

FACT SHEET ON INFORMATION SERVICES FROM SPRINGER NATURE



To keep our customers up-to-date with relevant updates, developments and news on platforms, products, content and data the Library Relations team uses a number of different communication channels highlighted below.

The best way to ensure you receive all relevant communication is to sign up for our Librarian Alert at springernature.com/alert or to follow us on [Twitter via @SN_Dashboard](https://twitter.com/SN_Dashboard)

Email communication

| What | Timing | Recipients |
|---|---|---|
| Springer Nature platform update email | Quarterly | Registered administrator on SpringerLink or the new Springer Nature Librarian Portal, Librarian Alert subscribers |
| Database update emails, for example when new data is added to springermaterials.com or platform changes happen such as to springerprotocols.com | When needed | Account contact maintained in our CRM system |
| Journals price list announcement springernature.com/pricelist | Early July | Account contact maintained in our CRM system, registered administrator on SpringerLink or the new Springer Nature Librarian Portal, Librarian Alert subscribers |
| Serials update in addition to the price list springernature.com/forgetmenot | Sept, Oct, Nov, Feb | Account contact maintained in our CRM system, registered administrator on SpringerLink or the new Springer Nature Librarian Portal, Librarian Alert subscribers |
| Metadata newsletter metadata.springernature.com | Bi-monthly | Librarian Alert subscribers, registered administrator on SpringerLink or the new Springer Nature Librarian Portal |
| Service communication when needed, for example when we are changing companies names or co-operations on digital preservation | When needed | Account contact maintained in our CRM system, registered administrator on SpringerLink or the new Springer Nature Librarian Portal, Librarian Alert subscribers |
| In the unfortunate event of incidents, such as outages, loss of access to Springer Nature platforms | 1-1 communication via Springer Nature customer service center. Serious incidents we communicate directly via email (not instant) and instantly via social media | Registered administrator on SpringerLink or the new Springer Nature Librarian Portal |

Twitter

In case of serious incidents we instantly post updates and progress via our Twitter account for administrators: @SN_Dashboard. We highly recommend to follow this account to stay up-to-date even if email communication is not possible.

 Instant social media communication to administrators via @SN_Dashboard

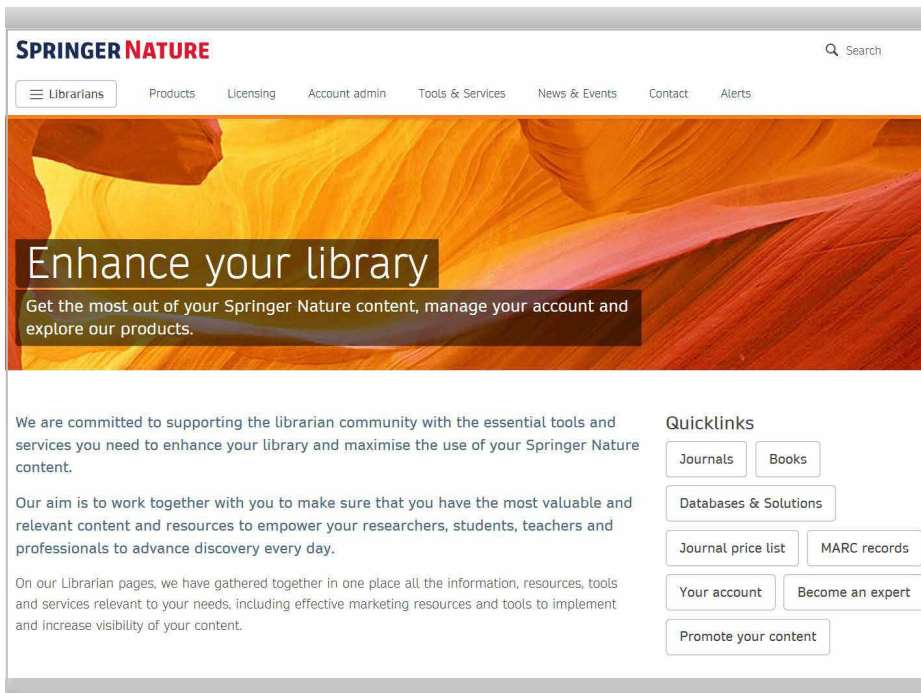
springernature.com

More and more we are making use of posting our updates online on the [springernature.com news and events page](#).

Regular news postings on [springernature.com](#)

Data protection

We continuously work on improving our services, especially with regard to data protection. For further information on how we protect and process your personal information, please refer to our privacy policy on [springernature.com/gp/legal](#).



The screenshot shows the Springer Nature Librarians page. At the top, there is a navigation bar with the Springer Nature logo and a search bar. Below the navigation bar, there are several menu items: Librarians, Products, Licensing, Account admin, Tools & Services, News & Events, Contact, and Alerts. The main content area features a large banner with a background image of a person's hands holding a book. The banner text reads "Enhance your library" and "Get the most out of your Springer Nature content, manage your account and explore our products." Below the banner, there is a section titled "We are committed to supporting the librarian community with the essential tools and services you need to enhance your library and maximise the use of your Springer Nature content." This is followed by a paragraph stating "Our aim is to work together with you to make sure that you have the most valuable and relevant content and resources to empower your researchers, students, teachers and professionals to advance discovery every day." and another paragraph stating "On our Librarian pages, we have gathered together in one place all the information, resources, tools and services relevant to your needs, including effective marketing resources and tools to implement and increase visibility of your content." To the right of this text is a "Quicklinks" section with several buttons: Journals, Books, Databases & Solutions, Journal price list, MARC records, Your account, Become an expert, and Promote your content.

If you have any further questions, please find the contact of your regional sales manager at [springernature.com/contactus](#) or send an email to libraryrelations@springernature.com

 Follow us on Twitter at @SN_Dashboard