

# Library Zone

## Newsletter

IN THIS  
ISSUE

Volume 2 • Issue 2 • May 2006

### Free Access to Scientific Research Assists Developing Nations

As ACRONYMS Abound, So Too Do International Initiatives

Free Access to Scientific Research Assists Developing Nations

► page 1

Developing Countries Initiative Helps

► page 3

Springer's Developing Countries Initiatives "...a matter of course"

► page 5

OARE Assists Developing Nations Access Online Research

► page 7

Ask Beth

FAQs from the Springer Help Desk

► page 8

Subscription Agents Relations Staff Secures Global STM Service Level Agreements

► page 9

Steamy Bangkok Site of LAB Australasia Meeting

► page 10

Access to Global Online Research in Agriculture (AGORA) is an initiative led by the Food and Agriculture Organization of the United Nations. The FAO serves both developed and developing countries and heads an international effort to rid the world of hunger. The FAO also acts as a forum where nations meet to negotiate agreements and debate policy and is a valuable resource for knowledge and information.

Since its founding in 1945, the FAO has focused its attention on developing rural areas, which are home to 70% of the world's poor and hungry. Working alongside the FAO, AGORA has provided institutions in many of these countries with free or low cost access to journals covering agriculture and related biological, environmental and social sciences. Springer has supplied over 100 of these online publications and is one of AGORA's major partners.

### Increasing Availability of Agricultural Research

AGORA's goal, since its beginning in October 2003, is to increase the quality and effectiveness of agricultural research in countries with a low GNP. The availability of this information readily accessible by scientists and researchers will ultimately help people

throughout the world increase their daily calorie intake and improve the nutritional value of their food. For countries without a strong agricultural program, this sense of "food security" is virtually impossible. Approximately 828 million individuals today are chronically hungry, while 2 billion lack food security because of their dire poverty (source: FAO). Through AGORA, researchers, policy makers, educators, technicians, students and others have online access to reliable, relevant information and the means to continually expand their work related to food security and agricultural development.

### TEEAL Source of Comprehensive Information

Mary Ochs is head of collections for the Albert R. Mann Library, Cornell University's Library for agriculture, life sciences and human ecology and acts as one of project coordinators for AGORA. She is also directly responsible for The Essential Electronic Agriculture Library, or TEEAL. TEEAL is a project of the Mann Library in cooperation with major academic publishers, societies and index providers and draws support from the Rockefeller Foundation. It is a comprehensive collection of more than 140 scientific journals delivered to users on CD or through a LAN system.



**“I think AGORA is a fantastic facility for research institutes like the one I am working in. It overcomes a major problem in accessing research publications and gives entirely new possibilities. I congratulate you on your excellent work.”**  
 ► *Mekong River Commission, LAO PDR*

**“We have just received our username and password to Agora. Now we are going to try all possibilities of this access to the wonder of the scientific world. Best regards and long live the AGORA project.”**  
 ► *Institute of Hydrobiology, National Academy of Sciences of Ukraine*

This “Library in a Box” is available to over 100 eligible developing countries and is an important means of improving agricultural output by helping researchers and agriculturalists apply the latest scientific research to their food producing programs. Journals were selected for TEEAL by a group of international scholars and researchers spanning the developing world. The group recommended a number of Springer journals and Springer was approached to participate in the initiative.

“We at TEEAL were eventually hoping to move online, so researchers could readily access the journals and make the overall experience faster and more user-friendly,” said Ms. Ochs. “And Springer was with us from the start. We noted the announcement of HINARI (The Health Inter Network Access to Research Initiative) in 2001 and contacted its director, Barbara Aronson. We wanted to see if there was an opportunity to create a strictly agricultural equivalent of HINARI. The FAO had the same idea, so we teamed up to form AGORA.”

A partnership of global scientific publishers, the FAO, Cornell University and others, AGORA provides an Internet portal to an online journal collection selected for the agricultural research communities in the developing world. Agriculture is broadly interpreted to include food, nutrition, environment, development economies and more. Hence, the vast number of journals supplied by Springer and other publishers to cover these sectors. The AGORA website is hosted at FAO, as FAO manages the registration and coordinates the training and outreach for AGORA working in close collaboration with Mary and her Cornell staff.

## Synergy Across Organizations

As HINARI, AGORA and OARE (Online Access to Research in The Environment) are now sister programs, their websites are built on the same basic architecture. FAO is the lead for AGORA with Cornell and UNEP (United Nations Environment Programme) the lead for OARE working in close collaboration with Yale. Interestingly enough, WHO approached the founding partners about building HINARI after seeing a survey indicating that subscription journal literature was one of the key problems for health researchers in the developing countries of the world.

“When TEEAL wanted to develop AGORA, we saw what HINARI had done and followed the model. Interestingly enough, when organizers approached several of the publishers about creating HINARI, they cited the publishers’ work with TEEAL and had an immediate understanding of what was trying to be accomplished,” said Mary Ochs. “We have had quite a bit of synergy across these programs.”

Mary Ochs added, “As AGORA entered the scene, we believed Springer’s collection of journals in the fields of agriculture and life sciences would be critical to the initiative’s success, so we were very glad that Springer was willing to participate and make their journals available free of charge.”

Today, Springer’s e-journal content accounts for a sizeable percentage of the complete AGORA package.

