



# Usage Reports for Discus Databases

## Instructions for Public Libraries & Colleges

### General Information

Additional explanatory notes and definitions are included with the usage reports or appear on the websites noted for each database vendor below.

Account numbers and username/password information needed for accessing usage reports appear in the "NOTES" area of your library's "Discus Institutional Summary." Those who serve as Primary Contacts for their institutions may request a copy of the summary. If the login information recorded on the summary is no longer valid, please contact the appropriate vendor for new login credentials.

Home/remote usage is included in your usage reports **only** if your institution has made an institution specific remote access arrangement with the database vendors (examples: proxy server, secure referral page).

**Home/remote access using the Discus-provided "generic" username and/or password is allocated to a single Discus master account and is not included on usage reports for your institution.**

### Questions?

**Please contact the provider of the product or the Discus Office.**

DiscusOffice@statelibrary.sc.gov  
1-803-545-0201 (local)  
1-888-221-4643, ext. 50201 (toll-free)

### Britannica Digital Learning <https://britannicalearn.com/>

**Products:**

- Britannica Academic Edition
- Britannica Fundamentals
- Britannica Library
- Britannica School
- Enciclopedia Moderna
- Escolar

<b>Notes:</b>	<p>Reports reflect usage made from IPs that Britannica has recorded for your institution and from any institution-specific remote access arrangement that you have made with Britannica.</p> <p>You may access Britannica statistics any time via the online statistics system. You can request reports by hour, day, month, and year, for any timeframe, with options for displaying the results in CSV or Microsoft Excel formats.</p>
<b>Accessing the statistics website:</b>	<ol style="list-style-type: none"> <li>1. Go to <a href="http://stats.eb.com">http://stats.eb.com</a></li> <li>2. Enter the assigned username and password for your institution (case sensitive).</li> <li>3. Select the date range, report type, file format, and Britannica products on which to report usage.</li> <li>4. Click the "Generate Report" button and your report will be displayed. Sessions, documents, queries, and media columns are displayed for each product selected.</li> </ol>
<b>Key support resources for retrieving statistics:</b>	<p>There are two tabs on the main Britannica Usage Statistics login page that you can use for additional information if needed. They are labeled "Report Help" and "Report Definitions."</p>
<b>Questions:</b>	<p>Jim Paulson <a href="mailto:edsupport@eb.com">edsupport@eb.com</a> 1-800-621-3900, ext. 7160</p>

## Capstone <https://www.capstonepub.com/>

<b>Products:</b>	<p>PebbleGo PebbleGo Next</p>
<b>Notes:</b>	<p>Reports reflect usage made from IP addresses that Capstone has recorded for your institution in conjunction with your institution's unique PebbleGo and PebbleGo Next URLs (i.e., the URL includes your institution's identifier code).</p> <p>In order for an institution to receive unique usage statistics, a custom URL for direct access must be used that includes the institution's identifier code. Contact the Discus Office for more information.</p>
<b>Questions:</b>	<p>Capstone Support <a href="mailto:support@capstonepub.com">support@capstonepub.com</a> 1-800-747-4992</p>

