



# Quick guide

## Resources to support training colleagues

This guide is for JUSP users who wish to train their colleagues to use JUSP and better understand usage statistics. It helps you quickly plan training and provide guidance suitable to your institution by highlighting existing resources from COUNTER, JUSP and libraries.

### What types of usage data are available?

Publishers and content providers usually supply usage reports to their library customers. Many offer COUNTER reports, which are industry standard reports that aim to ensure a consistent way of counting and recording usage of electronic resources.

Publishers may also offer non-COUNTER reports. Usage data is also available from other sources such as OpenAthens, link resolvers and proxy logs. These datasets can also be useful in providing further insight and context.

### How is data presented in COUNTER reports?

The current version of the Code of Practice is Release 5, and the previous version was Release 4.

COUNTER Release 4 (R4) has separate reports for different content (journals, books, databases, and multimedia). The reports show usage for each title and each month. The R4 metrics (what's being counted) include: successful full text requests, access denials, searches, result clicks and record views.

COUNTER Release 5 (R5) has 4 master reports for titles (journals and books), databases, platforms, and items (articles and multimedia). Metrics include requests, investigations, searches, and access denials.

- ⇒ JUSP video guide: [What are COUNTER Release 5 reports and views?](#)
- ⇒ JUSP R5 video guide slides can be downloaded from the Community area: [Access the Portal \(login required\)](#)
- ⇒ COUNTER video guides: [COUNTER Foundation classes](#)

### What tools are available for managing usage data?

Many libraries use spreadsheets to store, manage, manipulate, and analyse usage data. LMS and ERMs can often also store usage data which can then be viewed alongside other information such as cost. Some libraries may also use data visualisation software to provide an alternative way of viewing usage data.

JUSP is one such tool.

For a description of what JUSP is and what it does:

- ⇒ JUSP guide: [Can JUSP help?](#)
- ⇒ JUSP video guide: [Introducing JUSP](#)
- ⇒ "Sample slides: Introduction to JUSP" in the Community area: [Access the Portal \(login required\)](#)

## What does JUSP collect?

JUSP gathers COUNTER reports from participating suppliers and publishers. A full list is available here: <https://jusp.jisc.ac.uk/participants/>.

- ⇒ JUSP video guide: [What data is held in JUSP?](#)
- ⇒ JUSP R5 video guide slides can be downloaded from the Community area: [Access the Portal \(login required\)](#)

## What is being counted?

The metrics that appear in reports depends on the type of resource (i.e. journal, book or database).

- ⇒ JUSP video guide: [What is being counted?](#)
- ⇒ JUSP R5 video guide slides can be downloaded from the Community area: [Access the Portal \(login required\)](#)
- ⇒ [JUSP glossary](#)

For more detailed explanations of the Release 5 metrics, see the COUNTER resources:

- ⇒ COUNTER video guides: [COUNTER Foundation classes](#)
- ⇒ COUNTER [Release 5 Manual for Librarians](#)

## How do these reports support decision making?

Usage statistics only form part of the picture and need to be viewed alongside other information.

JUSP has use cases and case studies that show how institutions use usage data and JUSP. The Community area has templates and examples from JUSP libraries.

- ⇒ JUSP [use cases](#)
- ⇒ JUSP [case studies](#)
- ⇒ Examples from libraries in the Community Area: [Access the Portal \(login required\)](#)

## Which reports do I use and when?

COUNTER provide a set of 'friendly guides' that explain what the reports are used for:

- ⇒ COUNTER guide: [Friendly guide to COUNTER Release 4](#)
- ⇒ COUNTER guide: [Friendly guides to COUNTER Release 5](#)

JUSP has guides that point to the full range of reports to support common use cases:

- ⇒ JUSP guide: [Choosing which R4 report to run](#)
- ⇒ JUSP guide: [Choosing which R5 report to run](#)

JUSP video guides:

- ⇒ JUSP video guide R5 reports: [What reports and views are available in JUSP?](#) (16 mins 04) – Shows the range of reports available in JUSP and gives examples of when to use them.
- ⇒ JUSP video guide R5 reports: [How can JUSP filters tailor reports to my requirements?](#) (13 mins 59) – Shows how the flexibility of the report filter tools give you new ways of viewing data beyond pre-set reports.

If you are planning a training session:

- ⇒ Scenario-based exercises from the recent workshops are available from the [Events and training](#) page of the website.
- ⇒ R5 worksheet template in Community area: [Access the Portal \(login required\)](#)