

Guide to the GALILEO Reporting Tool

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Overview: GALILEO Usage Statistics (1/2)

GALILEO, Georgia's Virtual Library, has been capturing usage data from its system since its inception in 1995 and aggregating data from database vendors since 2002. GALILEO maintains a repository of usage data that includes both system data (gathered automatically by the GALILEO system) and vendor data (gathered manually or through vendor-automated delivery). The GALILEO reporting tools act in connection with a central repository usage statistics in order to allow users to create usage reports for specific institutions or groups of institutions, specific databases or groups of databases, and specific data elements, over specific periods of time.

GALILEO offers a research portal through which over 2,000 institutions may access hundreds of resources. The ability to gather and report data in this complex environment across many years and many changes is a multi-dimensional problem. Every change in subscription requires a new effort to capture new statistics while maintaining access to previous statistics to products no longer available or even in existence. Every change a vendor makes to a database may impact their statistical reports, changes to which impact GALILEO's data in turn. GALILEO has a history of seeking out solutions that provide economies of scale, and usage data is one source for documentation of success. This history and ability to provide information consistently and accurately has had many pitfalls.

Overview: GALILEO Usage Statistics 2/2

GALILEO was originally built on OCLC's SiteSearch Software, which provided Z39.50 searches of both local (ProQuest and EBSCO) and vendor-hosted (OCLC FirstSearch) collections. From 1995-1998, the GALILEO system captured detailed information about user logins, types of searches, indexes searched, and full-text usage. In 1998, the GALILEO vendors began to offer robust web interfaces with more features than were possible through the GALILEO interface. At that time, GALILEO began a transition to becoming a web portal to multiple different subscription resources in addition to locally-developed resources. From 1998 to 2002, database-vendorprovided data proved elusive and impossible to capture. Many vendors did not and do not provide data on the usage of their products, consortial reporting features were and are not widely available, and data elements were and are not consistent from vendor to vendor. The disappearance of data from the aggregated repository belied the actual use, undermining accountability reporting.

Beginning in 2003-4, with the assistance of the Vendor Performance Assessment Committee, GALILEO embarked on a project to collect, normalize, and make available through a revised reporting tool as much vendor-provided usage data as possible. This guide provides an overview of the data, the old and new reporting tools, steps to create specific reports, and tips for working with usage statistics.

Old and New Reporting Tools (1/2)

Original Reporting Tool

- <u>http://dbs.galib.uga.edu/stats/html/stats.html</u>
- Offers data repository collected from the GALILEO system (1995-present) and database vendors (2002 to present for most)
- Tool allows selection of institutions, databases, data types, including date ranges (days, weeks, months)
- Reports group each data type separately (searches, full-text, etc.)
- Reports output to screen (HMTL) or as delimited text

Old and New Reporting Tools (2/2)

New Reporting Tool

- <u>http://www.galileo.usg.edu/stats</u>
- Utilizes same data repository as original reporting tool (data collected from GALILEO system (1995-present) and database vendors (2002 to present for most))
- Provides a default landing page for each institution that shows current month's data and links to additional reporting tool options
- Reporting tool allows selection of institutions, databases, data types, including date ranges (months, fiscal years)
- Reports output to screen (HTML) in graph or table format. Graphs can be downloaded for use in documents. Tables utilize standard column headings for data types (searches, full-text, etc.) and rows for databases. Tables can be exported as delimited file (download).

What is Included in the GALILEO Statistics Data? (1/2)

- Data repository includes data collected from the GALILEO system (1995-present) and database vendors (2002 to present for most)
- GALILEO System:
 - Sessions (logins to browser sessions)
 - Links Chosen (to resources in GALILEO menus)
- GALILEO System-Hosted databases (some, not all):
 - Keyword searches
 - Browse searches
 - Full-text views
 - Citation Views
 - Indexes Searched

What is Included in the GALILEO Statistics Data? (2/2)

- Data repository includes data collected from many of the GALILEO database vendors
 - Britannica (2002 to present)
 - EBSCO (2002 to present)
 - FirstSearch Base Package (Subscription, Not Per Search; (2005 to present)
 - LexisNexis (2002 to present)
 - ProQuest (2002 to present)
 - SIRS (July 2006 to present)
- Data is collected monthly
- Collected data elements include:
 - Searches
 - Full-Text Views
 - Citation Views

Definitions (1/2)

