

Subscriber Services

An Introduction

What is 'Subscriber Services'?

- This is an area where you can:
 - Check your Usage Statistics (ICOLC Compliant) for all of your Oxford Online Products
 - Check the status of your subscriptions
 - Update your contact details
 - Register Account Preferences e.g. OpenURL options
- All you need to access this area is your Administrator Username and Password. To get these details simply refer to your subscription activation email, or contact: onlinesubscriptions@oup.com

How do I access Subscriber Services?

Simply visit <https://subscriberservices.sams.oup.com> and enter your administrator username and password. A page will be presented with all of your current subscriptions and the current status.

Current Subscriptions

PRODUCT	STATUS	SUBSCRIPTION TYPE	CONCURRENCY	START DATE	END DATE
ORO Premium Trial	OK	gratis	Unlimited	11 December 2003	10 December 2004
Grove Art Online	OK	gratis	Unlimited	17 February 2003	17 February 2006
Grove Music Online	OK	gratis	Unlimited	17 February 2003	17 February 2006
OSO Oxford Scholarship Online	OK	gratis	Unlimited	1 November 2003	31 December 2010
ORO Core Collection UK	OK	gratis	Unlimited	15 March 2002	14 March 2006
Oxford English Dictionary	OK	gratis	Unlimited		

How do I check my Usage Statistics?

To check your usage statistics, choose the usage statistics button on the navigation bar.



There are three types of usage report, all of which can be downloaded as an excel/csv file, viewed online as html or emailed. The three types of usage report are:

Single Period Breakdown

Current

Archive

Monthly Breakdown

Current

Archive

Access Types Breakdown

Current

Archive

Current reports will give you statistics on usage during just the last 90 days. If you wish to view usage statistics prior to this period, select the Archive button.

Archive reports cover usage from mid November 2003 to date.

Both Current and Archive reports are updated daily

The single period breakdown report, allows you to enter a date range. The report will then return a cumulative figure of usage during the specified period. For example:

❖ **Subscriber statistics - single period 6168 (Oxford University Press)**

Specify the date from which you want to start collecting usage and the last date from you wish to collect usage. For a full month's data, enter the first day of the month in the Period Commencing field and the last day of the month in the Period ending field.

Period commencing: dd/mm/yyyy
Period ending: dd/mm/yyyy
Product/edition name:
Member organisations: Oxford University Press
Results options:
 FORMAT AS DELIVERY
 HTML Download file
 csv Display on screen
 XLS Email to:

To view usage for more than one product, leave this field blank and usage will be returned for all of subscriptions that were accessed during the dates specified.

GENERATE REPORT

Results for 01/01/2004 to 01/06/2004

This report provides statistics for individuals, institutions and consortia
 There is 1 record in the report

Product Name	Member Organisation	Account ID	Sessions (Logins)	Total Session Time (hh:mm:ss)	Average Session Time (hh:mm:ss)	Average Pages per Session	Full-Content Units Requested	Web Pages Requested	Hits	Queries (Searches)	Full-Content Units Reached from Browse	Turnaways
Grove Music Online	Oxford University Press	6168	132	16:51:22	00:07:39	25.0	363	3379	4681	269	7	0
Total	1		132	16:51:22	00:07:39	25.0	363	3379	4681	269	7	0

Turnaways will only be recorded if you have a concurrent user licence or a user has tried to access a subscription which has expired. ⓘ

The second type of report is the monthly breakdown report. For this report you can specify a date range and the report will break down the usage by calendar month, providing a monthly figure rather than a cumulative one. For example:

Subscriber statistics - monthly history 6168 (Oxford University Press)

Period commencing:
 Period ending:
 Product/edition name:
 Member organisations:
 Results options:
 FORMAT AS:
 HTML
 csv
 XLS
 DELIVERY:
 Download file
 Display on screen
 Email to:

GENERATE REPORT

If you leave the date ranges empty, the report will return usage for all months that a user has accessed the site.

Again leaving this field blank will return usage for all of your subscriptions that have been accessed.

