



Taylor & Francis Online – FAQs

NAME CHANGE

Q. Why are you changing your platform from informaworld to T&F Online?

A In short – we are changing because we listened to our customers! We talked to various customer groups, including librarians, editors, authors and society partners to get feedback on what you felt about the informaworld name. The consensus was that a name that more closely relates to Taylor & Francis Group and our imprints would be preferable to informaworld, and when alternatives were put to customer vote, the favourite was Taylor & Francis Online.

Comments from librarians on the new name include:

“Nice and simple, and tells the story...”

“Changing the name to Taylor & Francis Online would make it easier for students and librarians to remember.”

Although there may be some initial work as you embed the new platform name in your library catalogue, we are working to minimise the impact this will have. Many of the features on Taylor & Francis Online will feel very familiar to you and your users but with added benefits. Quality, reliability and accessibility will remain at the core of our online platform provision when we migrate to Taylor & Francis Online.

PARALLEL RUNNING

Q. Will users still be able to access content on informaworld once Taylor & Francis Online goes live?

A. Access to Journal and Reference Work content will solely be available on Taylor & Francis Online from launch – we will not be parallel hosting these products on both sites.

ABSTRACTING AND BIBLIOGRAPHIC DATABASES

Q. Why are you not migrating Routledge ABES, Studies in Women & Gender Abstracts, Educational Research Abstracts and Ergonomics Abstracts?

These products are remaining on informaworld when we launch Taylor & Francis Online. They will be migrating to our new platform eventually, but we wanted to focus on getting the functionality right for all of our products and could not do this all at once. You will still be able to access your Abstracting & Indexing and Bibliographic databases on informaworld as normal, and we will send you notice once we are ready to move these to Taylor & Francis Online.



REDIRECTS

Q. Will you be redirecting links to journal and reference work content from www.informaworld.com to www.tandfonline.com?

A. Yes, we will be putting permanent redirects in place from informaworld to Taylor & Francis Online. We do advise that you update your library catalogue with links to Taylor & Francis Online, but anyone following an informaworld link will end up where they need to be on the new platform. Cross reference DOI links will also resolve correctly to the new site.

LINK RESOLVERS

Q. Are you communicating with Link Resolver vendors to make sure their knowledgebases are accurate?

A. Yes, we are currently in discussion with Link Resolver vendors to make sure that their knowledgebases are updated at launch, or as soon after launch as their systems allow.

The vendors with whom we are currently working with include Serials Solutions, Ex Libris (SFX), Ebsco, OCLC and TDNet. If you currently use a Link Resolver not provided by one of these vendors please contact library@tandf.co.uk with details and we will ensure they also have the required information.

REGISTRATION

Q. Will I be required to register on Taylor & Francis Online?

A. If you are already an institutional account administrator, then your details will be transferred to our new platform. Your password will remain exactly the same, but we will be changing your username to your email address to make it easier for you to remember.

AUTHENTICATION

Q. Will my institution's IP address, Proxy Server, Athens and Shibboleth details be migrated?

A. Yes, we will be migrating authentication details for your institutional account to T&F Online.

USAGE STATISTICS

Q. Once T&F Online goes live will I still be able to view historical usage statistics?

A. Yes, we will be migrating usage statistics from informaworld to your Taylor & Francis Online account. We do also advise that you download your usage statistics on informaworld prior to launch.



Q. Will Taylor & Francis Online be SUSHI ready, and therefore COUNTER-3 compliant, from launch?

A. SUSHI will be available on Taylor & Francis Online and the platform will be COUNTER-3 compliant from launch.

TRAINING

Q. What training resources will be available to me?

A. We will offer self-paced canned demonstrations of the site, as well as print training resources for you and your library users. We will also be scheduling webinar demonstrations of the site post launch. If you're going to be at a Library conference do make sure you call at our stand where our Sales staff will be able to help you with questions you have about the new platform.

CO-BRANDING

Q. Will I be able to tailor the site so that my library users know who is providing access to content?

A. Yes, your institution's name will feature on the site and on any downloaded pdf articles when a user is recognised as coming from your institution. You will also have the option to upload your institution's logo to the site to give more impact.

Q. Will there be an increase in subscription pricing due to interface migration?

A. We view the cost of building and maintaining our online platform as a fixed cost of doing business and would like to assure you that there will be no price increases for 2012 renewals that are linked in with the interface migration.

MORE INFORMATION!

Q. How do I stay up-to-date about what and when changes will occur?

A. We have lots of options to keep you updated with our plans for launch:

Email: All library account administrators will be emailed updates between now and launch. We recommend that you sign up to our Librarians' Newsletter at <http://www.tandf.co.uk/libsite/news/newsletter/>

Web: We have created a site to help with the transition at <http://resources.tandfonline.com>. In the coming weeks we will be posting FAQs, canned demos, and details of training sessions on this website along with posters and information postcards for display in libraries. We will also be posting press releases on our main website.

Twitter: @TandFOnline



Q. When will Taylor & Francis Online launch?

A. We are now able to confirm that Taylor & Francis Online will be **live from 20th June 2011**. We are currently in the advanced stages of testing and plan to migrate from informaworld to Taylor & Francis Online over the course of the weekend beginning 18th June 2011. During this period your users will still be able to access content as normal as we gradually redirect from informaworld to Taylor & Francis Online. The new site will then be live from 20th June.

You will still be able to access your Abstracting & Indexing and Bibliographic databases on informaworld as normal, and we will send you notice once we are ready to move these to Taylor & Francis Online.

Q. Will Taylor & Francis Online host Informa Healthcare?

A. Informa Healthcare is our sister company and their titles are not affected by this move. They will remain on <http://informahealthcare.com/>.

Q. What are the proxy server settings of the new site?

A. If the IP behind which your proxy server sits is currently set up on informaworld, these details will be transferred to Taylor & Francis Online. If you need to add your proxy server's IP address this will be easy to do from the library administrator area of Taylor & Francis Online.