Dear Customer,

**Update: Oxford Journals migration to the Oxford Academic platform**

We contacted you previously to inform you that all journals published by Oxford University Press would be moving to the new Oxford Academic platform. We can now confirm that migration is complete.

This is the initial step in an ongoing digital transformation for Oxford University Press which will over time see a wide variety of our academic content, community, and services come together in one place, providing a seamless digital experience for users.

**Progress on Migration Issues**

We want to assure our customers that we are aware of a number of issues as a result of this platform migration, including those listed below, and have been urgently addressing them.

*PubMed:* Some difficulties have been reported by customers attempting to access articles indexed in PubMed. This issue has now been resolved.

*Consequences of dual running:* The period of dual running was extended beyond initial estimates. This caused some issues with redirects, user journeys, and resulting performance. These issues have now been resolved following the completion of migration.

*Site stability:* Stability and performance of the Oxford Academic platform is an ongoing priority. Significant measures have been taken to improve speed and access.

*DOIs:* We know that some users have encountered difficulties with DOIs. We are working hard with our valued colleagues at Crossref to ensure that our metadata is complete and that all DOI links work correctly. The vast majority of non-resolving DOIs have been remedied, with the remainder expected to be updated within the next week.

*Content availability:* Some items of content have been unavailable during the migration process. We are addressing the situation with the utmost urgency. The vast majority of content is now available. We are prioritizing the remaining items - mainly supplementary content - based on usage. In the meantime, our Customer Service teams will provide this content on request where possible – their contact details can be found at the end of this message.

Some issues are more nuanced, and may need to be addressed in detail with individual customers. If you are experiencing any problems, or have questions regarding the migration, please contact your primary OUP Account Representative, or Customer Service. We welcome your questions and feedback and apologize sincerely for any disruption.

**Next Steps for Librarians**

The actions that you need to take at this point are minimal and relate largely to authentication. The full detail of the migration and how it may affect you is in the FAQ on the Migration Information page of our website, however, we have highlighted some key points below:
EZproxy

All journals published by Oxford University Press have now successfully migrated to the new Oxford Academic platform. If your institution uses EZProxy, you will need to use the new ezproxy.cfg file. Please remove reference to the old oxfordjournals.org sites on your proxy server as these will stop working soon and reconfigure any use of the old domain for the new domain ‘academic.oup.com’. Journal-specific URLs can be found by searching the list at https://academic.oup.com/journals/pages/journals_a_to_z. For more information, visit the Migration Information page.

The EZProxy community runs an EZProxy listserv for EZProxy-related questions. See the documentation from OCLC on how to update your ezproxy.cfg file.

Usage data
Usage data has been consolidated across the two platforms during the migration period and you will continue to be able to access your usage statistics through the Oxford Academic Account, previously My Account.

To obtain consolidated usage reports via SUSHI, you may need to set up a new SUSHI connection using your new Oxford Academic Account identifier. You can set up your new SUSHI connection by logging into your Oxford Academic account, accessing the usage statistics portal and then clicking on SUSHI. If you have problems re-registering, please contact Journals Customer Service.

MARC records and KBART files
New MARC records and KBART files were made available ahead of the January 2017 launch and may be downloaded here.

You can also access our FAQ, Migration Pack, and additional migration information here.

Once again, we apologize for any inconvenience that you may have experienced, and thank you sincerely for your patience during this period of transition.

Sincerely,

Rebecca Seger
Senior Director, Institutional Sales, Americas

Graham Grant
Head of Library Sales, Middle East, Africa & Asia

Chris Holmes
Head of Sales and Operations, EMEA

Francesca Martin
Library Sales Manager, UK

Andrea Gilbey
Library Sales Manager, ANZ
Customer Service contact details:

**In the Americas**

jnlorders@oup.com
Tel: + 1 919-677-0977
+ 1-800-852-7323 (toll-free in USA/Canada)
Fax: + 1 919-677-1714

**Outside the Americas**

jnls.cust.serv@oup.com
Tel: + 44 (0)1865 353907
Fax: + 44 (0)1865 353485