GALILEO	COUNTER, Code of Practice, Version 3.0, Released August 2008 Appendix A: Glossary of Terms <u>http://www.projectcounter.org/code_practice.html</u>				
Searches	3.1.2.10	Search	A specific intellectual query, typically equated to submitting the search form of the online service to the server (EBSCO, abridged)		
Citation Views	3.1.2.6	Article header	That subsection of an article which includes the following information: publisher; journal title, volume, issue and page numbers; copyright information; list of names and affiliations of the authors; author organization addresses; title and abstract (where present) of the article; keywords (where present)		
Links Chosen	3.1.2.13	Link-out	Linking from one online resource to another. The act of clicking the link and moving to a page on another site. Generally used to measure activity for library- configurable links as might be found in a link server. The domain name of the target of the link in the transaction to be recorded. (EBSCO).		
GALILEO Sessions	3.1.4.2	Session	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)		

Definitions (2/2)

GALILEO	COUNTER, Code of Practice, Version 3.0, Released August 2008 Appendix A: Glossary of Terms <u>http://www.projectcounter.org/code_practice.html</u>				
Full-Text Views	3.1.2.1 3.1.2.1.1	Item Full-text item	Full text article, TOC, Abstract, Database record Full-text article, book chapter	A uniquely identifiable piece of published work that may be: a full-text article (original or a review of other published work); an abstract or digest of a full-text article; a sectional HTML page; supplementary material associated with a full-text article (eg a supplementary data set), or non-textual resources, such as an image, a video, or audio). A category of 'item' such as a full-text journal article, a book chapter, or an encyclopedia entry	
	3.1.2.2	Full- Content Unit		Journals: article Books: Minimum requestable unit, which may be the entire book or a section thereof. Reference Works: content unit appropriate to resource (eg dictionary definitions, encyclopedia articles, biographies, etc) Non-textual resources: file type as appropriate to resource (eg image, audio, video, etc) (ICOLC)	
	3.1.2.3	Article		An item of original written work published in a journal, other serial publication, or in a book. An article is complete in itself, but usually cites other relevant published works in its list of references, if it has one.	

Other Related Counter Definitions: PDF, HTML

What is Not Included in the GALILEO Statistics Data? (1/2)

- Some vendors do not have the structure in place to gather statistics on a consortial basis. They may provide institution-specific reports, but the data set is too large for GALILEO to collect and norm efficiently. Other vendors do not provide statistics at all.
- GALILEO statistics do not distinguish between on- and off-site usage. While this may be desirable, the widespread use of proxy servers for off-site authentication renders the distinction meaningless.
- Some vendors report one month (Britannica) or two months (Lexis Nexis) behind the current month
- GALILEO does not collect data elements other than those referenced in in the "What is included" section, although they may be available.

What is Not Included in the GALILEO Statistics Data? (2/2)

- Journal usage data
- Federated search data
- GALILEO Local Resource Integration (GLRI) Library-Managed Database Vendor Statistics (clickthroughs from menus only)
- Additional Counter Report Elements, including:
 - •Publisher
 - •Platform
 - •Searches -- Federated and automated
 - •Total sessions
 - •Sessions Federated and automated
 - •Page Type (Database Turnaways)
 - •Service name
 - •Page Type (HTML)
 - •Page Type (PDF)

How is GALILEO Usage Data Collected?

- Vendor usage is collected each month through scheduled delivery when available and manual collection processes when not.
- Data is conformed, normalized, and loaded into data repository through individual loading programs for each vendor
- GALILEO staff conduct quality checks to be sure the data has loaded correctly. Changes to vendor accounts and resources can introduce anomalies to the reports for which the loading programs must be rewritten.
- New statistics are usually available in the repository by the middle of each month.

Statistics Gathering and Consolidation Process



Vendor Data Collection (1/2)



Vendor Data Collection (2/2)

- Normalization
- Programmatic transcription of counts per institution and per product to repository
- Mapping and loading programs developed and maintained for each vendor report

Ingestion

Verification

- Checking to be sure data is accurate in data repository
- Is anything off?
- Is anything missing?
- Making corrections in programs, reloading if necessary

- Data available in reporting tool
- Most recent month available from vendor (some run their own reports on a month-behind or monthly schedule)

Availability



Usage Statistics Collection and Reporting



Reports and Instructions

- Institutional Landing Page
- Database Report for Single Institution
- Vendor Report for Single Institution
- Database Report for multiple institutions
- Vendor Report for multiple institutions

