College Center for Library Automation
Tallahassee, FL

- Susan B. Campbell
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- Jim McGill
  (jmcgill@cclaflorida.org)
automating retrieval and reporting of database usage statistics for a consortium

- CCLA provides and maintains the Library Information Network for 28 Community Colleges (LINCC) for Florida's 65+ community college libraries.
- db statistics we’re collecting and reporting
  - 19 vendors
  - over 200 databases
  - monthly reports by database, campus, statewide
  - on demand
- customers for monthly reports
  - 28 community colleges in Florida
  - internal reports
automating retrieval and reporting of database usage statistics for a consortium

- **problem**
  - what we were doing and why it doesn’t work

- **solution**
  - the pieces, the parts and how they fit together

- **future**
  - what we’ve learned and our expectations
the problem

- excel excess
the problem

- vendor variety

repeat 28 times or more for each vendor
(and sometimes each database)
<table>
<thead>
<tr>
<th>Monthly LINCWeb Reports</th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>L001 LINCCWeb/Catalog Searches</td>
<td></td>
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<tr>
<td>L002 External Database Connections</td>
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<tr>
<td>L006 FirstSearch Statistics (RETIRED)</td>
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<tr>
<td>L009 SFX/MetaLib Statistics</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>L010 Vendor Statistics - College Searches</td>
<td>2008-01-31</td>
<td>Pdf</td>
<td>Zip</td>
</tr>
<tr>
<td>L011 Vendor Statistics - Statewide Searches</td>
<td>2008-01-31</td>
<td>Pdf</td>
<td>Zip</td>
</tr>
<tr>
<td>L012 Ebooks Usage - College Title Requests</td>
<td>2008-01-31</td>
<td>Pdf</td>
<td>Zip</td>
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<tr>
<td>L013 Ebooks Usage - Statewide Title Requests</td>
<td>2008-01-31</td>
<td>Pdf</td>
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<tr>
<td>L014 MetaLib Usage Com</td>
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<tr>
<td>L015 SFX Usage Com</td>
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</tbody>
</table>

March 20, 2008 Electronic Resources and Libraries
automating retrieval and reporting of database usage statistics for a consortium

- **problem**
  - what we were doing and why it doesn’t work
- **solution**
  - the pieces, the parts and how they fit together
- **future**
  - what we’ve learned and our expectations
the solution

- automating
  - maintenance utilities
    - handling retrieved data
    - reporting in multiple formats
  - retrieval of vendor data
intranet web interface
Automated Vendor Statistics

Vendor Database Reports

The **College vs Period** page will display all colleges on the left side and periods across the top for:
- **Calendar Year of** [2008] or **Fiscal Year of** [FY07-08]
- for the vendor [All Vendors]
- the datatype of [Searches Run]
- the datasource of [All Data Sources]

Run

The **DataSource vs Period** page will display all datasources on the left side and periods across the top for:
- **Brevard Community College**
- **Calendar Year of** [2008] or **Fiscal Year of** [FY07-08]
- for the vendor [All Vendors]
- the datatype of [Searches Run]

192.168.3.156x
Jim McGill
cdafla\rmcgill
Reference Code: /VendorDBMenu.asp
Automated Vendor Statistics

Vendor Database Utilities

- File
  - Manual Entry page is used to setup and enter data for [ ]. This option will add a new Vendor record so that you may add a manual entry.

- File
  - Add a new Vendor Name for [ ]. This option will also let you stop the automatic nightly download and flag this vendor as Counter DB1 compliant.

- File
  - Download Documentation page is used to change login documentation for [ ]. This information will be used to help update usernames, passwords, keys, etc. This option will allow you to stop the automatic nightly download and flag this vendor as Counter DB1 compliant.

- File
  - Download Data page is used to change login data for [ ]. This information will be used to help update usernames, passwords, keys, etc.

- File
  - Vendor Links page will allow you to request reports from vendors.

