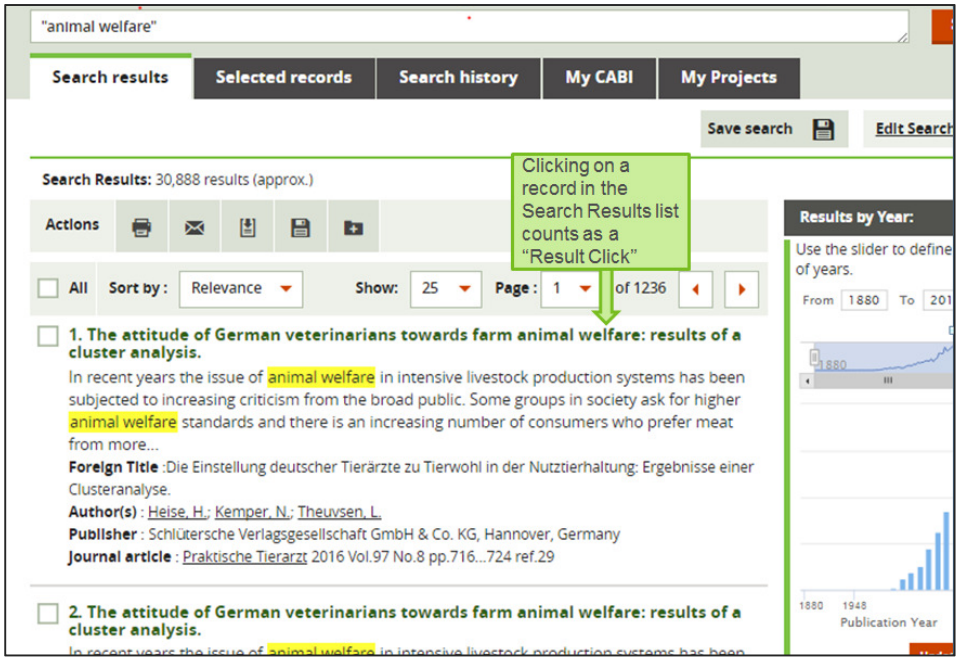
In July 2016 CABI launched a new version of CAB Direct under different hosting arrangements from the earlier version. COUNTER rules do not allow amalgamation of events captured from separately hosted sources, so to differentiate between the recent and earlier versions of CAB Direct, events logged on CAB Direct prior to July 2016 are now reported on separate lines as coming from CAB Direct3.

CABI's online databases, like CAB Abstracts or Global Health and over 40 other titles, are hosted on CAB Direct. Usage for these products is reported against the CAB Direct platform.

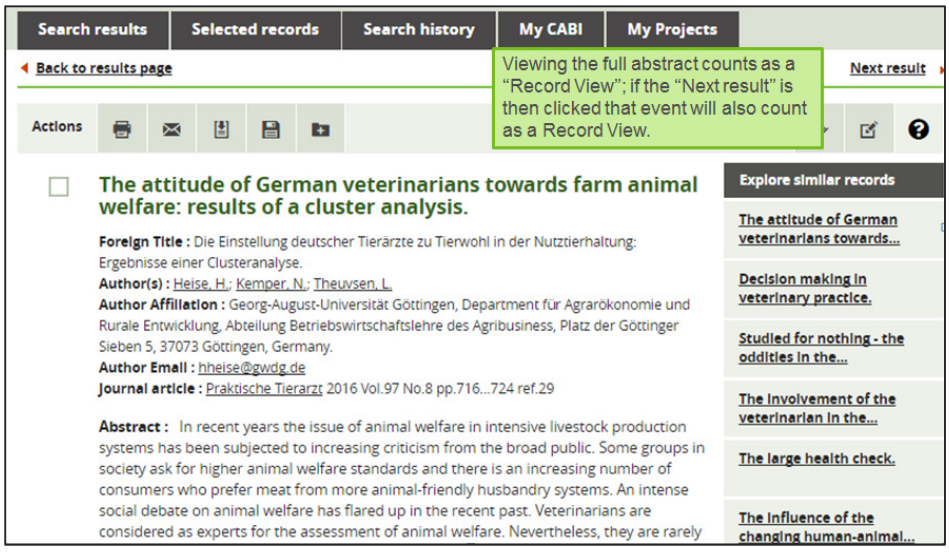
CABI's online websites, like the Compendia and VetMed Resource are hosted at www.cabi.org/ but access to the database element is also available via CAB Direct for more advanced search features. Use for these products may occur from both platforms, so usage is therefore reported both under CABI Platform and the CAB Direct platform. *Table 1* appended at the end of this document details where content is accessed and the platform against which it is recorded for our products.

