

Ingenta Connect

Library Administrator User Guide

Learn about IngentaConnect administration tools:

- Payment account options for document delivery
- Journal subscriptions, activation and set up via subscription agents
- Usage Statistics and report options
- Journal collection management, link servers and holdings submission
- InTouch alerting monitoring and management
- Profile registration options
- Library branding and site customization options

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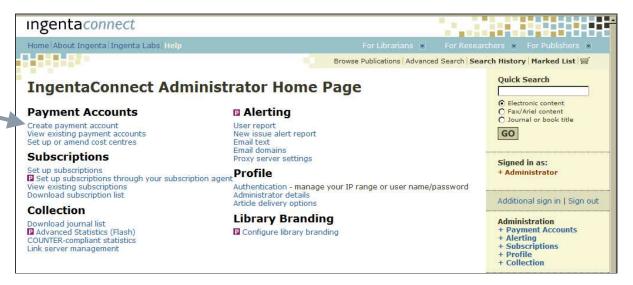


Payment Accounts for Document Delivery

Library Administrators can create a pre-paid deposit account to allow authorized users to purchase articles via IngentaConnect. As an administrator you can choose various options to optimize your deposit account usage.

Creating a Payment Account

To create a deposit account, log in with your IngentaConnect Administrator username and password and select "Create payment account" from the "Payment Accounts" menu.



You can create either a standard deposit account or an advanced deposit account.

A standard account will allow you to choose whether you want to make the deposit account available to a specific group of users, or all users. Online reporting is available for standard accounts. You can also set notifications to be alerted via email when your payment account balance reaches a pre-determined amount. A standard account requires an initial deposit of \$500 to create and incurs a \$100 annual fee.

An advanced deposit account includes all of the standard account features, plus advanced features for tracking and spending. An advanced deposit account requires an initial deposit of \$1000 to create and incurs a \$250 annual fee.





Deposit account features include:

Cost Center Tracking: The creation of cost centers allows funds to be tracked, by a specific department, project, or client.

Monthly Usage Reports: You can choose receive a detailed monthly report of the account expenditure. To receive these monthly reports, please contact help@ingentaconnect.com, with your administrative user name, and the account number for which you would like to receive reports.

Item Spending Limits: You can determine users spending limits for a single item, preventing users from ordering articles over a certain value.

Time Period Spending Limits:

You can use this feature to prevent users from spending over a specified amount in a given period of time.

Master and Sub-Accounts: The advanced deposit account can be set up as a master account, with sub accounts that draw funds from the master account. Sub accounts can be used to track where funds are being spent.

Below is a list of the features of standard vs. advanced deposit accounts.

Comparison Chart

| | ' | Advanced |
|--------------------------|---------|-----------------|
| | account | deposit account |
| | | |
| Minimum starting balance | \$500 | \$1,000 |
| | | |
| Annual fee | \$100 | \$250 |

Benefits

| Delicits | | |
|--------------------------------|---|---|
| Cost centers to track patron | | |
| spending | N | Υ |
| | | |
| Monthly usage reports | N | Υ |
| Master and sub-accounts with | | |
| trickle down funds | N | Υ |
| | | |
| Item spending limits | N | Υ |
| | | |
| Time period spending limits | N | Υ |
| | | |
| Notification email for low | | |
| balance | Υ | Υ |
| | | |
| Online reporting | Υ | Υ |
| Account available to all users | | |
| or a select group | Υ | Υ |
| | | |





Deposit Account Access and Funding

You can opt to provide access by supplying selected users with the deposit account user name and password, or you can allow all users to have access to your institutional account. If you allow all authenticated users to access your deposit account without being required to enter a payment account number and password, any user accessing from an IP that you have registered in your account, will be able to use the deposit account. In this case, it is very important to keep your IPs up to date.

You can choose to fund your account by invoice payment or by credit card payment.

