



# STN<sup>®</sup> Frequently Asked Questions

2015

## Table of Contents

<b>General</b> .....	3
What does "STN" stand for? .....	3
What is STN? .....	3
How do I set up an STN account? .....	3
Who do I contact for STN account support and questions? .....	3
What advantages does STN offer over free online sources? .....	3
What are the STN hours of operation? .....	4
Where can I find a copy of the STN Terms and Conditions? .....	4
<b>Support and Training</b> .....	5
How can I contact the CAS Customer Center/STN Help Desk? What are their hours of operation? .....	5
Who should I contact for support with technical or software related questions? .....	5
Where can I find information on all the available STN training opportunities? .....	5
How can I find relevant STN documentation? .....	5
What is the STN Library and Information Science Training Program? .....	5
How can I get in touch with my STN representative or STN Training Staff?.....	6
<b>Databases on STN</b> .....	6
What subjects are covered by databases on STN? .....	6
What databases are on STN? .....	6
Where can I get detailed information about a specific STN database including contact information for the database producer?.....	7
<b>STN Interfaces</b> .....	7
Which STN interface will best meet my needs? .....	7
Is there a cost for STN Express or STN AnaVist software? .....	7
How can I obtain the current versions of STN Express or STN AnaVist?.....	7
<b>STN Command Language</b> .....	8
What is meant by a "command line" search interface and what are the advantages of this type of searching?.....	8
Can STN be searched without the use of command language? .....	8
Where can I find more detailed documentation regarding STN commands?.....	8
What types of operators (logic, proximity) are available on STN? .....	9
Which truncation symbols are used in STN? .....	9
Which STN interfaces support chemical structure searching? .....	9
Which STN interfaces support nucleotide and protein sequence searching? .....	9
<b>STN Pricing</b> .....	10
Who do I contact for STN pricing or billing questions?.....	10
What types of pricing plans does STN offer? .....	10
What costs are associated with archiving and redistribution of STN database content? .....	10

## General

### ***What does “STN” stand for?***

STN stands for Scientific and Technical information Network.

### ***What is STN?***

STN is the search tool that information professionals and patent experts, including the world's major patent offices, depend on for precision searching and comprehensive, timely and high-quality coverage of scientific and intellectual property information. STN provides access to key science, technology and patent databases and is the premier single source for the world's disclosed scientific and technical research. STN databases can be accessed through STN Express<sup>®</sup>, STN<sup>®</sup> on the Web<sup>SM</sup> and STN Easy<sup>®</sup>. STN is operated jointly by Chemical Abstracts Service (CAS) in North America and FIZ Karlsruhe in Europe with representation in Japan by Japan Association for International Chemical Information (JAICI).

### ***How do I set up an STN Account?***

To set up an STN Account, contact [CAS Customer Center](#) or your [local STN service center](#).

CAS Customer Center

**Phone** 1-800-753-4227 (North America)  
+1 614-447-3700 (outside North America)  
**E-mail** [help@cas.org](mailto:help@cas.org)

Customers in Europe or Japan should contact their [local STN service center](#).

### ***Who do I contact for STN account support and questions?***


Contact the [CAS Customer Center](#) for questions and account support.

Customers in Europe or Japan should contact their [local STN service center](#).

### ***What advantages does STN offer over free online sources?***

Free online resources lack the comprehensiveness, efficiency, precision, service, security and reliability of STN.

STN provides global access to an integrated network of the most important and comprehensive scientific and intellectual property information. STN provides access to key databases from the world's most respected publishers and is the premier single-source for the world's disclosed scientific and technical research. STN combines published research information, journal literature, reports, patents, chemical structures, physical properties of substances and other scientific, technical and intellectual property information into a single system, including the largest repository of publicly available sequence



information.

STN delivers intellectually indexed scientific and technical research and patent documents with superior quality, scope and currency for better recall and results precision. STN's sophisticated retrieval features combine with unique tools for analysis and visualization of search results and evaluation of full-text patent documents.

With STN, help is available from search experts around the world - free of charge. Our network of knowledgeable representatives and agents provide the best training and support available for questions about STN command language, effective search strategies, database content topics and much more.

### ***What are the STN hours of operation?***

STN databases are available during the following time period (all times given in U.S. Eastern Time).

- Sunday from 01:00 (1:00 AM) to Saturday 22:00 (10:00 PM)
- On the first Saturday of each month, STN is only available until 17:00 (5:00 PM)

### ***Where can I find a copy of the STN Terms and Conditions?***

View information about [STN Terms and Conditions](#).