<b>Credo Reference <a href="https://corp.credoreference.com">https://corp.credoreference.com</a></b>	
<b>Product:</b>	Credo Reference
<b>Notes:</b>	<p>Reports reflect usage made from IP addresses that Credo has recorded for your institution and from any institution-specific remote access arrangement that you have made with Credo.</p> <p>Institutions having their own instance of Credo Reference will be able to run usage reports and should have their own admin username/password information. If you would like this information resent, please contact <a href="mailto:support@credoreference.com">support@credoreference.com</a></p> <p>You will know that your institution has its own Credo Reference account if your logo appears in the top right of the Credo screen, rather than the Discus logo. If the Discus logo appears, you are accessing Credo Reference via a Discus master account and you will not be able to run usage reports. However, you will be able to download MARC records. Contact <a href="mailto:support@credoreference.com">support@credoreference.com</a> for assistance with the MARC record download.</p>
<b>Accessing the statistics website:</b>	<ol style="list-style-type: none"> <li>1. Go to <a href="http://admin.credoreference.com">http://admin.credoreference.com</a></li> <li>2. Enter your assigned administrative username/password.</li> <li>3. Click on the tab named "Usage Statistics."</li> <li>4. For <b>Counter Compliant</b> reports: <ol style="list-style-type: none"> <li>a. Click the subtab named "COUNTER Reports."</li> <li>b. These reports are available only for the previous two years; for older data, use the Custom Reports option.</li> <li>c. Book Report 2 will run "full text entries viewed" for month and title.</li> <li>d. Book Report 6 will run "total sessions and searches" by month.</li> <li>e. Click the link for the report you'd like to run. This will export to Excel.</li> </ol> </li> <li>5. For <b>Custom Reports</b>: <ol style="list-style-type: none"> <li>a. Click subtab named "Custom Reports."</li> <li>b. Select the start and end date for your statistical report.</li> <li>c. Choose the information you would like, the parameters, etc.</li> <li>d. Click "Send." Results will populate a new window.</li> </ol> </li> </ol>
<b>Key support resources for retrieving statistics:</b>	Running a Usage Statistics Report <a href="https://credoreference.zendesk.com/hc/en-us/articles/360038417033-Running-a-Usage-Statistics-Report">https://credoreference.zendesk.com/hc/en-us/articles/360038417033-Running-a-Usage-Statistics-Report</a>
<b>Questions:</b>	<a href="mailto:support@credoreference.com">support@credoreference.com</a> 1-617-500-1879 or 1-855-500-0165 toll free

## EBSCO <https://www.ebsco.com>

<b>Products:</b>	EBSCOhost Research Databases Auto Repair Source Company Profiles Consumer Health Complete Explora Novelist K-8 Plus Novelist Plus Points of View Reference Center
<b>Notes:</b>	Reports reflect usage made from IP addresses that EBSCO has recorded for your institution and from any institution-specific remote access arrangement that you have made with EBSCO.  Usage statistics are available in EBSCOadmin, a tool that allows you to: <ul style="list-style-type: none"><li>• Customize and personalize settings and functionalities to suit your specific needs.</li><li>• Retrieve usage reports on demand.</li><li>• Schedule usage reports to be sent at pre-determined intervals to any email address the site administrator specifies.</li></ul>
<b>Accessing the statistics website:</b>	<ol style="list-style-type: none"><li>1. Go to <a href="https://eadmin.ebscohost.com/EAdmin/Login.aspx">https://eadmin.ebscohost.com/EAdmin/Login.aspx</a></li><li>2. Enter your assigned administrative username/password.</li><li>3. Click on the “Reports &amp; Statistics” tab located at the top of the screen.</li><li>4. From there you can run and schedule reports</li><li>5. Standard reports are the most popular to run and capture the most information. To create a report, follow the instructions outlined in <i>EBSCOadmin - Reports &amp; Statistics Best Practices</i> found at: <a href="https://connect.ebsco.com/s/article/EBSCOadmin-Reports-Statistics-Best-Practices?language=en_US">https://connect.ebsco.com/s/article/EBSCOadmin-Reports-Statistics-Best-Practices?language=en_US</a></li></ol>
<b>Key support resources for retrieving statistics:</b>	<ul style="list-style-type: none"><li>• Best Practices Document <a href="https://connect.ebsco.com/s/article/EBSCOadmin-Reports-Statistics-Best-Practices?language=en_US">https://connect.ebsco.com/s/article/EBSCOadmin-Reports-Statistics-Best-Practices?language=en_US</a></li><li>• Tutorials <a href="https://connect.ebsco.com/s/article/Accessing-Reports-Statistics-in-EBSCOadmin-Tutorial?language=en_US">https://connect.ebsco.com/s/article/Accessing-Reports-Statistics-in-EBSCOadmin-Tutorial?language=en_US</a></li><li>• Monthly Classes <a href="https://ebsco-training.zoom.us/calendar/list?showType=2">https://ebsco-training.zoom.us/calendar/list?showType=2</a></li></ul>
<b>Questions:</b>	EBSCO Technical Support <a href="mailto:support@ebsco.com">support@ebsco.com</a> or 1-800-758-5995

