OA Week Report: College of Hospitality

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2016-2017 Use and Reach of College of Hospitality Publications in Digital Scholarship@UNLV

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Introduction

Digital Scholarship@UNLV (http://digitalscholarship.unlv.edu/) is an open access repository of scholarship produced by UNLV faculty, students, and affiliates. By contributing their publications to Digital Scholarship@UNLV, authors increase the visibility and accessibility of their research. Fulltext documents in Digital Scholarship@UNLV are available to anyone, anywhere, with an internet connection and authors receive monthly readership reports and access to an author dashboard that allows them to track use over time and geographically. These data complement citation data in demonstrating the impact of scholarship. The repository also holds metadata records (no full text attached) of faculty scholarship which help to highlight and make discoverable works produced at UNLV. Additionally, Digital Scholarship@UNLV hosts several open access journals edited by UNLV faculty including the UNLV Gaming Research & Review Journal and the Asian/Pacific Island Nursing Journal. We invite faculty to contact us to learn more about adding documents (articles, book chapters, etc.) to the repository.

The College of Hospitality Digital Scholarship Collection (http://digitalscholarship.unlv.edu/cha/) contains faculty publications and theses, dissertations, and professional papers.

This report contains data for the 2016-2017 Academic Year (August 2016-July 2017) downloads (how many and where from-“reach”) of fulltext materials in Digital Scholarship@UNLV. Records that only contain metadata do not generate downloads and therefore are not reflected in the maps and show as 0 in the download report attached at the end.

Additional data is available - such as for previous years and for more detail on geographic reach. To find out more, please contact Lateka Grays (Hospitality Librarian) or Andrea Wirth (Scholarly Communication Librarian) or visit the Readership Dashboard for this collection.

Lateka: lateka.grays@unlv.edu, Andrea: andrea.wirth@unlv.edu
Reach of College of Hospitality Publications

All publications: Global Map of Downloads in 2016-2017 Academic Year

College of Hospitality Collection (261,135 downloads total)
Graduate Student Works (professional papers): Global Map of Downloads in 2016-2017 Academic Year

Hotel professional papers collection (329 works, 228,598 downloads total)
Graduate Student Works (theses and dissertations): Global Map of Downloads in 2016-2017 Academic Year

Hospitality theses and dissertations collection (79 works, 26,822 downloads total)
### Top 10

Most frequently downloaded Hospitality publications (**all content**, 2016-2017 Academic Year)

<table>
<thead>
<tr>
<th>Title of Work (note: all are graduate works)</th>
<th>Downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service dimensions of service quality impacting customer satisfaction of fine dining restaurants in Singapore</td>
<td>11021</td>
</tr>
<tr>
<td>Logistics and Supply Chain Management in the Hotel Industry: Impact on Hotel Performance In Service Delivery</td>
<td>9657</td>
</tr>
<tr>
<td>The Effects of social media networks in the hospitality industry</td>
<td>9286</td>
</tr>
<tr>
<td>A Start to finish guide to opening a bed &amp; breakfast: The business plan.</td>
<td>9086</td>
</tr>
<tr>
<td>Cultural Impact on Customer Satisfaction and Service Quality Evaluation in Hotels</td>
<td>7583</td>
</tr>
<tr>
<td>Management research in the hospitality and tourism industry</td>
<td>7509</td>
</tr>
<tr>
<td>Managing cultural diversity in hospitality industry</td>
<td>7350</td>
</tr>
<tr>
<td>Bone Rattlers Bar &amp; Grill business plan</td>
<td>7120</td>
</tr>
<tr>
<td>Business Plan for a Korean Fine-dining restaurant in Las Vegas</td>
<td>6978</td>
</tr>
<tr>
<td>Legal regulations of tip pooling and tip sharing in the United States hospitality industry</td>
<td>6185</td>
</tr>
</tbody>
</table>

### Attachments:

**Downloads for All Items in the Hospitality Collection (spreadsheet)**

* Items with zero downloads are typically records where no fulltext downloadable document is available.