Institutional Landing Page: <u>http://www.galileo.usg.edu/stats</u>

- 1. Shows your institution by default if you have an on-campus IP or are logged into GALILEO with campus password.
- 2. Shows the calendar year-to-date for all databases through most current month available by default
- 3. Report Settings
- 4. Export Options
- 5. Explore other reporting options

	Georgia's Virtual Library GA Initiative of the University System of Georgia			Usage Statistics February 25, 2010			
1. GALILEO Admin (dem4) 2 Jan 2010							
Report Settings Institutions (1): dem4	Databases	Searches	Full-Text Views	Citation Views	Links Chosen	GALILEO Sessions	
Statistics (5): Searches / Full-Text Views / Citation Views / Links Chosen / GALILEO Sessions Months: (1): Jan 2010	ABI/INFORM Complete (ZUCA)	145,502	26,045	12,764	0		
Databases (All::113) listed separately Monthly (Row) Totals: OFF	ABI/INFORM Dateline (ZUAD)	31,052	1,979	266	0		
Report (Col) Totals: ON Report time : 0:00:00 (h:m:s)	Academic Search Complete (ZBAC)	77	106	31	5		
Export File Settings: Delimiter: ①, 〇; 〇 ◯tab	Advanced Placement Source (ZBAD)	17	0	0	0		
Export Data with current settings Copyright @1995-2010. GALILEO, USG	African American Funeral Programs from the East Central Georgia Regional Library (FPRO)	0	O	0	1		
This report is showing only your institution's Year-To-Date data.	AGRICOLA (ZBAG)	30	0	5	0		
More Click here to view other months, institutions, graphs, or	Alt HealthWatch (ZBAH)	28	105	5	1		
use advanced options	America: History & Life (ZBAL)	3	0	0	0		
Header Frequency Only Once at Top :	Ancestry Library Edition (ZUAL)	0	0	0	1		
	Book Collection: Nonfiction (ZBNF)	140	274	35	0		
	Book Index with Reviews (ZBIR)	13	0	5	0		

Database Report for Single Institution

- 1. Select the type of data you are interested in gathering (i.e. Search, Full-Text etc.) under "Statistics."
- 2. Under "Output to," select "Report."
- 3. Select "Single Institution (#1)" under "Report Settings."
- 4. Choose whether you want to include "Row Totaling" or "Column Totaling" in the report.
- 5. Under "Dates," Choose the month, year(s), or fiscal year.
- 6. Select your institution under "Institutions."
- 7. Select a database(s) under "Databases."
- 8. Run report.
- 9. On the report page under "Export File Settings, you have the option to export the report.



Vendor Report for single institution

- 1. Select the type of data you are interested in gathering (i.e. Search, Full-Text etc.) under "Statistics."
- 2. Under "Output to," select "Report."
- 3. Select "Vendor (#3)" under "Report Settings."
- 4. Choose whether you want to include "Row Totaling" or "Column Totaling" in the report.
- 5. Under "Dates," Choose the month, year(s), or fiscal year.
- 6. Select your institution under "Institutions."
- 7. Select a vendor or vendors under "Databases."
- 8. Run report.
- 9. On the report page under "Export File Settings, you have the option to export the report.



Database Report for multiple institutions

- 1. Select the type of data you are interested in gathering (i.e. Search, Full-Text etc.) under "Statistics."
- 2. Under "Output to," select "Report."
- 3. Select "Multi-Institution (#2)" under "Report Settings."
- 4. "Row Totaling" or "Column Totaling" will be selected by default.
- 5. Under "Dates," Choose the month, year(s), or fiscal year.
- 6. Select multiple institutions under "Institutions."
- 7. Select a vendor(s) under "Databases." *Note that when "Multi-Institution (#2)" has been selected, "Limit by Vendor" will automatically be enabled.
- 8. Run report.
- 9. In the report, click on the names of the institutions you wish to see data for individual databases.
- 10. On the report page under "Export File Settings, you have the option to export the report.



