Frequently Asked Questions (FAQ)

Why has Karger launched a new publishing platform?

On May 2, 2023, we have introduced a new online platform for Karger's portfolio of journals and books in partnership with Silverchair, one of the leading providers of technology in publishing. Keeping pace with evolving standards and practices, the web platform offers a new range of features along with a simplified user experience and can still be found at www.karger.com.

Will these changes affect me?

As a consumer of content on the Karger platform, access to published content remains seamless, with speed and accessibility of the platform greatly improved. For administrators of institutional accounts there are some changes regarding administrator login and the generation of usage reports. Watch the video, read these FAQs for further information or contact our Front Office Team for support.

INSTITUTIONS AND SOCIETIES

Will institutional or society authentication via referrer, IP, Shibboleth or OpenAthens work?

Yes, secure access via these methods remains unchanged.

What to do if my institutional access via referrer, IP, Shibboleth or OpenAthens does not work?

Please notify the administrator of your institution or society, and they should contact our Front Office Team who will assist.

Where do I find the Admin Login on the new platform?

Full instructions for institutional administrators can be found on the video linked here.

What to do if my Admin Login does not work?

The Silverchair platform requires institutional administrators to be assigned personal rather than shared accounts. If your institution has no individuals defined as administrators, or if you have issues logging in with your administrator account, please contact our Front Office Team who will assist.

How can I access Counter usage statistics for my institution?

For Counter5 usage data from May 2023 onwards, standard Counter5 reports for usage data from and including May 2023 are available via your admin area or via Silverchair's SUSHI data host.

For Counter5 usage data prior to May 2023, Counter5 reports covering 2021, 2022 and January to May 2023 have been uploaded from our previous platform, consolidating usage data for 2021-2023 into one accessible location on Karger.com

To retrieve your usage reports from the new platform, please request a new admin login.

Will I still be able to access Karger's SUSHI Service?

The SUSHI gateway connected to the old platform will soon be deactivated. If you haven't already set up automatic data harvesting, it's important to take action soon. It is highly recommended that you retrieve any historical data up to the point of the platform migration (1st May 2023) and ensure that your SUSHI server is configured to connect with our new platform.

How can I get access to Karger content through my society's referrer link (Society members)?

Referrer access to Karger content is always linked via a society's secured members' area such as the society website. You will first have to log into your society website using your society login credentials, which are provided by the society itself and not Karger. If you do not know who to contact within your society, please get in touch with contact our Front Office Team who will assist.

CONTENT DISCOVERY

Will my link resolvers from my discovery portals work seamlessly?

Yes, all links to Karger content from your discovery portals should continue to work without interruption. In case of any problems, please be sure to reach out to your library service provider or contact our Front Office Team who will assist.