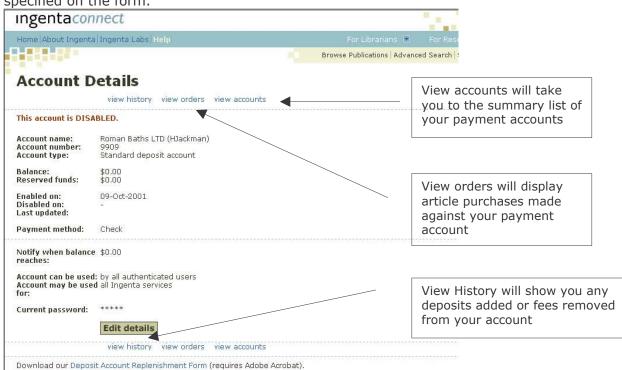
View Existing Payment Accounts

Once logged in as administrator you can view your payment account details by selecting: payment details > view existing account.

This will show your current balance and any overdraft amount that has been authorized. The reserved funds are any charges that are pending against your payment account. An overdraft is set up under special circumstances and can be used to order articles if your balance is low.

To view specific details on transactions from your account, click on view details.

From this screen you can click on the edit details button to change any details, including the password. You will also see a link to our replenishment form used to add funds to your account. Fill in the form and return by fax or email as specified on the form.







Set Up or Amend Cost Centers (for Advanced Deposit Accounts)

If you have created an advanced deposit account you can set up cost centers for your payment account. When users purchase an article, they can indicate which cost center to charge the fees to. This will help you track which department; project, group, etc are using the funds to purchase articles. When you are creating the cost center, you can indicate whether your users will enter the cost center from a drop down list or type in the name of the cost center.

From the administrators home page select 'set up or amend cost centers'.

View existing cost centers created and associated accounts. Select each folder to view further details







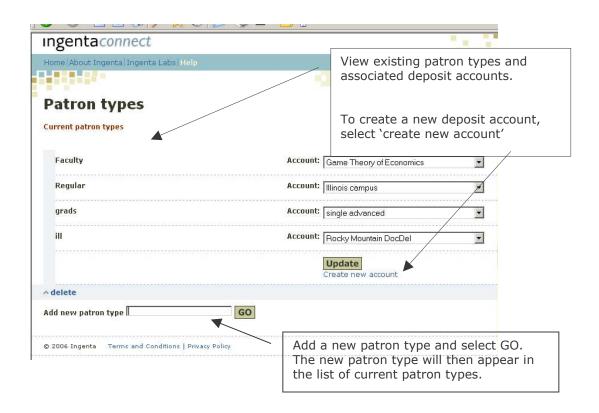
Set Up or Amend Patron Types (for IngentaConnect Complete Subscribers)

IngentaConnect Complete Administrators can create specific patron types for users to automatically be linked to a specific deposit account.

From the administrators home page select 'set up or amend patron types'.

If you need to add a new patron type, enter the name of the patron in the box next to **Add new patron type** and click on the GO button.

If you need to change which patron type is associated with a particular account you can choose a new deposit account from the drop down menu. Put a check in the box next to the deposit account, and click on update.







Select blocking method in order control (for IngentaConnect Complete Subscribers)

You may use this form to configure how your library or consortia holdings information will be used to limit how your institutional deposit accounts may be used within your IngentaConnect Complete website. Accounts must be configured to support blocking (unmediated ordering) before this configuration is applied.

| institutional deposit | n to configure how your library or consortia holdings information will be used t accounts may be used within your Custom Connect website. Accounts must be I ordering) before this configuration is applied. | co limit how your e configured to support | |
|---|--|--|--|
| | s to purchase content using a blocking account: | Opt to block document delivery | |
| Use the following holdings data | C None (Do not block purchases based on holdings) | ordering from local library holdings, | |
| | Local library holdings | or consortia holdings. Select NONE to | |
| С | C Any library holdings in your consortia | not block any ordering. | |
| Block ordering of articles based on: | Any title in holdings | | |
| articles baseu on. | C Individual issues in holdings | Select to block any title from your | |
| Note: to use issue le | vel blocking you or your consortia must submit a detailed holdings file. | holdings, or individual issues | |
| Cancel Update | | POSTEROSTES O TESTOS TESTOS TESTOS | |