Q. How are COUNTER v.4 metrics for "Result Clicks" and "Record Views" interpreted for CABI's products?
A. These metrics are designed to capture more precisely the explicit expression of interest in the results of searches. ***Result Click*** counts each time a user clicks a link from a search result to the detailed view or abstract of that result. ***Record View*** counts the actual abstract or detailed records explicitly viewed.

Thus, in CABI's database platform CAB Direct, clicking on a record which appears in the Search Results list counts as a "Result Click."



When a user then views the full abstract a "Record View" is recorded. If at this level the "Next Result" link is clicked to view the next abstract, this event will also count as a "Record View"



Similarly, on CABI Platform:

Clicking on a record in the Search results list counts as a "Result Click."

CABI Head Office, Nosworthy Way, Oxfordshire, OX10 8DE, UK
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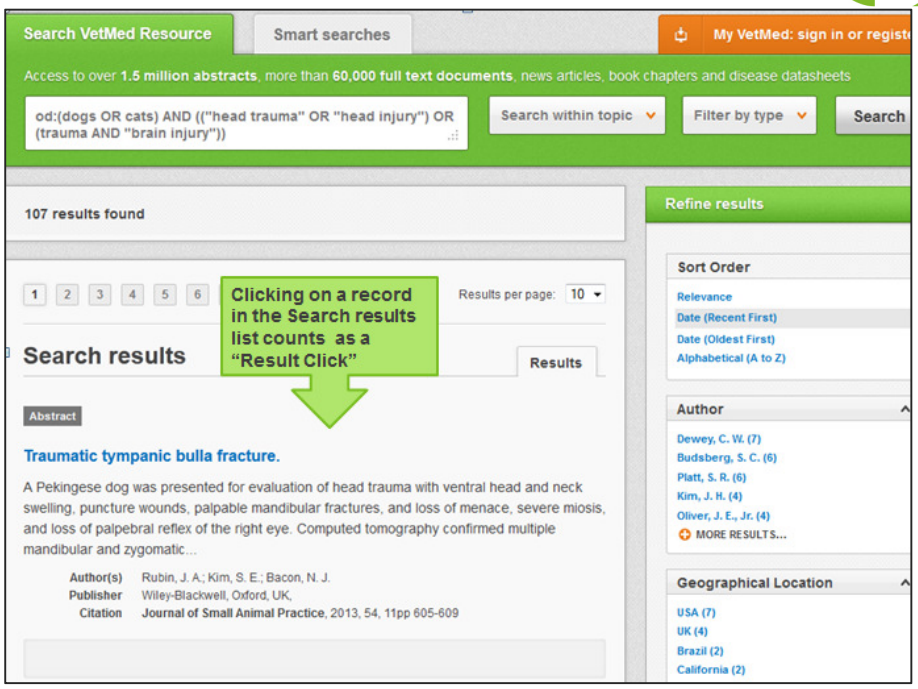
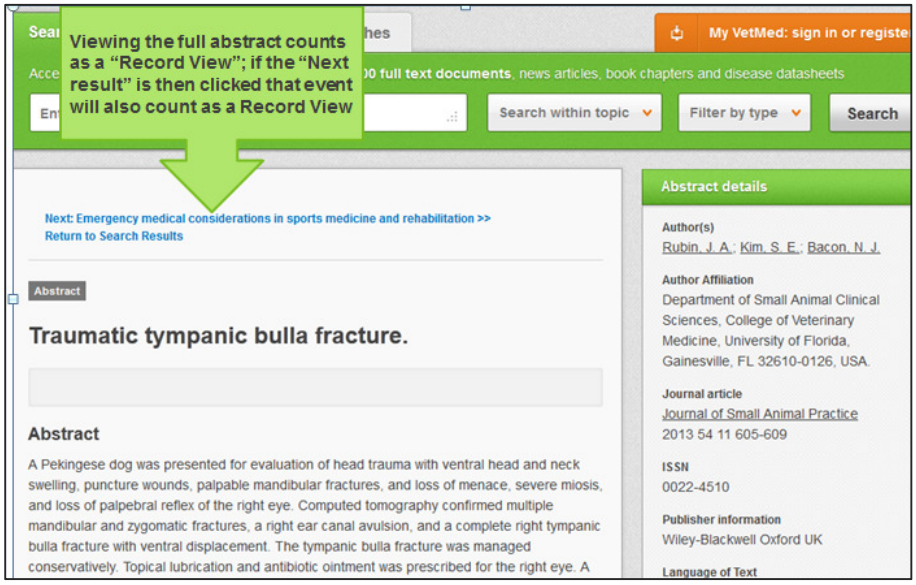


