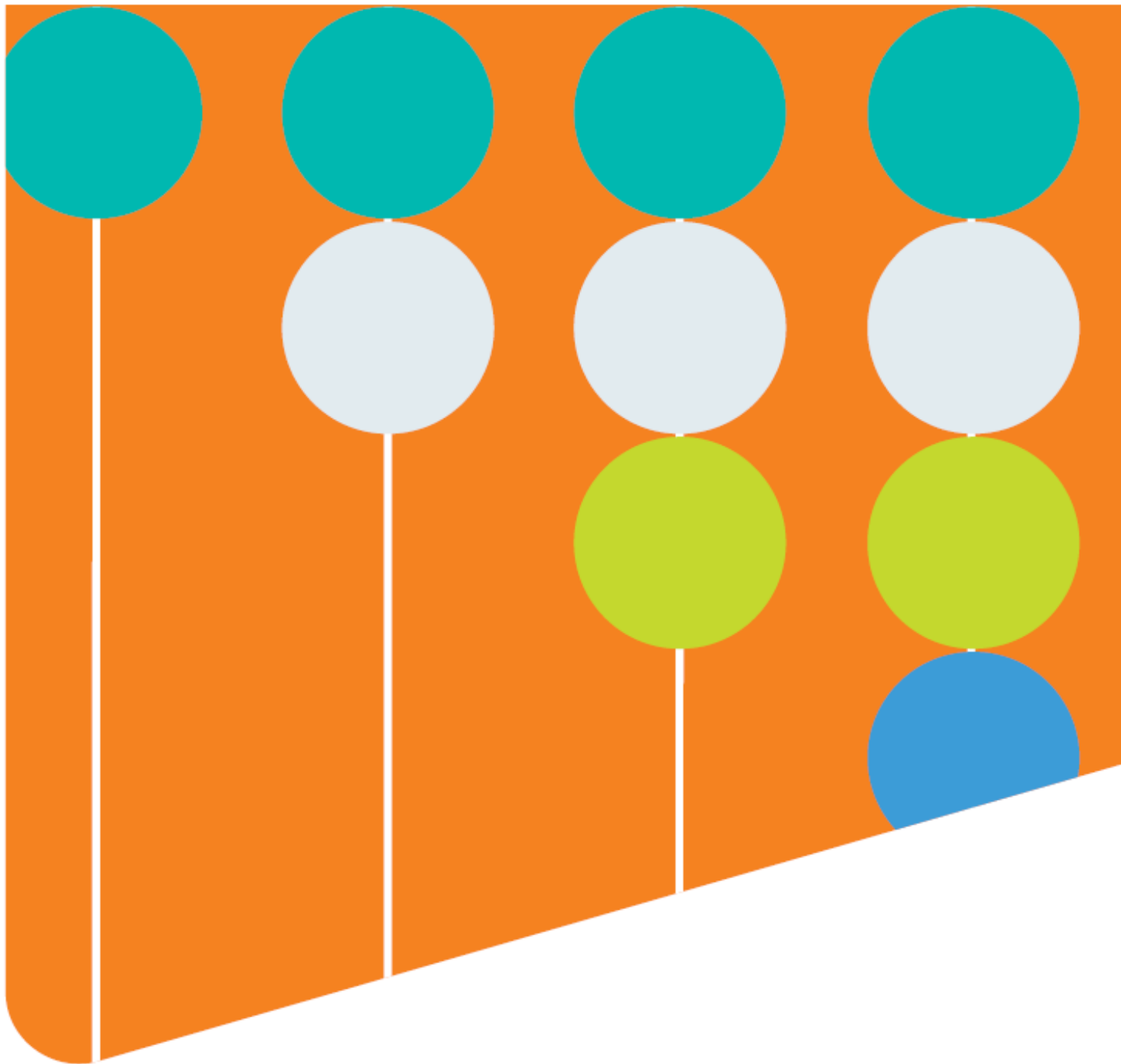


Illustration inspired by the work of Jean Plagat



# SN Librarian Portal

Frequently Asked Questions for Customers

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## Introduction

Due to the merging of Springer and nature content platforms, we have launched a combined Springer Nature Librarian Portal to provide a central location to manage Springer Nature licensed content.

