

Oxford Academic Platform: Frequently Asked Questions

Table of Contents

The Oxford Academic Platform: Features and Functionality

1. [Why is OUP moving to a new digital platform?](#)
2. [Which OUP products will be hosted on the platform?](#)
3. [What are the benefits of the new platform?](#)
4. [What new Oxford Journals features and functionality will be available on the new platform?](#)
5. [Will libraries still be able to apply their own branding on the new platform?](#)
6. [How does customer feedback inform the new platform?](#)
7. [Will the new platform meet global accessibility standards ?](#)

Journals Migration

8. [What is the migration timeline?](#)
9. [How will the journals migration period work? Will we experience a period of dual running?](#)
10. [What will I need to do to ensure continuity of service?](#)
11. [When will I need to take action?](#)
12. [Will the new platform be https? If so, how do we need to make changes to our proxy servers?](#)
13. [Why do I need to update my proxy server stanza twice?](#)

Impact on existing features

14. [Will URLs be changing? How will this impact linking currently from libguides, reading lists, OPACs, etc.?](#)
15. [How will knowledge bases and discoverability services be affected? Do I need to do anything about this?](#)
16. [Will the new platform have MARC records and KBART records?](#)
17. [What changes can I expect to see to the My Account customer portal?](#)
18. [What changes, if any, will be experienced during the migration period?](#)
19. [Will we experience any disruption to content during migration?](#)

Authentication and Access

20. [Will the new platform affect how user access is authenticated? Which authentication methods will be impacted by this update?](#)
21. [Will there be changes to access control?](#)
22. [Will Shibboleth Access be available at launch?](#)
23. [Will the new platform support OpenAthens access?](#)

Usage

24. *Will there be any changes to usage reports on the new platform?*
25. *Will my usage stats continue to be COUNTER compliant?*
26. *During this transition period, will I be able to access my usage statistics?*

Further information

27. *Who can I contact if I have a question about the impact to my library?*
28. *Where can I find out more information?*

The Oxford Academic Platform: Features and Functionality

1. *Why is OUP moving to a new digital platform?*

Oxford University Press and Silverchair Information Systems have engaged in a technology relationship to build a next-generation digital platform for OUP's content and services. The new Oxford Academic platform will bring our academic content, community, and services together in one place for the first time, providing a cutting-edge digital experience for our end users.

2. *Which OUP products will be hosted on the platform?*

The Oxford Academic platform will be home to all Oxford Journals content and, eventually, the majority of our digital book and online product content.

Journals are scheduled to migrate to the Oxford Academic platform first, going live officially by January 2017 following migration in November 2016, with online products scheduled to follow thereafter. The platform will deliver new and improved features for end users, with more features and functionality becoming available as additional content is added to the platform.

3. *What are the benefits of the new platform?*

The new Oxford Academic platform will offer best-in-class technology for a seamless research journey. Informed by market research and usage analysis, the new platform will offer:

- Enhanced search and discoverability through improved semantic enrichment across all content, including in-article image and video.
- User-centric and responsive design, meeting global accessibility standards, to provide a consistent and comfortable research experience on all devices: desktop, mobile, or tablet.
- Nimble platform architecture, which will allow us to integrate third party technology and services throughout its lifetime, meaning we can make new features and services available to our end users. APIs and plugins integrated at launch include PubMed, Shibboleth, Altmetric, and Crossref.

Once all product migrations are complete, the Oxford Academic platform will bring the majority of our academic books, journals, and online product content together into one place for the first time, creating a more efficient and streamlined digital experience for users.

4. *What new Oxford Journals features and functionality will be available on the new platform?*

As Oxford Journals transition to the new platform, existing journals content will benefit from new and improved features including:

- Fully responsive, device-agnostic design: consistent user experience across devices—including mobile, tablet, and desktop—and operating systems.

- More browse options: browse all site content, browse by content tags, browse by journal issues.
- Improved results list filters: filter to media, filter by subject, custom tags, filter by article type, filter by recently published, filter by availability.
- Mixed search results list showing articles, journals, media, and other content alongside one another.
- Improved MARC records and KBART lists.
- Improved accessibility: compliance with Web Content Accessibility Guidelines (levels A, AA, AAA where applicable) & Voluntary Product Accessibility Template generation (Section 508-related).
- Subscription-sensitive linking within the Oxford Academic platform.

5. *Will libraries still be able to apply their own branding on the new platform?*

Yes, authenticated institutional branding will continue to be available from launch.

6. *How does customer feedback inform the new platform?*

In order to ensure that the new platform meets our users' expectations we have taken a rigorous and comprehensive approach to understanding their requirements.