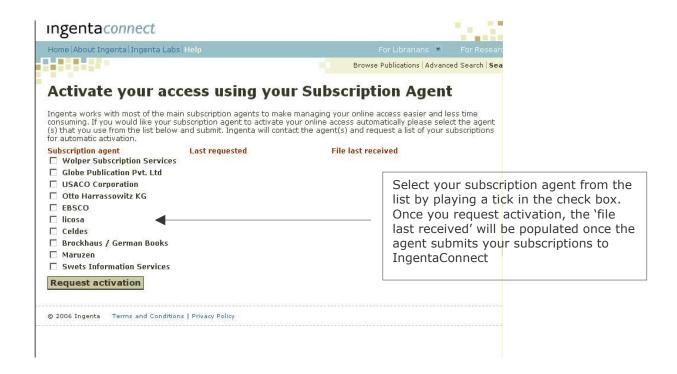
Journal Subscriptions

Set up Subscriptions

Select **Subscriptions** > **Set up subscriptions** and select the **add** tab. Search for the journal title and tick the box next to the title then enter your subscription number for the title you wish to activate. This number is the number provided by the publisher under which your subscription is listed. If you do not have this number, please contact your agent or the publisher directly. Ingenta will not have access to these numbers. Next click '**add**' and this will send the request to the publisher for verification. Activation can take up to 24-72 hours. The email address listed as the administrative contact, will receive an email indicating whether the activation was successful.

Set up subscriptions through your subscription agent

IngentaConnect Premium and IngentaConnect Complete customers can use this option to have their agents send Ingenta a file of your journals subscriptions. Simply place a checkmark next to the box(es) for your agent(s), Depending on your agent, activation will typically take under 48 hours.







View existing subscriptions

Select **Subscriptions** > **View existing subscriptions** to see the current list of titles that your institution has access to on IngentaConnect: (Titles to which you have a subscription are flagged with an in browse or search results. This indicates your users will have access to this title.) Under each title access available dates are shown. If the dates indicate "All available access" your users will have access to all content for that title hosted on IngentaConnect.

Download subscription list

Select **Subscriptions** > **Download subscription list**. This will send a .csv file to your designated email address and will include the titles to which you subscribe. This can be imported into Excel. For more information on how to do this, please contact your help desk, as this may require reconfiguring some settings on your computer.





Collection

The Collection section of the administrative interface allows you to look at information about the titles that are available on IngentaConnect.

Download journal list

Select > **Download Journal List** to view a full list of titles hosted by IngentaConnect. The file will be displayed as comma delimited file within your web browser. This file can be saved and opened directly into EXCEL. The list will display all electronic titles including, Publisher, Title, Paper ISSN/ISBN, Electronic ISSN, Date Range, and EasyLink (these are durable links you can use in your holdings) .

Usage Statistics

Advanced Usage Statistics Package (available to IngentaConnect Premium and Complete Subscribers)

The Advanced Statistics (flash) allow you to perform queries on usage data, and produce graphical or tabulated reports. Administrators also receive an autogenerated statistics summary each month.

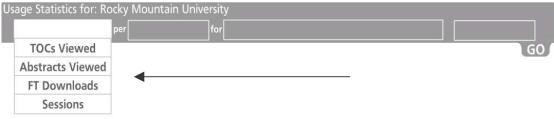
Select > **Advanced Statistics (Flash)** from the Administrator's home page. Once you have logged in, you can start to run your queries.