- File
  - Vendor Display Names for [ ]. This is used to assign standard college names to the Vendor college names.

- File
  - Vendor Display Names for all un-assigned vendors. This is used to assign standard college names to the Vendor college names that are not yet assigned.

- File
  - Does Data Exist for the Calendar Year of [2008] or Fiscal Year of [N/A] for [ ] ?

- File
  - Update Datasources Procedure will build a new Datasources Table. Run this if new datasets have been discovered.

- File
  - Filter Type page allows you to set up data for the filter type of [Statewide Database].

- File
  - Filter page allows you to set up data for the filter type of [Statewide Database] and for the vendor [ ].

- File
  - College Data page allows you to set up college data (size, region).

Remove a DataSource utility is used to delete a datasource from the statistics table. This is necessary when a Vendor changes the name of a database and the name change passes into the reports. The system can not automatically know when this happens and will not overwrite the old records that use the original name. DO NOT RUN THIS UNLESS YOU FULLY UNDERSTAND THE IMPLICATIONS.

Delete Records for [ ]

- File
  - Add a NEW Vendor page is used to help add a new Vendor. NOTE: You must be allowed to run this in non-user security area.

March 20, 2008

Electronic Resources and Libraries
# Automated Vendor Statistics

## VDB Last Run Status

<table>
<thead>
<tr>
<th>Vendor Name</th>
<th>TOP</th>
<th>MIDDLE</th>
<th>BDTTO</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brevard Community College</td>
<td>0.9</td>
<td>3</td>
<td>3.5</td>
<td>n/a</td>
</tr>
<tr>
<td>Florida Community College</td>
<td>0.9</td>
<td>2</td>
<td>3.5</td>
<td>200001</td>
</tr>
<tr>
<td>Central Florida Community College</td>
<td>0.9</td>
<td>2</td>
<td>5.5</td>
<td>200001</td>
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<tr>
<td>Chipola College</td>
<td>0.9</td>
<td>2</td>
<td>5.5</td>
<td>200001</td>
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<td>Daytona Beach Community College</td>
<td>0.9</td>
<td>2</td>
<td>5.5</td>
<td>200001</td>
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<td>Easley College</td>
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<tr>
<td>Florida Community College at Jacksonville</td>
<td>0.9</td>
<td>2</td>
<td>5.5</td>
<td>200001</td>
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<tr>
<td>Florida Keys Community College</td>
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<tr>
<td>Gulf Coast Community College</td>
<td>0.9</td>
<td>2</td>
<td>5.5</td>
<td>200001</td>
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</tbody>
</table>

**Notes:**
- TOP: Hours since last run.
- MIDDLE: Run duration in seconds.
- BDTTO: Latest non-zero period in database.

**Vendor Status:**
- Vendor not responding.
### DataCheck for 2007

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</table>

March 20, 2008
Electronic Resources and Libraries
<table>
<thead>
<tr>
<th>Institution</th>
<th>URL</th>
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</thead>
<tbody>
<tr>
<td>Palm Beach Community College</td>
<td>pbcc.cc.fl.us</td>
</tr>
<tr>
<td>Pasco-Hernando Community College</td>
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<tr>
<td>Pensacola Junior College</td>
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<tr>
<td>Polk Community College</td>
<td>polk.cc.fl.us</td>
</tr>
<tr>
<td>Santa Fe Community College, Florida</td>
<td>sfcc.edu</td>
</tr>
<tr>
<td>Seminole Community College</td>
<td>scc-fl.edu</td>
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<td>valenciacc.edu</td>
</tr>
</tbody>
</table>
### Download Data for

**Returns Calendar Year to Date**

College Name is not used.
We use the "Ship To" account statistics.