Viewing the full absttact counts as “Record View”; if the “Next:” result is then clicked, that event will also count as “Record View.”



Q. Which reports are appropriate if I subscribe to database products delivered on CAB Direct?

A. The DB1 report details individual institutional usage for each database subscription by title. Similarly for consortia the CR2 report details database usage for each consortial database subscription across all consortial child institutions.

Both of these reports capture the required database metrics namely Regular Searches, Searches Federated and Automated, Result Clicks and Record Views, for each individual database subscription.

Individual institutions can also see usage metrics for any full text which is automatically free wth CABI's database subscriptions, such as CABI Full Text pdfs, in the TR3 report. The TR3 report captures usage at the individual article level for all types of full text content including books and journals, as well as viewing of individual abstracts.

For consortial subscribers the CR1 report provides information about full text usage associated with consortial subscriptions. In this report usage is reported at the book or journal title level, rather than the individual article level, as in TR3.

For individual institutions the PR1 report aggregates usage across all database subscriptions viewed on CAB Direct and shows platform totals across all databases for each type of database metric, ie Regular Searches, Result Clicks, Record Views and Searches Federated and Automated. The report also aggregates information by publisher providing total Record Views for each publisher.

Depending on actual usage of CABI Full Text associated with CABI's databases, reports for journal content (JR1 and JR5) and book content (BR1 and BR2) may also be generated. CABI Full Text contains many conference proceedings which are published as books or as journal articles.

Q. Which reports are appropriate if I subscribe to CABI's full text products, such as CAB eBooks, CABI's Compendia, or CABI's Internet Resources?

A. CABI's internet products have elements consisting of full text and database content hosted on both cabi.org and cabdirect.org. Thus both database and full text reports will be required to provide a full picture of usage for these products.

The database reports DB1 and PR1 provide information about usage of database content at the individual product as well as the platform level, respectively. In these reports you may see usage reported for both CABI Platform, if the searches originate on a cabi.org hosted page, or alternatively for CAB Direct, if the searches originate here.

As indicated in the section above for CAB Direct, the PR1 report aggregates usage across all database subscriptions by platform, for both CAB Direct and CABI Platform according to a database metric, ie Regular Searches, Result Clicks, Record Views and Searches Federated and Automated. The report also aggregates the publisher origin of all Record Views for each platform.

The TR3 report captures all content events at the journal article, book chapter, or individual abstract level. For CABI's Compendia products datasheet usage is reported individually for each datasheet with the page type "Abstracts" in the TR3 report.