Select from the boxes along the top menu to create the query you can want to run



The first drop-down menu allows you to choose the type of data you want to view:

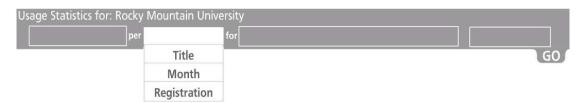
- TOCs Viewed (Table of contents pages viewed)
- Abstracts viewed
- FT Downloads (Full-text downloads)
- FT Turnaways (Full-text downloads requested with access denied)
- Sessions (User sessions)







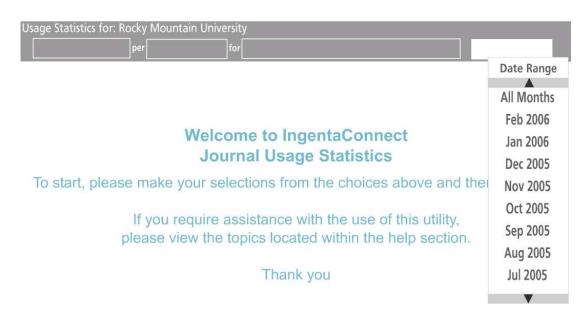
The next drop-down menu gives you the option to view activity by journal title or by month or registration.



You can view statistics on all of your titles, or limit the information to one title.



The final drop-down menu allows you to choose the date range. You can look at statistics for all months or specify a particular month. Statistics are available for a rolling two-year window.



There will be a short delay while the data is retrieved. Initial queries may take a few seconds to download: subsequent manipulation of the download data will be much faster.

NOTE: Some publishers have chosen not to make their usage statistics publicly available. Where this is the case the bar in the graph is replaced with the words: **Data unavailable.**





COUNTER-Compliant Statistics

Select > COUNTER-compliant statistics

You can select up to five different reports, each providing data on a different activity.

- Full-Text Article requests
- Full-Text Turnaways
- Searches and Sessions by Month
- Abstracts Viewed
- Contents Pages Viewed

Enter your administrator user name and password and email address to receive the report via email.

Select **request report** and your usage statistics in .csv format will be sent to you by email within 24 hours.

<u>Understanding your statistics report</u>

- Titles are identified by journal name, ISSN, and publisher
- Usage is given for the whole of the previous year and the current year-to-date.
- "n/a" will be shown where a publisher has chosen not to participate in IngentaConnect Library Usage Statistics. The "Total for All Journals" column includes all of the data; as such it is a true total for all full text downloads, but will not match the number you will get by adding the columns using Excel or similar.

Each activity by a user is logged as an individual action. For example when a user views an abstract and then views full text, this is logged as both an abstract view and a full text download.

- Full-text turnaways are counted when a user accesses the abstract page of an article but does not have the rights to continue and access full text. If a user views the abstract page and has subscription rights that allow full text access, but does not download the full text, this is not counted as a turnaway.
- Reports are compliant with the requirements for COUNTER as referenced at http://www.projectcounter.org.



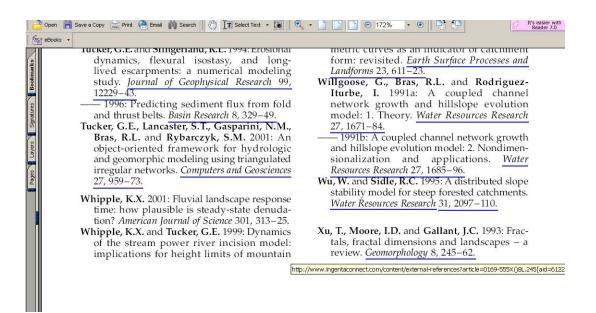


Link server management

Library Administrators can register their link server details with IngentaConnect

IngentaConnect Complete subscribers **will** see the link resolver details at the **search results** level of IngentaConnect.

If you do not subscribe to the IngentaConnect complete service, these links will not appear on your results list. They will only appear in articles that have linked references. An example of this is shown below.



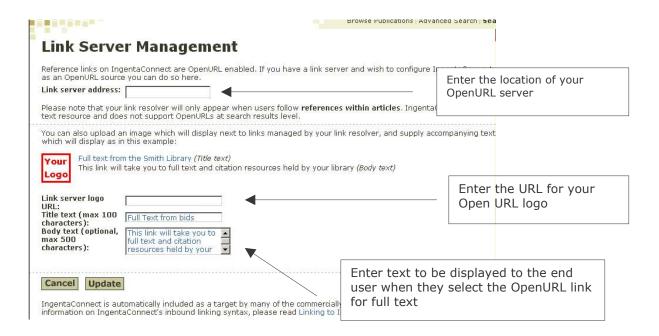
Administrators that have purchased an OpenURL InTouch alerting license can use the Link server management settings to work with email alerts. Please note that it is not possible to set up both an OpenURL server for alerting and a proxy server in your alerts proxy server setting. To workaround this, you can set up link server management URL with your proxy settings embedded in the URL.

