



Minutes of the COUNTER Online Metrics
(COUNTER)
Annual General Meeting
28 May 2020

This meeting was held online via GotoMeeting.

Present

Oliver Pesch (Chair)

Irene Barbers

Melissa Belvadi

Michele Casalini

John Chodacki

Cheri Duncan

Jill Emery

Lorraine Estelle

Jason Friedman

Enrique Gonzales

Gussun Gunes

Nicola Haden

Kathryn Hodgkinson

Athena Hoepfner

Dan Hunt

IEEE

Karl Isaksson

Hilary Jones

Kornelia Junge

Marie Kennedy

Muhammet Kizil

Jo Lambert

Sonja Lendi

Robert Lester

Elisabeth Ling

Heather Loehr

Tasha Mellins-Cohen

Ross MacIntyre

Paul Needham

Bernd Oberknapp

Sara Rouhi

Muna Sharif

Tanya Smith

David Sommer

Heather Staines

Glenn Truran

Elena Zapryanova-Hadjinikolova

1. The Chair of the Board of Directors welcomed members to the meeting and thanked everyone for their responding to our call to sign the Special Resolution, which means that COUNTER can now hold its AGM online.
2. Members were asked to accept the minutes of the meeting held in Telford, UK in April 2019.
Acceptance of the minutes was proposed by Heather Staines and seconded by Enrique Gonzales. The minutes were unanimously accepted.
3. Members reviewed the Directors' Report: The focus has been on supporting content providers to comply with Release 5 of the COUNTER Code of Practice and on helping librarians to get the most from their COUNTER reports. Members of the Executive Committee and Technical Advisory Group and other COUNTER members have collaborated throughout the year to provide this support.
COUNTER audits are an independent verification that a publisher's usage reports comply with the COUNTER Code of Practice. These audits are essential in ensuring credible and consistent usage reports which are comparable across publisher platforms. ABC is one of the approved COUNTER auditors and a member of COUNTER and authored an [online tutorial](#) to help publishers and vendors prepare for audit. This tutorial is a step-by-step guide in plain language, which will be a great help to all publishers aiming to comply with the Code of Practice for the first time.
Bernd Oberknapp from Freiburg University Library created the [Validation Tool](#). This is freely available to the COUNTER community for testing Tabular and SUSHI-format COUNTER reports. It is quick and easy to use, and users receive a full report on any aspect of a report that fails, so that it can be corrected. As well as providing libraries with confidence that the reports they receive comply with the Code of Practice, the tool should help publishers and vendors reduce costs by using the tool as part of their workflow when preparing for a COUNTER audit.
Irene Barbers gave a breakout session '[Using R5 Reports for strategic decision making](#)' at the UKSG conference, not once but twice!
Elena Zapryanova-Hadjinikolova from Elsevier delivered a Library Connect Webinar on R5 reports.
Peter Vlahakis from JSTOR led an instructional [webinar](#) about the CoP.
An Expert Panel at Charleston was chaired by David Sommer, Athena Hoepfner from University of Central Florida, Sonja Lendi and Kornelia Junge from Wiley shared their amazing knowledge and insights.
Members have translated our English language guides and tutorials into other languages.
The COUNTER Foundation Classes have proved extremely popular, with all the videos on the COUNTER [Playlist](#) getting many views. Tasha Mellins-Cohen is the voice of COUNTER in these videos.
Every year COUNTER consults with members and the feedback informs the operational plan for the coming year. The was open between 17 June and 29

July and 78 responded. COUNTER received some positive feedback, but respondents to the survey made some requests and raised some areas of concern and COUNTER will work to address them. Some of the comments and planned actions:

“We would like to see improved version control for the Code of Practice because currently it is difficult to know when and where changes have been made. It would also be helpful for the supporting tools and guides to synchronise with the updates to the Code of Practice, the current inconsistencies are taxing our Release 5 developers.” In response, COUNTER has prepared a Release Planning document to ensure that a change log is available for future releases and that supporting guides are synchronised with a new Release.