In addition to the article level information provided by the TR3 report, there are other reports capturing usage at the higher title level for books and journals:

- The BR1 report logs the number of pdf requests for whole book titles.
- The BR2 report captures requests of separate book sections or chapter pdfs; these are logged under the title of the parent book in line with COUNTER v.4 specifications (in contrast to the TR3 report which displays the book chapter title and its specific proprietary identification information).
- The JR1 report logs full text article requests against the parent journal titles
- The JR5 report logs requests for journal articles against year of publication for individual journal titles.

Q. Why is there a discrepancy in totals between the JR1 and JR5 reports?
A. CABI indexes many journal articles which originate as gray literature and may be published in a journal title without an ISSN. These journals appear frequently in the CABI Full Text collection.

Usage events from journals without an ISSN are logged in the JR1 report; however, this type of usage cannot be extrapolated for the JR5 report because this report uses the ISSN for title matching. Because journals without ISSNs are ommitted from JR5 this can result in a difference in totals between the two reports.

Q. How are my statistics for CABI's Compendia being recorded?
A. CABI's compendia websites include "datasheets" which is a type of content unique to CABI that cannot be classified as either book or journal articles. Datasheet content is only recorded in the TR3 report and although quite long, datasheets are classified as abstracts under the guidelines provided in COUNTER4. For consortia datasheets are captured in the CR1 report.
Because datasheets are not a standard type of content CABI tried various approaches to reporting their usage, in an effort to ensure compatibility with the COUNTER4 standard; as a result there have been a number of changes to the way they are recorded in the first half of 2014 from the later part of the year.
In TR3 datasheet usage is reported individually for each datasheet with the page type "Abstracts". Initially datasheets were reported with a proprietary identifier in the format D1234 or d1234 where the number uniquely identifies the particular datasheet. However, since changes incorporated in the second half of 2014 subsequent datasheet usage has been recorded with a proprietary identifier in the following format: CROP1234 or ANIM1234 or AQUA1234 or FORE1234 with a corresponding ISSN of CABI-CROP, CABI-ANIM, CABI-AQUA or CABI-FORE to identify the individual datasheet number and which of the Compendia it relates to.
This pattern can also be noticed in consortial report CR1; here too datasheet usage was reported initially against individual datasheets with the proprietary identifier in the D1234 format. In the second half of the year datasheet usage is instead reported under the title of each compendium as a single line entry eg. "Crop Protection Compendium (CPC) Datasheets" under Title, with the corresponding code in the ISSN column as above eg. CABI-CROP and is a summary of the viewing events against each compendium.

Q. Why do all the members of my consortia not appear in the consortial reports CR1 and CR2?
A. When a member (daughter/child account) of the consortium does not appear in one of the consortial reports for their consortium this means that the member has had no usage of the type covered by that report for the period that the report was produced. This can be seen in more detail by looking at the COUNTER 4 reports for that individual account. Please note

that it will be necessary to tick the box for "show zero reports" in order to generate a report for an account when there has been no usage of that type.

Q. Why in CR1 can I only occasionally see an entry under "Publisher" against the "Total for all titles" line for a member institution?

A. The "Total for all titles" lines are a summary of the access for that member, and in most cases the member institution will have accessed material from a number of different publishers which will be shown in detail in the rest of the report. Occasionally however a member may have only accessed material from one publisher during the period for which the report was produced and in that case the name of that publisher will also appear against "Total for all titles".

Q. Why in CR2 can I occasionally see an entry under "Platform" against the "Total for all databases" line for a member institution?

A. The "Total for all databases" lines are a summary of the access for that member and in the majority of cases the member institution will have accessed material from both of CABI's "Platforms" CAB Direct and CABI Platform and this will be shown in more detail in the rest of the report. However some member institutions may have only accessed material via either CAB Direct or CABI Platform in which case this would show against "Total for all databases" under "Platform". For an explanation of where content is accessed and the platform against which it is recorded please see Table 1 at the end of this document.

