palgrave macmillan

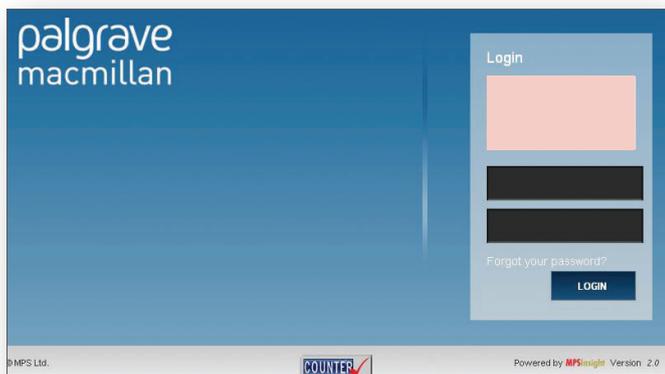# Usage Statistics Reports: User Guide

Palgrave Macmillan provides monthly reports that measure usage of Palgrave Macmillan journals and Palgrave Connect ebooks at your institution. These usage statistics are provided by MPS Insight. The reports are uploaded monthly and the registered administrator of your site license account will be alerted by email when the latest data becomes available.
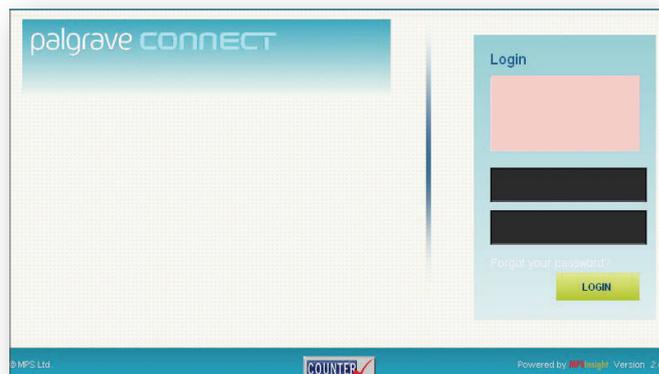
USAGE REPORTS ENABLE YOU TO:

• Build monthly and annual overviews of usage at your institution
• Measure usage of newer titles
• Make informed purchased decisions
• Compare statistics from different vendors and publishers
• Understand and predict user patterns at your institution

ACCESSING YOUR USAGE REPORTS

Palgrave Macmillan Journal usage reports login
http://www.mpsinsight.com/pal

Palgrave Connect ebook usage reports login
http://www.mpsinsight.com/palconnect

NOTE
As the Palgrave Macmillan journals and Palgrave Connect usage reports are held in separate interfaces, you must LOG OUT of one before you attempt to login to the other.

Once you have successfully logged in to the MPS Insight website, you will be directed to your account home page, where you should see your name in the right hand corner.

palgrave macmillan   Welcome Laura Ingle ▼

The first time that you login to MPS Insight, you will be asked to confirm your account details. Please fill in the all fields which are mandatory.

- On this home page you will be able to view your COUNTER reports, the current report status (which ones are live), and information on available SUSHI partners

- To view all of your COUNTER and additional reports click on 'Usage Reports'

- You will then be directed to the Usage reports page. Here all COUNTER compliant reports are available since 2008. Also above the list of available Usage reports is a drop-down menu where you can select the year of the report eg. 2013

NOTE
Please choose your "Security Question" and "Answer" carefully as you may need these details in future if you forget your login details.

To access MPS Insight, a specific MPS Insight username and password is required that is different your username and password for the Site License Administration account. If you would like access to MPS Insight, please contact customer services on: onlinesupport@palgrave.com.

Reports Available

1. COUNTER Reports

(Counting Online Usage of Networked Electronic Resources) is an initiative formed by libraries and publishers to ensure consistent usage in reporting. To learn more about COUNTER, please visit www.projectcounter.org.

2. Additional Reports

These are a series of additional reports, not required by COUNTER, but made available to help with usage analysis.