“We need a consortial solution for Release 5. Many of our libraries rely on us to provide their usage statistics, as they do not have the capacity themselves.” In response COUNTER is collaborating with the CC-PLUS team, which is creating a shareable platform. Under the leadership of Oliver Pesch, EBSCO Information Services acted! The EBSCO team has produced the SUSHI Harvester for Multi-Site Libraries. Its friendly name is the ‘R5 Harvester’. It is Microsoft Access tool which will help small to medium sized consortia gather COUNTER reports for their affiliated libraries. It uses COUNTER_SUSHI to simplify harvesting with little more than a click of the mouse.

“I think C5 is too complicated. All I really want is total downloads by title, and searches by platform. That’s it. The rest is overcomplication that I don’t need.” Quite a few members made similar comments. Release 5 in fact already provides this simplified overview through the Platform Reports. Members can watch the COUNTER Foundation Class which explains these reports.

Acceptance of the Directors’ Report was proposed by Enrique Gonzales and seconded by Glenn Turan. The Directors’ Report was unanimously accepted.

4. Members reviewed the Financial Accounts for 2019. Lorraine Estelle explained that in 2019 the turn-over was just over £125,000, a £1,000 increase on the previous year. Administrative expenses were £90,835. Retained funds are £34,244 and the reserves are £153,697.

Acceptance of the Financial Accounts was proposed by Tasha Mellins-Cohen and seconded by Paul Needham. The Financial Accounts for 2019 were unanimously accepted.

5. Jo Lambert from the Journals Usage Statistics Portal provided a presentation: 55 services/endpoints are now compliant with Release 5 of the Code of Practice. 40 further services/endpoints are now providing Release 5 reports, but not yet compliant. 6 are still only providing Release 4 reports but are scheduled to implement Release 5 in 2020. Jo noted that updates/clarifications to the Code of Practice provided a challenge for many content providers, and some had struggled with the implementation timeline due to other time pressures. The challenges for libraries are a mixed economy of Release 4 and Release 5 reports

and bridging the two releases when comparing usage across time. However, the JSON/Restful API is an opportunity, and the Validation Tool will help compliance. Increasing availability of Release 5 reports and familiarity through sustained use will help librarians. The R5 Harvester will also greatly aid smaller consortia and multisite libraries. Future aspiration includes the continued transition to Release 5, and evaluation of Release 5 and work on OA usage.

Athena Hoepfner noted that she has been using the UPEI COUNTER 5 SUSHI Harvester a lot. The harvesting tool works well, and the reporting function is a huge time saver.

6. Appointment of Directors

The Chair thanked the Directors who are stepping down, having completed their term of office. Warm thanks were extended to Enrique Gonzales and Ross MacIntyre for their contribution as Directors.

Members were asked to Appoint Elisabeth Ling as a director for a further three years.

6.1. The appointment of Elisabeth Ling was proposed by Jason Friedman and seconded by Tasha Mellins-Cohen. Elisabeth Ling was unanimously appointed for a further three years.

6.2. Members were asked to Appoint three new directors, Jo Lambert, Heather Loehr and Irene Barbers.

These appointments were proposed by Tasha Mellins-Cohen and seconded by Jill Emery. Jo Lambert, Heather Loehr and Irene Barbers were unanimously appointed as Directors.

7. Members were asked to Appoint A.J.Carter as auditors.

The appointment was proposed by Michele Casalini and seconded by Sara Rouhi. The firm of A.J.Carter was unanimously appointed as auditors.

8. Members were invited to stay on for an informal discussion with the COUNTER Directors. The discussion was wide ranging including the issue of measuring search efficiency. Heather Loehr noted that several libraries in her consortium are feeling challenged about how to measure use of the temporarily free and trial resources from the last semester/upcoming online summer, and it was agreed that this an area where COUNTER could provide some guidance.