Q. How are usage events from federated search engines or external search engines recorded?

A. As per the COUNTER v.4 guidelines, any search event generated by federated search engines or external Internet search engines is categorized separately and is recorded as "Searches - federated and automated" in the DB1 and PR1 reports. This includes click throughs to CABI's platforms from searches originating from Google or other external search engines. Once a user's IP is recognized and authenticated after landing on our platforms, it is then possible to log Record Views against identified institutional database subscriptions, in relation to the content called up by the corresponding Google or federated search. Thus a Record View is logged for the specific abstract viewed, against the relevant database associated with that abstract; similarly, a search event is logged against "Searches – federated and automated."

Events logged as "Searches federated and automated" cannot be attributed to specific database products because the origin of these events is external to CABI's platforms. For these types of events the database name will appear as "No description available" in the DB1 and PR1 reports. It is only possible to attribute authentication credentials after the result of such an external search is manifested on our platforms through the rendering of a resulting relevant abstract or other content, resulting from such an event.

Q. I am not using a federated search engine, why do I see usage recorded as "Searches federated and automated" ?

A. CABI has optimized its platforms to allow for indexing by Google and other Internet search engines. As per the COUNTER v.4 guidelines, our reports record usage events from these types of sources like those originating from federated search engines, reporting usage in the DB1 and PR1 reports.

Q. Why are there no federated searches appearing in the consortial report CR2?

A. Federated searches are reported as individual customer level events and can therefore be seen in the DB1 and PR1 reports for the individual consortium member.

Q. How can I show the text in my reports with the correct diacriticals

A. This is a function of how the reports are displayed in Excel. In order to display text with diacriticals please follow the procedure below after generating the required reports:

1) Download the required COUNTER 4 statistics reports from SAMS in csv format
2) Save the downloaded reports directly in csv format to an appropriate folder
3) Open Microsoft Excel 2010 with a blank spreadsheet
4) Click on the Data Tab to see the Data menu
5) Click on the "From Text" icon
6) Navigate to the location of the file you saved earlier in csv format that you want to import into Excel.
7) Click on the filename that you wish to import and then click on the "Import" button and the "Text Import Wizard Step 1 of 3" will appear on the screen in a window
8) At "Choose the file type that best describes your data" select "Delimited"
9) From the drop down menu that appears next to "File origin" scroll down and select 65001: Unicode (UTF-8)
10) Click on the "Next" button to display the "Text Import Wizard Step 2 of 3" window
11) Under "Delimiters" select "Comma" and deselect "Tab". The Data Preview window will show you how the data will appear based on your selection.
12) Click on the "Next" button to display the "Text Import Wizard – Step 3 of 3" window
13) Under "Column data format" select "General"
14) Click on the "Finish" button and a new window will appear where you can select either "Existing worksheet" or "New worksheet" to import the data.
15) Click OK and the data will be imported into Excel where it can be manipulated in the usual way and saved.

Q. My institution has access to a number of CABI databases including some accessed through a different interface. Will I see usage for all my CABI databases in the statistic reports that I can download direct from CABI?

A. If your institutional access to a CABI database such as CAB Abstracts or Global Health is through a third party interface then it will be necessary to obtain the statistics for that usage directly from the third party. However if you also have access to CABI databases directly from CABI via either CAB Direct or CABI Platform (see Table 1) then you will see the statistics for that direct access in the reports downloaded from CABI.

Table 1: Information about where CABI products are hosted, access availability and platform reporting usage, in the COUNTER v 4 Reports

Product	URL	Access on CABI Platform	Access on CAB Direct	Platform Statistics in COUNTER v.4 Reports
AgBioTechNet	www.cabi.org/agbiotechnet	Yes	Yes	Both platforms
Animal Science	www.cabi.org/animalscience	Yes	Yes	Both platforms
Animal Health & Production Compendium (AHPC)	www.cabi.org/ahpc	Yes	Yes	Both platforms
Aquaculture Compendium	www.cabi.org/ac	Yes	Yes	Both platforms
CAB Reviews	www.cabi.org/cabreviews	Yes	Yes	Both platforms
CAB Reviews Archive	www.cabi.org/cabreviews	Yes	Yes	Both platforms

