Usage Reports

Usage reports provide account-specific details such as usage summaries by account, site/user, search type, time or database. This information lets you see usage patterns, popular searching methods, and popular databases. You can use this information to make sure that your ProQuest account meets the needs of your users—providing the right databases, supplying users with the correct access, and that the default settings are configured properly.

How to Read Usage Reports

ProQuest usage reports contain valuable data. Here is a quick overview of the different parts of your usage report (note: not all of this data appears on all reports. Yearly comparisons, for example, are only available on annual reports):

A **Database Activity - Annual Report**

B **Time Frame - Nov 2003 to Oct 2004**

C **Client *Client* - Test Account for *Client***

	Searches	Database	Cit/Abstract	Any FT Format	Total
	D	E	F	G	H
	14709	ABI/INFORM Archive I	0	7	7
	14700	ABI/INFORM Global	398	2282	2680
	625	APS Online	12	299	311
	12370	Alt-Press Watch (APW)	5	73	78
	14860	American Medical Association	62	0	62
	14698	CBCA Business	9	21	30
	14697	CBCA Current Events	22	43	65
	14738	CBCA Education	7	16	23
	14720	CBCA Reference	30	98	128
	123	CINAHL® - Database of Nursing and Allied Health Literature	12	619	631
	12428	Ethnic NewsWatch (ENW)	4	132	136
	12345	Ethnic NewsWatch and ENW: A History (ENW+H)	1	53	54
	12385	GenderWatch (GW)	2	73	75
	136	MEDLINE®	7	78	85
	14675	MarketResearch.com Academic	1	0	1
	14906	ProQuest Nursing Journals	19	327	346
	27	PsycINFO®	0	6	6
	14815	Reference	0	4	4
	14917	Research Library	697	3699	4396
	12948	**Canadian Newsstand**	**28**	**768**	**796**
	14712	Canadian Newsstand Complete	28	768	796
	13899	**ProQuest Newspapers**	**238**	**2346**	**2584**
	15518	Chicago Tribune	13	268	281
	14555	Christian Science Monitor	0	0	0
	14556	Hartford Courant	0	84	84
	15541	Los Angeles Times	13	311	324
	15567	National Newspapers (27)	196	1661	1857
	14740	New York Times	16	16	32
	229	ProQuest Newsstand	0	3	3
	14593	Washington Post	0	3	3
I	332885	Grand Total	1554	10944	12498
J	46954	Previous Year	247	1342	1589
K	609%	% Increase	529%	715%	687%
L	**17283**	**Total Unique Searches (Search Button Pressed)**			

A The Report Name.

B The Time frame

C The client ID and Name

D This column displays the number of searches for each database.

E The name of the database being searched.

F The number of articles retrieved from those searches in Citation or Abstract format.

G The number of articles retrieved from those searches in Full Text formats.

H The total number of articles retrieved from those searches.

I **Grand Total**
The total number of searches performed in all databases. This is **not** the same as the number of times **Search** was clicked. (For this information, see **Total Unique Searches** below.) This is because when a user is searching multiple databases and clicks Search, the number of searches for **each** database is incremented by one. The Grand Total is therefore incremented by the number of databases being searched.

For example, a user is searching ABI/INFORM Archive I and ABI/INFORM Global. Each time the user clicks Search the number of ABI/INFORM Archive I searches is incremented by 1, the number of ABI/INFORM Global searches is incremented by 1, and the Grand Total will be incremented by 2.

J **Previous Year**
The totals from the same period in the previous year. (This is only available on the Database Activity - Annual Report.

K **% Increase/Decrease**
The percent change from the same period last year.

L **Total Unique Searches**
The total number of unique searches. This compensates for the inflated numbers in the Grand Total and shows the number of times the search button was pressed.

Specific Usage Reports

Here is a description of each of the different usage reports available to you.

Database Activity – Summary Report

The Database Activity – Summary Report gives you an overview of activity for the databases to which you subscribe, for the period of time you specify.

The report shows:

- The total number of searches in each database, broken down by location.
- The number of articles retrieved from each search, broken down by the format provided (Citation / Abstract, Any full text Format).
- The number of unique searches.