IngentaConnect Complete accounts will use the settings in link server management to direct their patrons to their OpenURL server so their patrons can get access to content through other sources.





When you click on Link server settings you are prompted for four pieces of information.



Submit Holdings File (available to IngentaConnect Complete Subscribers)

IngentaConnect Complete customers can upload a holdings file to indicate which titles they hold, and to give users instructions on where to find material that is not available via subscription on IngentaConnect. This file can also be used to block users from using your deposit account to order an item which your library owns. Files can be submitted at ftp.gateway.ingenta.com using the login provided by on the website.





Alerting

User report (available to IngentaConnect Premium and Complete Subscribers)

The user report will allow the administrator to view a full report of who is currently using the service. Each user will be listed, showing basic users details such as name and email address and a list of the TOC and Keyword search alerts they have set up. As administrator, you can also delete users and their alerts.

New issue alert report

The new issue alert report allows administrators to view the number of TOC alerts per journal title. You can easily see from this report, the most popular titles for which users have requested TOC alerts.

Email text

Library Administrators, can add text to the header and footer of any email alert sent out from IngentaConnect to your users. You can tailor the message to inform users that their service is paid for by the Library, or you can include contact information or other information useful to your users. The message will appear each time an email alert is sent to your users.

Email domains

As administrator, you can limit the use of your alerts subscription to only users of your email domain(s). If you do not want to place any restriction, you can leave this field blank.

Proxy server settings

If your patrons use a proxy to access IngentaConnect, you can specify that the proxy be included in their alert URLs. The URL information should start with the http from the URL. There is no way to determine from which server location your user may be connecting, so the proxy can either be turned on for all users, or not included at all.

Please note, it is not possible to allow proxy settings, if you are an OpenURL server in your alerts. To work around this, you can include your proxy URL information in the OpenURL information.

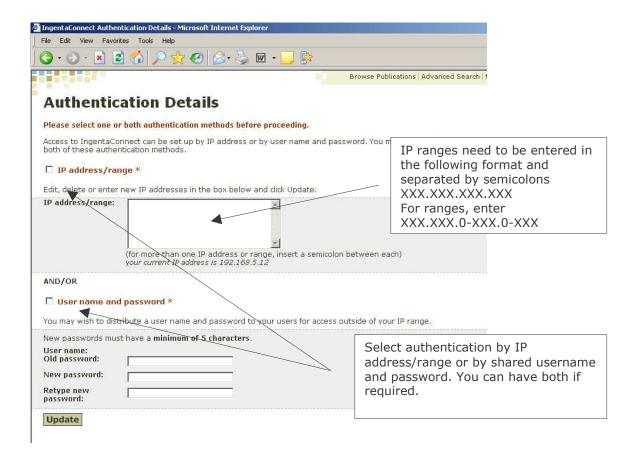




Profile

Authentication - manage your IP range or user name/password

Administrators can register with IngentaConnect, either by IP address or by Username and Password (or you can register for both IP access and shared username and password). You can edit these details at any time by selecting the AUTHENTICATION link from the administrator homepage.



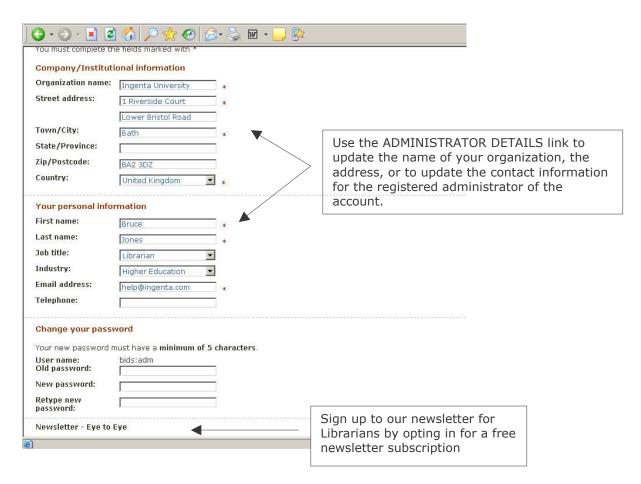
Please note for shared logins, we do not allow duplicate user names, so you will need to choose something unique.





