



Taylor & Francis Online – FAQs

NAME CHANGE

Q. Why are you changing your platform from informaworld to Taylor & Francis 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 they 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 favorite 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 catalog, we have worked to minimize 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.

PARALLEL RUNNING

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

A. Access to Journal and Reference Work content is now solely available on Taylor & Francis Online—we are not parallel hosting these products.



ABSTRACTING AND BIBLIOGRAPHIC DATABASES

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

A. These products are remaining on informaworld. 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 are 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.

To access these products, users have to link directly using the following links:

Educational Research Abstracts: www.routledge-era.com

Ergonomics Abstracts: www.ergo-abs.com

Studies in Women & Gender Abstracts: www.routledge-swa.com

Routledge Annotated Bibliography of English Studies: www.routledgeabes.com

To download usage statistics and administer access to these products you will need to contact support@tandfonline.com

REDIRECTS

Q. Have you redirected links to journal and reference work content from www.informaworld.com to www.tandfonline.com?

A. Yes, we have put 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. CrossRef DOI links will also resolve correctly to the new site.

LINKING

Q. How do I link to content on Taylor & Francis Online?

A. Taylor & Francis Online supports OpenURL linking. Details of how to link to content on the platform are available at: <http://tandfprod.literatumonline.com/page/librarians/linking>

We have put together a file to help you map links from informaworld to Taylor & Francis Online. This can be downloaded from <http://resources.tandfonline.com/documents/complete-journal-list.xls>

Once logged in to your account on Taylor & Francis Online you can download a list of your institution's access entitlements, including links at:

<http://www.tandfonline.com/action/institutionAccessEntitlements>



Q. Have you communicated with Link Resolver vendors to make sure their knowledgebases are accurate?

A. We have worked closely with all major Link Resolver vendors to prepare for the migration and they will be updating their knowledgebases as close to launch as possible. As we have put in permanent redirects from informaworld to Taylor & Francis Online, users will be seamlessly transferred to the right place even if your institution's A-Z list still contains an informaworld link. You can view the data link resolver vendors receive at <http://www.tandfonline.com/page/title-lists>

In order to set up outbound linking via your link resolver, institutional administrators will need to log in and add their link resolver prefix and associated logo. Please note we have not been able to transfer these details from informaworld, so even if you did have a link resolver prefix associated with your account on informaworld, this will now need to be reset.

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 have been 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.

As part of the move to Taylor & Francis Online we have rationalized the way in which our institutional customers administer their accounts. This will give you greater control over who can access usage statistics and manage authentication on behalf of your institution. Any institutional customer whose email address was attached to an account on informaworld with an IP address is the designated administrator at launch.

If you have problems logging in to your institution's account please either contact your institution's administrator, who can set you up with administrative access, or get in touch with our support desk who will be delighted to assist at: support@tandfonline.com



AUTHENTICATION

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

A. Yes, we have migrated authentication details for your institutional account to Taylor & Francis Online.

Q. My institution had a remote access username and password on informaworld. Has this been migrated?

For security reasons we have not been able to migrate remote access usernames and passwords to Taylor & Francis Online.

If you continue to require a password for this purpose, you will need to contact our support desk at support@tandfonline.com to create a new one. They will be delighted to assist.

USAGE STATISTICS

Q. Now Taylor & Francis Online is live will I still be able to view historical usage statistics?

A. Yes, we have migrated usage statistics from informaworld to your Taylor & Francis Online account. You should download these from the My Account area of the site.

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

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

TRAINING

Q. What training resources are available to me?

A. We have self-paced tutorials available at <http://resources.tandfonline.com/tutorials/>. Print training resources for you and your library users can be downloaded at <http://resources.tandfonline.com/downloads/>, and you can request copies of these by emailing library@tandf.co.uk.

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. Can I tailor the site so that my library users know who is providing access to content?

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

COST

Q. Will there be an increase to subscription pricing due to the platform 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 journal renewals linked to the interface migration.

INFORMA HEALTHCARE

Q. Does Taylor & Francis Online host Informa Healthcare content?

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

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:

Email: All library account administrators will be emailed updates. We also 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>.

Twitter: [@TandFOnline](https://twitter.com/TandFOnline)

LAUNCH DATE

Q. When will Taylor & Francis Online launch?

A. Taylor & Francis Online is now live! Please enjoy using the site at www.tandfonline.com.