As this new portal is rolled-out, and the separate ones are phased out, you may have queries or encounter problems. Please find answers to commonly asked questions below. Contact your local Customer Support team for further assistance:

- Customers in North, Central and South America: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)
- Customers in Japan: [japan.os@springernature.com](mailto:japan.os@springernature.com)
- Customers in the Asia Pacific region, except Japan: [asia.os@springernature.com](mailto:asia.os@springernature.com)
- Customers in the UK and Rest of World: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)

## Log in and Registration

### **Will my Nature Site License Administration credentials also work for the new platform?**

No, unfortunately these credentials do not work for the Springer Nature Librarian Portal. However, you can use your Springer credentials.

If you don't have a Springer account, contact your local customer support team for further assistance:

- Customers in North, Central and South America: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)
- Customers in Japan: [japan.os@springernature.com](mailto:japan.os@springernature.com)
- Customers in the Asia Pacific region, except Japan: [asia.os@springernature.com](mailto:asia.os@springernature.com)
- Customers in the UK and Rest of World: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)

### **Will my Springer Admin Portal credentials still work in the new platform?**

Yes, Springer Admin Portal credentials work for the new Springer Nature Librarian Portal.

### **I can't remember my password for Springer Admin Portal. What should I do?**

Please go to <https://link.springer.com/forgot> to reset your password.

## **I don't have a user account. What should I do?**

Contact your local Customer Support team to request access:

- Customers in North, Central and South America: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)
- Customers in Japan: [japan.os@springernature.com](mailto:japan.os@springernature.com)
- Customers in the Asia Pacific region, except Japan: [asia.os@springernature.com](mailto:asia.os@springernature.com)
- Customers in the UK and Rest of World: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)

## **I received a registration email from SpringerLink, and not from the new portal. What should I do?**

As we are merging the Springer and nature.com systems, it's possible that you still receive communications from the Springer Admin Portal. Please proceed with the registration process as usual and log in with your new credentials at [librarian.springernature.com](http://librarian.springernature.com).

## **I cannot locate my registration email. How do I request another?**

Contact your local Customer Support team to request a new registration email:

- Customers in North, Central and South America: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)
- Customers in Japan: [japan.os@springernature.com](mailto:japan.os@springernature.com)
- Customers in the Asia Pacific region, except Japan: [asia.os@springernature.com](mailto:asia.os@springernature.com)
- Customers in the UK and Rest of World: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)

## **I can log in but I am not an administrator of any institution(s), or some are missing or incorrect. What should I do?**

Contact your local Customer Service team with your user details and which institution(s) you should have access to:

- Customers in North, Central and South America: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)
- Customers in Japan: [japan.os@springernature.com](mailto:japan.os@springernature.com)
- Customers in the Asia Pacific region, except Japan: [asia.os@springernature.com](mailto:asia.os@springernature.com)
- Customers in the UK and Rest of World: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)

## **I can log in but I see the name of a colleague.**

This is not a mistake in the database but happens because you have a shared set of credentials with your colleague. However, if you would like to amend these details, contact your local Customer Support team with your user details and account information:

- Customers in North, Central and South America: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)
- Customers in Japan: [japan.os@springernature.com](mailto:japan.os@springernature.com)
- Customers in the Asia Pacific region, except Japan: [asia.os@springernature.com](mailto:asia.os@springernature.com)
- Customers in the UK and Rest of World: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)

# Information architecture in the Librarian Portal

### Where can I find my IP ranges?

Select the Access tab for all IP ranges from which your licensed content can be accessed.