## Support & Training

### ***How can I contact the CAS Customer Center and STN Help Desk? What are their hours of operation?***

Contact the [CAS Customer Center](#) and STN Help Desk by phone, email or fax:

<b>Hours</b>	8 a.m. - 6 p.m. Eastern Time (Monday - Friday)
<b>Phone</b>	1-800-753-4227 (North America) <b>Option 2:</b> General information or account-related questions <b>Option 3:</b> Assistance with search strategies, database content, or using a product <b>Option 4:</b> Technical assistance with software setup, installation, and configuration +1 614-447-3700 (outside North America)
<b>Fax</b>	1-614-447-3751
<b>E-mail</b>	<a href="mailto:help@cas.org">help@cas.org</a>

Customers in Europe or Japan should contact their [local STN service center](#).

### ***Who should I contact for support with technical or software related questions?***

Contact the [CAS Customer Center](#) for technical and software-related support.

Customers in Europe or Japan should contact their [local STN service center](#).

### ***Where can I find information on all the available STN training opportunities?***

CAS offers both instructor-led and on-demand [STN training options](#).

For more information on upcoming instructor-led training or to register for a session, please visit <http://stnevents.webex.com>.

### ***How can I find relevant STN documentation?***

Find relevant STN documentation under [User Resources](#).

### ***What is the STN Library and Information Science Training Program?***

The [STN Library and Information Science \(LIS\) Training Program](#) supports inclusion of STN in the curriculum of Library and Information School programs at no cost for qualifying institutions. It is designed to help students become more knowledgeable STN searchers, so that they can list "an understanding of STN" on their resumes. STN searching is a key skill for library school graduates. For more than 30 years, searchers in commercial, government and academic settings have used STN to access high-quality science and technology research.



## ***How can I get in touch with my STN representative or STN Training Staff?***

Contact the [CAS Customer Center](#) by phone, email or fax.

Customers in Europe or Japan should contact their [local STN service center](#).

## **Databases on STN**

### ***What subjects are covered by databases on STN?***

STN is the premier, single source for the world's disclosed scientific and technical information including journal literature, patents, chemical structures, physical properties, sequences and more. With STN, you can find information on the full scope of natural, technical and applied sciences, including:

Bioscience & Biotechnology  
Engineering  
Medicine  
Petroleum

Chemistry  
Health and Safety  
Nanotechnology  
Pharmacology

Energy and Environment  
Materials Science  
Patents  
Toxicology and more

STN Database Clusters provide easy access to multiple subject-specific databases simultaneously.

View [Databases with SLART](#) (PDF).

View [Patent Databases](#) (PDF)

### ***What databases are on STN?***

STN provides access to more than 150 key science, technology and intellectual property information. STN is the only search service that provides simultaneous access to the complete CAS content, Derwent World Patents Index (DWPI) and the INPADOC family of databases. You can view the complete list of [databases on STN](#).

With STN, you have access to:

- **Unsurpassed Chemical Substance and Sequence Searching.** Access the largest and most reliable collection of the world's disclosed chemical substance information with databases including CAS REGISTRY® - the gold standard of chemical information, CASREACT®, DGENE(GENESEQ), USGENE, PCTGEN, MARPAT® and the Derwent Chemistry Resource of the Derwent World Patents Index – making STN your comprehensive source for substance and sequence information.

- **Superior Biomedical Information and Pharmacovigilance.** Access key biomedical databases such as ADISNEWS, BIOSIS, Embase and MEDLINE. Reliable and precise alerts make STN the best source to keep you up-to-date on key biomedical information to support compliance and cutting-edge research.
- **Intellectual Property Information Relied upon around the World.** STN integrates key patent databases, with non-patent literature (e.g., journals, dissertations, conference proceedings, chemical catalogs) used to determine patentability, state of the art, infringement and legal status. Full text databases from around the world include China (CNFULL), European Patent Office (EPFULL), United States Patent and Trademark Office (USPATFULL/USPAT2/USPATOLD) and World Intellectual Property Organization (PCTFULL). Patent searchers and patent offices around the world rely on STN.

***Where can I get detailed information about a specific STN database including contact information for the database producer?***

STN customer can find detailed information about STN databases using STNGUIDE online or in [Database Summary Sheets](#) (DBSS) including content, sources, data, producer, search fields, display fields and formats, etc.

## STN Interfaces

***Which STN interface will best meet my needs?***

See the [STN Interface Comparison Chart](#) (PDF) to determine which STN interface (STN Express, STN on the Web or STN Easy) is right for you.

***Is there a cost for STN Express or STN AnaVist software?***

No. STN Express and STN AnaVist software are free to all STN Login ID holders. Visit the [STN License and Download site](#) for additional information including usage restrictions.

***How can I obtain the current versions of STN Express or STN AnaVist software?***

To license and download the latest version of [STN Express](#) or [STN AnaVist](#), visit the [STN Software License and Download](#) site.