To qualify as recipients for AGORA, Springer and other publishers set criteria for eligibility. Usually, it’s free access for institutions in the countries of Africa, the Middle East, Eastern Europe, Central Asia, Australasia/Asia, the Indian sub-continent, and Central and South America with per capita annual income of \$1,000USD or less. However, these figures are reviewed and amended periodically.

“Springer journals provide extremely valuable content to the AGORA and TEEAL packages. Journals such as *Planta* are an important resource for Cornell scientists, and it’s gratifying to know that scientists in the developing countries of the world can have access to the journals of this caliber as well, thanks in large part to Springer,” concluded Mary Ochs.

## A sample of the Springer journals found in the AGORA collection include

- Agroforestry Systems
- Euphytica
- Irrigation and Drainage Systems
- Genetic Resources and Crop Evolution
- Mycorrhiza
- Oecologia
- Plant and Soil
- Plant Ecology
- *Planta*
- TAG Theoretical and Applied Genetics
- Tropical Animal Health and Production
- Wetlands Ecology and Management
- Water, Air & Soil Pollution

# Developing Countries Initiative Helps

## Institutions Transition From Dependency to Self-Sustainability

### Alan Harris shares Springer's viewpoint

Helping to improve the health, the environment, nutrition and training in the poorer countries of the world and to provide state of the art research level scientific information for free or at very low cost is the fundamental objective of Springer's Developing Countries Initiative. Through programs like HINARI (the Health InterNetwork to Research Initiative) and AGORA (Access to Online Research in Agriculture), Springer is working closely with NGOs and other scientific institutions and publishers to assist these countries and their users evolve into a totally self-governing, self-funding and sustainable new online library infrastructure and environment. In this way long term, they will be able to eventually partner with publishers on a more equitable basis, as do academic libraries and institutions in more economically prosperous regions of the world.

Playing an instrumental role in the Developing Countries Initiative is Alan Harris. Though based in The Netherlands, his commitments and scheduling keep him in various parts of the globe nearly six months of the year. Library Zone caught up with Alan in between airports to gain added insight as to what Springer's involvement in the program is all about.

► **Library Zone:** First off, tell us about your present role at Springer and your responsibilities.

► **Alan Harris:** I am one of the early pioneers in the e-world. I was formerly with Kluwer Academic Publishers. I set up Kluwer's National Online Site Licenses for Spain – the first ever Kluwer online license – and for Italy, Greece, Israel, Russia and Turkey. Today, I am responsible for Springer's Developing Countries Initiatives, as well as Springer's online commercial interests on the African continent.

► **LZ:** We take it you've been at this for some time?

► **AH:** I have been visiting libraries in the developed and developing world for the better part of 30 years. I'm usually away from home for long stretches.

I find my work in developing markets particularly rewarding, especially when we have a new country come online to Springer e-Journals. Most recently, Bangladesh has taken coun-

trywide access to a broad range of Springer e-Journals via INASP, and I am currently in the middle of low-fee negotiations with Mongolia.

► **LZ:** How does the Developing Countries Initiative work? Do libraries in the countries contact Springer for assistance in obtaining free access to this wealth of research information, or does Springer contact the libraries letting them know such a program exists and is available?

► **AH:** In more ways than you've mentioned. Initially, we were already active in many of these countries simply selling our traditional print products. Then, Springer wanted to become more closely involved with developing nations became a founding member of several other philanthropic programs run by different sectors of the United Nations. These include the HINARI and AGORA initiatives and launching later this year, the OARE initiative. These activities have been more recently complemented by the INASP and INTAS initiatives.

Also, and in order to gain closer insight into the real situations in many of these countries, I visited Kenya, Uganda, Ethiopia, and Ghana in 2005. Kenya and Uganda have since joined the INASP initiative and will shortly have access to a large selection of Springer e-journals. In 2005, Springer introduced a new "Developing Countries" Website. [www.springeronline.com/developing-countries](http://www.springeronline.com/developing-countries). Each month from the start, we receive on average 10-20 requests for additional information or requesting a closer cooperation between the country and Springer. Hundreds of these requests came in last year.

► **LZ:** Could you be specific about these programs?

► **AH:** They include the World Health Organization's HINARI Project (Health InterNetwork Access to Research Initiative) which offers free online journal access to university and research institutions specializing in Medical and Allied Health Sciences throughout the developing world. The Food and Health Organization's AGORA project (Access to Global Online Research in Agriculture). It provides developing countries free access for university and research institutions specializing in Agriculture, Food and Environmental Sciences to online journals covering these fields. A large majority of the journals offered to these countries are furnished by Springer. The UN's Environmental



Programme OARE (Online Access to Research in the Environment) is being worked on with Cornell University and will officially be introduced this fall.

► **LZ:** Would you explain a little about those organizations offering a low fee access?

► **AH:** Yes, Springer also cooperates closely with INASP (the International Network for the Availability of Scientific Publications) and INTAS (The International Association for the Promotion of Cooperation with Scientists from the New Independent States of the Former Soviet Union), which both offer low fee access to online publications to selective developing countries. They form the first stepping-stone for universities and academic institutions wanting to more actively transition from receiving foreign aid and philanthropic benefits to becoming totally self-sufficient, essentially self-financed and sustainable for the future.