Results for all the data

This report provides statistics for individuals, institutions and consortia
 There are 4 records in the report

Product Name	Month	Member Organisation	Account ID	Sessions (Logins)	Total Session Time (hh:mm:ss)	Average Session Time (hh:mm:ss)	Average Pages per Session	Full-Content Units Requested	Web Pages Requested	Hits	Queries (Searches)	Full-Content Units Reached from Browse	Turnover
Grove Music Online	August 2004	Oxford University Press	6168	192	09:04:06	00:02:50	31.0	966	6095	6860	180	73	
Grove Music Online	July 2004	Oxford University Press	6168	1322	101:06:48	00:04:35	24.0	5686	32894	40224	1411	91	
Grove Music Online	June 2004	Oxford University Press	6168	273	62:18:50	00:13:41	68.0	2228	18687	23185	1995	9	
Grove Music Online	May 2004	Oxford University Press	6168	132	16:51:22	00:07:39	25.0	363	3379	4681	269	7	
Total	4			1919	189:21:06	00:05:55	31.0	9243	61055	74950	3855	180	

The third type of report breaks down usage by access type. This makes it possible to see if users are logging in via a referring URL, IP address, username and password or Library Card. For example:

Subscriber statistics - access type 6168 (Oxford University Press)

Period commencing: dd/mm/yyyy
 Period ending: dd/mm/yyyy
 Product/edition name: Grove Music Online
 Member organisations: Oxford University Press
 Results options:
FORMAT AS **DELIVERY**
 HTML Download file
 csv Display on screen
 XLS Email to:

If you leave the date ranges empty, the report will return usage for all months that a user has accessed the site.

Again leaving this field blank will return usage for all of your subscriptions that have been accessed.

GENERATE REPORT

Results for all the data

This report provides statistics by access type for individuals, institutions and consortia
 There are 2 records in the report

Product Name	Access Type	Member Organisation	Account ID	Sessions (Logins)	Total Session Time (hh:mm:ss)	Average Session Time (hh:mm:ss)	Average Pages per Session	Full-Content Units Requested	Web Pages Requested	Hits	Queries (Searches)	Full-Content Units Reached from Browse	Turnaway
Grove Music Online	ip_address	Oxford University Press	6168	1913	188:12:57	00:05:54	31.0	9222	60823	74647	3831	180	
Grove Music Online	username	Oxford University Press	6168	6	01:08:09	00:11:21	38.0	21	232	303	24	0	
Total	2			1919	189:21:06	00:05:55	31.8	9243	61055	74950	3855	180	

Here is the breakdown by access type.

How can I export/email the usage data?

When you run a report you will be given the option of how you want to receive your data. The default value is HTML, display on screen. If you wish to email a copy of the report to yourself simply change the buttons to select xls or csv and then choose to email to:

Large reports may time out if you choose to display on screen, and in these cases, we recommend that you choose to email the results to yourself.

❖ Subscriber statistics - single period 6168 (Oxford University Press)

Period commencing: dd/mm/yyyy	01/01/2004
Period ending: dd/mm/yyyy	31/05/2004
Product/edition name:	Grove Music Online
Member organisations:	Oxford University Press
Results options:	
FORMAT AS	DELIVERY
HTML <input type="radio"/>	<input type="radio"/> Download file
csv <input type="radio"/>	<input type="radio"/> Display on screen
xLS <input checked="" type="radio"/>	<input checked="" type="radio"/> Email to: <input type="text" value="Onlinesubscriptions@oup.com"/>

GENERATE REPORT

Select the Generate Report button. Your requested report will then be emailed to the specified email address.

If you wish to download a file select the xls or csv option and then choose to download file.

❖ **Subscriber statistics – single period 6168 (Oxford University Press)**

Period commencing: dd/mm/yyyy 01/01/2004
Period ending: dd/mm/yyyy 31/05/2004
Product/edition name: Grove Music Online
Member organisations: Oxford University Press
Results options:

FORMAT AS **DELIVERY**
 HTML Download file
 CSV Display on screen
 XLS Email to:

GENERATE REPORT

Downloading report.xls

You have chosen to download a file of type: "Microsoft Excel Worksheet" [application/vnd.ms-excel] from https://subscriberservices.sams.oup.com/views/

What should Netscape do with this file?

Open using an application
 Save this file to disk
 Always ask before opening t...

[Advanced...](#)

Choose to either save the document or open it within Excel.

Microsoft Excel - report-2

File Edit View Insert Format Tools Data Window Help Acrobat

Arial 10 B I U

A1 = Product Name

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Product N	Member C	Account I	Sessions	Total Ses	Average S	Average F	Full-Cont	Web Pag	Hits	Queries (\$	Full-Cont	Turnaways
2	Grove Mus	Oxford Uni	6168	132	16:51:22	00:07:39	25	363	3379	4681	269	7	0
3	Total	1		132	16:51:22	00:07:39	25	363	3379	4681	269	7	0
4													
5													

How do I update my account information?