### Can I add more IP ranges?

Contact your local Customer Support team to add, delete or modify any IP ranges:

- Customers in North, Central and South America: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)
- Customers in Japan: [japan.os@springernature.com](mailto:japan.os@springernature.com)
- Customers in the Asia Pacific region, except Japan: [asia.os@springernature.com](mailto:asia.os@springernature.com)
- Customers in the UK and Rest of World: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)

### How can I change my MagicWord for nature.com Token URL access?

Contact your local Customer Support team to change your MagicWord:

- Customers in North, Central and South America: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)
- Customers in Japan: [japan.os@springernature.com](mailto:japan.os@springernature.com)
- Customers in the Asia Pacific region, except Japan: [asia.os@springernature.com](mailto:asia.os@springernature.com)
- Customers in the UK and Rest of World: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)

### Can I still see the real-time customer usage for Token based access?

No, the Springer Nature Librarian Portal does not show how many customers are logged in. However, please be assured that no more than maximum allowance will be logged in at any time.

### Can my institution sign up for Token based access model?

The Token based access model will be replaced by a new access model. Therefore, we are currently not signing up new customers to this access model.

### Where can I find information about my institution's licensed content?

You can download a CSV of information for your nature.com licensed content, as well as your SpringerLink Title List, from the Content tab of the Springer Nature Librarian Portal.

### Where can I see my nature.com title lists?

These are included in the licenses CSV which can be downloaded from the Content tab in the Springer Nature Librarian Portal.

### Can I download title lists in KBART format for nature.com content?

Not at this time, but we are hoping to enable this and will communicate to all administrators once it becomes available. However, you can use the list of electronic ISSNs from your Licenses CSV in the Metadata Downloader for similar results.

### Will the Associated User feature still work?

Yes, the list of associated users is working as before via the original Springer Admin Portal until this becomes available on the Springer Nature Librarian Portal.

### Where can I find information on my institution's Content on Demand (COD) entitlement?

nature.com Content on Demand (COD) - formerly called AOD - has been fully migrated to the Librarian Portal. Information and reports can be found on the Content, Access and Usage pages.

## Usage

### What is COUNTER usage reporting?

COUNTER is an independent cross-publisher code of practice for reporting the usage of online resources. Complete documentation is available on the [COUNTER website](#).

### Where can customers download their COUNTER reports?

COUNTER reports for SpringerLink, nature.com, Scientific American, SpringerMaterials, AdisInsight, and Nano can all be downloaded from the Springer Nature [Librarian Portal](#).

### What COUNTER 'Release' does Springer Nature support?

We are compliant with COUNTER release 4. As of January 2020, the first iteration of COUNTER release 5 reports are available. The reports are currently being audited in order to ensure that we comply with the COUNTER Code of Practice Release 5. The COUNTER 5 reports are available to download via the Springer Nature Librarian Portal, but please keep in mind that there may be some discrepancies in the data during this time. We will endeavour to identify and fix any bugs as soon as possible.

### Which COUNTER 5 reports are available?

Currently the Title Master Report and its Standard views are available for SpringerLink and nature.com content. The Platform Master Report and Database Master Report will be available at a later date.

### Are there clear differences between the C4 and C5 reports?

Here is some information from COUNTER: <https://www.projectcounter.org/2448-2/>, however please note the below:

Report Comparisons	Notes
<b>TR_J1 (R5) compared to JR1 (R4)</b>	<ul style="list-style-type: none"><li>o J1 is limited to controlled usage only, it is excluding OA_Gold. That is why it will show lower usage versus JR1 (R4).</li><li>o The equation is: 'TR_J1' = 'JR1' - 'JR1 GOA'</li></ul>
<b>TR_J2 (R5) compared to JR2 (R4)</b>	<ul style="list-style-type: none"><li>o "Access_Denied" metric is renamed as "No_License" in C5, but the numbers will be</li></ul>

