What statistics in EBSCOadmin best reflect EBSCO Discovery Service usage?

When retrieving usage statistics for EBSCO Discovery Service (EDS), you may be tempted to look at the number of searches to gauge usage. However, this will not give you a clear picture of the actual usage.

EDS is created on a customer-by-customer basis to create a single index that represents all of the resources that a customer has on the EBSCOhost platform, as well as all of the content that is part of EDS.

We are careful to make sure that our publisher partners’ needs are met, so whenever one of their data sets is included in a search, we log that as a separate search activity. So, when a user searches 50 databases separately, or searches 50 databases that were concatenated into a single index, there will be 50 searches logged – one for each database.

This increase in search transactions changes the statistical metrics you may have used in the past to assess usage as searches are no longer a clear indicator of use.

With this in mind, a best practice is to look at the following:

1. Full Text Requests: User read article from Full text database
2. Abstract Requests: User actually clicked into the detail record
3. Custom Link from:
   - The metadata of the record and relevancy ranking put this record in a position on the result list for the user to easily find it.
   - Full text was matched to a library holding via publisher site (e.g. ScienceDirect) or via a link resolver and the user clicked the link.
   - With or without causing an Abstract view
4. Smart Link From
   - Same as #3 except SmartLinking brought the PDF into position for them to directly access it

See also:

- EBSCO Discovery Service (EDS) - Understanding Reports & Statistics Reference Guide
- Why is the number of searches so high for EBSCO Discovery Service (EDS)?