<b>Infobase Learning <a href="https://infobase.com/">https://infobase.com/</a></b>	
<b>Products:</b>	<p>African-American History            Bloom’s Literature            Ferguson’s Career Guidance Center            Learn360            World Almanac for Kids Elementary            World Almanac for Kids Intermediate            Writer’s Reference Center</p>
<b>Notes:</b>	<p>Reports reflect all usage made from IP addresses that Infobase Learning has recorded for your institution in conjunction with your institution’s unique Infobase URL (i.e., the URL includes your institution’s “account ID”). Reports also reflect any institutional specific remote access arrangement that you have made with Infobase.</p> <p>In order for an institution to receive unique usage statistics, a custom URL for direct access must be used that includes the institution's account ID.</p> <p>Access to Infobase databases made via the links on the Discus website (<a href="http://scdiscus.org">scdiscus.org</a>) does NOT generate usage data for your institution.</p> <p>No automatic delivery mechanism exists. Retrieve usage reports on demand.</p> <p>Admin usernames and admin passwords can be changed from what has been supplied as a default by clicking on the Account Settings link.</p> <p>Contact the Discus office or <a href="mailto:database.support@infobaselearning.com">database.support@infobaselearning.com</a> for custom URL assistance.</p> <p>*Learn360 custom URLs are unavailable for public libraries due to licensing restrictions.</p>
<b>Accessing the statistics website:</b>	<ol style="list-style-type: none"> <li>1. Go to <a href="http://admin.infobasepublishing.com">http://admin.infobasepublishing.com</a></li> <li>2. There are two login areas. Enter your institution’s assigned username and password for the Admin Login.</li> <li>3. Select the Reports tab in the left column.</li> <li>4. On the Reports tab, choose Google Analytics, Infobase Usage, or COUNTER Reports.</li> <li>5. Enter the date range.</li> <li>6. The report displays in your browser window. There are options to print, export as XLSX or CSV, email, and SUSHI. Filters are available in the COUNTER4 and COUNTER5 reports</li> <li>7. An option to Manage Scheduled Reports that have been set up previously is also available.</li> </ol>
<b>Questions:</b>	<p>Customer Support  <a href="mailto:database.support@infobaselearning.com">database.support@infobaselearning.com</a> 1-800-322-8755,            ext. 7</p>

## Gale Cengage Learning <https://www.gale.com>

<b>Products:</b>	Gale In Context: Biography Gale In Context: Elementary Gale in Context: Opposing Viewpoints For Students eBooks Collections
<b>Notes:</b>	Reports reflect all usage made via access to your institution's unique Gale URL (i.e., the URL includes your institution's "location ID"). For additional information go to: <a href="https://support.gale.com/discus">https://support.gale.com/discus</a>  Access to Gale databases made via the links on the Discus Web site ( <a href="http://scdiscus.org">scdiscus.org</a> ) does NOT generate usage data for your institution.  Usage statistics are available in Gale Admin, a tool that allows you to: <ul style="list-style-type: none"><li>• Customize and personalize settings to suit your specific needs.</li><li>• Access up-to-date usage statistics using the Gale Usage Portal from within the Gale Admin tool.</li><li>• Schedule recurrent usage reports to be sent at pre-determined intervals to an email address.</li></ul>
<b>Accessing the statistics website:</b>	<ol style="list-style-type: none"><li>1. Go to <a href="https://support.gale.com/gleadadmin/">https://support.gale.com/gleadadmin/</a></li><li>2. If you need to know your login credentials, email your request (including the name of your institution or your Gale location ID) to: <a href="mailto:gale.usage.statistics@cengage.com">gale.usage.statistics@cengage.com</a></li><li>3. Libraries previously using IT Config to generate automatically-emailed usage reports will need to set them up again through the Gale Admin tool.</li></ol>
<b>Key support resources for retrieving statistics:</b>	<ul style="list-style-type: none"><li>• Usage Reporting Overview <a href="https://support.gale.com/doc/usage">https://support.gale.com/doc/usage</a></li></ul>
<b>Questions:</b>	Usage reports: <a href="mailto:gale.usage.statistics@cengage.com">gale.usage.statistics@cengage.com</a> Success of all Gale resources, best practices, walk-through of Gale Admin: <a href="mailto:Gale.CustomerSuccess@cengage.com">Gale.CustomerSuccess@cengage.com</a>