If you display a report for a grouped site (such as a consortium), you will see a summary section that totals all usage for the entire consortium (the master client). You can also select to view a detailed section that displays the usage for each of the individual clients (the child clients).

Database Activity – Annual Report

The Database Activity – Annual Report gives you an overview of activity for the databases to which you subscribe for a twelve month period.

The report shows:

- The total number of searches in each database, broken down by location.
- The number of articles retrieved from each search, broken down by the format provided (Citation / Abstract, Any full text Format).
- The previous years totals for each column, plus the percent change from the previous year.
- The total number of unique searches.

If you display a report for a grouped site (such as a consortium), you will see a summary section that totals all usage for the entire consortium (the master client). You can also select to view a detailed section that displays the usage for each of the individual clients (the child clients).

Database Activity – Detail Report

The Database Activity – Detail Report gives you an overview of the activity for the databases to which you subscribe.

The report shows:

- The total number of searches in each database, broken down by location and login name.
- The number of searches and document usage broken out by location, database, and login name.
- The number of articles retrieved from each

search, broken down by the format provided (Citation / Abstract, Any full text Format).

If you choose to display the report for all sites in a grouped site (such as a consortium), there will be a summary section that totals all usage for the entire consortium, and a detailed section that breaks out usage by the individual clients (location).

Document Usage by Database/Journal

The Document Usage by Database/Journal Report gives you an overview of the documents retrieved for the databases to which you subscribe, for the period of time you specify.

This report shows:

- The total number of articles retrieved broken out by location and database.
- The total number of articles retrieved from each publication, broken out by the format delivered (Citation, Abstract, Full Text, Text + Graphics, Page Image, Page-Map, and Article-Image).

If you choose to display the report for all sites in a grouped site (such as a consortium), there will be a summary section that totals all usage for the entire consortium, and a detailed section that breaks out usage by the individual clients (location).

Document Usage by Delivery Method

This report gives you a summary of the documents retrieved for the databases to which you subscribe, during the period of time you select.

This report shows:

- The total number of documents provided broken out by location and delivery method (Electronic Mail, On-Line Display or Fax).

If you choose to display the report for all sites in a grouped site (such as a consortium), there will be a summary section that totals all usage for the entire consortium, and a detailed section that breaks out usage by the individual clients (location).

Document Usage by Organization

This report gives you a summary of the number of articles retrieved for the databases to which you subscribe, during the period of time that you select.

This report shows:

- The total number of documents provided, broken out by location
- The format retrieved (Citation Abstract, Any Full Text Format).

If you choose to display the report for all sites in a grouped site (such as a consortium), there will be a summary section that totals all usage for the entire consortium, and a detailed section that breaks out usage by the individual clients (location).

Searches by Search Mode

This report provides an overview of the searches used by the different login accounts for a specific period.

This report shows:

- Total number of searches broken out by location and login name.
- The total number of searches using each mode (Basic, Guided, Advanced, Natural Language, Publication or Topic)

If you choose to display the report for all sites in a grouped site (such as a consortium), there will be a summary section that totals all usage for the entire consortium, and a detailed section that breaks out usage by the individual clients (location).

Searches by Time

This report provides an overview of the searches performed over the last 14 days.

This report shows:

- The daily usage broken down by client and login name.
- The number of searches performed each hour of each day during the 14 day period.

Note: The hourly information provided in the report is based on EDT (GMT: - 5:00).

If you choose to display the report for all sites in a grouped site (such as a consortium), there will be a summary section that totals all usage for the entire consortium, and a detailed section that breaks out usage by the individual clients (location).

Counter Database Report 1

This report meets the Counter 2003 code of practice, and provides information on the total searches performed broken down by database and month for a 12 month period (you can control the period by selecting the desired end date).

Note: ProQuest sessions are not directly related to databases. The session count reported is identical for all databases.

This report is valid only for data after December of 2003 when Counter reports were introduced.

This report shows:

- The total number of searches performed, broken down by month and database.
- The total number of sessions, broken down by month and database.

According to Counter definitions:

- A **Search** is defined as “A specific intellectual query, typically equated to submitting the search form of the online service to the server.”
- A **Session** is defined as “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).”

Counter Database Report 3

This report is in accordance with the Counter 2003 code of practice, and provides information on the total searches performed broken down by database and month for a specific period.