Palgrave Macmillan Journals COUNTER Usage Reports

Journal Report 1

Full-Text Article Requests by Journal title, Platform and Month

Reports how many times full-text articles (i.e. HTML or PDF articles and not abstracts) were successfully delivered to users for each journal within a calendar month. A breakdown is given of PDF and HTML numbers.

Journal Report 1 GOA

Number of successful Gold Open Access full-text article requests by month and journal

Reports how many times users were able to successfully view Gold Open Access journals.

Journal Report 2

Number of access denied to full-text articles by month, journal and category

Reports the number of times users are not able to access content for each journal per month and category.

Journal Report 3

Number of Successful Item Requests by Month, Journal and Page Type

Reports how many times the different page types were successfully delivered to users for each journal within a calendar month. Page-Types are broken down into: Table of Contents, Abstracts, Full Text PDF, Full Text HTML, and Full Text Total.

Journal Report 4

Total Searches Run by Month

Reports how many internal site searches were made by users for each collection within a calendar month, including saved searches, modified searches, and searches with zero results.

Journal Report 5

Number of Successful Full-Text Article Requests by Journal Title and Year of Publication

This report enables customers to distinguish usage of separately acquired archives from the total usage reported in Journal Report 1.

Palgrave Macmillan Journals Additional Usage Reports

ALL usage Report

Year-to-date summary of customer usage for both subscribed and unsubscribed journals

IP address Report

Successful full-text article requests by month for each IP address, from 2009 to date

This report contains full-text article content for all Palgrave Macmillan journals. The report does not specify whether your institution has site license access to journals from which articles are viewed. For data pre-2009, reports measure successful Page Views by month and year for each IP address.

Palgrave Connect COUNTER Usage Reports

Book Report 1

Number of Successful Full Title Views, plus PDF and epub Downloads by Month and Title.

Book Report 2

Number of Successful Chapter Level View and Download Requests by Month and Title, where available.*

*Available for titles published in 2013 onwards

> It is recommended that you use Book Reports 1 and 2 for a full picture of Usage.

Book Report 3

Access Denied to Content Items by Month, Title and Category.

Platform Report 1

Total Searches, Result Clicks and Record Views by Month and Platform.

Palgrave Connect Additional Usage Reports

IP Address Report

Number of Successful Title Requests by Month and IP Address.

Hybrid Titles by Collection Report

Number of Successful Title Requests by Month and Title / Collection.

Collections Report

Number of Successful Title Requests by Month and Collection.

ALL USAGE Report - Collection

Number of Successful And Denied Title Requests by Month and Collection.

ALL USAGE Report - Title

Number of Successful And Denied Title Requests by Month and Title.

> As Palgrave Connect purchases are by Collection, the 'Hybrid Titles by Collection Report' and 'All Usage Report – Collection' reports give a useful overview of usage at this level.

How can I change registered account information (email address and password)?

1. Click "Update Your Account"
2. Click "Manage Account"
You can now change your username and password
* Username should be an email address
* You will need to enter the security question's answer

What should I do if I forget my password?

Please enter your email address
You will find the "Forgot your password?" function below in the login field
You will need to enter the security question's answer

Can I see usage of content my institution does not yet subscribe to?

Yes, by downloading the "All Usage" report from your account, you can see the statistics of all successful article and title requests for both subscribed and unsubscribed journals and ebooks.

What should I do if usage at my institution appears lower than expected?

Palgrave Macmillan suggests tools for promoting Palgrave Macmillan journals and online resources at your institution; visit promotion tools (http://www.palgrave.com/librarians/index.html). If you have concerns about a technical problem, please contact customer services.

I'm having difficulties accessing my reports.

Please contact customer services, stating which report you are accessing.
Specific MPS Insight username and password are required; if you don't know them, please contact customer services:
Email:
ROW: onlinesupport@palgrave.com
NORTH AMERICA: onlinesupportUSA@palgrave.com
ASIA PACIFIC: institutions@natureasia.com