



FAQ: GALE USAGE PORTAL UPGRADE

COUNTER AND GALE USAGE REPORTING

The Gale Usage Portal will be upgraded, and a new interface will improve the user experience. Gale is now working with Scholarly iQ as our Usage Portal provider.

Gale will be COUNTER 5.1 compliant in February 2025, as per COUNTER's recommendations published in May 2023. ([link to 5.1 document](#))

Background

In January 2024, Gale chose Scholarly iQ as our partner ([Press Release](#)) to upgrade the Gale Usage Portal with a new interface to improve the user experience.

The Gale Usage Portal allows the download of both [Gale Usage Reports](#) and the industry-standard [COUNTER reports](#) in CSV and XLS format. It is accessible through a link in [Gale Admin](#) and the [Gale Usage Dashboard](#).

The upgraded Gale Usage Portal will use the Scholarly iQ interface from the end of January 2025. From this date, Gale will also be 5.1 COUNTER-compliant.

Release **5.1** (published 5 May 2023) will become the current COUNTER Code of Practice and we are required to offer **COUNTER**-compliant statistics from February 2025 onwards (covering usage from January 2025 onwards). ([link to 5.1 document](#))

Who is Scholarly iQ?

Launched in 2002, Scholarly iQ provides industry-leading data management and analytic reporting services to libraries for high-value information resources. They also provide libraries with portal access, enabling them to collect high-quality COUNTER and SUSHI reporting from multiple publishers.



What is the Gale Usage Portal?

The Gale Usage Portal, available through [Gale Admin](#), hosts Gale and COUNTER reports in tabular format. This portal allows you to run reports on demand.

When will the upgraded Gale Usage Portal be available?

At the end of January 2025, you will have access to the upgraded COUNTER Usage Report and Gale Usage Reports. We will inform you in due time of any interruption of service.

What will I be able to do in the upgraded Gale Usage Portal?

The upgraded Gale Usage Portal will provide access to an Executive Dashboard of key usage information, a report configuration menu for the Gale Usage Reports and COUNTER Usage Reports, and SUSHI API details.

Instructions for using the reporting portal will be available in a user manual and in an in-portal Help section.

How will I get access to the Gale Usage Portal?

The way to access the Gale Usage Portal will not change.

After January 31, 2025, you can continue visiting Gale Admin <http://admin.galegroup.com/> and log in. Contact Technical Support at 1-800-877-4253 Option 4 for help with your username or password.

Once you have logged in, select Reports > View Usage reports.

If you use the Gale Usage Dashboard's link for COUNTER, you will be redirected to Gale Admin, where you can follow the steps above.

Where can I find support materials?

Scholarly iQ and Gale have organized a training session on [January 23, 2025 at 11:30 AM ET](#). This session will be recorded, and the recording will be made available.



After January 31, 2025, additional support can be found using the portal via:

- **In-portal Help:** Access help materials, including a "Take a Tour" feature, via the Gale button in the toolbar.
- **Gale Customer Services:** Contact Gale support for most direct issues. <https://support.gale.com/technical/>
- **Scholarly iQ Support:** For technical portal or SUSHI support, contact support@ScholarlyiQ.com.
- A Gale Usage Portal user manual will be available on the Gale Support Site (<https://support.gale.com/technical/browse/usage>)

Will the Gale Usage Dashboard change?

No, the [Gale Usage Dashboard](#) provides a different view of your institution's usage and will remain the same.

About COUNTER 5.1, how and when can I access the new R5.1 reports?

Gale plans to comply with COUNTER's recommendation when R5.1 is released in January 2025. This will include capturing usage for three years, up through and including January 2025. Gale's three-year historical data and current data will be delivered in the new R5.1 reports.

Gale Counter 5.1 reports will be available in the Gale Usage Portal.

Why is the Gale historical data in R5.1 format?

Reformatting historical data is not a COUNTER requirement. However, Scholarly iQ and Gale made the extra effort to provide you with more transparency and comparable data.

What are the differences between COUNTER R5 and R5.1?

Key aspects of the Code of Practice are the same in Release 5.1 as in Release 5, but there are some differences. These guides provide an overview of the essential changes and their impact on COUNTER reporting:

- <https://www.countermetrics.org/wp-content/uploads/2024/04/Guide-Changes.pdf>
- <https://www.countermetrics.org/wp-content/uploads/2024/04/Printable-Changes.pdf>



The main changes include:

- **Access types:** Release 5.1 has improved definitions of access types.
- **Data types:** Release 5.1 has an extended list of data types.
- **SUSHI protocol:** Release 5.1 has significant upgrades to the SUSHI protocol and associated JSON report structures.

What is SUSHI?

The Standardized Usage Statistics Harvesting Initiative (SUSHI) protocol standard defines an automated request and response model for harvesting electronic resource usage data utilizing a Web services framework. It is intended to replace the time-consuming and user-mediated collection of usage data reports.

How will Gale support SUSHI usage reporting?

The upgraded Gale Usage Portal will provide you with a new Requestor ID and Customer ID.

To access the Gale Scholarly iQ SUSHI web service, customers should direct their SUSHI client or access software to a new service URL.

The current Gale SUSHI Web Service is <https://sushi5.galegroup.com/sushirequestor/requestreport.jsp> and will be discontinued on January 31, 2025.

More information about COUNTER SUSHI

For more information about COUNTER SUSHI protocol, please visit <https://www.countermetrics.org/education/using-counter/>.

Additional Questions

Customers should get in touch with [Gale Technical Support](#).