

## Part M. Electronic Services and Information (c)

29. Enter the number of items owned or leased by the StLA. All use data (items 243 through 247) refer to the use of the state agency library collection, the state library's web site, the OPAC, and Internet access via the state library agency.

*Note: Definitions for these items (see survey instructions) are taken from ANSI/NISO Z39.7-2004, "Information Services and Use: Metrics & statistics for libraries and information providers—Data Dictionary" Emetric Elements, [http://www.niso.org/etrics/current/etrics\\_elements.html](http://www.niso.org/etrics/current/etrics_elements.html). The NISO reference number is included in parentheses at the end of the definition.*

		Number
	Databases	
239	Abstract and indexing databases	
240	Aggregated full text databases	
241	TOTAL DATABASES	
242	eBooks	
243	Virtual reference transactions	
244	Commercial services full-content units examined	
245	Commercial services searches (queries)	
246	Commercial services sessions	
247	Virtual visits	

30. Do the emetric statistics reported in question 29 reflect usage of the state library web site as a gateway or portal by multiple libraries or users in lieu of local authentication?

248 \_\_ Yes \_\_ No Usage of StLA website as gateway or portal by multiple libraries or users in lieu of local authentication

## Survey Instructions

29. Enter the number of items owned or leased by the StLA. All use data (items 243 through 247) refer to the use of the state agency library collection, the state library's web site, the OPAC, and Internet access via the state library agency.

Note: Definitions for these items are taken from ANSI/NISO Z39.7-2004, "Information Services and Use: Metrics & statistics for libraries and information providers—Data Dictionary" Emetric Elements, [http://www.niso.org/emetrics/current/emetrics\\_elements.html](http://www.niso.org/emetrics/current/emetrics_elements.html). The NISO reference number is included in parentheses at the end of the definition.

### Databases

Collection of electronically stored data or unit records (facts, bibliographic data, and texts) with a common user interface and software for the retrieval and manipulation of the data. Note 1: The data or records are usually collected with a particular intent and are related to a defined topic. Note 2: A database may be issued on CD-ROM, diskette, or other direct access method, or as a computer file accessed via dial-up methods or via the Internet. Note 3: When access to more than one licensed database is effected through the same interface, each database should be counted separately. (NISO 4.10.3)

- 239 Abstract and indexing databases. Collection of bibliographic references analyzing and presenting on a continuous basis periodical and/or other titles that usually relate to a common discipline or geographic area. This includes electronic reference and indexing tools which, if existed in print form, would be counted as periodicals. The content of abstract and indexing databases consists predominately of bibliographic references without associated full text articles, although both may be represented in the database. (NISO 4.10.3.1)
- 240 Aggregated full text databases. Collection of both bibliographic references and full text articles from periodical and/or other titles presented on a continuous basis that may relate to a common discipline or may provide multi-disciplinary coverage. This includes electronic reference and indexing tools which, if existed in print form, would be counted as periodicals. The content of aggregated full text databases consists predominately of full text articles rather than bibliographic references without associated full text, although both may be represented in the database. (NISO 4.10.3.2)
- 241 Total databases (sum of items 239 and 240).
- 242 eBooks. Digital documents, licensed or not, where searchable text is prevalent, and which can be seen in analogy to a print book (monograph). The use of eBooks is in many cases dependent on a dedicated device and/or a special reader or viewing software. Note 1: eBooks can be lent to users either on portable devices (eBook readers) or by transmitting the contents to the user's PC for a limited time period. Note 2: Doctoral dissertations in electronic format are included. (NISO 4.10.5)

Note: Under this category report only items the agency library has selected as part of the collection and made accessible through the library's Online Public Library Catalog.

- 243 Virtual reference transactions. Virtual reference transactions conducted via e-mail, website, or other network-based medium designed to support virtual reference. (ARL E-metrics; Bertot, McClure, Ryan). Note: Includes questions either received or responded to. See item 113 for definition of reference transaction. (NISO 7.3.1)
- 244 Commercial services full-content units examined. Content in the electronic collection that is delivered to a user. Number of subscription service full-content units examined, downloaded, or otherwise supplied to user, to the extent that these are recordable and controlled by the server rather than the browser. (ICOLC Guidelines, December 2001). *Note 1:* Journal articles by journal title with ISSN and title listed. *Note 2:* eBooks by book title with ISBN and title listed. *Note 3:* Reference materials by content unit appropriate to the resource (e.g., dictionary definitions, encyclopedia articles, biographies, etc.). *Note 4:* Non-textual resources by file type as appropriate to resources (e.g., image, audio, video, etc.). (ICOLC Guidelines, December 2001) (NISO 7.7.1.1.2)
- 245 Commercial services searches (queries). A search is defined as intending to represent a unique intellectual inquiry whether conducted through a search form submitted to the server or through the use of menu selections (e.g., browsing a list of subjects.) Typically a search is recorded every time a search request is submitted to the server. Limited to commercial services. Mistyped search strings do not represent unique intellectual inquiries. Include menu selection searches. Exclude spider/crawler searches. (ISO 2789, Annex A) (NISO 7.7.1.2.2)
- 246 Commercial Services Sessions. A session is defined as a successful request of a commercial service (e.g., online database). It is one cycle of user activities that typically starts when a user connects to a database and ends by terminating activity in the database that is either explicit (by leaving the database through log-out or exit) or implicit (timeout due to user inactivity). (ISO 2789, Annex A, modified to exclude OPAC sessions). *Note 1:* For multiple databases compiling several individual databases further information should be provided as to the separate databases hosted. *Note 2:* In some cases, e.g. database use inside the library, several users one after the other might make use of the same workstation, and sessions could not be separated. In most systems, a session is cut off after a specified time of non-use, thus avoiding part of the problem. The average timeout setting would be 30 minutes. Browser or proxy caching will be likely to reduce the number of requests registered in logfiles. (NISO 7.7.1.3.2)
- 247 Virtual Visits. A user's request of the library web site from outside the library premises regardless of the number of pages or items viewed. (ISO 2789, 3.3.25) Excludes web site visits from within the library. *Note:* This statistic is the equivalent of a session for a library's website. As such, there is a need to exclude various counts (hits, downloads) by users during any given visit. (NISO 7.7.1.5)

30. Enter Yes or No to indicate whether the emetric statistics reported in question 29 reflect usage of the state library web site as a gateway or portal by multiple libraries in lieu of local authentication?
- 248 Usage of StLA website as gateway or portal by multiple libraries or users in lieu of local authentication