Note: ProQuest sessions are not directly related to databases. The session count reported is identical for all databases.

This report is valid only for data after December of 2003 when Counter reports were introduced.

This report shows:

- The total number of searches performed, broken down by month and database.
- The total number of sessions, broken down by month and database.

According to Counter definitions:

- A **Search** is defined as “A specific intellectual query, typically equated to submitting the search form of the online service to the server.”
- A **Session** is defined as “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).”

Counter Journal Report 1

This report meets the Counter 2003 code of practice. It provides information on the number of full-text articles retrieved, broken down by month and journal.

This report is valid only for data after December of 2003 when Counter reports were introduced.

This report shows:

- The total number of print full-text articles retrieved, broken down by month and journal.

According to Counter definitions:

- A **Full Text Article** is defined as “The complete text, including all references, figures and tables, of an article, plus links to any supplementary material published with it.”
- A **Journal** is defined as “A serial that is a branded and continually growing collection of original articles within a particular discipline”
- **Print ISSN** is defined as “Free text format (up to 13 characters in future) Unique International Standard Serial Number assigned to the print version of a journal by the national ISSN agency of the country from which the journal is published”
- **Online ISSN** is defined as “Free text format (up to 13 characters in future) Unique International Standard Serial Number assigned to the online version of a journal by the national ISSN agency of the country from which the journal is published.”
- A **Search** is defined as “A specific intellectual query, typically equated to submitting the search form of the online service to the server.”
- A **Session** is defined as “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).”

Create and Edit a Usage Report

To create a usage report, follow these steps:

1. Make sure you are on the **Usage Reports**, **Create a Usage Report** page:
   - Click the **Usage Report** tab, and make sure the **Create a Usage Report** tab is selected.
   - Or, select **View/download usage reports** from the Quick Picks pull-down menu.
2. If you have access to multiple Accounts or clients, select the desired **Account** from the pull-down menu located above the tabs. (If there is only one client available, the Account is static text, rather than a pull-down).
3. Select the desired **Report Type**. The **About this Report Type** area provides a summary of the currently selected report type.
4. Select your **Delivery Method**.

   The Delivery Method option lets you select how you would like to receive your report. Depending on the method you select, the remaining selections (steps 5-10) may or may not be available. The methods are:
   - **Display to screen as Web Page** The report will display within 90 seconds.
   - **Email Report now** The report will arrive by email within 24 hours.
   - **Download now** The report can be downloaded immediately.
   - **Schedule report for periodic Email delivery** The report will be delivered according to the Scheduled Delivery Options you select.
5. Select whether or not to **show Items with zero usage**. Check **Yes** to view all items, including those that have not been used. Check **No** to only view those items that have been used during the usage period.
6. Select whether or not to **show detailed statistics breakout for each site in this multi-level account**. Check **Yes** to view the statistical breakout for each site in addition to account summary. Check **No** to only view summary information for the account as a whole.
7. Select the desired **usage period** (the time period you want included in the usage report). The options available here will vary, depending on the Report Type you select.
8. If you have chosen to schedule reports for periodic delivery, select when and how frequently the reports are emailed to you in the **Scheduled Delivery Options** area.
   - Use the first drop down box to select the day of the month you want to receive the report.
   - Use the second drop down box to select the frequency you want to receive the reports.
   - Use the third drop down box to set the month for the initial report.
9. Select the desired **Delivery Format**.
   - **Emailed Reports** are available as HTML files, '~' delimited files, or CSV files (which are Excel compatible).
   - Downloaded Reports are available as either '~' delimited files, or CSV files (which are Excel compatible).
   - **Scheduled Reports** are available as HTML files, '~' delimited files, or CSV files (which are Excel compatible).
10. Enter the desired **Email Address**. You may only enter one email address.
11. Click **Create Report**.
12. Continue as follows:

    If you have selected to view the report, it will appear within a few seconds.

    If you have selected to email the report, it will be emailed within 24 hours.

    If you have selected to download the report:
    - You see a **Save As** dialog box.
    - Click **Save**. Navigate to where you want to save the file.
    - Click **Save**.

    If you have scheduled a report, it will be emailed on the selected date.

