



Transfer of customers from ingentaconnect to Taylor & Francis Online.

From January 2012, Taylor & Francis Group and Publishing Technology are changing the way in which users can access Taylor & Francis Group's journal content via the [ingentaconnect](#) platform. These changes may affect your library users.

What is changing?

Institutional subscribers are currently able to register their authentication details with ingentaconnect to allow their library users to read subscribed Taylor & Francis Group content. This option will be withdrawn from January 2012, with users being advised to access their Taylor & Francis Group holdings via [Taylor & Francis Online](#).

What is staying on ingentaconnect?

Currently users are able to access content on a pay-per-view basis, and this option will remain in place after January 2012.

Will access to my holdings be affected?

Access to your Taylor & Francis subscriptions should be identical on ingentaconnect and Taylor & Francis Online, and we do not anticipate any access problems as a consequence of this transition. Should you require assistance, the [Taylor & Francis Online Customer Service](#) team will be delighted to help.

How can I retrieve usage statistics about Taylor & Francis content from ingentaconnect after January?

Registered institutional users will be able to continue to retrieve historical usage statistics for ingentaconnect from ingentaconnect's administrator tool.

How can I familiarise myself and my library users with Taylor & Francis Online?

We have a suite of training resources for librarians and library users in various languages available at <http://resources.tandfonline.com/tutorials/>.

We also offer resources to help you promote Taylor & Francis Online in your library and these are available to download at <http://resources.tandfonline.com/downloads/>. Printed posters, postcards and userguides are also available on request by contacting library@tandf.co.uk

Will redirects be put in place from ingentaconnect to Taylor & Francis Online?

As Taylor & Francis content will be remaining on ingentaconnect on a pay-per-view basis it is not possible to put redirects in place. Customers will need to advise their library users to update their bookmarks and to visit Taylor & Francis Online to access their subscriptions.



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

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

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

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

Where can I go if I require assistance?

Should your library require any help with this transition, including setting up authentication or checking holdings information on Taylor & Francis Online, the Customer Service Team at Taylor & Francis Online will be delighted to help. They can be contacted by email at support@tandfonline.com.