► **LZ:** How do you make the distinction as to which libraries qualify for INASP and INTAS and which will continue with free access?

► **AH:** We follow the World Bank's statistics as well as other listings and try to adhere as closely as possible to our project partner's guidelines for the projects. But Springer and both the former publishing houses of Kluwer and Springer Verlag have publications that span three centuries of science. This has led to a considerable amount of past business that was amassed globally over decades. Some still very evident today, even in the world's poorer countries. When distinguishing which countries will have free access and which will be charged low fees, our guidelines are relatively simple. We do not want to affect our past or future business relationships in these countries; so unfortunately, we have to sometimes exclude some developing countries from eligibility.

## “We are all helping to lay a blueprint to help libraries, academic institutions, and field offices in these regions gain access to scientific research material ...vital for their future health, welfare and development.”

► **LZ:** But don't many of these countries have infrastructure issues that make access to online information difficult? How is Springer addressing this?

► **AH:** Many countries have problems with poor bandwidth, limited amounts of PCs, power cuts, and many of the large national and local suppliers charging users high access fees. Springer's goal is to move forward with initiatives that totally support electronic access on the basis of IP recognition only and directly from our own SpringerLink server, to remain competitive, and to not become committed to other alternatives such as CD ROMs or LAN-driven systems. The infrastructure issues need to be slowly worked out country by country. Springer however is still active with its extensive print book program and offers very favorable pricing models, but these programs have lost popularity in recent years due to the avid interest in online media.

► **LZ:** How does Springer let librarians in these developing countries know that a Developing Countries Initiative exists? Is it actively promoted?

► **AH:** Springer uses a number of methods to promote our involvement in the initiative. We issue a series of press releases, we make certain the information is on all our partners' websites, we participate in our partners' print and electronic mailings and attend all the principal library conferences in both the developing and developed world. We take a very proactive approach. We will participate in July of this year at the SCECSAL XVII in Dar-Es-Salaam, Tanzania, which is the 17th Standing Conference of the Eastern, Central and South African Library Information Professionals and is the largest conference of its kind. Also, we will be at the 72nd IFLA General Conference and Council in Seoul in August, and we will be at the Online Information-London in December, plus many others.

► **LZ:** What about the competition? How does Springer compare with what other publishers are doing?

► **AH:** This is a great public private cooperation. Springer, together with all our philanthropic partners, is out to spread the good word and create a full sense of awareness for its online

products and services and for all these initiatives in their totality.

Mind you, my own personal role has not always been so easy, especially when I visit some of the more unstable developing countries. I have been robbed, had a machine gun pointed at my face, been taken down for over a week with dysentery, and I am still waiting to be bitten by the string of mosquito for which my malaria pills don't work.

► **LZ:** But surely you have enjoyed considerable success, too?

► **AH:** Yes. There has been greater involvement of the developing countries with INASP and INTAS, increased usage and awareness through HINARI, AGORA and soon in the OARE initiatives. But it's all about building bridges. There is a considerable amount of give and take, and in many cases both the countries and our partners have their issues and we have ours. But the strong relationships we have forged together with these cooperations have resulted in compromises where everyone, and especially the users themselves can be happy and proud they are part of the program.

► **LZ:** What do you see in the long and short terms for the Developing Countries Initiative?

► **AH:** This October, we expect OARE to launch, and Springer is working closely with Yale University as a developing process partner. We will meld our experiences and have all the technical guidelines, facilities and mechanisms in place so that OARE will be able to hopefully replicate the successful HINARI and AGORA initiatives.

In the short term...I think you'll find we will reach a newer Environmental Sciences public in the eligible countries than we have at present, though there has been some spin-off within the AGORA initiative. Springer feels that by being a founding partner in all three of these UN programs, and together with our publisher partners and all the other proactive undertakings from Springer and other institutions, we are all helping to lay a blueprint to help libraries, academic institutions, and field offices in these regions gain access to scientific research material that is vital for their future health, welfare and development.

► **LZ:** Do you see any other added benefits?

► **AH:** There has been a considerable increase in awareness that such programs exist and that through it students, scientists, researchers, teachers and others will have access be able to a wide range of life saving, health and environment improving scientific content that will help research to excel in these poorer countries.

► **LZ:** How about some of the downsides?

► **AH:** Countries must not take this low cost access for granted, especially as countries improve their economic plight. Their governments and financiers must come around to a more pro-active way of thinking, to set aside budgets, financing for long term stability. There is a sizeable burden on Springer and other publishers' infrastructures to make this low cost access work. My assistant and I work nearly full time only on Developing Countries Initiatives. It is an enormous undertaking for the company, albeit for an excellent cause. Our authors, editors, library partners and all the recipients are truly enthralled with the added value these initiatives give to the developing world as well as the increased global awareness these projects generate for our publications.

► **LZ:** What is Springer's vision for any future scenario of the Developing Countries Initiative?

► **AH:** I would like to see a lot more libraries in the developed world adopt and exchange their expertise and know how with libraries in the developing world.

As far as these philanthropic initiatives themselves are concerned, there could be some staggered phases where slightly more affluent countries will be paying higher access fees than they currently are, and on a much longer term slowly migrate to their own sustainable organizations without the help of these initiatives. In other words, they will be more self-sufficient. However, for some countries this vision lies well in the future, and others may never even reach it. That's why Springer will always remain on the forefront of all Developing Countries Initiatives. We want to be sure that our content, some of the world's most important scientific information, is always available online where it can do the most good.

