

# Waking Up with the Stats On Fire

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Hi everyone! I'm Laura McElfresh, the Digital Initiatives Librarian at Texas A&M University at Galveston. I've opted to continue the Culture Club theme here (because Gen X, woohoo!) and I thought "Waking Up with the Stats On Fire" was kind of an apt title for two main reasons:

1. I was pretty much stunned when Steve contacted me to see if I'd be interested in speaking on his panel, and he said that A&M Galveston looked to be one of OCLC's "power users" for stats harvesting, being as we had put out a large quantity of SUSHI calls -- especially for a small campus. So our usage was hot enough to catch attention!
2. Um... waking up. With the stats. On fire.  
Like, ON FIRE. As in where's my extinguisher.

# Texas A&M University at Galveston

~~Jack K. Williams Library~~



~~Library & Writing Center~~



~~Library & Learning Commons~~



“THE COMMONS”

Library

- + Writing Center
- + Tutoring
- + Supplemental Instruction
- + Honors
- + Undergrad Research
- + Multimedia Studio

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The Commons

- 8 FT faculty & staff
- Honors & UGR Chairs
- 81 student workers

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Texas A&M University at Galveston is a branch campus of the main campus in College Station, housing the marine & maritime-oriented departments. (Like how, say, the business school might be across the street -- we're just across a REALLY LONG street, so we're down where the water is.) We have not-quite 300 FTE and around 2500 students.

The Library has recently undergone a massive reorganization. The Writing Center was already part of the library; but within the past year and a half we've also incorporated Tutoring & Supplemental Instruction; brought in Honors & Undergraduate Research; and built a multimedia Studio to form the Learning Commons. Then we've also started launching "Teaching Commons" and "Research Commons" services, and calling it all just "Commons".

(I started out as a serials cataloger. Repeated name changes make me itchy.)

Anyway, it is a large organization! We've got 8 full-time faculty & staff people in the building; our Honors & Undergraduate Research Chairs are on the team, but live elsewhere (they're professors -- English & Marine Biology respectively). And we've got 81 student workers all added up.

# Texas A&M University at Galveston

## Library Collection Services

“Collection Services” includes:

- Serials & E-Resources
- Systems (OCLC WorldShare)
- Cataloging & Processing
- Collection Management/Weeding
- Digital Repository
- Data Repository
- Special Collections & Archives
- Coming Soon: Interlibrary Loan

= 1 FT librarian (me!) + 2 students

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So then we've got Library Collection Services, which falls under the “Research Commons” heading.

My team consists of me and two student workers. We've just hired 3 more SWs to replace Meagan & Julie, who graduate in May, but they haven't started yet (HR paperwork pipeline). We handle ALL O' THAT STUFF you see on the right.

While none of these responsibilities involves as large of a workload as it would at a larger library, it is still a lot of balls we've got to keep up in the air.



## Monthly COUNTER report emails?

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When I started my job at Texas A&M Galveston in Fall 2013 and got listed as the contact for publishers, I started getting those monthly COUNTER emails. Usage stats are good, and management wants them. But I just do not have time to go in & pull them myself; and it's hard to delegate -- would have to train students to go in & get them, and either share my passwords (bad!) or create new ones whenever we get a new hire (tedious!). So, unfortunately, I just was not going to be able to keep up with usage stats without a harvester.



or



I had to do an ILS migration, but at least I got an ERM.

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One of the things A&M Galveston brought me in to do was to migrate us off of our old ILS and onto OCLC WorldShare. I also made the case that we needed an ERM -- we would have the e-journal KB utility already (ABSOLUTELY NECESSARY), but we also needed a way to keep track of licenses / who pays for what, & how / etc.

WorldShare License Manager costs extra. So would other vendors' ERMs, but it made little sense to look at other ILS vendors. So that put it down to WMS LM, or something free, or nothing. Honestly, I really liked CORAL (no offense, Steve!) and would've happily worked to set up a little CORAL instance of our own! But that would've meant turning me loose with a server connection and either supporting me with open source software or letting me play with it on my own -- something IS was not gonna let happen.

So WMS LM it was, and I got my ERM.

