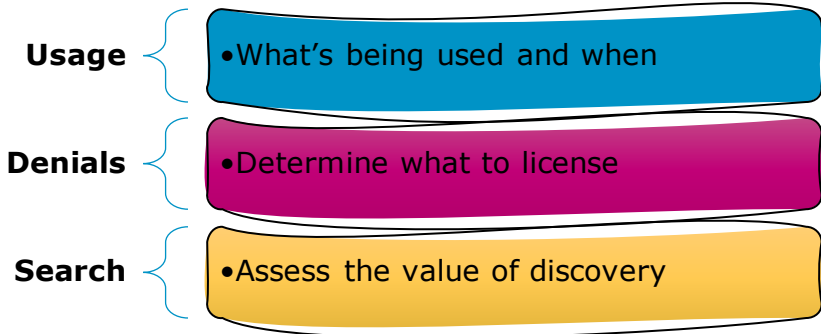


COUNTER METRICS

Three types of metric



Usage metrics: Investigations and Requests

Investigations:

- ✓ All user interactions with content
- ✓ Includes interactions with metadata and links
- ✓ Example: article abstract, video thumbnail

Requests

- ✓ Subset of investigations
- ✓ Interactions with full content only
- ✓ Example: full-text article, play video

Total Item metrics count all actions

Unique Item metrics deduplicate actions in a session

Unique Title metrics roll up chapter actions to books

SEARCHES

- ✓ **Searches Platform:** search activity across a whole site
- ✓ **Searches Regular:** search activity within a database (user can select a database)
- ✓ **Searches Automated:** search activity within a database (user can't select a database)
- ✓ **Searches Federated:** search activity from outside the platform

DENIALS

- ✓ **No License:** access denied: the content is not licensed for use
- ✓ **Limit Exceeded:** access denied: the cap on the number of users has been exceeded