# Springer's Developing Countries Initiatives

## "...a matter of course"

Derk Haanks, CEO of Springer Science + Business Media, states, "As a scientific publishing company, helping to improve health, nutrition and training in poor countries is a matter of course for us. We can put this into practice into projects like AGORA (Access to Global Online Research in Agriculture) by providing valuable scientific information free of charge or at considerable discount." This is the essence of the Mission Statement for Springer's Developing Countries Initiatives. Springer works closely with organizations within developed and developing countries helping them progress to a level where they will be able to work effectively with publishers on an acceptable, low fee basis.

### Springer's key Developing Countries Initiatives include:

**The Association of Commonwealth Universities (ACU).** The ACU's Low Cost (Print) Journals Program for Developing Countries allows British Commonwealth member universities in these countries to purchase **Springer** print journals, as well as those from other participating publishers, at highly discounted prices. The program helps universities in these countries afford secure access to quality published works. Begun as a pilot program for a select group of ACU members in Sub-Saharan Africa, it has since expanded to other regions in the Indian sub-continent, Australasia/Asia and Central America.

**Access to Global Online Research in Agriculture (AGORA)** is an initiative that provides public institutions in developing countries free or low cost access to major scientific journals in agriculture, and related biological, environmental, and social sciences. Led by the UN's Food and Agriculture Organization, AGORA's goal is to increase the quality of agricultural research education and training in low-income countries to increase food production and availability. Springer is a founding member publisher of AGORA, and its e-journal content accounts for a large percentage of the complete AGORA research package. Participating only in the first phase of this program, Springer grants free access to all eligible institutions.

**The Consultative Group on International Agricultural Research (CGIAR)** is a collaborative initiative of librarians and information managers. It was established in 1971 to improve food security and eradicate poverty in developing nations through research, partnerships, and policy support. The collaborative supports sustainable agricultural development based on environmentally sound management of natural

resources. Springer offers online access to a topical list of its journals to users in many of CGIAR's regional offices.



The World Health Organization, Springer and four other STM publishers are among the founding members of the **Health Inter Network Access to Research Information (HINARI)**. The first phase of this initiative gives free online access to over 325 Springer Biomedical and Allied Health Service journals to research institutions in the poorer countries of the world. Phase 2 charges a nominal \$1,000 fee to the upper tier of countries with slightly higher per capita GNP. These dollars are then reinvested by HINARI and its member publishers into training and outreach efforts. Many Medical and Allied Health Services publishers have joined the organization since its beginning and today the initiative offers more than 2,000 scientific publications – one of the world's largest and most comprehensive collections of biomedical literature.

A corporate network of partners, the **International Network for the Availability of Scientific Publications' (INASP)** mission is to enhance the flow of information within and between countries with less developed systems of publication and dissemination. Springer cooperates closely with INASP in its PERI program (Programme for the Enhancement of Research Information), which supports building capacity in the research sector of developing and transitional countries. Springer offers a wide range of some 1,200 e-journals to more than 55 countries

**The Association of Commonwealth Universities (ACU)**

**Access to Global Online Research in Agriculture (AGORA)**

**The Consultative Group on International Agricultural Research (CGIAR)**

**Health Inter Network Access to Research Information (HINARI)**

**International Network for the Availability of Scientific Publications' (INASP)**



### International Association for the Promotion of Cooperation with Scientists from the New Independent States (NIS) of the former Soviet Union (INTAS)

### The Essential Electronic Agricultural Library (TEEAL)

### Indian Reprints

### Iraq Virtual Science Library

in eight regions of the world at deeply discounted prices, thus allowing researchers access to the complete Springer e-journals package on an annual basis. To date 10 countries have taken up access to Springer's e-journals, the most recent additions being Bangladesh, Kenya and Uganda.

The **International Association for the Promotion of Cooperation with Scientists from the New Independent States (NIS) of the former Soviet Union (INTAS)** is an independent, international association formed by the European Community, the EU's member states, and like-minded nations acting to preserve and promote East-West scientific cooperation between INTAS member and INTAS-NIS partner countries. Universities and research institutions in 11 NIS partner countries have the opportunity to subscribe to all Springer e-journals and other information at considerably reduced cost.

Springer is working closely with libraries in developing countries to arrange direct purchase of sponsored supplies of Springer's low priced **Indian Reprints**. Springer continues to develop a package of these low priced, high level graduate and post graduate text books for the Indian sub-continent in the areas of chemistry, computer science, engineering, life sciences, management, mathematics and physics. All textbooks are in English and exact reproductions of original, higher priced editions. Springer is now expanding these activities to low income developing countries throughout the world. Springer India will also continue to produce Indian Reprints of numerous new Springer publications to retain the high degree of continuity in the project.

Working in close cooperation with the US Department of State, the US National Academy of Sciences

and the US Department of Defense, Springer is offering on a temporary basis free access to more than 1,050 titles from its e-journal 2005-06 program to nine Iraqi universities. As part of the **Iraq Virtual Science Library**, Springer provides access to online information in science, technology, medicine, the humanities, behavioral science and social sciences. This is a major step forward in empowering the country with the tools it will need to meet its future challenges. Springer is honored to be one of the founding members of this initiative. The Iraq Virtual Science Library will launch in Washington, U.S.A. on 3rd May 2006.

