



## Midwinter Online Conference 2024

### **Questions from Session 5: At your service!: Getting set up to quickly deliver actionable information with your usage data**

**Q1: Any suggestions on best practices for setting up a shared email account especially with 2-factor authentication requirements which require a single point of confirmation point such as a cell phone for text?**

I'd advise looking closely at the options available when setting up 2FA to see if email notification is among them. If not, try contacting the support desk to ask if something other than phone confirmation is available.

**Q2: I've been told that vendors are unable to disaggregate users by function (i.e., faculty, students, etc.) when the library uses ALMA. Is this true?**

Vendors can't distinguish user characteristics in their usage reports unless the information is provided to them, through individual account set-up for example. COUNTER does not provide for reporting of user information.

**Q3: Which reports do you use in Alma Analytics to extract your SUSHI data?**

We use the report on the Alma "SUSHI harvesting job" that we have set to run monthly.

**Q4: How are you going about monitoring the harvesting in Alma? Manually, using a report, or something else?**

We use the report on the Alma "SUSHI harvesting job" that we have set to run monthly.

**Q5: Have your SUSHI reports from Alma's SUSHI harvester provided you accurate usage data that is identical to the data you would get from manually pulling the reports? I've heard anecdotally from other libraries that have compared Alma's SUSHI data to manually pulling the reports and found lots of data irregularities that led them to stop using Alma's SUSHI service.**

As far as we know, the usage data we have in Alma is accurate. We haven't specifically tested this.

**Q6: What types of workbooks do you use to keep track of all that needs to be kept track of?**

Standard Excel files.

**Q7: Do you have a regular report collection schedule? Can you share the information?**

We harvest SUSHI data monthly, and any reports that need to be retrieved manually are collected biannually, at the beginning of the calendar year and the beginning of the fiscal year.

**Q8: Have you considered a SaaS such as Celus.net to manage the harvesting? They allow for COUNTER & non-standard formats and automatically run the monthly harvests using SUSHI.**

We haven't used Celus - Alma is working OK for us so far.

**Q9: Do you have to manipulate the harvested SUSHI data in Alma for "public consumption" and how do you do it? It seems like the raw data is not very user-friendly.**

Alma Analytics supports creation of more user-friendly reports from the raw data. Personally, I usually export the data to a spreadsheet and manipulate it there for whatever audience I need to address.

**Q10: Do you find Google Sheets enhances or limits your Excel worksheets?**

We haven't used Google Sheets, just Excel.

**Resources/pertinent discussions shared in chat by attendees:**

- Discussion about COUNTER report types:
  - “Can you explain what are 'TR' 'DR' 'PR' and 'IR', please?”
  - “TR=Title Report, DR=Database Report, PR=Platform Report, IR=Item Report”
- COUNTER specifications: <https://www.projectcounter.org/code-of-practice-five-sections/3-0-technical-specifications/>
- COUNTER guide: <https://www.projectcounter.org/friendly-guides-release-5/>
- Discussion re: Ways to determine usage by user group
  - “in alma, you can go down a level to user group; our ITS folks will not expose the information for privacy reasons”
  - “In theory EZproxy can do this if you have groups set in your config files”
  - “The identity provider typically has to include and release the attribute for a user type along with the authentication token.”

- “I attended a SAML demo and you can identify user groups and get login stats based on the user group. Unfortunately we didn’t have the funds to purchase a license.”