How to troubleshoot citation counts

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The display of citation counts, the difference between how they appear in the citation databases and in Elements and their relation to an author's h-index are all topics that come up frequently in the Symplectic Support forum. Below, we attempt to address some of the frequently asked questions on those topics.

Why do different databases display different citation counts?

Two major factors contribute to the different Times Cited counts seen in Scopus, Web of Science, and Europe PubMed Central:

1. All three databases cover different source journals;
2. Institutions may subscribe to different file depths and, in the case of Web of Science, different editions.

Even in cases where the source journals and file depths are identical, one provider may process the data faster or slower than another.

What is the difference between WoS and WoS Lite?

WoS and WoS Lite refer to two different services, both of which pull citation data from the same source – Web of Science. Institutions using the WoS service also have access to Impact Factor data.

Why are the citation counts shown in Elements sometimes lower than the counts in the citation databases?

Citation counts in Elements are updated periodically, on a frequency set by your institution's system administrator. Most Elements subscribers update in 14 day intervals, meaning the Time Cited counts pulled from the source databases could lag behind those products.

Can the citation counts be updated more frequently?

Yes, though we do not recommend running the synchroniser more frequently than every 14 days after the initial installation and implementation process has been completed.

Can Elements publication records include citation counts from Google Scholar?

Not currently. Google does not produce an API that would facilitate the inclusion of Google Scholar citation counts.

Can I manually add citation counts from Google Scholar?

Yes. Ask your administrator to create a custom field. Please keep in mind that citation counts would have to be updated manually.

Why doesn't the h-index in Elements match my h-index in Scopus and Web of Science?
Elements does not download pre-calculated h-index information from any data source provider. Rather, Elements calculates the h-index from citation information that it explicitly holds against publications for a user in the system.

For citation data sources, the h-index for a user is calculated as follows:

1. All approved publications for a user are identified;
2. All those publications that do not have a record from the chosen data source are discarded;
3. The standard formula for calculating the h-index is applied to the remaining records [a good source of information and how to calculate the h-index can be found here: [http://en.wikipedia.org/wiki/H-index](http://en.wikipedia.org/wiki/H-index)].

How often is the h-index in Elements updated?

An individual's h-index will be updated when the data in Elements is refreshed and the user accepts new publications, should there be any to approve. In general, Symplectic does not recommend setting the refresh to less than 14 days - see [Manage Data Sources](http://support.symplectic.co.uk/solution/articles/6000049846-manage-data-sources). If a refresh of citations is desired, the mechanism for updating statistics is the Synchroniser: Statistics job, which recalculates all the statistics tables except h-index every time it runs - see [Scheduled Jobs and Services](http://support.symplectic.co.uk/solution/articles/6000049860-scheduled-jobs-and-services). After this is completed the h-index will be recalculated based on configuration settings in the Sync.Synchronise's app.config. The default setting for this job is one (1) day and is not configurable from the front end.