

About you

Thank you very much for agreeing to give us your feedback on COUNTER Release 5. We have been asked to collect feedback on Release 5, and to find out how it has been to implement, whether it has achieved its aims, and what uses people are making of it. This will inform and guide COUNTER's future development.

We would be very grateful if you could coordinate a response on behalf of your organisation, or delegate it to somebody who will do that. Please note that you can save your responses part way through and continue later.

Please note that there are a couple of issues that we are not asking about here. We know that methods of dealing with consortia data have been requested, and in response an [R5 harvester](#) has recently been implemented, and COUNTER is collaborating with [CC-Plus](#) on a solution for larger consortia. Also, a separate project is currently under way looking at [distributed usage logging](#).

1. In what country is your organisation's headquarters?

* 2. Could you please let us know whether you are a provider or consumer of COUNTER reports?

- Consumer: library or library consortium
- Intermediary: a usage statistics service provider, either commercial or non-commercial
- Producer of Release 5 reports: publisher, platform provider or other content provider

About you (continued)

3. Could you please tell us about the scale of your publishing in terms of revenue?

- Large publisher/vendor: annual revenues over \$14m (£9.25m)
- Medium-sized publisher/vendor: annual revenues \$10-\$14m (£6.6-9.25m)
- Small publisher: annual revenues less than \$10m (£6.5m)

4. Are you a publisher, platform provider, or third party supplier?

- Publisher
- Platform provider
- Third party supplier

5. How do you deliver reports to library customers?

- Directly
- Via a platform provider (e.g. Atypon, HighWire)
- Via a third party supplier (e.g. ScholarlyIQ, MPS)

Using reports

6. Does your organisation use the COUNTER metrics for your own analyses?

- Yes
- No
- If yes, please tell us what you use these for.

The aims of Release 5

7. One of the main aims of Release 5 was to address changing needs of publishers, intermediaries and libraries. On a scale of 1-5, do you agree that it succeeded in this?

- Strongly disagree Agree
- Disagree Strongly agree
- Neither agree nor disagree

8. A second aim was to reduce the complexity of the Code of Practice, to make it easier for publishers and content providers to achieve compliance. Do you agree that it succeeded in this?

- Strongly disagree Agree
- Disagree Strongly agree
- Neither agree nor disagree

9. Another aim was to bring clarity by using clear and consistent terminology on all metric types and attributes. Do you agree that it succeeded in this?

- Strongly disagree Agree
- Disagree Strongly agree
- Neither agree nor disagree

10. Do you believe Release 5 is an improvement on Release 4?

- Yes
- No
- Unsure

Your comments would be welcome

Roll-out

11. With regard to the roll-out of Release 5, the changes and the reasons for them were clear and well-explained:

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

12. The technical documentation was clear, adequate and timely:

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

13. Was the deadline for implementation realistic?

- No, COUNTER did not allow enough time for implementation
- Yes, COUNTER provided sufficient notice and we had could meet the deadline
- We did not attempt to meet the deadline

Implementation

* 14. Have you successfully implemented Release 5?

- Yes
- Implementation is ongoing and progressing smoothly
- Implementation is ongoing, but we are having problems
- We don't intend to implement release 5

Implementation (continued)

15. How straightforward has this process been for you?

- It was very complex
- It was quite complex
- It was no more complex than we expected
- It was fairly straightforward
- It was extremely straightforward

16. What problems, if any, did you encounter

Implementation (continued)

17. What sort of problems are you experiencing? (Please tick all that apply)

- We don't have the staff time to address this at present
- We don't have staff with the necessary technical expertise
- We don't have the financial resources to outsource this work
- Other (please specify)
- The guidance and training is inadequate
- We have encountered technical issues that have not yet been resolved

Implementation (continued)

18. Could you please tell us why you don't plan to implement Release 5?

- We don't have the staff time to address this at present
- We don't have staff with the necessary technical expertise
- We don't have the financial resources to outsource this work
- The guidance and training is inadequate
- We encountered technical issues that we can't resolve
- We don't consider this a priority at present
- Other (please specify)

Implementation (continued)

19. How straightforward was the implementation of COUNTER_SUSHI?

- | | |
|---|--|
| <input type="radio"/> It was very complex | <input type="radio"/> It was fairly straightforward |
| <input type="radio"/> It was quite complex | <input type="radio"/> It was extremely straightforward |
| <input type="radio"/> It was no more complex than we expected | <input type="radio"/> We haven't implemented it yet |

20. How useful have you found the validation tool?

- | | |
|--|-----------------------------------|
| <input type="radio"/> We were unaware it was available | <input type="radio"/> Useful |
| <input type="radio"/> The tool wasn't available when we implemented R5 | <input type="radio"/> Very useful |
| <input type="radio"/> Not very useful | |

If you did not find it useful, could you please tell us briefly why?

21. Have the costs of implementation been what you expected?

- Yes, they were about what we expected
- No, they were significantly more
- No, they were significantly less

Audits

22. Have you passed a COUNTER audit?

- Yes
- Currently in progress
- No

Audit (continued)

23. How onerous have you found the audit process?

- Extremely onerous
- A bit onerous
- About as expected
- It was quite straightforward
- It was extremely straightforward

24. How significant are the audit costs?

- Extremely expensive
- Quite expensive
- About what we would expect
- Quite reasonable
- The costs were trivial

Support materials and tools

25. Which of the following support materials have you used?

	We are aware of this	We have used this	We found this particularly helpful
Friendly Guide to COUNTER Release 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Friendly Guide to Release 5 Technical Notes for Providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Webinars (in real time)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Webinars (recordings)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newsletters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
email lists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Foundation classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. Is there any training or documentation you feel is missing? Please tell us what else you would like to see.

27. Would you say it was easy to find what you need in the support materials?

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

28. Would you say that the support materials are clear and sufficiently comprehensive?

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

29. Do you have any suggestions for improvement or development of the COUNTER support materials?

30. Have you found COUNTER helpful in answering questions and resolving compliance issues directly?

- We did not contact them.
- No, direct contact was not very helpful
- They were helpful but slow in responding
- Yes, they were helpful and prompt

Looking forward

31. Are there any amendments or improvements needed to the Code of Practice?

32. How frequently should revisions be made to the Code of Practice?

- As often as the need arises
- They should be rolled up into batches and spaced evenly
- They should be left until absolutely unavoidable

33. Have you had any feedback from customers about your COUNTER reports? If so, could you please summarise this briefly?

34. Do you trust the audit process to assure quality, or are improvements needed?

- The audit process ensures adequate quality for our needs
- Improvements are needed

35. What best sums up your views on Release 5?

- It was an improvement, and we were pleased to be able to implement it
- New releases are to be expected, and implementation is a necessary evil
- It was unnecessary and unwelcome, and we felt pressured to be compliant

36. Do you agree that implementation of R5 offers a reasonable return on investment?

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

Further discussion

Thanks! Do you want to talk to us some more? We would find this especially helpful to understand solutions you found to any implementation problems you encountered, and to learn about innovative uses of the COUNTER data.

37. If you are willing to discuss this further, either by email or as part of a planned focus group, please put your contact details here. (Contact details will be stored securely and used only for the purposes of this research. They will be held by the research team only, and will not be shared with COUNTER).

Name

Institution

Email Address

Phone Number