To update your account information choose the Account Update button.



To view any of your subscription details click the View button.

If you wish to amend any of your subscription details use the Contact Us form.

Contact details

PRODUCT	SUBSCRIPTION TYPE	SUBSCRIPTION STATUS	CONTACT NAME	CONTACT EMAIL	VIEW
ORO Premium Trial	gratis	OK	Susanna Lob	susanna.lob@oup.com	View
Grove Art Online	gratis	OK	Susanna Lob	susanna.lob@oup.com	View
Grove Music Online	gratis	OK	Susanna Lob	susanna.lob@oup.com	View
OSO Oxford Scholarship Online	gratis	OK	John Campbell	john.campbell@oup.com	View
ORO Core Collection UK	gratis	OK	Angela Field	angela.field@oup.com	View
Oxford English Dictionary	gratis	OK	Jane Windebank	jane.windebank@oup.com	View

Account details

Organisation Oxford University Press
Account type Institution
Account ID 6168
Athens ID OUP
M/SD customer ID 9003068
iFactory AMS ID N/A

How do I update my account preferences?

You can select the Account Preferences button on the toolbar to edit and register these preferences.



Account Preferences can be used to determine customisation options on many Oxford online products and include:

OpenURL - record your institution's resolver address so your specific library catalogue can be queried from within an Oxford online product site.

Library branding - load your institution or library logo so it is always presented to users of your subscription. This feature is currently available for Oxford Scholarship Online.

Editing OpenURL Preferences

❖ OpenURL Preferences Update 6168 (Oxford University Press)

View or change your OpenURL account preferences

Subscribers using OpenURL resolver technology (such as Ex Libris' SFX and Endeavour's LinkFinder*Plus*) should enter the following data:

- ◆ their resolver address (e.g. <http://resolver.library.univ.edu>)
- ◆ the version of the OpenURL standard their resolver supports (currently either '0.1' or '1.0')
- ◆ the OpenURL metadata format it supports (either key-encoded values - 'KEV' - or XML).

OpenURL technology allows users to query local catalogues with metadata from online databases.

This facility is now available for Oxford Scholarship Online and Oxford Reference Online.

If you would like us to change your OpenURL preferences for you, or if you wish to change any other account details, please **Contact Us**

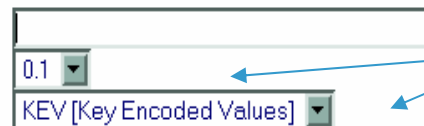
OpenURL Information

Resolver Address

OpenURL Version Used

OpenURL Metadata Format

	<input type="text"/>
	0.1 ▾
	KEV [Key Encoded Values] ▾



The default values are 0.1 and KEV. However there are dropdown options for 1.0 and XML. When you have entered values be sure to choose the update button.

Library branding

Your Logo preferences

Subscribers may use the 'Logo Address' field below to record the location of your institutional or departmental logo file. The logo image will then be displayed to users of your account on appropriate screens within an Oxford online product site. You may also use the 'Logo Link' to activate a hyperlink from the logo image to a specified destination address (e.g. to your library, department or institution home page).

Please see the [Frequently asked Questions](#) for details of which Oxford online products offer logo customization.

Logo Information

Logo Address

(e.g. <http://www.library.univ.edu/logo.jpg>)

Logo Link

(e.g. <http://www.library.univ.edu/home/index.html>)



The diagram shows two empty rectangular input fields. The top field is labeled 'Logo Address' and the bottom field is labeled 'Logo Link'. A blue arrow points from the text 'Simply enter the location of your logo in the Logo Address field...' to the top field. Another blue arrow points from the text 'If you wish to use the 'Logo Link' to activate a hyperlink...' to the bottom field.

If you wish to use the 'Logo Link' to activate a hyperlink from the logo image to a specified destination address e.g. your library, department or institution home page, simply enter the full destination url in the Logo Link box, again including the <http://www> part of the address.

Save your library/institution logo to a location on your local network. Logo dimensions may be a maximum of 200 pixels wide by 65 pixels high. Logos any larger than this will be automatically resized to fit these dimensions. The format of your logo can be a .gif, .jpg or .png file

Simply enter the location of your logo in the Logo Address field making sure you include the <http://www> part of the location address.

Everything else...

The Subscriber services section also contains an extensive FAQs (Frequently Asked Questions) and help facility as well as the opportunity to 'contact us' about any other queries you may have.

To find out about any of our other Oxford Online Products please visit <http://www.oxfordonline.com>.