### Springer Low Fee Access

Participating in numerous tertiary level philanthropic projects and in cooperation with governments, donor and other aid organizations, Springer offers a Low Fee Pricing Model for university and research institution libraries in selective developing countries, allowing access to Springer's Electronic Products via the Internet. This low fee access is available to more than 100 countries in nine regions of the world.

The **Essential Electronic Agricultural Library (TEEAL)** is an initiative of Cornell University's A.R. Mann Library. The organization works closely with the Rockefeller Foundation, Springer and several other supporting scientific publishers. It is comprised of a CD-ROM library of over 140 of the world's most significant journals in the field of agriculture. It is available at a significantly reduced cost to 100 of the world's lowest income food deficit countries. The CD-ROM Library is updated annually and contains 140 journals chosen by 600 international scientists as the most essential to research and education in 13 agricultural sub-disciplines. Springer takes part in the initiative by supplying 14 agricultural journal titles including *Planta*, *Oecologia*, *Theoretical and Applied Genetics*, *Agro Forestry Systems* and others.

### Adopt a Library

Springer is anxious to communicate and work closely with universities and research institutions in the developed world that are interested in adopting/assisting, supporting or subsidizing universities in developing countries to access Springer's electronic content via the Internet.

### More Information on [springer.com/developingcountries](http://springer.com/developingcountries)

For more information on any of Springer's Developing Countries Initiatives including the listings of eligible countries and eligible Springer e-journal titles for each initiative, please log on to [www.springer.com/developingcountries](http://www.springer.com/developingcountries) or contact:

Alan Harris  
Springer  
Van Godewijkstraat 30  
P.O. Box 17  
3300 AA Dordrecht  
The Netherlands  
[alan.harris@springer.com](mailto:alan.harris@springer.com)

# OARE Assists Developing Nations Access Online Research

## Springer takes role as founding partner

Academic institutions in developing countries throughout the world often find it difficult to access the latest scientific and technical information. Many nations lack the financial resources and often the infrastructure to supply their colleges and universities with the most recent published works. Hence scientific research is left in the lurch.

That's where OARE comes in. The Online Access to Research in the Environment (OARE) is a digital Internet library that gives developing countries free access to the published scientific journals of Springer and other leading international publishers. It allows researchers at academic institutions to view and download peer-reviewed scientific, technical and medical information they may not otherwise obtain. Now, those countries without a fully-developed technical infrastructure can retrieve online information and use it to improve their own scientific knowledge base.

## Worldwide Partnership

Many scientists from developing areas of the world are educated outside their respective countries. Upon returning home they find their nations lack the financial resources for them to remain current in their chosen fields of study, and many leave. Access to OARE allows them to remain up to date and continue their research in their home country, ultimately improving its long-term destiny.

OARE is a partnership between Cornell University, Yale University, WHO, the Food and Agriculture Organization, the International Association of Scientific, Technical and Medical Publishers, and leading scientific publishers around the world. Springer is proud to be one of the founding publishers of this initiative.

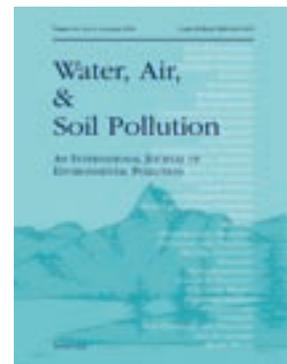
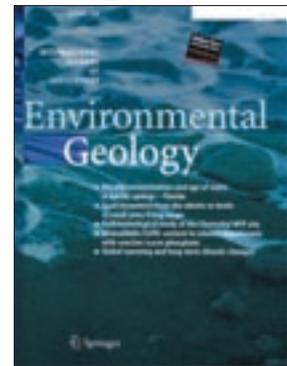
Organizations eligible to participate in OARE are those public and non-profit institutions in the underdeveloped nations of Africa, Asia, Eastern Europe, Middle and Far East and Central and South America. Available through SpringerLink published research is presented in environmental chemistry, economics, law and policy, botany, conservation biology, ecology, zoology and much more.

## Journal Collection Covers Wide Subject Array

Springer's online collection of more than 130 environmental journals covers a wide array of subjects. Works on environmental policy identifying how human behavior can be modified to help minimize ground water contamination and ozone layer depletion are just a few of many. Springer's environmental collection includes the disciplines of atmospheric protection and air quality, ecology, environmental economics and management, soil science, and water and wastewater. Journals featured are *Water, Air & Soil Pollution*, *Oecologia*, *Marine Biology*, *Climatic Change*, *Ecosystems*, and *Environmental Geology*.

Through the cooperation of OARE, developing countries will be able to grow their own higher education programs, better prepare their leaders, conduct individual research, publish their own scientific findings and take an active part in disseminating information to all.

While obstacles such as an Internet infrastructure and language can pose problems in some areas and are being addressed, the long-term benefits of OARE clearly outweigh these obstacles.



