Troubleshooting Guidelines for ScienceDirect Content in Summon

This document aims to provide you with guidelines to ensure your entitled ScienceDirect content can be optimally discovered within the Summon discovery service. Please see below for recommendations on addressing frequently reported issues.

Symptoms	Possible Cause	Solution
• Subscribed titles show low relevancy ranking in search results	*Relevance* ranking occurs according to a continuously tuned, proprietary algorithm and is built on **dynamic rank** and **static rank**. Serials Solutions provide true *relevance* ranking across all content. Terms are matched to metadata fields within *Summon* records, and analysis is done on how many times the terms match and how close the terms are to each other. Other factors that determine relevance include type of content, publication date, scholarly/peer review status, local collections, and citation counts.	Serials Solutions monitors relevance tuning and will investigate specific examples of titles that appear to show low relevance. Please report relevance questions and problems to your support representative.
• Content does not surface/appear in search results	**Configuration setting**. Default search settings are limited to library holdings/subscriptions as declared by the institution in the Serials Solutions Client Center/knowledgebase. Indexed content won't appear in Summon searches if institutions haven't indicated a subscription in the Client Center and their preference for it to appear in Summon.	Provide your library's holdings information via the Serials Solution Client Center.
• Subscribed content does not surface/appear in search results • Holdings in Summon client center does not match library holdings • Content surfaces only when "Show results beyond library collection" option is selected	**Configuration setting**. See above. Summon allows institutions to limit results to library holdings. If content only surfaces when "Show results beyond library collection" option is selected, this indicates the institution has not declared their holdings correctly. For ScienceDirect content, these entitlements are currently based on	If your ScienceDirect package does not match what is displayed on the InfoSite (refer to the 'My Settings' tab on http://www.sciencedirect.com), we recommend that you select the standard package in the Serials Solutions Client Center and manually adjust title information to reflect your institution's entitlements.

	standard ScienceDirect packages as defined on the SciVerse Info Site.	
- Link resolver showing incorrect rights info - Resources do not link at the article level - Links not properly proxied - Unable to access the full article	**Configuration setting**. The link resolver shows rights to the holdings an institution has declared it has rights to in the Serials Solutions Client Center knowledgebase. The institution is responsible for keeping their holdings information up-to-date. Improper holdings or proxy configuration settings often manifest themselves as link issues. ScienceDirect data is set up for direct linking but institutions must configure their proxy settings with the correct domain.	We recommend checking proxy settings or uploading a new version of your electronic holdings report to the knowledge base of your link resolver. Refer to the Serials Solutions Support Center and talk to your support representative for instructions on how to ensure proper rights and proxy settings. Please be advised that Elsevier is working with knowledge base providers to investigate whether link resolver knowledge bases can be updated automatically based on your institution's electronic holdings report.

For more information please contact:

- Serial Solutions Customer Service at http://www.serialssolutions.com/en/about/contact for questions related to configuring the Serial Solutions Client Center.
- ScienceDirect Helpdesk at http://www.sciencedirect.com/science/contactus for questions regarding access to ScienceDirect content and entitlements.
- Your link resolver provider for questions related to setting up link resolver knowledge bases.