

# COUNTER Code of Practice for Usage Factors

## Release 1

### Appendix A: Glossary of Terms

This Glossary lists, in alphabetical order, the terms relevant to the COUNTER Code of Practice for Usage Factors, provides a definition of each term, along with examples, where appropriate.

Term	Examples/formats	Definition
Abstract		A short summary of the content of an article, always including its conclusions
Access denied: content item not licenced		User is denied access to a content item because the user or the user's institution does not have access rights under an agreement with the vendor
Access denied: other	Error, system failure	User is denied access to a content item for reasons other than 'content item not licenced' or 'turnaway'
Access denied: Turnaway		A turnaway (rejected session) is defined as an unsuccessful log-in to an electronic service due to exceeding the simultaneous/concurrent user limit allowed by the licence
Access granted	Yes/no	User is granted access to the online collection or database, or subsets thereof, subject to the access rights specified in the agreement with the vendor
Aggregator	ProQuest, Gale, Lexis Nexis	A type of vendor that hosts content from multiple publishers, delivers content direct to customers and is paid for this service by customers
Archive	Oxford Journals Archive	Non-current collections of journals, books, articles, or other publications that are preserved because of their continuing value and which are frequently made available by publishers as separate acquisitions
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.
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)

Article Version (Countable)		Only usage of the following 4 Article Versions ( of the 7 versions defined by the ALPSP/NISO JAV Technical Working Group) may be counted in the COUNTER usage reports: Accepted Manuscript (AM); Proof (P); Version of Record (VoR); Corrected Version of Record (CvOR); Enhanced Version of Record (EVoR)
Automated search		Searches where systems are searched robotically and repeatedly in search of new content.
AV Play Event		A client-side play event representing the start of data processing made by a valid browser, which is not recorded concurrently with an event of the same type (JICWEBS)
AV Request		A server-side indicator of a media file successfully served to a valid browser (JICWEBS)
Book		A nonserial printed publication of any length bound in hard or soft covers or in loose-leaf format. Also called monograph. (NISO)
Book DOI		A DOI (Digital Object Identifier) registered at the book level and used as a unique identifier for that book
Cache	LOCKSS	Automated system that collects <b>items</b> from remote servers to serve closer and more efficiently to a given population of <b>users</b> . Often populated by <b>robots (qv)</b> .
Chapter		A subdivision of a book or of some categories of reference work; usually numbered and titled.
Collection	Science Direct Backfiles, ArtSTOR	A subset of the content of a service; a collection is a branded group of online information products from one or more vendors that can be subscribed to/licensed and searched as a complete group.
Content Provider	Any Publisher, The Metropolitan Museum, Magnum, JSTOR	An organization whose function is to commission, create, collect, validate, host, distribute and trade information in electronic form
Consortium	Ohiolink	The consortium through which the institution or user obtained online access. A consortium is defined by a range of IP addresses that may be in specific groupings (e.g. institutes) A group of institutions ("consortium members"), defined by a group of <b>IP address ranges</b> , for which collective and individual usage may be reported
Consortium member	Ohio State University	A university, hospital or other institute that has obtained access for its users to online information resources as part of a consortium. A consortium member is defined by a subset of the Consortium's range of IP addresses.
Customer		An individual or organization that pays a vendor for access to a specified range of the vendor's services and/or content and is subject to terms and conditions agreed with the vendor
Customer-authenticated user	Referring URL, Athens	User authentication is provided by a referring service that has an agreement with the online resource that allows the referring services own users access to the online resource

Database	Social Science Abstracts	A collection of electronically stored data or unit records (facts, bibliographic data, texts) with a common user interface and software for the retrieval and manipulation of data (NISO)
Database record		An individual record in a standard format, the collection of which in a form that can be processed by a computer constitutes a database
Descriptive data/metadata	Leonardo da Vinci, Mona Lisa	Text tied to a non-textual resource (audio, image, video) that describes the item and enables the item to be searched in a database
DOI (Digital Object Identifier)		The Digital Object Identifier is a means of persistently identifying a piece of intellectual property (a creation) on a digital network, irrespective of its current location ( <a href="http://www.doi.org">www.doi.org</a> )
Duration		Records the time a user's session lasts, to the nearest second
End time	Yyyy-mm-dd-hh-mn-ss	Records the time a user's session ends or timeouts, to the nearest second, using UTC (Co-ordinated Universal Time, formerly GMT)
Entry	A dictionary definition	A record of information in some categories of reference work.
Federated Search	MetaLib, MuseGlobal, WebFeat	A federated search programme allows users to search multiple databases owned by different vendors simultaneously with a single query from a single user interface. (This definition does not apply to multiple database searching within the software of a given vendor online service provider where searching is done using the databases offered by that provider. Federated search tools will have known identifiers (e.g. IP address, UserAgent).
Full- Content Unit		<i>Journals</i> : article <i>Books</i> : Minimum requestable unit, which may be the entire book or a section thereof. <i>Reference Works</i> : content unit appropriate to resource (eg dictionary definitions, encyclopedia articles, biographies, etc) <i>Non-textual resources</i> : file type as appropriate to resource (eg image, audio, video, etc) (ICOLC)
Full-text article		The complete text, including all references, figures and tables, of an article, plus links to any supplementary material published with it.
Full-text item	Full-text article, book chapter	A category of 'item' such as a full-text journal article, a book chapter, or an encyclopedia entry
Gaming		In the context of online usage, Gaming is a human- or machine-driven attempt to distort online usage data, usually with the objective to inflate the usage statistics recorded and reported
Gateway	SWETSwise, OCLC ECO	An intermediary online service which does <b>not</b> typically host the items requested by the user. The gateway will either refer the user to another site or service to download the item, or will request the item from another site or service and