<b>TR_J3 (R5) compared to JR1 / JR1 GOA (R4)</b>	<p>directly comparable.</p> <ul style="list-style-type: none"> <li>o TR_J3 now shows usage by Access Type: OA_Gold or Controlled.</li> <li>o Total usage of TR_J3 will match JR1 (R4)</li> </ul>
<b>TR_J4 (R5) compared to JR5 (R4)</b>	<ul style="list-style-type: none"> <li>o TR_J4 is limited to controlled usage only, it is excluding OA_Gold, so the numbers won't match between the reports.</li> <li>o Usage is shown per month (no more aggregated) in TR_J4</li> </ul>
<b>TR_B2 (R5) compared to BR3 (R4)</b>	<ul style="list-style-type: none"> <li>o "Access_Denied" metric is renamed as "No_License" in R5, but the numbers will be directly comparable.</li> </ul>
<b>TR_B3 (R5) compared to BR2 (R4)</b>	<ul style="list-style-type: none"> <li>o TR_B3 now shows usage by Access Type: OA_Gold or Controlled</li> </ul>

We recommend taking a look at the [COUNTER website](#) and also their [YouTube Channel](#), where they added a lot of useful information around the new metrics. There are also regular [webinars](#), organised by COUNTER.

#### What is the equivalent to book requests from C4 in C5?

TR\_B1 is the Book Requests report in C5. Since we deliver books as a single pdf but only reported usage in BR2 (R4), there is no comparable metric in C5. To make it possible to compare BR2 (C4) with a TR\_B1 (C5) we are working on a custom metric, which will contain the number of chapters in a book. When we release the custom metric we will share a guideline for how to compare these two reports.

There is also a webinar with a statement from COUNTER regarding this topic: <https://www.youtube.com/watch?v=hQw78HaqxCK>.

#### How are entire book PDF or ePub downloads counted in COUNTER 5?

One "entire book download" will be counted as one Total\_Item\_Request, being indicated in TR with *Section\_Type* "Book". One chapter download will also be counted as one Total\_Item\_Request, but is indicated in TR with *Section\_Type* "Chapter".

#### When is the usage data available?

Our COUNTER 5 data should be available 1-4 days after the end of each month.

#### When will COUNTER 4 be supported until?

We are planning to provide COUNTER 4 reports until the end of 2020.

#### Why are there discrepancies in the COUNTER 4 JR1 reports and PDF+HTML counts?

In addition to the traditional HTML and PDF formats we offer the 'LookInside' format which allows entitled users to quickly browse through the complete PDF of an article as a series of images. We were advised by COUNTER that these are a download of type 'Other' and should

not be counted as PDFs. This is why the the total number of downloads in the JR1 reports is normally greater than the sum of HTML+PDF.

### **Which file formats for reports will be supported for COUNTER 5?**

In the [Springer Nature Librarian Portal](#): TSV; Via SUSHI: JSON.

### **What about consortia reporting for COUNTER 5?**

Consortia administrators may download individual usage reports for each of their members using the admin interface. Alternatively a tool like the SUSHI harvester can be used, and for convenience a list of consortia members and their identifiers can be downloaded from the COUNTER reporting page. We have decided not to implement the COUNTER CR1 report as in most cases it contained too much data to be practical.

## General

### **When will Springer Admin Portal be switched off?**

In June of 2019 all Springer Admin Portal content and administration features became available via the Springer Nature Librarian Portal only, with the exception of Springer's deposit model data. We will be releasing new features systematically and notifying you about these changes. Only after all features are incorporated and fully functional, we will switch off the Springer Admin Portal.

### **Will all other features which are in the Springer Admin Portal still work?**

Yes, everything which can be administered via the Springer Admin Portal still works.

### **To whom should I direct any feedback on the new tool?**

If you have any questions about the new portal and its features, please contact us [snap-team@springernature.com](mailto:snap-team@springernature.com)

## Contacts

### **Customer Support:**

- Customers in North, Central and South America: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)
- Customers in Japan: [japan.os@springernature.com](mailto:japan.os@springernature.com)
- Customers in the Asia Pacific region, except Japan: [asia.os@springernature.com](mailto:asia.os@springernature.com)
- Customers in the UK and Rest of World: [onlineservice@springernature.com](mailto:onlineservice@springernature.com)

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