CABeBooks Archive 2000-04	www.cabi.org/cabebooks	Yes	Yes	Both platforms
CABeBooks Archive 2005-07	www.cabi.org/cabebooks	Yes	Yes	Both platforms
CABeBooks Archive 2008-10	www.cabi.org/cabebooks	Yes	Yes	Both platforms
CABeBooks Front File (2011-current)	www.cabi.org/cabebooks	Yes	Yes	Both platforms
Crop Protection Compendium (CPC)	www.cabi.org/cpc	Yes	Yes	Both platforms
Descriptions of Fungi and Bacteria (DFB)	www.cabi.org/dfb	Yes	Yes	Both platforms
Distribution Maps Plant Diseases (DMPD)	www.cabi.org/dmpd	Yes	Yes	Both platforms
Distribution Maps Plant Pests (DMPP)	www.cabi.org/dmpp	Yes	Yes	Both platforms
Environmental Impact	www.cabi.org/environmentalimpact	Yes	Yes	Both platforms
Forest Science	www.cabi.org/forestscience	Yes	Yes	Both platforms
Forestry Compendium	www.cabi.org/fc	Yes	Yes	Both platforms
InfoTree	www.cabi.org/infotree	Yes	Yes	Both platforms
Invasive Species Compendium (ISC)	www.cabi.org/isc	Yes	Yes	Both platforms
Leisure Tourism	www.cabi.org/leisuretourism	Yes	Yes	Both platforms
Nutrition & Food Sciences	www.cabi.org/nutrition	Yes	Yes	Both platforms
Vet Med Resource	www.cabi.org/vetmedresource	Yes	Yes	Both platforms
CABI Full Text Select	www.cabdirect.org	Yes	Yes	Both platforms
Abs Hygiene & Comm Diseases	www.cabdirect.org	No	Yes	CAB Direct
Abs Hygiene & Comm Diseases Archive	www.cabdirect.org	No	Yes	CAB Direct
Agricultural Engineering	www.cabdirect.org	No	Yes	CAB Direct
Agricultural Entomology	www.cabdirect.org	No	Yes	CAB Direct
Agricultural Entomology Archive	www.cabdirect.org	No	Yes	CAB Direct
Agroforestry	www.cabdirect.org	No	Yes	CAB Direct
Animal Breeding	www.cabdirect.org	No	Yes	CAB Direct
Animal Breeding Archive	www.cabdirect.org	No	Yes	CAB Direct
Animal Nutrition (NARA - B)	www.cabdirect.org	No	Yes	CAB Direct
Animal Nutrition (NARA - B) Archive	www.cabdirect.org	No	Yes	CAB Direct
Aromatic & Medicinal Plants (RAMP)	www.cabdirect.org	No	Yes	CAB Direct
Biocontrol News & Information	www.cabdirect.org	No	Yes	CAB Direct
Biofuels	www.cabdirect.org	No	Yes	CAB Direct
Botanical Pesticides	www.cabdirect.org	No	Yes	CAB Direct
CAB Abstracts	www.cabdirect.org	No	Yes	CAB Direct
CAB Abstracts Archive	www.cabdirect.org	No	Yes	CAB Direct