<table>
<thead>
<tr>
<th>College Name</th>
<th>Username</th>
<th>Password</th>
<th>Delete</th>
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<tbody>
<tr>
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</table>

March 20, 2008

Electronic Resources and Libraries
### Automated Vendor Statistics

**Filter Rules for** Statewide Database

<table>
<thead>
<tr>
<th>Data Source</th>
<th>Start Period</th>
<th>Stop Period</th>
<th>Filter Value</th>
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<tbody>
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<tr>
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<td>Earliest Period</td>
<td>Latest Period</td>
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<tr>
<td>views</td>
<td>Earliest Period</td>
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<tr>
<td>Complete</td>
<td>200801</td>
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</table>
Automated Vendor Statistics

Maintain User Security

Run Edit Existing User Record for Campbell, Susan (CCLAFLA\SCampbell)

Run Edit Menu Security Record for Queries

Run Add a New User Record for login name:

The User List for 01/01/1998 through 3/11/2008 3:29:20 PM. This report provides a summary of users accessing this system. This report will list users login name, first name, last name, time last logged into the system, number of times in the system and the last workstation address used. The names are linked so that records can be edited. Report Order:

- by most recent logged in
- by login name alphabetical order
- by last name alphabetical order
- by most visits

Run Edit Menu record for Queries
reporting
creating retrieval scripts
“nuts and bolts”
# WebAutomaton.pl
# This script dynamically generates a web form.
# Solution designed by: Dave Hart (dave@webautomaton.com)
# Run this dynamically generated script
# NOTE: This script only sets the "response" variables that you wish to save to a file or database.

# Use HTTP Web Client Library
use LWP::UserAgent;
use HTTP::Request;

# create instance of user agent for web requests
my $browser = LWP::UserAgent;

# need to create temporary cookie for session state persistence
# cookie stores the session ID used by websites
$browser->cookie_jar( {});

# Make GET request to some URL with optional GET query parameters
my $resp0 = $browser->get("http://google.com");

# Response can be read like this:
# print $resp0->content;
(Manual edits for testing & first cleanup - remove everything that isn’t in table. This is iterative and run from the command prompt until satisfactory file is returned.)
step 1. capture HTTP headers

This is a manual process to create the Perl script that will accept variables and create GetWebPage_VENDOR.pl

Process Trace File (ParseHTTPTrace.pl)

Generic Web Page retrieval (GetWebPage_VENDOR.pl)
step 2. modify Perl script to accept command line variables

$Period=$ARGV[0];
$ScopeCustID=$ARGV[1];
$UserName=$ARGV[2];
$Password=$ARGV[3];

#$ScopeCustID="bcc";
#$Period="200701";

$yr=substr($Period,0,4);
$mon=substr($Period,4,2);
if ($mon < 10) { $mon=~s/0//gi; };

YYYYMM - our DB format
vendor specific scope
customer ID
remarks - unremarked
for testing
to reformat standard
YYYYMM format to two
separate variables: MM
and YYYY for URL

Automated Web Page Retrieval
(GetWebPage_VENDOR.pl)
Step 3. modify script with command line variables and parse runtime variables

... iodFromMonth=' . $mon . '&timePeriodFromYear=' . $yr . '&timeP ...

$content0=$resp5->content;

$pos=index($content0,"VIEWSTATE")+13;
$pos2=substr($content0,$pos,5000);
$pos3=index($pos2,"value")+7;
$pos4=index($pos2,"/>");
$VIEWSTATE=substr($pos2,$pos3,$pos4-$pos3-2);
$VIEWSTATE=~s/\//\%2F/gi;
$VIEWSTATE=~s/\+/\%2B/gi;
$VIEWSTATE=~s/\=/\%3D/gi;

$pos=index($content0,"EVENTVALIDATION")+13;
$pos2=substr($content0,$pos,2000);
$pos3=index($pos2,"value")+7;
$pos4=index($pos2,"/>");
$EVENTVALIDATION=substr($pos2,$pos3,$pos4-$pos3-2);
$EVENTVALIDATION=~s/\//\%2F/gi;
$EVENTVALIDATION=~s/\+/\%2B/gi;
$EVENTVALIDATION=~s/\=/\%3D/gi;