Administrator details

As the Administrator you can change the name and address of your institution. This is also where your administrator contact details are updated. If your email address changes or you are no longer the administrative contact for the account, it is vital that you update this information.



You can also sign up to receive the Ingenta monthly newsletter, "Eye to Eye." We highly recommend that all administrators sign up for this.

Article delivery options

This is where you will designate your fax/Ariel orders are sent. You can only choose fax or Ariel for delivery options. Regardless of which one you choose you will be required to enter a valid fax number or Ariel address.





Submit Patron File (available to IngentaConnect Complete Subscribers)

Subscribers of IngentaConnect Complete can use the **submit a patron** link file to pre-load registration details for their users. This can be used to assist your users in setting up a personal account for IngentaConnect Complete.

Pre-registration via the patron files, allows administrators to set up, in advance, usernames and passwords, users details and advanced features such as links to a deposit account for document delivery. Once you have sent a patron files, users can skip through the registration process, by simply entering their unique identifier from the patron files (such as their library code number). File format instructions are available via the website.

Create or Edit Patron Profile (available to IngentaConnect Complete Subscribers)

Subscribers of IngentaConnect Complete can use this option to view any patron profile that may have already been previously uploaded. You can also create new patron types manually.

View patron Report (available to IngentaConnect Complete Subscribers)

Subscribers of IngentaConnect Complete can use this option to view the profiles that have been created or submitted. It will show you how many profiles have been claimed. A claimed profile means that a corresponding user has logged in with the unique identifer you assigned, and has created an account. You can sort the report based on which values were submitted when the patron profiles were created.





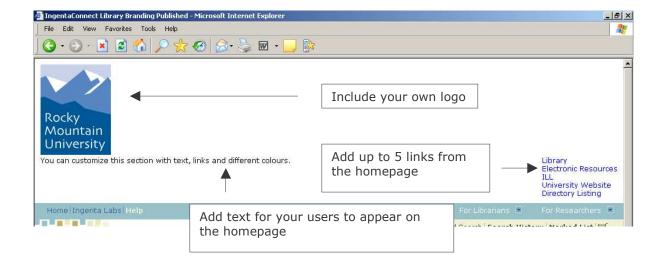
Library Branding

Configure library branding (available to IngentaConnect Premium and Complete Subscribers)

Subscribers of IngentaConnect Premium or IngentaConnect Complete can customize and add branding to pages on IngentaConnect. There are different options available for Premium and Complete subscribers. All the options are described below.

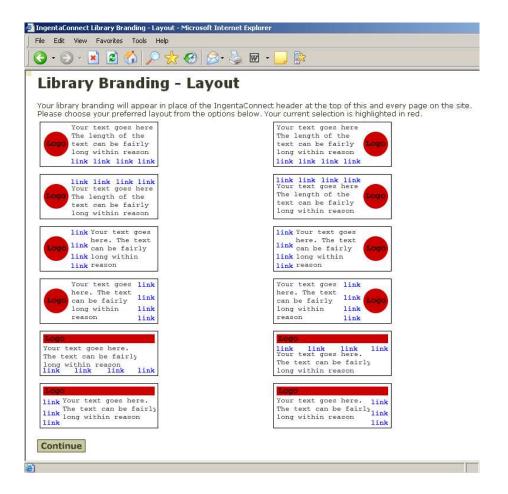
Select layout

Subscribers of IngentaConnect Premium and IngentaConnect Complete, can customize the header of their IngentaConnect site with their own logo, and their own text and hyperlinks. The header customization is static, so will appear on every page.