## Springer's List of Eligible Countries per Region

### Africa

Angola, Benin, Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, Comoros, Congo Democratic Republic, Cote d'Ivoire, Djibouti, Eritrea, Ethiopia, Gambia, Ghana, Guinea, Guinea-Bissau, Leshoto, Liberia, Madagascar, Malawi, Mali, Mauritania, Mozambique, Niger, Rwanda, Sao Tome and Principe, Senegal, Sierra Leone, Somalia, Sudan, Tanzania, Togo, Zambia, Zimbabwe

### Eastern Europe

Albania, Moldova

### Middle East

Armenia, Azerbaijan, Georgia, Yemen

### Central Asia

Afghanistan, Kyrgyz Republic, Tajikistan, Turkmenistan, Uzbekistan

### Australia/Asia

Kiribati, Papua New Guinea, Solomon Islands, Timor Lest Dem. Republic, Thoreau, Tuvalu, Indian Sub Continent, Bangladesh, Bhutan

### Far East

Cambodia, Lao People's Dem Republic, Mongolia, Myanmar, Nepal

### Central and South America

Guyana, Haiti, Honduras, Nicaragua, Paraguay, Saint Vincent and the Grenadines

# Ask Beth

## FAQs from the Springer Help Desk

Beth Mayes mans the SpringerLink Help Desk from her home outside of Washington, DC. She is dedicated to helping SpringerLink customers with answers to their questions about SpringerLink service. In this and in subsequent issues of Library Zone, Beth will share with us some of her more commonly asked questions and her responses.



If you have specific questions for the SpringerLink Help Desk, please use the information below according to your location.

### Western Hemisphere

Phone 1-800-777-4643, Ext. 650  
Email:  
springerlink-ny@springer.com

### Eastern Hemisphere

Phone: +49-6221-345-4306  
Email:  
springerlink@springer.com

## A. How do I obtain usage statistics for my institution?

Springer offers the ability for Administrators to download their own statistic reports. To access <http://admin.metapress.com>, please log in with your administrator username and password. If you do not know your Admin username and password, then please, click on the “help” button located below the login box. You will then enter your email address or username and if you have an account set up you will receive an email with a hyperlink. After clicking on this hyperlink you will be prompted to reset your password.

If your username or email is not recognized as the Admin email please email the appropriate helpdesk listed below to find out who is listed as the Admin for your institution.

The usage reports on the MetaPress Admin site are COUNTER compliant level 1. These reports are compiled according to the COUNTER code of practice that measures the number of successful full-text requests by month and by journal. Please note that as of February 2005 the former Kluwer journals are included in the SpringerLink usage reports on the admin site. For former Springer titles, usage reports are available beginning with July 2003 when Springer publications first migrated to MetaPress.

Former Kluwer journals statistics prior to February 2005, are available on the Kluwer Online Webstats page. For usage reports on former Kluwer journals

please visit <http://webstats.kluweronline.com/reports>. Your former Kluwer log in ID is still valid. Usage reports for the former Kluwer publications will be made available for another 2 years, spanning the years 2002-January 2005.

## Creating a COUNTER Report

1. Click the Usage button, and then click the “View Reports” button on the Usage page.
2. Under Clients, select the radio button next to the report that is needed. By selecting “All” you will download a list of all titles for any publisher associated with MetaPress. These titles will not be broken down by publisher.  
Or you can click on the radio button next to “Selected Clients”. You will then highlight the specific publisher that you would like to get statistics for and click on the “Add Selected”
3. Under Report Source, select the radio button next to “All publications”, “Only publications with usage” or next to “My subscribed publications”.
4. Under Format, select the radio button next to either Microsoft Excel or CSV.
5. Under Year, select the year needed in the pull-down menu.
6. When all desired fields are selected, click the Generate Report button to pull up the report in a new window.

For more information about the Admin site please contact the SpringerLink Helpdesk



**Sign up for the Admin Site Training Springer offers a live web-based training on the basics of the MetaPress Admin web site.**

**Global administrators are all welcome to participate.**

**For more information, dates and advance registration, send an email to: [libraryrelations@springer.com](mailto:libraryrelations@springer.com).**



## Subscription Agents Relations Staff Secures Global STM Service Level Agreements

Through diligence, dedication and numerous pots of strong coffee, Peter Coebergh, Bob Boissy and Gina van Griensven – members of Springer’s Subscription Agent Relations staff – have secured the signings of new Global STM Service Level Agreements with ten key subscription agents. These documents are a clear indicator of the commitment of service by both publisher and agent and ultimately work to the benefit of the library end-user and researcher. The Agreements also maximize the quality of service delivered to Springer’s library clients and reflect the efforts to meet the ever-demanding service expectations of consortia, libraries and academic researchers through electronic resources.

“Negotiating the Agreements involves working with agents and Springer’s fulfillment staff and is an opportunity to identify the spectrum of data exchange procedures presently in use,” said Bob Boissy (Manager, Agent Relations - Americas). “Certain areas are identified and addressed by future technology implementation clauses, plus it provides the chance to introduce agents to our agent relations team and build a partnership for quality service.”

Springer has always cooperated with its subscription agents to fulfill client orders and claims in a timely manner, but in the era of electronic access, additional technologies and new service parameters are required.

The STM Service Agreements include sections relating to the use of standard, machine-readable files for order handling and claims, quick turn-around on new and lapsed access inquiries, rapid reconciliation on order payments, communication

of consortium licensing information and listings of operational level contact people that can resolve potential problems. Agreements are renewed each year and contain a built-in annual review process to allow for future amendment addition and service improvements. “All agents signing a Service Level Agreement with Springer are seen as high quality service providers committed to the future rapid dissemination of scientific information and automated financial transaction processing,” said Gina van Griensven (Manager, Agent Relations – Outside the Americas).

