



Taylor & Francis Online Update

5th July 2011

Taylor & Francis Online has now been live for just over a week, and I wanted to give some insight into how the launch went from our perspective. I also wanted to give an update on some of the issues that some customers have experienced this week and how we are addressing these.

Thank you for your support and patience over the course of the last week. I know that the prospect of a platform change is not something a librarian with a busy and demanding schedule normally relishes. Overall we feel that the launch has run smoothly and we have had positive feedback from many users, including authors, editors, librarians and readers. Any new platform brings challenges with it, but as your library users begin to navigate Taylor & Francis Online they will find it a much improved tool to aid their search for knowledge. The site performs quickly and has been very stable.

That said we have had some unanticipated issues since launch. I have summarised these for you below, and also highlighted when you should expect to see a resolution to these.

1. **Open URL button**

Within the institutional MyAccount area we have identified a problem with the tool that allows users to upload a tailored OpenURL button. We have identified the source of this problem and this feature should be fixed by Friday 8th July.

2. **Open URL redirects**

Informaworld open URLs that use an online issn are not currently redirecting as expected, and users following these links receive an error message. We are currently working to fix these issues. We are currently testing expect these redirects to be in place by Friday 8th July at the latest.

3. **Access entitlements**

Customers have reported inconsistencies with their access entitlements on Taylor & Francis Online. This is clearly an important issue, particularly because you and your staff have had to field queries from users who need to access content. We have been addressing these issues urgently and providing temporary access where required. If you notice any inconsistencies with your access please contact support@tandfonline.com and we will follow up your query as a priority.

We have also had queries from you on two other key areas:

Access icons

We are currently displaying access icons at article level. We plan to display access icons at issue and volume level and it is a key development for us to add this feature to the site. We will keep you updated on this development.

Usage statistics

We have migrated usage statistics from informaworld to Taylor & Francis Online for all customers who made use of this tool on informaworld. Usage statistics up to December 2010 are now available on the site. Informaworld usage from January- April 2011 will be available on T&F Online by 15th July. May 2011 usage data will be loaded by 21st July and June by July 29th. Usage reports for the remainder of June will be in a separate report as they will be based on Taylor & Francis Online usage. This will be available in early July.

To get a full picture of T&F's journal usage for 2011 you will need to add informaworld usage up to June 25th to Taylor & Francis Online usage from that point as they will be available in two different reports.

To access informaworld statistics from T&F Online you will need to go into the admin area of your account, go to usage reports and then click on 'Download COUNTER Legacy Reports'.

Thanks again for all of your help, support and patience this week. Should you require any assistance, our support team are on hand to help at support@tandfonline.com.

With best wishes,

[Jennifer McMillan](#)

Head of Library Marketing & Communication
Taylor & Francis Group Journals