First you need to choose the layout that you would like.

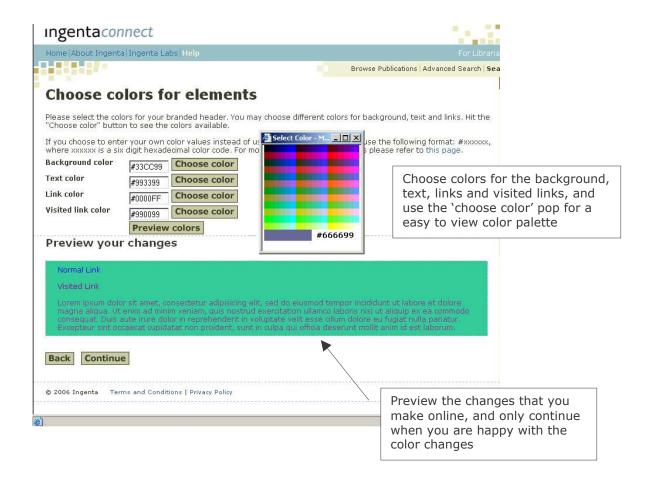
The RED LOGO – shows you where your logo will appear if you chose that format. The LINK in blue, show you where any hyperlinks that you add will appear on the homepage. And the YOUR TEXT GOES HERE, shows you where the text on the page will appear. There are 12 different layouts to choose from, and you can change the layout at anytime.





Select Colors

The IngentaConnect Branding module allows you to change the color of the customized header bar, text and links, to suit your own organization style.





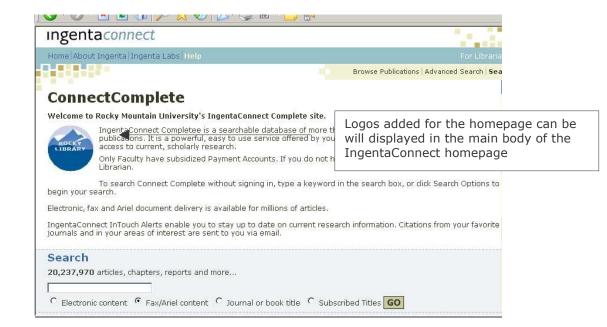


Upload header logo

Once you have changed the color scheme, you can then upload your own logo. Either upload your own logo file, or enter the URL where the logo resides online. Preview your logo online, before you continue.

<u>Upload home page logo</u> (available to IngentaConnect Complete subscribers)

In addition to the Header Customization, subscribers of IngentaConnect Complete can add an additional logo to appear on the main homepage of IngentaConnect. The logo added at this section is shown on the homepage of the site only.

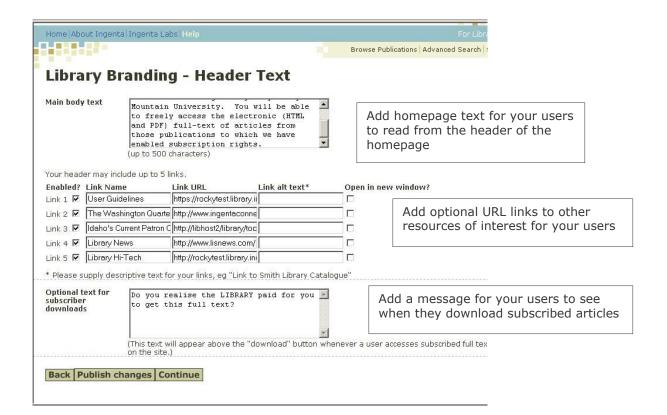






Text & links

Administrators can use this area to add text to the header banner of their homepage. IngentaConnect Complete and IngentaConnect Premium customers can add URL links and text for subscriber downloads.