OUP has an on-going programme of market research initiatives which gather insights from librarians, researchers, practitioners, academics, and students via surveys, one-on-one interviews, and formal platform testing.

The outcome of this research has been consolidated with usage data analysis, Search Engine Optimization best practice, and User Experience (UX) best practice to make intelligent and evidence-based decisions about the platform functional requirements and design that have put our users' needs centre-stage.

7. *Will the new platform meet global accessibility standards?*

We have worked to ensure the new platform complies with the appropriate Web Content Accessibility Guidelines (WCAG) to ensure our digital content meets the diverse needs of our users and is fit for purpose in the digital landscape of today.

The platform user interface will be compliant—Conformance Level “Double-A”—to the World Wide Web Consortium (W3C) Website Content Accessibility Guidelines (WCAG), version 2.0.

The WCAG 2.0 is a stable technical standard for website accessibility, developed via cooperation with individuals and organizations around the world, with a goal of providing a single shared standard for web content accessibility that meets the needs of individuals, organizations, and governments internationally. It is organized into 4 principles: perceivable, operable, understandable, and robust. For more information, visit the [Web Accessibility Initiative \(W3C\) website](#).

Currently, there are no specific requirements for websites under the Americans with Disabilities Act (ADA). However, the US Department of Justice is undergoing a public

consultation to inform future decisions in this area, which we will be monitoring closely. Any update to ADA requirements will be accounted for and further information will be provided at that point.

Journals Migration

8. *What is the migration timeline?*

Our journals will be the first of our products to be hosted on the new platform and will migrate in two phases. The first set of journals will migrate on 14 November with the rest of the journals scheduled to follow on 30 November. We are migrating in this way in order to ensure the shortest possible period of dual running for customers, while maintaining the quality of the new platform.

All preparatory actions must be completed by the end of the first week of November to ensure a smooth transition to the Oxford Academic platform.

The Oxford Academic platform will officially go live in January 2017, when the existing Oxford Journals platform is retired and an updated proxy server configuration file is provided, giving access only to the new platform. Online products will begin to migrate thereafter.

9. *How will the journals migration period work? Will we experience a period of dual running?*

The migration of Oxford Journals content will take place in two phases, on 14 November and 30 November, respectively. The Oxford Academic platform will officially go live in January 2017 when the existing Oxford Journals platform is retired and an updated proxy server, and is provided, giving access only to the new platform. Online products will begin to migrate thereafter.

During journals migration, there will be a period where both the existing platform and the Oxford Academic platform will be live and available to users. The existing platform will redirect to the new platform once journals migrate over so you should not experience any difficulties in locating content. Following the November migration of content, you will no longer have access to the existing Oxford Journals platform.

As part of the migration process, we will be updating our My Account service. This aspect of the platform may experience some disruption as we transition to the new platform. Please see Question 18 for more information.

10. *What will I need to do to ensure continuity of service?*

We have examined where the migration process may impact our institutional customers and will ensure you are fully informed about what actions you will need to take and when.

You will have received an email in early July providing an overview of the actions required to ensure a seamless transition. We have now sent out a migration information pack with detailed advice on how to complete these actions. You can find this information pack on the [Migration Information page](#) of our website.

The main activities required relate to authentication and access to the new platform, for example updating proxy servers.

We ask that proxy servers are updated once in October 2016, before the migration of content begins, and once in January 2017, once all Oxford Journals content is on the Oxford Academic platform.

Institutional customers will receive clear and timely communications explaining these updates and where to go for further support.

11. *When will I need to take action?*

We are asking our institutional customers to make any updates to proxy servers and other access methods during October 2016, ready for the beginning of the migration period.

We will also ask that updates are made in January 2017 to complete the transition when all Oxford Journal content is live on the new platform and the existing platform is retired.

Please note that institutions/users will NOT be able to access the new Oxford Academic platform as a result of these updates, prior to the migration of the first journal content. If an institution offers a starting menu based on their current configuration file, please note that academic.oup.com may appear in their menu once this update has been made but before journal content has been migrated. Any user trying to access the new platform in advance of migration will be prevented from accessing the new platform by being asked to provide a username and password to proceed.

We are providing all institutions with a step-by-step guide of the actions they will need to take in preparation for migration, but until the new platform is live in November they will not be able to access the site to confirm their access settings. Instead, they will be directed to a “401” not authorized response.

12. *Will the new platform be https? If so, how do we need to make changes to our proxy servers?*

The new platform will be hosted on https, a secure protocol on the web. As a result, institutional customers using proxy server services for access to OUP’s digital content will need to update their proxy servers with a new stanza to ensure uninterrupted service during and after migration.