Download an HTML Report

1 Make sure you are on the **Usage Reports**, **Create a Usage Report** page:
   - Click the **Usage Report** tab, and make sure the **Create a Usage Report** tab is selected.
   - Or, select **View/download usage reports** from the Quick Picks pull-down menu.

2 If you have access to multiple Accounts or clients, select the desired **Account** from the pull-down menu located above the tabs. (If there is only one client available, the Account is static text, rather than a pull-down).

3 Select the desired **Report Type**. The **About this Report Type** area provides a summary of the currently selected report type.

4 Select **Display to screen as Web Page** from **Delivery Method**.

5 Set the options for **Show items with zero usage**, **Show detailed statistics breakout for each site in multi-level accounts**, and **Usage Period**. (See Create and Edit a Usage Report for more information on these options.)

6 Click **Create Report**.

   You will see the desired report on screen.

7 Select **Save as** from your browser's File Menu and save the page to your hard disk.

If your report is large, you may get an error message when attempting to view to screen. If this happens, try setting the **Delivery Method** to **Email Report Now** and the **Delivery Format** to **HTML**.

Download a Report in CSV Format for Use in Excel

1 Make sure you are on the **Usage Reports**, **Create a Usage Report** page:
   - Click the **Usage Report** tab, and make sure the **Create a Usage Report** tab is selected.
   - Or, select **View/download usage reports** from the Quick Picks pull-down menu.

2 If you have access to multiple Accounts or clients, select the desired **Account** from the pull-down menu located above the tabs. (If there is only one client available, the Account is static text, rather than a pull-down).

3 Select the desired **Report Type**. The **About this Report Type** area provides a summary of the currently selected report type.

4 Select **Download now** from **Delivery Method**.

5 Set the options for **Show items with zero usage**, **Show detailed statistics breakout for each site in multi-level accounts**, and **Usage Period**. (See Create and Edit a Usage Report for more information on these options.)

6 Set the **Delivery Format** to **CSV file (Excel compatible)**.

7 Click **Create Report**.

   You see a **Save As** dialog box.

8 Click **Save**. Navigate to where you want to save the file.

9 Click **Save**.

You can now import the report into Excel.

Import a CSV Format Report into Excel

Before you can import a report into Excel, you will need to download the report in CSV format.

Once you have done that, follow these steps to open the report in Excel:

1 Launch Excel. If it doesn't open with a blank worksheet, create a new worksheet.

2 From the File menu, select **Open**.

3 Navigate to the file you downloaded. Select the file and click **Open**.

The spreadsheet will open in the Excel window. Adjust your column widths, fonts, etc., as necessary.

You can then sort titles by date, ISSN, title, or any other column by using the Sort function under the Data Menu.

View a Report

1. Make sure you are on the **Usage Reports**, **Create a Usage Report** page:
   - Click the **Usage Report** tab, and make sure the **Create a Usage Report** tab is selected.
   - Or, select **View/download usage reports** from the Quick Picks pull-down menu.
2. If you have access to multiple Accounts or clients, select the desired **Account** from the pull-down menu located above the tabs. (If there is only one client available, the Account is static text, rather than a pull-down).
3. Select the desired **Report Type**. The **About this Report Type** area provides a summary of the currently selected report type.
4. Select **Display to screen as Web Page** from **Delivery Method**.
5. Set the options for **Show items with zero usage**, **Show detailed statistics breakout for each site in multi-level accounts**, and **Usage Period**. (See Create and Edit a Usage Report for more information on these options.)
6. Click **Create Report**.

   You will see the desired report on screen.

Email a Report

Follow these steps to email a usage report:

1. Make sure you are on the **Usage Reports, Create a Usage Report** page.

   If you have access to multiple Accounts or clients, select the desired **Account** from the drop-down.

   (If there is only one client available, the Account is static text, rather than a drop-down).
2. Select the desired **Report Type**. The About this Report Type area provides a summary of the currently selected report type.
3. Select **Email report now** from **Delivery Method**.
4. Set the options for **Show items with zero usage**, **Show detailed statistics breakout for each site in multi-level accounts**, and **Usage Period**.
5. Set the **Delivery Format** to **HTML-display as a Web page**, **'~' delimited file** or **CSV file (Excel compatible)**.
6. Enter the desired **Email Address**, where you want to receive the usage report.
7. Click **Create Report**.

