

SMART Usage Tracker

The most sophisticated federated usage tracker ever developed. Find out instantly how databases are used in your library.

Enterprise-wide tracking capabilities provide granular information on usage by individual library, branch or department.

Tracking database usage is a time-consuming chore – from the time required to request usage information from content providers to the time required to massage the data into a normalized format.

With SMART, you can instantly generate a wealth of reports, enabling you to track and report usage for any database integrated into your WebFeat system. Generate reports in HTML or Excel formats with just a few mouse clicks. Find out instantly how databases are used in your library. Track statistics on any database, including subscription databases, catalogs, free databases, proprietary databases, Z39.50, Telnet - anything!

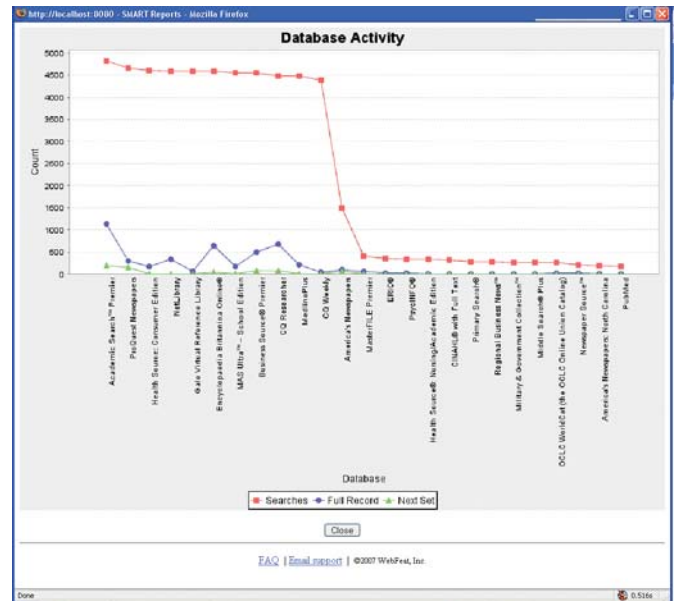
SMART logs and reports key metrics, including:

- Number of search requests by database; number of full record/full text requests by database; and number of next set requests by database
- In-house versus remote usage; tracked by IP address or library/client type
- Search terms
- Date/time stamp
- Native search response time
- Number of database "turnaways" (users denied access due to native database concurrent user limits)
- Key fields from citations selected by users: ISSN, title, author, and database

How does SMART work?

SMART tracks all usage and "clicks" made through the WebFeat system. This enables SMART to instantly normalized usage statistics. SMART doesn't rely on native usage reports, so there is no need to translate non-standard native usage data. SMART gives you a true "apples-to-apples" view of your database usage, enabling you to compare which resources are used, and which are not.

Now, within seconds, you can have sophisticated usage reports and trend analysis at your fingertips. Determine which databases require more concurrent user licenses and which need to be weeded. View usage patterns by location. Use query term analysis to feed collection development. Get the information you need to effectively manage your electronic resources!



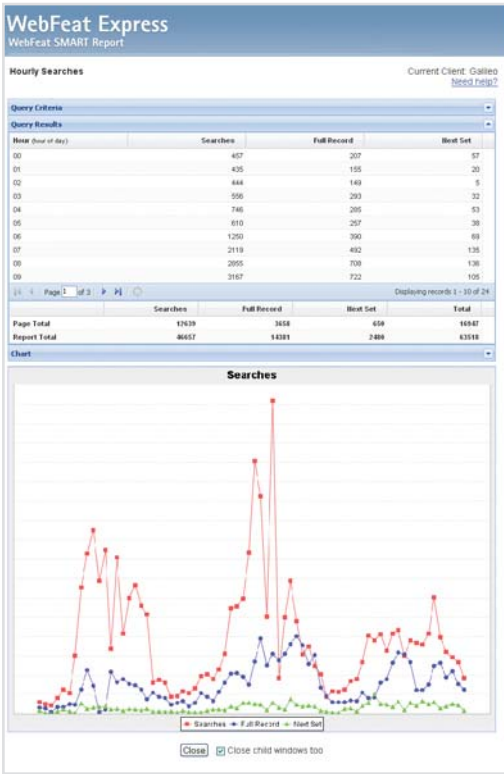
The screenshot shows the "WebFeat Express WebFeat SMART Console" interface. It is titled "SMART Report Console" and shows the current client as "NCLIVE (Main)". Below the title, there are links for "Need help?" and "Log Out". A message says "Choose the desired options and click 'Generate'". The interface has several sections for configuring a report:

