

Springer Nature Discovery

Frequently Asked Questions (FAQs)

1. Where can I find the quick reference guide for discovery services & link resolvers?

It is available on springernature.com/discovery.

2. Who do I contact for questions on Springer Nature's discovery services & link resolvers?

Feel free to contact: discovery@springernature.com

3. When are link resolvers updated with consortium lists?

Link resolvers are updated when a new consortium license and title list is created. Typically this happens between October and April as the title lists are finalized. Lists can be sent to the link resolvers or updated at any time if necessary.

4. What information is provided to Link Resolvers?

Springer Nature provides downloadable lists in KBART format for link resolution system vendors to download.

5. Who do I contact for issues regarding discovery services data?

For issues related to discovery services data, open a support ticket with discovery vendors directly. Please visit: springernature.com/discovery to find discovery services customer support information.

For urgent matters, please email discovery@springernature.com with ticket number to follow-up with discovery vendors.

6. Does Springer Nature offer an automated holdings service?

Yes, we do offer an automated holdings service for our customers. This service sends customer-specific holdings and access information to the link resolvers rather than the customer selecting the collections they have subscribed to in the discovery knowledge base.

For more information please visit: springernature.com/kbart.

7. How to set up KBART Automated Holding Feeds?

Information about KBART Automated Holding Feeds is available on springernature.com/kbart.

8. Where can I find my Springer Nature Token for Automated title list updates?

Please log into the Springer Admin Portal then select the tab 'Title lists'. The token is listed under the heading "Automated title list updates/automatic collection loading. For more information visit: springernature.com/kbart.

9. Who do I contact for date range problem in consortium collection?

The consortium-specific collection can have titles and coverage dates that are unique to consortium members only. Coverage date includes Start and End dates that is unique to members (not an original 'Date first issue online' or 'date last issue online'). Members can access Springer Nature content based on the coverage date. For any issues related to coverage date, please email at discovery@springernature.com.

10. Where do I access the Metadata Downloader? And how often are the records updated?

The Metadata Downloader can be accessed at: metadata.springernature.com. The records are updated on a daily basis.

11. What records are available via the Metadata Downloader?

You will find the title lists for Springer, Nature, Palgrave and J.B. Metzler eBook Collections, Springer and Palgrave Book Archives, Reference Works, SpringerProtocols and Springer journals in MARC and KBART format on metadata.springernature.com.

12. What is KBART?

KBART stands for Knowledge Base and Related Tools. The KBART initiative, commissioned by NISO, created a set of guidelines in order to help share metadata about electronic materials between publishers, link resolvers, and libraries.

13. Where can I find KBART titles?

You can find KBART titles from: metadata.springernature.com/kbart.

14. How should I configure EZproxy for SpringerLink, nature.com & BioMed Central?

SpringerLink EZproxy:

https://help.oclc.org/Library_Management/EZproxy/Database_stanzas/SpringerLink

nature.com EZproxy:

https://help.oclc.org/Library_Management/EZproxy/Database_stanzas/Nature_Publishing

BioMed Central EZproxy:

https://help.oclc.org/Library_Management/EZproxy/Database_stanzas/BioMed_Central

EZproxy general information:

<https://springeronlineservice.freshdesk.com/support/solutions/articles/6000029129-configure-a-proxy-to-work-with-springerlink>

We recommend you check out the OCLC Stanza for SpringerLink for the most up to date information.

15. Where can I find support contact information for Discovery Services?

You can find customer support contact information for Discovery services on:
springernature.com/discovery.

16. Where can I find the Discovery Service collection/package names (target names) in Knowledgebase?

Please contact discovery service vendors directly or email discovery@springernature.com.

More information: springernature.com/discovery

Customer Support: discovery@springernature.com

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