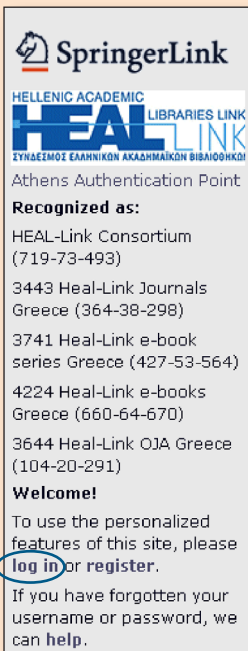


# SpringerLink Counter Usage Statistics 3 Step Guide

For SpringerLink Institution and Consortia Administrators

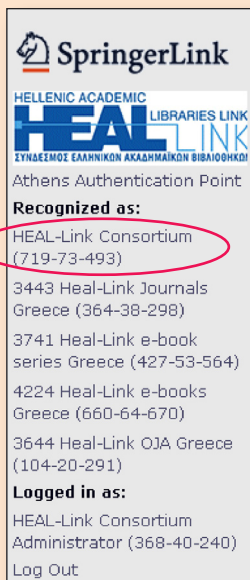


**SpringerLink**  
HELLENIC ACADEMIC LIBRARIES LINK  
**HEAL-Link**  
ΣΥΝΔΕΣΜΟΣ ΕΛΛΗΝΙΚΩΝ ΑΚΑΔΗΜΑΪΚΩΝ ΒΙΒΛΙΟΘΗΚΩΝ  
Athens Authentication Point

**Recognized as:**  
HEAL-Link Consortium  
(719-73-493)  
3443 Heal-Link Journals  
Greece (364-38-298)  
3741 Heal-Link e-book  
series Greece (427-53-564)  
4224 Heal-Link e-books  
Greece (660-64-670)  
3644 Heal-Link OJA Greece  
(104-20-291)

**Welcome!**  
To use the personalized  
features of this site, please  
**log in** or register.  
If you have forgotten your  
username or password, we  
can help.

Start on [springerlink.com](http://springerlink.com)  
Login with your  
administrator credentials.



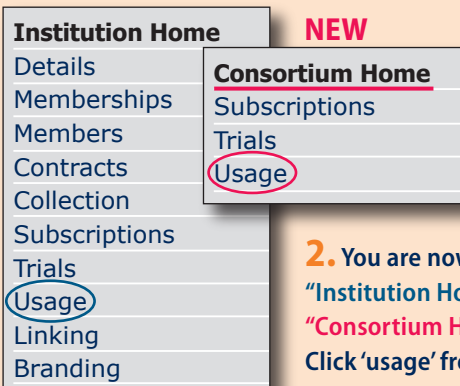
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(104-20-291)

**Logged in as:**  
HEAL-Link Consortium  
Administrator (368-40-240)  
Log Out

**1.** On the left side of  
your screen you will see  
your institution and all  
consortia your institution  
is a member of.

Click the institution or consortium / multi-site account  
for which you need the usage report, and you have  
administrative rights for.



**Institution Home** **NEW**

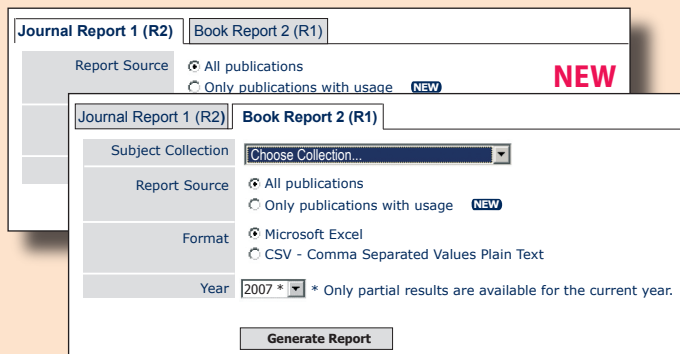
- Details
- Memberships
- Members
- Contracts
- Collection
- Subscriptions
- Trials
- Usage**
- Linking
- Branding

**Consortium Home**

- Subscriptions
- Trials
- Usage**

**2.** You are now either on the  
"Institution Home" or  
"Consortium Home".  
Click 'usage' from the menu on  
the right side of your screen.

**3.** Select the desired COUNTER report, format, subject  
collection (eBook reports only), period and click the  
'generate report' button, and download the report.



**Journal Report 1 (R2)** **Book Report 2 (R1)** **NEW**

Report Source  All publications  
 Only publications with usage **NEW**

Subject Collection

Report Source  All publications  
 Only publications with usage **NEW**

Format  Microsoft Excel  
 CSV - Comma Separated Values Plain Text

Year 2007 \* \* Only partial results are available for the current year.

**Generate Report**

More information on COUNTER can be found at [www.projectcounter.org](http://www.projectcounter.org)  
For questions on SpringerLink usage reports contact your Springer  
Licensing Manager or send an email to [springerlink@springer.com](mailto:springerlink@springer.com)



# SpringerLink Counter Usage Statistics

## Frequently Asked Questions

### ► 1. Where can I download my usage statistics?

SpringerLink usage statistics are available on [springerlink.com](http://springerlink.com) for registered institutional administrators from the "Institution Home", and on the "Consortium Home" for consortium and multi-site account administrators.

### ► 2. Which usage reports does Springer provide?

Springer provides COUNTER compliant usage reports. For the journal content this is 'Journal Report 1' – Number of Successful Full-Text Article Requests by Month and Journal (Full journal name, print ISSN and online ISSN are listed.) and for the eBooks this is 'Book Report 2' – Number of Successful Section Requests by Month and Title (Full title and ISBN are listed.) More information on Counter can be found at [www.projectcounter.org](http://www.projectcounter.org)

### ► 3. Can I get aggregated usage reports for my consortium or multi-site account?

Yes, consortium administrators can download the aggregated by title report for their consortium or multi-site account.

### ► 4. I have access to multiple (consortium) accounts. Which report should I look at?

Usage reports for both books and journals are compiled based on the access set up for your institution. As a result a usage report reflects the usage for all the IP-ranges, or other ways of access assigned to the institution account.

If there exists more than 1 account for your organisation, consortium/multi-site or

institution, and there are overlaps in IP-ranges, usage coming from an IP number which is within the overlap, is assigned to all accounts that have this specific IP registered.

In the consortium-level report overlaps in IP ranges are discarded. This means that the add-up of all consortium-member reports do not necessarily have to match the consortium-total.

According to the COUNTER code of practice, Springer reports on all titles which are on SpringerLink, including non-subscribed titles. In the reports you might see usage for non-subscribed titles for various reasons. Each journal title has a free sample copy, and Springer publishes articles based on Open Choice.

### ► 5. I have forgotten my administrator password?

If you do not know your admin username and password, then please, click on "help" located below 'log in' in the left menu. You can then enter your email address in the second field and if you are registered with this email address as the administrator of your institution, you will receive an email with a hyperlink. After clicking on this hyperlink you will be prompted to reset your password.

If you are prompted that your email address is not an administrative email address, while you are the institutions administrator, please send an email to [springerlink@springer.com](mailto:springerlink@springer.com).

**For further questions on the SpringerLink usage statistics, please contact your Licensing Manager, or email us at [springerlink@springer.com](mailto:springerlink@springer.com)**