- Select Report Type:** Radio buttons for Searches (selected), Database Activity, Database Metrics, Terms, and Users.
- Select Report Granularity:** Radio buttons for Hourly (selected), Daily, Weekly, Monthly, and Yearly.
- Select Report Criteria:** From: 1/1/2007, To: 12/28/2007. Client: NCLIVE - Alamance Community College. Main Campus (checked), Remote (unchecked).
- User Types:** A list box with "Select All", "Deselect All", and "Invert" buttons.
- Data Aggregation:** Radio buttons for None (selected), Hour of Day, Day of Week, Day of Month, Day of Year, Week of Year, Month of Year.
- User ID Type:** Radio buttons for IP Address (selected), User Type.
- Downstream Type:** A dropdown menu with "Author" selected.
- Select Output Options:** Items per Page: 10. Display: top. Display: Chart (selected), Table. Output Type: HTML (selected), XLS.

At the bottom, there are "Generate" and "Close Report Windows" buttons, along with "FAQ" and "Email support" links.

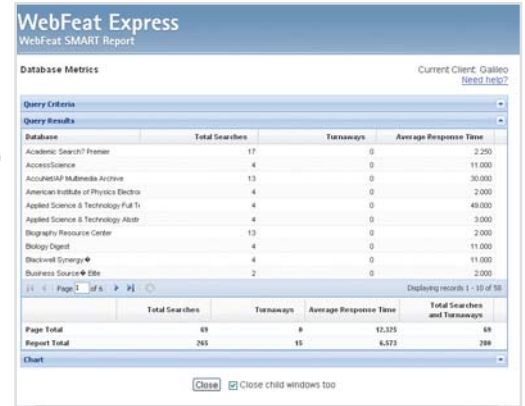
Report Generator Administration Console

enables administrators to easily generate detailed reports with just a few mouse clicks. Select from a variety of reports, enter criteria and WebFeat generates reports in HTML or Excel formats. Run reports by date range and/or user type, as well as granularly by library, branch, or department.

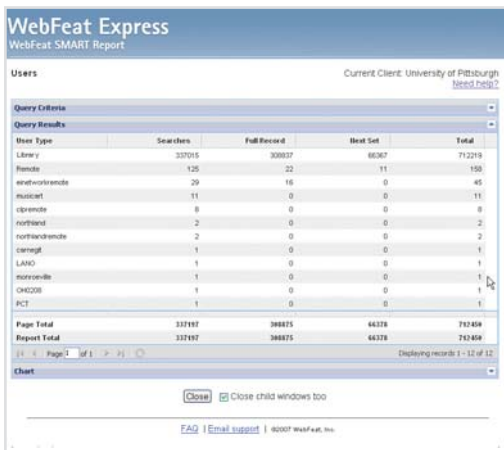


Daily and hourly activity reports present aggregate and non aggregate activity for the date range selected. Offers multiple graphical and numeric display options.

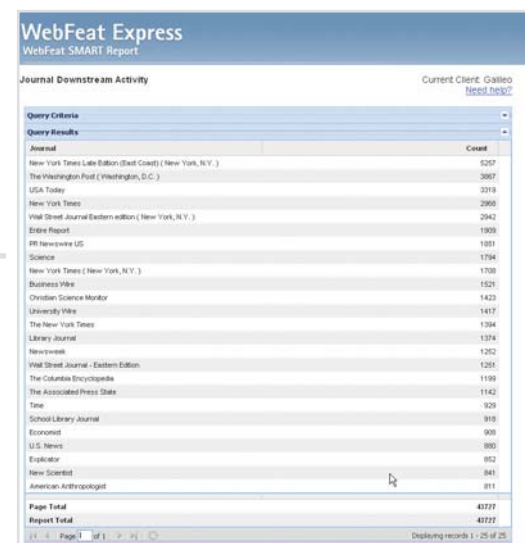
Database Activity Report presents usage by database: the number of searches, full record requests, and next set requests



Database Metrics Report tracks total searches, average native response time and turnaways due to concurrent usage limits.



Downstream Activity Report displays key fields from citations selected by users: ISSN, title, author, journal and database.



Usage Reports present user statistics by library type or IP address based on incoming authentication information