As of January 2006 Service Level Agreements have been signed with

- ▶ DA Subscription Services
- ▶ EBSCO Information Services
- ▶ Latin Knowledge Consulting
- ▶ Maruzen Company, Limited
- ▶ Otto Harrassowitz GmbH
- ▶ Swets Information Services
- ▶ Dutch Australian
- ▶ Celdes SRL
- ▶ IIN Dubai
- ▶ Kinokuniya Company
- ▶ D.E.A. Spa

In addition to these signings Springer will continue its process with additional agents and will, in the spirit of continuous improvement, monitor service quality levels. Agents signing Service Level Agreements will be listed on both the agent and librarian sections of [springer.com](http://springer.com).

**All agents signing a Service Level Agreement with Springer are seen as high quality service providers committed to the future rapid dissemination of scientific information and automated financial transaction processing**



# Steamy Bangkok Site of LAB Australasia Meeting

## Variety of Topics Promotes Lively Discussion

With outside temperatures climbing to 104° F (40° C) under an intense equatorial sun, Springer held its Australasian Library Advisory Board (LAB) Meeting in Bangkok, Thailand. Fortunately indoors at the Sheraton Grande Sukhumvit Hotel, members of the group together with Springer representatives met for two days in mid-March for lively interaction and discussion.

Springer CEO Derk Haank welcomed attendees and explained that the time would be well spent. Like LAB meetings in other areas of the world, it would be an opportunity for members to give the company feedback on what's been jointly accomplished to date, what was soon to be introduced, and to enjoy a spirited information exchange.

The integration of Kluwer and Springer marketing, sales and editorial disciplines served as Mr. Haank's opening remarks. Mr. Haank explained how Springer has integrated its publishing program and how the two companies have morphed into a singular worldwide publishing organization. The merger has offered the company many opportunities for growth and product development now and in the future. As Springer becomes increasingly innovative, the company will introduce business models reflecting new geographical content and products.

## LAB Results 2004-05

George Scotti, Director of Global Channel Marketing, Library Relations presented a summary of 2004-05 LAB meetings, what has been discussed and what actions Springer has taken to date to achieve several of its goals. Past meetings focused on the Online Journal Archives Program, the forthcoming publications list, and the ability to supply MARC 21 records and offer DOI by book chapter, the SpringerLink interface, pricing, usage statistics and electronic archiving.

LAB members from a previous meeting complemented this overview with their concern that an increasing number of journals were changing publishers and there appeared to be need for a general protocol on how publishers were addressing this. They felt, too, that in some cases customers were suffering from this journal take-over process, and that customers should not have been affected as they are. Springer is working with the STM board to develop an industry protocol.

## eBooks and eReference Works

Ebook evangelist and project director Olaf Ernst presented the group with Springer's eBook strategy and plans for the eBook introduction, now only a few months away. As the world's largest volume STM publisher producing more than 3,000 books each year, Springer is the first STM publisher offering such a complete program on one integrated platform. Titles will be available in print as well as online and there will be a print on demand feature, should inventories run low. "It's all part of a totally integrated program offering a new business model," said Dr. Ernst. By the end of 2006, Springer will have over 10,000 books in 12 subject disciplines online. All titles would be available for access through SpringerLink. He went on to comment that Springer will be extremely flexible in its pricing model.

Dr. Ernst presented the details of Springer's eBook pricing structure and archiving rights policy. But while some publishers require three years of collection purchases before granting rights, libraries purchasing a one year collection would receive full archiving rights for that year at day-one, together with free continuous access... something no other publisher presently offers.

Libraries will be able to receive other benefits as well – three thousand new eBooks and reference works available each year, a grouping of the fully indexed and searchable subject specific online libraries, and interconnection to all Springer book and journal publications.

Several concerns were raised by members such as how copyright issues are being affected by eBooks. Dr. Ernst responded that policies will be the same as they are currently in the print world. He also sees a greater exposure for print with sales for the medium actually increasing. Several LAB members raised points on how eBooks would work logistically with libraries' other purchases. A question was posed on how improvements could be made in the records libraries receive now from Springer or their respective agents indicating they had purchased books for their systems. Representatives felt that agents can play a critical role in improving this process.

## Open Choice™

Jan Velterop, Springer's Director of Open Access, presented the Open Choice™ project. It is a pioneering effort that provides an additional publication option to the traditional subscription model. Authors can choose to make their articles freely available on the Web or publish within the traditional subscription model where readers pay for the information they use. Open Choice articles are easily accessible without charge to anyone at any time or anywhere through SpringerLink. Librarians commented they thought this would provide considerable value to researchers and saw no immediate implications for their libraries

## Chinese and Russian Libraries of Science

Grace Lau, Springer's Marketing Manager for SE Asia and the Greater China Region, and Alex Blondel, Product Manager Library Relations for the Americas, presented the new Chinese and Russian Libraries of Science. Some titles are appearing for the very first time in English. Journals publish peer-reviewed articles with a great majority included in ISI, and libraries can provide hundreds of articles through SpringerLink. Librarians posed a concern that the purchase of these collections might require too high a budget commitment, and some were not overly interested in country-specific packages. They preferred title-by-title purchases and wanted the best journals regardless of country of origin. They would like to see a history of many of these on springer.com