To order the STN AnaVist 2.1 software on CD-ROM, contact [CAS Customer Center](#) or use the [STN AnaVist Order Form](#) (PDF).

## STN Command Language

***What is meant by a “command line” search interface and what are the advantages of this type of searching?***

Both STN Express and STN on the Web support a command language interaction. For command line searching, users enter commands to search, display results, logoff, etc. Common commands include:

Command	Purpose	Example
FILE	Enter a file	=> FILE CAPLUS
EXPAND (or E)	Open an index at a word	=> EXPAND sulfur
SEARCH (or S)	Find records containing the term	=> SEARCH sulfur
DISPLAY (or D)	Look at answers	=> D L1 1 BIB
LOGOFF	End STN session	=> LOGOFF

The STN Retrieval Language permits experienced searchers to obtain the full benefit of many sophisticated features for searching chemical structures, full-text literature databases, numeric information and traditional bibliographic databases on STN with maximum efficiency and precision.

STN command line enables you to search STN using all traditional bibliographic access points: subject terms, titles, author names and additional bibliographic information as provided in the database. Command line enables you to crossfile search (take questions searched in one database and use them to search other databases). In some cases, you may use answers obtained in a search in one database, such as a CAS Registry Number, as the search term in another database. With crossfile searching, retyping of search terms is not necessary.

***Can STN be searched without the use of command language?***

STN Express and STN on the Web offer Wizards and Search Assistants to support common search functions for those unfamiliar with command line search language. STN Easy provides a form-based interaction.

***Where can I find more detailed documentation regarding STN commands?***

Detailed documentation about STN commands can be found in the [STN Pocket Guide](#) or in [STN Training Resources](#).



### ***What types of operators (logic, proximity) are available on STN?***

STN offers the largest number of proximity options of any search system to support maximum recall and precision. The logic operators AND and OR can be used to connect search terms. To exclude search terms use the NOT operator. Proximity operators (L), (P), (S), (A), (W) and (T) can be used for searching on STN. The exact specification may vary from database to database. Enter e.g. HELP (L) in any file to see the corresponding specification.

### ***Which truncation symbols are used in STN?***

Symbols which may be used for truncating search terms are the question mark (?), the exclamation mark (!) and the number sign (#).

<b>Symbol</b>	<b>Definition</b>
?	Any number of characters to the right of the term Used only once in a term, usually at the end
!	Exactly one character at the designated position Can be used multiple times in a term Used anywhere except at the beginning of a term
#	One or zero characters at the designated position Can be used multiple times in a term Used at the end of the term only

### ***Which STN interfaces support chemical structure searching?***

Chemical structure searching is supported on STN Express and STN on the Web. Structure searchable databases on STN include: CASREACT, DRUGU, MARPAT, REAXYSFILE, REGISTRY, WPINDEX/WPIDS/WPIX and PS. STN Easy does not support chemical structure searching.

### ***Which STN interfaces support nucleotide and protein sequence searching?***

Nucleotide and protein sequence searching are supported on STN Express and STN on the Web. You can search sequences using BLAST or sequence Code-Match in DGENE, REGISTRY/ZREGISTRY, PCTGEN and USGENE databases. STN Easy does not support nucleotide and protein sequence searching.

## STN Pricing

### **Who do I contact for STN Pricing or billing questions?**

For pricing information or billing questions, contact your [local STN representative](#) or the [CAS Customer Center](#) at

<b>Phone</b>	1-800-753-4227 (North America) +1 614-447-3700 (outside North America)
<b>Fax</b>	1-614-447-3751
<b>E-mail</b>	<a href="mailto:help@cas.org">help@cas.org</a>

### **What types of pricing plans does STN offer?**

[STN Global Value Pricing](#) provides your organization unlimited access to STN's unique content, powerful tools and reliable service, maximizing the value that STN delivers to support business-critical decision making at a fixed price.

Key aspects of Global Value Pricing include:

- unlimited usage of all STN content and features under a single fixed-price agreement
- access through all STN interfaces, including new STN
- unlimited users at all sites globally
- multi-year agreements with fixed annual increases
- renewal pricing based on standard annual price increase

STN Global Value pricing allows organizations of all sizes to improve budget predictability, simplify administration and focus on finding answers rather than worrying about costs.

View more information on [STN Academic Programs](#).

For additional questions about STN pricing, contact your local STN representative or the [CAS Customer Center](#).

### **What costs are associated with archiving and redistribution of STN database content?**

The [STN Information Keep & Share Program](#) provides an easy way to purchase the right to keep (archive) STN search results for future access by you or others within your worldwide organization and share (distribute) electronic or paper copies of these results with others within your organization.

Most [databases participate](#) in the STN Information Keep & Share Program.

The Global Value Pricing Plan includes all costs associated with archiving and redistribution.