

# SN LIBRARIAN PORTAL

Frequently Asked Questions for Customers

ADVANCING  
**DISCOVERY**

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## Introduction

The Librarian Portal provides tools to manage your library's licensed Springer Nature content. Here you can get an overview of your licensed content, information about integration with discovery systems, options for remote access, usage data and more.

Please find answers to commonly asked questions below.

Contact Customer Service team for further assistance:

[onlineservice@springernature.com](mailto:onlineservice@springernature.com)

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## Log in and Registration

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

Please go to [link.springer.com/forgot](https://link.springer.com/forgot) to reset your password

### **I don't have an admin account. What should I do?**

Contact the Customer Service team to request access:

[onlineservice@springernature.com](mailto:onlineservice@springernature.com)

### **I received a registration email from Springer Link, and not from the Librarian Portal. What should I do?**

We use a SpringerLink account as the basis of our admin accounts. Proceed with the registration process as usual and log in with your new credentials at

[librarian.springernature.com](https://librarian.springernature.com).

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

Contact the Customer Service team to request a new registration email:

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

[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 the Customer Service team with your user details and account information:

[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 the Customer Service team to add, delete or modify any IP ranges:

[onlineservice@springernature.com](mailto:onlineservice@springernature.com)

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

Contact the Customer Service team to change your MagicWord:

[onlineservice@springernature.com](mailto:onlineservice@springernature.com)

**Can I 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 holdings files in KBART Automation format from the Content page. There are no separate files per platform, but for example the title\_url or publisher\_name fields can be used to filter the list.

**How do I administer my Associated Users?**

You can add and remove users on the Access page.

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

nature.com Content on Demand (COD) - formerly called AOD - information and reports can be found on the Content, Access and Usage pages.

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## 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?**

As of June 2021, we are compliant with COUNTER release 5 for Springerlink and nature.com reports. For more details see COUNTER's Registry of compliant publishers and vendors.

**Which COUNTER 5 reports are available?**

Title, Database and Platform Master Reports and their Standard views are available for all Springer Nature content platforms.

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

Here is some information from COUNTER:

[projectcounter.org/2448-2/](https://projectcounter.org/2448-2/), however please note the below:

Report Comparisons	Notes
<b>TR_J1 (R5)</b> compared to <b>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)</b> compared to <b>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 directly comparable.</li> </ul>
<b>TR_J3 (R5)</b> compared to <b>JR1 / JR1 GOA (R4)</b>	<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)</b> compared to <b>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)</b> compared to <b>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)</b> compared to <b>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: Book chapter downloads by month (C4) with Title Master Report data (C5) we have introduced a custom report metric, which represents the overall requests of a book on the chapter level.

You can include this custom metric only in Title Master Reports. The steps on how to compare book requests between C4 and C5 reports are detailed below.

1. Once in the Librarian Portal, click on the Usage tab.
2. Scroll down to COUNTER 5 and pick Title Master Report including SN: Total\_Chapter\_Requests.

### Title Master Report

 TR A report detailing activity at the title level (journal, book, etc.)

 Include Metric\_Type SN:Total\_Chapter\_Requests

3. Choose the desired Reporting Period and download the report.
4. Download the C4 BR2 report for the same reporting period.
5. Open both C5 Title Master Report including SN:Total\_Chapter\_Requests and C4 BR2.
6. In the column Metric\_Type you will find an additional metric: SN: Total\_Chapter\_Requests.

Title	ISBN	Data_Ty	Section_Ty	Metric_Type	Reporting_Period_Total
#MeToo, Weinstein and Feminism	978-3-030-28243-1	Book		SN:Total_Chapter_Requests	3
#MeToo, Weinstein and Feminism	978-3-030-28243-1	Book	Chapter	Total_Item_Investigations	3
#MeToo, Weinstein and Feminism	978-3-030-28243-1	Book	Book	Total_Item_Investigations	1
#MeToo, Weinstein and Feminism	978-3-030-28243-1	Book	Chapter	Total_Item_Requests	3
#MeToo, Weinstein and Feminism	978-3-030-28243-1	Book	Chapter	Unique_Item_Investigations	3
#MeToo, Weinstein and Feminism	978-3-030-28243-1	Book	Book	Unique_Item_Investigations	1
#MeToo, Weinstein and Feminism	978-3-030-28243-1	Book	Chapter	Unique_Item_Requests	3
#MeToo, Weinstein and Feminism	978-3-030-28243-1	Book		Unique_Title_Investigations	3
#MeToo, Weinstein and Feminism	978-3-030-28243-1	Book		Unique_Title_Requests	3
Ökonomie der Buchindustrie	978-3-8349-9409-7	Book		SN:Total_Chapter_Requests	19

7. These can be compared with the numbers in the C4 BR2.
8. To make it easier, you can of course also filter out and only show the SN:Total\_Chapter\_Requests in the C5 reports.

	ISBN	Reporting Period Total
#MeToo, Weinstein and Feminism	978-3-030-28243-1	3
Ökonomie der Buchindustrie	978-3-8349-9409-7	19

Title	ISBN	Data_Ty	Section
#MeToo, Weinstein and Feminism	978-3-030-28243-1	Book	
Ökonomie der Buchindustrie	978-3-8349-9409-7	Book	

There is also a webinar with a statement from COUNTER regarding this topic:  
[youtube.com/watch?v=hQw78HaqxCh](https://www.youtube.com/watch?v=hQw78HaqxCh).

#### **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.

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

In the Librarian Portal: CSV, TSV, and JSON; 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.

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## General

#### **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 [ice-team@springernature.com](mailto:ice-team@springernature.com)

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## Contacts

#### **Customer service worldwide:**

[onlineservice@springernature.com](mailto:onlineservice@springernature.com)



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