# Setting up a vendor in WMS License Manager

Requestor ID\*

Customer ID\*

Email

User Name

Password

Configure ABC-CLIO	
<input type="button" value="Test &amp; Save"/>	
Vendor	ABC-CLIO
Version	Counter 4
SUSHI Server URL	https://connect.liblynx.com/sushi
Requestor ID*	<input type="text" value="2c797588-36ef-4ed1-a2af-35fb11aa5cb0"/>
Customer ID*	<input type="text" value="s4868452"/>
Email	<input type="text" value="jkwlibrary@tamug.edu"/>
User Name	<input type="text"/>
Password	<input type="text"/>

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The SUSHI Server URL is provided; the information you fill in, you get from the publisher. (It might even be in those COUNTER emails.) The configuration is NOT uniform -- sometimes you swap out Requestor ID and Customer ID; sometimes a password goes in the email slot; it's mostly straightforward, but there are some wacky variations. OCLC has a guide to help you along with each publisher's setup.

One time (I forget which publisher) the URL had changed, so I contacted OCLC to let them know; they went in & changed it. Another time I just could not get my credentials to work (despite checking with the publisher) but when I flip-flopped Customer & Requestor, it worked; so I let OCLC know. I think they adjusted the setup guide.

It's not as quick as if I could go in & make the changes myself, but it's quicker than if I had to go in & make the changes myself.

# Setting up a Harvest in WMS License Manager

- Recurring SUSHI
- One-time SUSHI
- One-time manual upload

### Harvest Setup

[Save](#)

[One-time Harvest](#) [Recurring Harvest](#)

#### Recurring SUSHI Harvest

**Vendor Name**

**Schedule** Monthly, Day 17th

**Version** COUNTER 4

**Report Type\***

<input checked="" type="checkbox"/> JR1	<input checked="" type="checkbox"/> JR1 GOA
<input checked="" type="checkbox"/> JR2	<input checked="" type="checkbox"/> JR5
<input checked="" type="checkbox"/> BR2	<input checked="" type="checkbox"/> BR3
<input checked="" type="checkbox"/> BR4	<input checked="" type="checkbox"/> BR5
<input checked="" type="checkbox"/> DB1	<input checked="" type="checkbox"/> DB2
<input checked="" type="checkbox"/> PR1	

**Start Date\***

**Status**

Active

Inactive

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## SUSHI harvest: set it and forget it!

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So once you get all your vendors set up & queue up your harvests, you sit back & wait for the stats to roll on in.

...right?

tions	Licenses	Circulation	Interlibrary Loan	Analytics	Admin		
Harvest History							
Harvest Actions ▼							
Filter by Vendor: ... ▼ Harvest Configuration: ... ▼ Result Counts: ... ▼ <a href="#">Reset</a>							
Results 1 - 1 of 1 <a href="#">↻</a>					Rows 100 ▼		
Vendor	Version	Harvest Configuration	Result Counts				Details
			Queued	Success	No Usage	Error	
IOP Publishing	COUNTER 4	SUSHI	2	437	223	631	<a href="#">View</a>
Results 1 - 1 of 1 <a href="#">↻</a>					Rows 100 ▼		

That's a lot of errors.

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It's not even the worst one. Project MUSE had like 2200 error lines.

Status ▲	Results
Failed	Vendor reports no usage data available for requested dates. ?
Failed	Vendor failed to send report. Contact the vendor or try again later. ?
Failed	Error encountered while harvesting. ?
Failed	Vendor did not accept credentials provided. Check your credentials and try again. ?

...and this is why!

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“Vendor did not accept credentials” accounted for most of those Project MUSE errors. I would set up a publisher in the harvester, test it once, and then try to harvest ALL THE STATS YOU HAVE -- and then it's making all these errors and I don't find them out until later.

Sometimes \*much\* later.

So sometimes, it's pretty much all errors -- setup was wrong, or publisher's SUSHI site was acting up at that time, or I spammed it with way too many requests. (NOTE: the harvester sends out 1 request at a time! So if I'm doing 6 years' worth of 7 kinds of reports, that's 504 things I'm telling it to do all at once.)

# Advice From One Of the OCLC WMS SUSHI Harvest Users in the Country

- **Be patient.**
  - Sending out 600 SUSHI calls → if something's not working quite right, you get 600 errors.
- **Iteration is your friend.**
  - Maybe treat COUNTER emails as a reminder to check up on your harvester; add a setup; go in & fix a thing or two each month.
- **GET STARTED!**
  - Anything you get done is better than the nothing you started with.

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That last one is tough for me, but it's really true. I don't have our stats harvesting completely set up, but I *can* produce partial stats whenever they're needed. And I can say "I'm still working on it, but here's what I've got so far". Then if I can remember to circle back and just get a little bit done at a time, eventually it won't be finished -- come on, we're talking e-resources here, nothing is ever finished -- but it'll be better than it was, and sometimes that's pretty good.

# Thank you!

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