		delivers it to the user within its own gateway environment. Items <b>may be cached</b> .
Host	Ingenta, HighWire	An intermediary online service which stores items that can be downloaded by the user
HTML		Article formatted in HTML so as to be readable by a web browser <b>Hypertext Markup Language</b> . A form of text markup readable by web browsers.
Imprint	Pergamon	A publisher brand or division, usually dedicated to publishing material within particular specialties and/or in specific formats (e.g. database, journal, etc.)
Institutional Identifier		A unique, centrally registered number in an internationally recognised, standardised format that identifies each individual institution in the supply chain.
Internet robot, crawler, spider		Generic terms applied to any programme which visits websites and systematically retrieves information from them, usually to create entries for a search engine Any automated program or script which visits websites and systematically retrieves information from them, often to provide indexes for search engines.
IP Address	The IP address seen by the primary service-this may be the real end-user's IP or a proxy IP. This is always recorded, even if the authentication is not via IP address	IP address of the computer on which the session is conducted
ISBN		The International Standard Book Number is a unique identifier consisting of a 10-digit code allocated to the publication; it identifies the publisher, title, edition and volume number.
Issue		A collection of journal articles associated with each other via allocation of a specific issue number and presented as an identifiable unit online and/or as a physically bound and covered set of numbered pages in print.
Issue date	dd-mm-yyyy;dd=1, if monthly or less frequent	The date of release by the publisher to customers of a journal issue
Item	Full text article, TOC, Abstract, Database record	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).

Item requests		Number of items requested by users as a result of a user request, action, or search. User requests include viewing, downloading, emailing and printing of items, where this activity can be recorded and controlled by the server rather than the browser. Turnaways will also be counted. (See 3.1.5.4)
IP Address		IP address of the computer on which the session is conducted The identifying network address (typically four 8-bit numbers, aaa.bbb.cc.dd) of the user's computer or proxy.
Journal	Tetrahedron Letters	A serial that is a branded and continually growing collection of original articles within a particular discipline
Journal DOI		A DOI (Digital Object Identifier) registered at the journal level and used as a unique identifier for that journal
Licensee		= Subscriber (see 3.3.1 above)
Link-in		Direct access to resources on the site that are a result of the user clicking a link on another site. The domain name of the site where the link originated to be recorded. (EBSCO)
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).
Logfile analysis		Logfile analysis is a method of collecting usage data in which the web server records all of its transactions
Median Value		The middle value of a set of ordered data. When the size of the distribution is even the Median is the average value of the two middle numbers.
Multimedia Full Content Unit	Audio, image, video	An item of non-textual media content such as an image, streaming or downloadable audio or video files. (Does <b>not</b> include thumbnails or descriptive text/metadata)
Non-textual resources	Image, audio, video	Non-textual material that is published either: a) in an online journal, book or other publication that is often associated with a full text article, encyclopedia entry, or other textual material; or b) in a database or digital library composed exclusively of non-textual content and descriptive text about that content. COUNTER allows four categories of non-textual resource: image, video, audio and other.
Online ISSN	Free text format (up to 13 characters in future)	Unique International Standard Serial Number assigned to the online version of a journal or a book series by the national ISSN agency of the country from which the journal is published.(See 'Print ISSN')
Onsite usage		Computer being used to access the online

