

# COUNTER Usage Reporting - FAQ

## What is COUNTER usage reporting?

COUNTER is an independent cross-publisher code of practice for reporting the usage of online resources. Complete documentation is available on the [COUNTER website](#).

## What COUNTER 'Release' do you support?

All of the reports available from this platform are now built to the Release 4 standard. Reports available via the Admin Dashboard:

- JR1: Journal article downloads by month
- JR1: Gold Open Access article downloads by month
- JR2: Journal article denials by month
- JR5: Journal article downloads by Year of Publication
- BR2: Book chapter downloads by month
- BR3: Book chapter denials by month

## When each month can I expect new data to appear?

We haven't yet established a firm schedule, but data should now appear within two weeks of the end of a given month.

## What is a 'TSV' file?

The tab-separated file is the new minimum standard specified by R4, replacing the csv. But we know lots of people have trouble importing delimited text files into Excel, which is why we added a dedicated Excel (.xlsx) version. If for some reason you do want to import a TSV into Excel some instructions are available [here](#).

## Why is the total number of downloads sometimes greater than the HTML + PDF totals?

In addition to the traditional HTML and PDF formats we offer the 'LookInside' format which allows entitled users to quickly browse through the complete PDF of an article as a series of images. We were advised by COUNTER that these are a download of type 'Other' and should not be counted as PDFs. This is why the the total number of downloads in the JR1 reports is normally greater than the sum of HTML+PDF.

## Do you have a SUSHI service?

Yes. For details on how to connect to this please see our documentation on [github](#).

## What about consortia reporting?

Consortia administrators may download individual usage reports for each of their members using the admin interface. Alternatively a tool like the SUSHI harvester can be used, and for convenience a list of consortia members and their identifiers can be downloaded from the COUNTER reporting page. We have decided not to implement the COUNTER CR1 report as in most cases it contained too much data to be practical.

## What about the old Metapress data?

For data from the old Metapress platform please [contact us](#).

## I have a question or suggestion. Who should I contact?

If you have feedback or questions about the new tool please post it on our [support forum](#). If you have a question about the usage numbers themselves please [contact us](#) via the usual channels.