SECURITY CODES
some codes are session based & must be parsed out to pass to subsequent pages

Automated Web Page Retrieval (GetWebPage_VENDOR.pl)
step 4. create page parser (part 1)

creating ProcessVendor.pl script

```perl
$col=$ARGV[0];
/vendor="vendornname";
$VDBSuffix="VENDOR";
$jumpin="<b>Site: ";
$jumpout="Grand Total";
require ("../VDBProcs.pl");
```

college name - when needed
anonymized (for this presentation) vendor name
points to begin and stop processing file
include file with needed subroutines

Parse Web Page Information
(ProcessVENDOR.pl)
Step 4. create page parser (part 2)

After processing, each table row is on one line with all carriage returns, linefeeds, and tabs removed. Blank lines and page feeds are not output, code outside jump* is ignored. Period, college name and other variables are passed from the database by the VDBProc.pl file.

Validation is run on SQL log file to look for error messages and write to log. Entries are made for no data, change from previously retrieved period value or other potential problems.

Parse Web Page Information (ProcessVENDOR.pl)
Automated Process

Automated Web Page Retrieval (GetWebPage_VENDOR.pl)

Web Page Code (GetWebPage_VENDOR.html)

Parse Web Page Information (ProcessVENDOR.pl)

ProcessVENDOR.sql

Parameters

SQL Server EXPRESS

Web Interface Queue

Statistics
handling retrieved data

delete from VDBStatistics where vendor='VENDOR'
and college='VALENCIA COMM COLLEGE'
and datasource='SOME VENDOR DATABASE'
and datatype='Sessions'
and subdatatype='0'
and period='200802'
insert into VDBStatistics
( sourcefile, vendor, college, period, datatype
, subdatatype, datasource, quantity )
values
('ProcessVENDOR.sql', 'VENDOR', 'VALENCIA COMM COLLEGE',
'200802', 'Sessions', '0', 'SOME VENDOR DATABASE', '4348')
handling retrieved data

- where/how we store what we retrieve
handling retrieved data

daily backup of database via windows scheduler

* SQL Server Express does not support SQL Agent
tools
software used

- retrieval of data – free
  - Internet Explorer
  - Perl
    - LWP library (Library for the WWW for Perl)
    - ieHTTP Headers
    - ParseHTTPTrace.pl
  - SQLExpress and manager
  - Intranet Site (IIS, .asp, vbscript, java)

- reporting – some cost
  - EZView (low cost)
  - Crystal Reports (had it)
structure

• environment
  • each vendor has its own working directory
  • each vendor has several files in this directory
    • batch file (called from SQL Server)
    • Perl script (gets web page)
    • Perl script (makes sql to load data)
    • log files (troubleshoot)
retrieval of vendor data

- activePerl 5.8.6 build 811 to download webpages
  - run from command prompt in development and testing
- ieHTTPHeaders - an add-on for IE that displays HTTP Headers
  - http://www.blunck.se/iehttphedrians/iehttphedrians.html
- once trace file is captured with ieHTTPHeaders add-on, use ParseHTTPTrace.pl to create GetWebPage_VENDOR.pl file.
automating retrieval and reporting of database usage statistics for a consortium

- **problem**
  - what we were doing and why it doesn’t work

- **solution**
  - the pieces, the parts and how they fit together

- **future**
  - what we’ve learned and our expectations
what have we learned?

- large change in service requires staffing and support
- project name should be closely related to the service
- administration understanding of needs
  - assignment of priorities
  - proof-of-concept
  - need for ongoing support – vendor changes, local needs
- moving from proof-of-concept is NOT trivial
  - data checking/revisions/data checking/revisions
  - handoff from development to maintenance
expectations

- future use
  - until SUSHI is widespread OR
  - until data collection and reporting in ERM products is mature OR
  - until existing automated systems have reasonable consortial pricing
- future plans
  - customer/college interface
  - hope...
Thank you

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