## New SpringerLink

Gertraud Griepke - Vice President Business and Customer Support - gave a live demonstration on the new SpringerLink – showing an integrated platform of journals, eBooks, eReferenceworks and eBook series. LAB members were treated to the new look and feel of the site, the improved search capabilities and the total integration of all online products. Examples of feedback from the LAB members included comments such as “would Springer be

developing a picture database?” “some of the layers presented seemed confusing,” “the ‘search within’ needed to be made clearer,” and there were issues of colors selected. Gertraud added that the Advance Search capability was not in the new release of SpringerLink due to lack of demand, though it would be reinstated in the future if needed. By in large, LAB members were extremely pleased with the new SpringerLink look and functionality.

## Marketing Your Library

George Scotti returned as a presenter with “SpringerLink Training” and “Marketing Your Library” discussions. At the conclusion Mr. Scotti asked for comments. Many appeared very interested in the concepts of the “Marketing Your Library Program” through ACRL. They embraced the idea of marketing, provided Springer offered the sessions on how libraries would market themselves. Others thought the training not as important if a marketing site would be intuitive. Onsite training, many felt, would be beneficial to researchers. Arranged concurrently with multiple vendors would be even better. Another librarian responded that training “should be detailed, if offered.”

The two days of meetings concluded with a Round Table Open Forum discussion with critical issues being addressed.

However, the LAB session was not all presentation and discussion. During their stay and in spite of the intense heat, LAB members had the opportunity to take a Bangkok city tour and visit the magnificent Grand Palace. They were also able to enjoy a dinner cruise on Chao Phraya River, complete with music, Thai dancing and karaoke, a BBQ and Cultural Show and above all dine on the delicious Far East cuisine.

A Springer LAB meeting has also taken place in Berlin with European, Middle East and African representatives. The next one is set for worldwide corporate members in Montreal in May. A report on these meetings will follow in the next Library Zone Newsletter.



## Members LAB Australasia:

**Mr. Martin Borchert** Griffith University

**Mr. Ho Nam Choi** Director of NDSL Center, Korean Institute of Science and Technology Information

**Ms. Diane Costello** CAUL - Council of Australian University Librarians

**Prof. Karmeshu** Jawaharlal Nehru University

**Mr. Shinya Kato** Head Information Management Div., Yamagata University Library

**Prof. Ajit Kembhavi** Inter-University centre for Astronomy and Astrophysics (IUCAA), Ganeshkhind, India

**Mr. Tomoyuki Kumabuchi** Deputy Head, Library Div., Academic Information Dept., Tokyo Institute of Technology

**Mrs. Cheng Ean Lee** Senior Librarian, National University of Singapore

**Ms. Kit Ha Li** Serials Librarian, City University of Hong Kong

**Dr. Sirous Momenzadeh** Dean of Central Library, Shahid Beheshti Medical University

**Mr. Makoto Nakamoto** Head, Dept. of Administrative Services, Waseda University Library

**Dr. Yalagouda Patil** Librarian Raman Research Institute

**Prof. Ashok Raina** Tata Institute of Fundamental Research

**Ms. Yoko Sasabuchi** Administrative Services, Waseda University Library

**Dr. Zahra Seif Kashani** Director of Central Library, Allameh Tabatabaai University

**Ms. Mei-yuh Shih** CONCERT Project Manager, „Science & Technology Policy Research and Information Center (STPI), National Applied Research Laboratories”

**Prof. Syun Tutiya** Chiba University

**Dr. Srinivasan Venkadesan** Indian Institute of Science

**Ms. Masako Yamada** Keio University Media Center

springer.com

Visit the Springer booth at the following upcoming conferences



## Upcoming Conferences

### **CHLA - Canadian Health Libraries Association Annual Meeting**

May 12-16  
Vancouver, Canada  
<http://www.chla-absc.ca/2006/>

### **MLA - Medical Library Association Annual Meeting**

May 19-24  
Phoenix, Arizona, United States  
<http://www.mlanet.org/am/am2006/>

### **Inforum 2006**

23-25 May 2006  
Prague, Czech Republic  
<http://www.inforum.cz/inforum2006/english>

### **i-expo 2006**

Groupement Français de l'Industrie de l'Information  
May 31 - June 1  
La Defense, Paris, France  
<http://www.i-expo.net>

### **SLA - Special Libraries Association Annual Meeting**

June 11-14  
Baltimore, MD, United States  
[www.sla.org/content/Events/conference/ac2006](http://www.sla.org/content/Events/conference/ac2006)

### **ALA - American Library Association Annual Conference**

June 22-28  
New Orleans, LA, United States  
[www.ala.org/ala/eventsandconferencesb/annual/2006a/2006an.htm](http://www.ala.org/ala/eventsandconferencesb/annual/2006a/2006an.htm)

### **72nd IFLA General Conference and Council International Federation of Library Associations and Institutions**

August 20-24  
Seoul, South-Korea  
<http://www.ifla.org/IV/ifla72/index.htm>

---

#### **Springer Library Zone Editorial Office**

Christel Keurentjes  
PO Box 17  
3300 AA Dordrecht  
The Netherlands

---