## LearningExpress <https://www.ebsco.com>

<b>Product:</b>	LearningExpress Library
<b>Notes:</b>	<p>Reports reflect usage made via your institution's custom LearningExpress Library URL which includes an "auth token" that is unique to the institution. The auth token URL collects both in-house and remote usage. Reports also reflect usage made from any institution-specific remote access arrangement that you have made with LearningExpress.</p> <p>No automatic delivery mechanism exists. Retrieve usage reports on demand.</p>
<b>Accessing the statistics website:</b>	<ol style="list-style-type: none"><li>1. Go to <a href="https://reports.learningexpresshub.com/#/login">https://reports.learningexpresshub.com/#/login</a> Your username is your email address. If you do not recall your password, please select the "Forgot Your Password?" link on the landing page.</li><li>2. New users of the Reports Portal should contact Customer Service at <a href="mailto:support@ebsco.com">support@ebsco.com</a> for your institution's Reporting Access Code.</li></ol>
<b>Questions:</b>	EBSCO Technical Support <a href="mailto:support@ebsco.com">support@ebsco.com</a> 1-800-758-5995

## ProQuest <https://www.proquest.com>

<b>Product:</b>	CultureGrams
<b>Notes:</b>	<p>Reports reflect usage made from IPs that ProQuest has recorded for your institution and from any institution-specific remote access arrangement that you have made with ProQuest.</p> <p>Retrieve usage reports on demand or schedule automatic delivery.</p>

<b>Accessing the statistics website:</b>	<ol style="list-style-type: none"> <li>1. Go to <a href="http://tools.culturegrams.com/subscription_reports/">http://tools.culturegrams.com/subscription_reports/</a></li> <li>2. Enter the assigned username and password for your institution.</li> <li>3. Once you are logged in, you have the option of changing the administrator information. To do this, click on [Edit Options] under the ADMINISTRATOR LOGINS header. Fill in all the required information and click submit.</li> <li>4. To view usage, click on the [Usage Statistics] link near the upper left of the page.</li> <li>5. This will bring you to the Usage Statistics page. Select the Report Type, Delivery Method, Totals displayed, Usage Period, and click the CREATE button.</li> <li>6. The report is displayed in the browser window. You can print it using the print functionality of the browser. You can download or email it as Comma Separated or Tilde Separated file or as HTML.</li> <li>7. Reports can be scheduled for monthly delivery.</li> </ol>
<b>Questions:</b>	<a href="mailto:Customer_service@proquest.com">Customer_service@proquest.com</a> or 1-800-521-0600 ext. 77112

<b>TeachingBooks / Book Connections <a href="https://www.teachingbooks.net/">https://www.teachingbooks.net/</a></b>	
<b>Product:</b>	TeachingBooks / Book Connections
<b>Notes:</b>	TeachingBooks is for K-12 and Book Connections is for public libraries. All public libraries use the same link for access. Reports reflect all usage made from library card authentication that TeachingBooks has recorded for your institution.
<b>Questions:</b>	<a href="mailto:hello@TeachingBooks.net">hello@TeachingBooks.net</a> or 608-257-2919



**Tumbleweed Press Inc. <https://www.tumblebooks.com>**

<b>Product:</b>	TeenBookCloud TumbleBook Library TumbleMath
<b>Notes:</b>	<p>Reports reflect usage made via access to your institution's unique TumbleBooks URL that has been provided by the TumbleBooks Support Team. Reports also reflect any institutional specific remote access arrangement that you have made with TumbleBooks.</p> <p>Usage for TeenBookCloud and TumbleMath are not available as all public libraries use the same link for access.</p> <p>Access to TumbleBooks made via the links on the Discus website (<a href="http://scdiscus.org">scdiscus.org</a>) or <a href="http://DayByDaySC.org">DayByDaySC.org</a> does NOT generate usage data for your institution.</p> <p>Usage statistics are available any time by clicking the Tumble Admin button located at the bottom of your institution's TumbleBooks Home page.</p> <p>Contact Deb Silver at <a href="mailto:deb@tumblebooks.com">deb@tumblebooks.com</a> for customer URL assistance.</p>
<b>Questions:</b>	Rachela Naccarato <a href="mailto:rachela@tumblebooks.com">rachela@tumblebooks.com</a> 1-888-622-9609, ext. 103