

Obtaining Oxford Journals usage statistics with SUSHI

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What is SUSHI?

SUSHI is a protocol to allow automated collection of usage statistics. As part of the COUNTER 3 code of practice, COUNTER-compliant publishers are required to make COUNTER reports available for collection by SUSHI. Full documentation about SUSHI may be found here <http://www.niso.org/workrooms/sushi>

What do I need to collect my usage statistics by SUSHI?

You need:

- A SUSHI client
- To register for SUSHI access on the Oxford Journals usage statistics system (you will need to log into the Oxford Journals usage statistics system to do this. You will need a note of the IP address or IP range from which your SUSHI requests will come)
- To provide the correct Customer Reference ID and other information when you use your SUSHI client to make a SUSHI request

SUSHI client

A “SUSHI client” (sometimes also called a “SUSHI harvester”) is a program that can request usage statistics by using the SUSHI protocol. Oxford Journals does not provide a SUSHI client. SUSHI clients are, however, available as part of some Library or EDM software packages (there is a list on the SUSHI website here <http://www.niso.org/workrooms/sushi/faq/general>), and some other options are listed on the SUSHI website here: <http://www.niso.org/workrooms/sushi/tools#imp> .)

The University of Pennsylvania has produced a SUSHI client, including a version that can be used over the internet. The University of Pennsylvania web client is currently available, free of charge, here:

<https://labs.library.upenn.edu/SushiWebClient/SushiCall>

SUSHI registration

We ask you to register for SUSHI access, so that we can prevent unauthorized access to your usage statistics. Registration is simple.

1. Log into the usage statistics system as you normally would to retrieve statistics (if you have not done this before, help documentation can be found here: <http://www.oxfordjournals.org/pilot/hitlist/help/ouphelp.pdf>)
2. Click on the SUSHI Admin button
3. On the SUSHI Admin screen (Fig 1), fill in the IP address or range from which we should accept SUSHI requests
 - This is probably your own institution’s IP address range, unless you will be using a third party or web-based service to collect data for you. (For example, if you are going to use the University of Pennsylvania web client, your SUSHI requests will come from the University of Pennsylvania IP range 165.123.34.*.)
 - Some institutions delegate collection of their data to a third-party service, (for example Scholarly Stats by MPS). Check the list of “Common 3rd party agents” at the bottom of the SUSHI Admin screen. If the agent you use is there, you can simply check the box instead of needing to know their current IP range. If your agent is not listed here, you need to enter their IP address in the IP box.
4. Click Save Changes

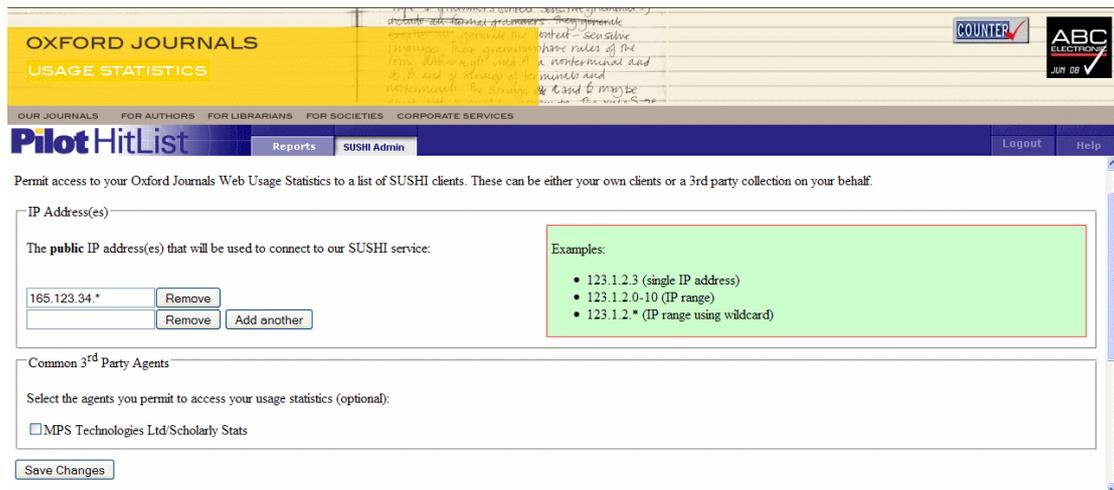


Figure 1 SUSHI Admin tab of the Oxford Journals statistics interface

Submitting your SUSHI request

You are now ready to collect data by SUSHI.