   You see a confirmation page. Click **Back** to return to the **Create a Usage Report** page.

   Your report will be emailed within 24 hours.

Schedule a Report

1. Make sure you are on the **Usage Reports**, **Create a Usage Report** page:
   - Click the **Usage Report** tab, and make sure the **Create a Usage Report** tab is selected.
   - Or, select **View/download usage reports** from the Quick Picks pull-down menu.
2. If you have access to multiple Accounts or clients, select the desired **Account** from the pull-down menu located above the tabs. (If there is only one client available, the Account is static text, rather than a pull-down).
3. Select the desired **Report Type**. The **About this Report Type** area provides a summary of the currently selected report type.
4. Select **Scheduled report for periodic Email delivery** from **Delivery Method**.
5. Set the options for **Show items with zero usage**, **Show detailed statistics breakout for each site in multi-level accounts**, and **Usage Period**. (See Create and Edit a Usage Report for more information on these options.)
6. Set the **Delivery Format** to **HTML-display as a Web page**, **'~' delimited file** or **CSV file (Excel compatible)**.
7. Enter the desired **Email Address**, where you want to receive the usage report.
8. Click **Create Report**.

   You see the **Usage Reports, Scheduled Reports** page showing your newly scheduled report.

View a Scheduled Report Immediately

If you want to view a scheduled report immediately, follow these steps:

1. Make sure you are on the **Usage Reports**, **Scheduled Reports** page:
   - Click the **Usage Report** tab, and make sure the **Scheduled Reports** tab is selected.
2. If you have access to multiple Accounts or clients, select the desired **Account** from the pull-down menu located above the tabs. (If there is only one client available, the Account is static text, rather than a pull-down).
3. Click **Edit** in the Action column of the report you want to view.

   You see the **Usage Reports, Create a Usage Report** page displaying the information for the selected report.
4. Change the **Delivery Method** to **Display to screen as Web Page**.
5. Double-check your remaining settings, especially the **Usage Period**.
6. Click **Create Report**.

   The report will appear on your screen within a few seconds.

Email a Scheduled Report Immediately

If you want to email a scheduled report immediately, follow these steps:

1. Make sure you are on the **Usage Reports**, **Scheduled Reports** page:
   - Click the **Usage Report** tab, and make sure the **Scheduled Reports** tab is selected.
2. If you have access to multiple Accounts or clients, select the desired **Account** from the pull-down menu located above the tabs. (If there is only one client available, the Account is static text, rather than a pull-down).
3. Click **Edit** in the Action column of the report you want to view.

   You see the **Usage Reports, Create a Usage Report** page displaying the information for the selected report.
4. Change the **Delivery Method** to **Email Report now**.
5. Double-check your remaining settings, especially the **Usage Period** and the **Email address**.
6. Click **Create Report**.

The report will be emailed within 24 hours.

Edit a Scheduled Report

To create a new Scheduled Usage Report, follow the steps in Schedule a Report. Once you have scheduled reports, you may need to edit or delete reports. The **Usage Reports, Scheduled Reports** page lets you:

- View your currently scheduled usage reports.
- Sort the reports in ascending or descending order on any column by clicking the up or down arrows next to a column header.
- Edit a report.
- Delete a report.

Sort Reports

You can sort the reports by any of the data columns, making it easy to find the report you want.

Click the up-pointing arrow (▲) next to a column header to sort the reports in ascending order, based on that column. For example, click the up-pointing arrow next to **Next Delivery Date** to view the reports sorted by delivery date, with the next scheduled report at the top of the list.

Click the down-pointing arrow(▼) next to a column header to sort the reports in descending order, based on that column. For example, click the down-pointing arrow next to **Next Delivery Date** to view the reports sorted by delivery date, with the next scheduled report at the bottom of the list.

Edit a Report

To edit a report, click **Edit** in the **Action** column for the desired report. You will see the **Usage Report, Create Report** page displaying the information for the selected report. Make the desired changes and click **Create Report** to save the changes.

Delete a Report

To delete a report, click **Delete** in the **Action** column for the report you want to delete. You will see a confirmation dialog asking if you are sure you want to delete the report. Click **OK**.