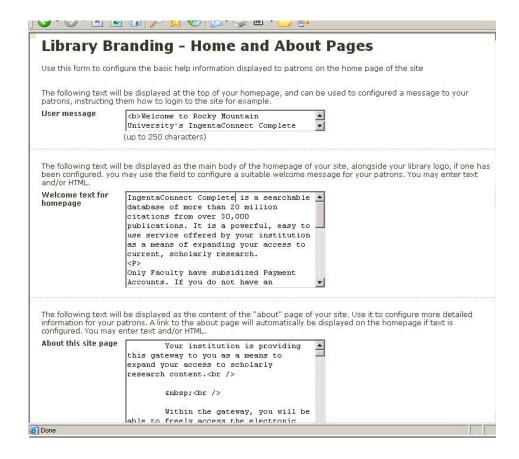






<u>Home & about pages (available to IngentaConnect Complete subscribers)</u>

IngentaConnect Complete administrators can use this section to add a homepage message to their users, text to appear in the main body of the homepage (welcome text) and information to appear in the link 'about this site'

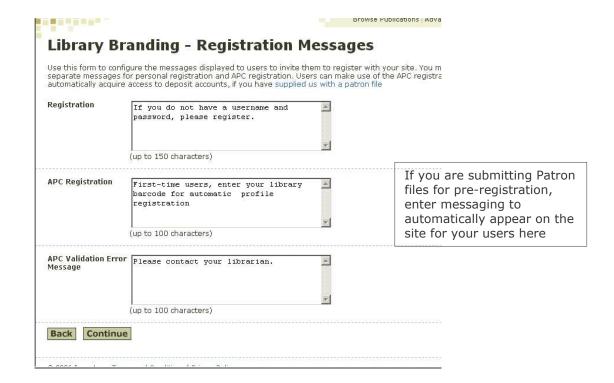






Registration (available to IngentaConnect Complete subscribers)

IngentaConnect Complete subscribers, who are using 'Submit Patron File' feature can add registration messages to their users using this feature.





<u>Holdings</u> (available to IngentaConnect Complete subscribers)

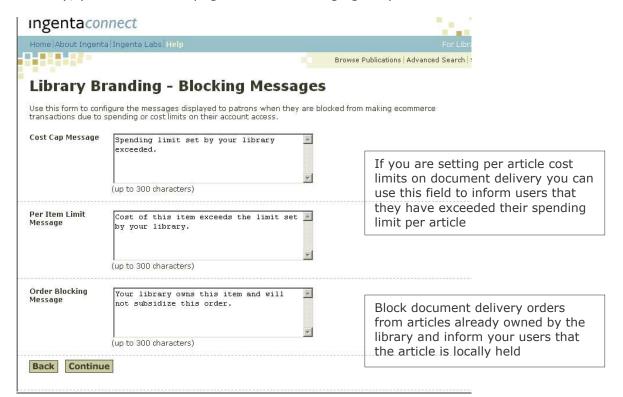
IngentaConnect Complete subscribers, who are using the 'submit holdings files' feature can add holdings messages for their users using this feature.

| | igure the messages displayed to patrons when browsing co to indicate whether an article or publication is owned, or not | |
|--------------------------|--|--|
| Publications List | | |
| Publication owned | This item is owned by Rocky Mountain University Library. | |
| | (up to 200 characters) | |
| Publication not owned | This item is not owned by Rocky Mountain University Library. | |
| | | If you are submitting your holding |
| | (up to 200 characters) | files to IngentaConnect, tailor messaging for each item using this |
| Article Summary | | feature. |
| Article owned | View holdings information for this item. | |
| | ¥ | |
| | (up to 200 characters) | |
| Article not owned | This item is not owned by Rocky Mountain University. You may purchase this item using the university deposit account. | |
| | (up to 200 characters) | |



<u>Blocking</u> (available to IngentaConnect Complete subscribers)

If you are using an advanced deposit account for IngentaConnect document delivery, you can use this page to tailor messaging for your users to see online.



Publish/remove

Administrators can use the 'publish/remove' link after one or more changes have been made to their library branding. You can skip straight to the 'publish/remove' link of you are only making one change.



Ingenta Connect

We're here to help! Be sure to contact our customer service representatives with any questions, suggestions or concerns at:

help@ingentaconnect.com