		resource is within a building or on the campus of an institution (EBSCO)
Online Publication Date	Yyyy-mm-dd	Date on which the first countable version of a full-text article is made available to customers online ( See Article Version (Countable) above)
Page		One side of one leaf (of a book, reference work, journal, etc.) or the written or pictorial matter it contains.
Page tag		Page tagging is a method of collecting usage data which uses, for example, JavaScript on each page to notify a third-party server when a page is rendered by a web-browser.
PDF		<b>Portable Document Format</b> , file formatted for the Adobe Acrobat reader. Items such as <b>full-text articles</b> or <b>journals</b> published in PDF format tend to replicate the printed page in appearance
Platform		An interface from an Aggregator, Host, Publisher or Service that delivers the content to the user and that counts and provides the COUNTER usage reports.
Postscript		Article formatted in Postscript for faithful output via printer
Print ISSN	Free text format (up to 13 characters in future)	Unique International Standard Serial Number assigned to the print version of a journal or a book series by the national ISSN agency of the country from which the journal is published. Each ISSN is a unique identifier for a specific continuing resource. ISSNs are applicable to most continuing resources, whether past, present, or to be produced in the future, whatever the medium of production. Continuing resources are issued over time with no predetermined conclusion. ISSNs are assigned to the entire population of serials and most integrating resources. (General Assembly and Board of ISSN Network)
Publisher	Wiley Blackwell, Cambridge University Press	An organization whose function is to commission, create, collect, validate, host, distribute and trade information online and/or in printed form
Record View		A Successful Request for a database record originating from a set of search results
Reference Work	Dictionary, encyclopedia, directory, manual, guide, atlas, bibliography, index.	An authoritative source of information about a subject: used to find quick answers to questions.
References		A list of works referred to in an article or chapter, giving sufficient detail to enable the identification and location of each work
Remote usage		Computer being used is off-campus, or away from the Institution's property, e.g. access by a user from home
Result Click		A click originating from a set of search results; i.e. the same as a Search Click (JICWEBS)
Search		A specific intellectual query, typically equated to submitting the search form of the online service to the server (EBSCO, abridged)

Section	Chapter, entry	The first level of subdivision of a book or reference work.
Sectioned HTML		Journals that offer Full-text HTML include two types of full-text HTML options: the complete HTML file and a Sectioned HTML file. Full-text HTML files can be quite large and require some scrolling. Jump links are provided to help navigate the article. The Sectioned HTML link will display sections of the article, providing navigational links to move from one section to another. Displaying each section as a different file allows the flexibility to print or download only portions of the article and in a shorter amount of time than may be experienced with the article as one file. (Scitation AIP)
Serial		A publication in any medium issued in successive parts bearing numerical or chronological designations and intended to be continued indefinitely. This definition includes periodicals, newspapers, and annuals (reports, yearbooks, etc.); the journals, memoirs, proceeding, transactions, etc. of societies; and numbered monographic series (NISO)
Service	Science Direct, Academic Universe	A branded group of online information products from one or more vendors that can be subscribed to/licensed and searched as a complete service, or at a lower level (e.g. a collection).
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)
Start time	Yyyy-mm-dd-hh-mn-ss	Records the time a user's session begins (first login or IP authentication), to the nearest second, using UTC (Co-ordinated Universal Time, formerly GMT)
Subscriber		An individual or organization that pays a vendor in advance for access to a specified range of the vendor's services and/or content for a pre-determined period of time and subject to terms and conditions agreed with the vendor.
Successful request		For web-server logs successful requests are those with specific return codes, as defined by NCSA  For streaming media the start of the AV Play will be counted as the successful request. ( The start of the AV Play may be measured either by a (client side) AV Play or by a (Server Side) AV Request
Timeout		Automatic termination of a session due to a period of user inactivity. The average timeout setting would be 30 minutes. If another timeout period is

		used this should be reported. (NISO)
Title	Journal, Book, Reference Work	The designation of a separate bibliographic whole, whether issued in one or several volumes, reels, discs, slides, or other parts. (NISO)
TOC (Table of Contents)		Journals: A list of all articles published in a journal issue. Books and reference works: a list of all articles or chapters published in the book or reference work.
User		An individual with the right to access the online resource, usually provided by their institution, and conduct a session
Username and Password		No definition required
Vendor	Wiley, Oxford University Press	A publisher or other online information provider who delivers its own licensed content to the customer and with whom the customer has a contractual relationship
Volume	Alpha-numeric, no leading zeros	Journals: Numbered collection of a minimum of one journal issue; in printed form, volumes of more than one issue are not normally bound together by the publisher, but are frequently bound together in hardback by the purchasing library to aid preservation of the printed product. Books: Numbered collection of articles, chapters, or entries that is part of a larger, multi-volume work, either published together or serially.
Year		Year in which an article, item, issue or volume is first published in any medium