CAB Direct All Current Databases	www.cabdirect.org	No	Yes	CAB Direct
CABI Archive Databases	www.cabdirect.org	No	Yes	CAB Direct
Crop Physiology	www.cabdirect.org	No	Yes	CAB Direct
Dairy Science	www.cabdirect.org	No	Yes	CAB Direct
Dairy Science Archive	www.cabdirect.org	No	Yes	CAB Direct
Field Crops	www.cabdirect.org	No	Yes	CAB Direct
Field Crops Archive	www.cabdirect.org	No	Yes	CAB Direct
Forest Products	www.cabdirect.org	No	Yes	CAB Direct
Forestry	www.cabdirect.org	No	Yes	CAB Direct
Forestry Archive	www.cabdirect.org	No	Yes	CAB Direct
Global Health	www.cabdirect.org	No	Yes	CAB Direct
Global Health Archive	www.cabdirect.org	No	Yes	CAB Direct
Grasslands and Forage	www.cabdirect.org	No	Yes	CAB Direct
Grasslands&Forage Archive	www.cabdirect.org	No	Yes	CAB Direct
Helminthology	www.cabdirect.org	No	Yes	CAB Direct
Helminthology Archive	www.cabdirect.org	No	Yes	CAB Direct
Horticultural Abstracts	www.cabdirect.org	No	Yes	CAB Direct
Horticultural Archive	www.cabdirect.org	No	Yes	CAB Direct
Human Nutrition (NARA - A)	www.cabdirect.org	No	Yes	CAB Direct
Irrigation and Drainage	www.cabdirect.org	No	Yes	CAB Direct
Maize	www.cabdirect.org	No	Yes	CAB Direct
Med & Vet Entomology Archive	www.cabdirect.org	No	Yes	CAB Direct
Med & Vet Mycology Archive	www.cabdirect.org	No	Yes	CAB Direct
Medical & Vet Entomology	www.cabdirect.org	No	Yes	CAB Direct
Medical & Vet Mycology	www.cabdirect.org	No	Yes	CAB Direct
Nematology	www.cabdirect.org	No	Yes	CAB Direct
Nematology Archive	www.cabdirect.org	No	Yes	CAB Direct
Organic Research	www.cabdirect.org	No	Yes	CAB Direct
Ornamental Horticulture	www.cabdirect.org	No	Yes	CAB Direct
Pig News & Information	www.cabdirect.org	No	Yes	CAB Direct
Plant Breeding	www.cabdirect.org	No	Yes	CAB Direct
Plant Breeding Archive	www.cabdirect.org	No	Yes	CAB Direct
Plant Genetic Resources	www.cabdirect.org	No	Yes	CAB Direct
Plant Growth Regulators	www.cabdirect.org	No	Yes	CAB Direct
Plant Pathology	www.cabdirect.org	No	Yes	CAB Direct
Plant Pathology Archive	www.cabdirect.org	No	Yes	CAB Direct
Postharvest News & Info	www.cabdirect.org	No	Yes	CAB Direct
Potato Abstracts	www.cabdirect.org	No	Yes	CAB Direct
Poultry Abstracts	www.cabdirect.org	No	Yes	CAB Direct
Protozoological Abstracts	www.cabdirect.org	No	Yes	CAB Direct
Rice Abstracts	www.cabdirect.org	No	Yes	CAB Direct
Rural Development	www.cabdirect.org	No	Yes	CAB Direct
Seed Abstracts	www.cabdirect.org	No	Yes	CAB Direct

Soils & Fertilizers Archive	www.cabdirect.org	No	Yes	CAB Direct
Soils and Fertilizers	www.cabdirect.org	No	Yes	CAB Direct
Soyabean Abstracts	www.cabdirect.org	No	Yes	CAB Direct
Sugar Industry Abstracts	www.cabdirect.org	No	Yes	CAB Direct
Tropical Disease Archive	www.cabdirect.org	No	Yes	CAB Direct
Tropical Disease Bulletin	www.cabdirect.org	No	Yes	CAB Direct
Tropical Veterinary Archive	www.cabdirect.org	No	Yes	CAB Direct
Veterinary Bulletin	www.cabdirect.org	No	Yes	CAB Direct
Veterinary Bulletin Archive	www.cabdirect.org	No	Yes	CAB Direct
Veterinary Science Database	www.cabdirect.org	No	Yes	CAB Direct
Weed Abstracts	www.cabdirect.org	No	Yes	CAB Direct
Weed Abstracts Archive	www.cabdirect.org	No	Yes	CAB Direct
Wheat Abstracts	www.cabdirect.org	No	Yes	CAB Direct
World Ag.Econ & Rural Sociology Abstracts	www.cabdirect.org	No	Yes	CAB Direct
World Ag.Econ & Rural Sociology Archive	www.cabdirect.org	No	Yes	CAB Direct

CABI Head Office, Nosworthy Way, Oxfordshire, OX10 8DE, UK
T: +44 (0)1491 829312 F: +44 (0)1491 829198 E: support@cabi.org