4	Statistics: All None 5	Dates :: Months Years Show Fiscal Years 	
1.	Searches Full-Text Views Citation Views Links Chosen GALILEO Sessions	May 2009 Apr 2009 Mar 2009 Feb 2009 Jan 2009 Dec 2008	Georgia's Virtual Library GALILEO An Initiative of the University System of Georgia
2.	Reset All Output to: ○ Graph ⊙ Report 6.	Nov 2008 Oct 2008 Sep 2008	Ceordia's Virtual Ubrary Chosen (3)
3.	Report Settings: Single Institution (#1)	Albany Technical College (albt) Alpharetta Methodist Christian Academy (psal) Altamaha Technical College (alta) American Intercontinental University (amco) AMPALS Test Site (tamp) Andrew College (and1) Applachian Technical College (pict) Appling County Schools (sapp) Argosy University/Altanta (arg1)	Abraham Baldwin Agricultural College (abr1) Agnes Scott College (asc1) Albany State University (alb1)
Δ	• Multi-Institution (#2)	Databases (18) :: Limit by Vendor 🗹	Chosen (2)
8.	 Column Totaling Column Totaling List Institutions Separately List Databases Separately Show Report Settings Report Generate Report with current settings Time to compile report can increase relative to the volume of data requested. 	Cambridge Scientific (CSA) (cambridge) Career Guidance Foundation (cgf) Chadwyck-Healey (chadwyck_healey) Digital Library of Georgia (dlg) Elsevier Science, Ltd. (elsevier) Gale Group (gale) GALILEO (galileo) GALILEO (galileo) GALILEO Internet Resources (galileo_intres) Institute for Scientific Information (ISI) (isi)	EBSC0 (ebsco) Encyclopaedia Britannica (britannica)
	Return to Landing Page Copyright @1995-2010. GALILEO, USG last update 11/18/2009 (Firefox)		

Export File Settings:	Vendor	Databases	Searches	Full-Text Views
Export Export Data with current settings	EBSCO	Academic Search Complete (ZBAC)	2,746	607
(EBSCO	Academic Search Premier (ZBAP)	0	0
Return to Criteria Page	EBSCO	Advanced Placement Source (ZBAD)	37	16
Only Once at Top	EBSCO	Agricola (AGRB-ABR1)	0	0
	EBSCO	AGRICOLA (ZBAG)	58	0
	EBSCO	Alt HealthWatch (ZBAH)	68	6
	EBSCO	Book Collection: Nonfiction (ZBNF)	66	3

Vendor Report for multiple institutions

- 1. Select the type of data you are interested in gathering (i.e. Search, Full-Text etc.) under "Statistics."
- 2. Under "Output to," select "Report."
- 3. Select "Multi-Institution (#2)" under "Report Settings."
- 4. "Row Totaling" or "Column Totaling" will be selected by default.
- 5. Under "Dates," Choose the month, year(s), or fiscal year.
- 6. Select multiple institutions under "Institutions."
- 7. Select a vendor or vendors under "Databases."
- 8. Run report.
- 9. On the report page under "Export File Settings, you have the option to export the report.



	Certified Without Library An Institutive of the University System of Georgia				
Settings:	Encyclopaedia Britannica (britannica)				
port Data th current settings	Sites	Searches	Full-Text Views		
10. GALILEO, USG	Abraham Baldwin Agricultural College (abr1)	303	59		
o Criteria Page	Albany Technical College (albt)	119	143		
er Frequency nce at Top 🔽	Report Totals	422	202		

Tips on Making the Most of GALILEO Usage Reports (1/3)

- What Does This Information Mean?
 - "GALILEO Sessions" are like patron gate counts
 - "Links Chosen" indicate something about the relative popularity OR visibility of the resource to users
 - "Searches" indicate something about the amount of use a resource is getting
 - "Full-Text Views" represent the culmination of the research process and can be translated into cost-per-use

Tips on Making the Most of GALILEO Usage Reports (2/3)

- How Can This Information Be Useful?
 - Use electronic resource usage statistics to
 - Demonstrate value to patrons both on- and off-site in monthly, annual, and accountability reports
 - Inform selection and cancellation decisions
 - cost-per-use
 - Justify expenditures
 - cost-avoidance (serials purchasing, ILL costs, pay-per-view)
 - Remember that low(er) use does not always equate to low(er) value
 - Look for trends in usage to help predict staffing, resource, and collection needs

Tips on Making the Most of GALILEO Usage Reports (3/3)

- Working with Charts, Graphs, and Exported Data
 - Experiment with the advanced reporting tool to get the output that you want
 - Selection options build sequentially starting with date
 - Right-click on graphs to save as PNG files for use in reports and other communications
 - Export data in .csv or other delimited format for local aggregation

If you need help...

Contact GALILEO Staff: http://www.galileo.usg.edu/contact/