If your data will be collected for you by a third party (e.g. Scholarly Stats), you will need to let them know that you want them to collect your data, and give them your username. For example if you usually log in to the Oxford Journals usage stats system as

Username = BachBWV1002

Password = MozartK40

Tell the third party that they should use your username (BachBWV1002) as the CustomerReferenceID when they request SUSHI data. The third party does not need to know your password.

If you are collecting your own data by SUSHI, you need to know how to make the SUSHI request, which is done as follows.

The SUSHI request can contain a number of items of information. Only some of these (the destination URL, Customer reference ID, Report definition name, report release; and date range) are needed for a SUSHI request to Oxford Journals. The information your client might ask for is as follows:

Information	Essential?	comments
Destination (the URL to which your SUSHI client should go to get data)	ESSENTIAL	http://reports.oxfordjournals.org/sushiservice
Requestor ID		Any string of numbers of letters will be accepted. Please do not use “?” or other non-alphanumeric characters
Requestor name		Any string of numbers of letters will be accepted. Please do not use “?” or other non-alphanumeric characters
Requestor email		Put an email address at which we might contact you
Customer Reference ID	ESSENTIAL	This MUST be the same as your username For example if you usually log in to the Oxford Journals usage stats system as Username = BachBWV1002 Password = MozartK40 Your Customer Reference ID should be BachBWV1002 (you do NOT need to include your password in the SUSHI request)
Report Request ID		Any string of numbers of letters will be accepted. Please do not use “?” or other non-alphanumeric characters
Report definition Name	ESSENTIAL	We have <ul style="list-style-type: none"> • reports JR1 and JR1a for institutions, • report CR1 for consortia
Report release	ESSENTIAL	We have <ul style="list-style-type: none"> • R2 and R3 for JR1 and JR1a, • R3 only for CR1
Date Range	ESSENTIAL	The data range for which you want statistics. Be aware that there is a small delay before usage statistics are available, so statistics for the last month may not be available on the system The COUNTER requirement is that: “XML versions of the reports must be available for harvesting via the SUSHI protocol within 4 weeks of the end of the reporting period” (COUNTER code of Practice 3, section 4.3)

Different SUSHI clients will vary in how you enter this information. The University of Pennsylvania web client is shown in the example (Fig 2, overleaf), which shows the (fictitious) Gotham University Library requesting a JR1 R2 report for the last 4 months.

Figure 2 Gotham University Library makes a SUSHI request using the University of Pennsylvania web client

Troubleshooting

If you do not get the response you expected from the SUSHI service, you may be able to work out what went wrong by looking at the error messages the SUSHI service produces. Please note that SUSHI clients may vary in how they report error information – check your SUSHI client’s documentation to find out how to expect error messages to be displayed.

Kinds of error

Rejected by access control

If we either do not recognize your user name or the IP range from which your SUSHI request comes, you will see this error message:

Server was unable to process request. ---> Your request has been rejected by Access Control. Please check that you gave the correct CustomerReferenceID and registered your SUSHI

client's IP range. For help on how to use the Oxford Journals SUSHI service please go to <http://reports.oxfordjournals.org/pilot/hitlist/>

What you should do next is:

1. Check that you used the correct username.
2. If it doesn't appear to be a problem with the username, log in to the Oxford Journals Statistics service and check that you have registered the correct IP range for your SUSHI requests

Report not implemented

Some of the reports that are covered by the SUSHI standard are not relevant to Oxford Journals. For example, we do not currently have a DB2 report, as we do not currently use the service to report any statistics about databases. The reports that are available are currently:

- reports JR1 and JR1a for institutions (available as R2 and R3)
- CR1 for consortia (available as R3)

If you ask for a report that we have not got, the server will respond:

Server was unable to process request. ---> Not implemented the report yet!

What you should do next is: check that you asked for a report that is available

You get a SUSHI response, but no data

This covers a range of situations where the SUSHI service returns a response, but it does not contain any usage data. Please consider the following possible explanations:

- Did you ask for data that are too recent to be available yet? The COUNTER standard allows a 4-week delay for data to be published. We use this time to collect and process the statistics, and carry out quality assurance. If you ask for more recent data than exists, the SUSHI service will correctly (though simple-mindedly) return you what it has got – i.e. nothing.
- Did you ask for data prior to January 2009? This is not available by SUSHI, but COUNTER 2-compliant data for previous years may be collected manually from our archive service here: http://www.oxfordjournals.org/for_librarians/usage_stats_old.html
- Did you ask for a time period that predates your usage of Oxford Journals?
- Did you make a trivial mistake in the date range (e.g. you accidentally chose a start date that is later than the end date)

What you should do next is: check your date ranges for any of the above issues

If you cannot solve the problem by working through the above, please contact us on support@oxfordjournals.org for assistance.