Updates will be required at two points: once in October 2016 to provide access to both the existing platform and the new platform and then again in January 2017, as from then onwards you will only need to access the new platform. You can find our advice on how to do this in the Migration Information Pack on the [Migration Information page](#).

13. *Why do I need to update my proxy server stanza twice?*

Journals will migrate in two batches so there will be a period where both the existing platform and the new Oxford Academic platform will be live and available to users. The existing platform will redirect to the new platform once journals migrate over so users should not experience any difficulties in locating content. However, in order to access

journals during the short period of time in which they are split across the existing and new platforms, you will need to update your proxy servers. The proxy server stanza update that we provided in October will allow customers to access both platforms. By January 2017 all Oxford Journals content will be live on the new platform and the existing Oxford Journals platform will be retired. We are asking that you update your proxy servers again at this point, providing access only to our new platform and the permanent new home of Oxford Journals.

Impact on existing features

14. Will URLs be changing? How will this impact linking currently from libguides, reading lists, OPACs, etc.?

The URL will change when we move to the new digital platform. We can now confirm the new Oxford Academic URL structure will be **https://academic.oup.com**. For individual journals, the structure will be `academic.oup.com/journal code`. Journal codes will be the same as they are on the current site, e.g. `brain.oxfordjournals.org` will become `academic.oup.com/brain`. Please note that the new platform will be hosted on `https`, a secure communication protocol on the web. There are more details about this below.

OUP and Silverchair will put in place a comprehensive set of redirects which will seamlessly take users from the old domain to the new and will persist for the lifetime of the platform so there should be no interruption in service. Redirects will be mapped like-for-like for the majority of pages, but there may instances where this is not possible. If you come across a page without a direct redirect please let us know via our [Customer Services team](#). In order to maximize performance we would advise that you update your links to point to the new URL structure after migration. DOIs will be unchanged by the migration. We will send a reminder about making these updates after the migration is complete.

15. How will knowledge bases and discoverability services be affected? Do I need to do anything about this?

We will be asking our institutional customers to make updates to URLs used in library catalogues, discovery tools, and hyperlinks. We can now confirm the new Oxford Academic URL structure will be `https://academic.oup.com`. For individual journals, the structure will be `academic.oup.com/journal code`. Journal codes will be the same as they are on the current site, e.g. `brain.oxfordjournals.org` will become `academic.oup.com/brain`.

Please also rest assured that we are working closely with our discovery partners to ensure they are prepared for any changes as a result of our new platform and will ensure that any implications of these are communicated to our institutional partners with adequate notice. Discovery partners will be aware of what our institutional customers have been told about the new platform and when, and so will have a complete picture of how the implementation of the new platform may affect them.

16. Will the new platform have MARC and KBART records?

New MARC records and KBART files will be available during the November migration period, ahead of the official January 2017 launch and will need to be downloaded in November to ensure access to content on the new Oxford Academic platform. Please note that the URLs contained within these files will not be live until the November 2016 migration. DOIs will continue to resolve as normal throughout the migration period, and a full programme of journal and article level redirects will be implemented to ensure access to content is not disrupted.

17. What changes can I expect to see to the My Account customer portal?

As part of the migration of our academic portfolio to a new digital platform we will also be migrating our My Account service. As part of this transition, it will be renamed the Oxford Academic Account. We have taken on board feedback from our users, and combined it with insights from market research, usability testing, and user experience best practice in order to develop functional and design requirements that put our users' needs centre stage.

The new Oxford Academic Account will deliver a simplified registration process as well as improvements to the interface design. For institutional users, this will mean that once logged in, administrators will amongst other things be able to:

- activate new subscriptions,
- manage authentication methods, for example IP and Shibboleth,
- access usage statistics,
- manage institutional branding settings.

18. What changes, if any, will be experienced during the migration period?

Users are not expected to experience any interruption to their My Account/Oxford Academic Account access during this migration. This is because all existing and newly created Oxford Academic Account profiles and settings will be migrated to the new platform regularly, and users will automatically be directed to the correct platform when they are searching for content. There will however be a short period of time where we ask that users make only urgent updates to their personal information or alerting preferences. If you do wish to make updates to your account settings we recommend that you replicate any changes made across both the old and new Oxford Academic Account to minimise any possible inconsistencies. New customers will be able to activate their accounts as per the current process.

The migration of our journals collection to the new Oxford Academic platform will happen in two phases in November. As such there will be a period of dual running where users are able to access both the current My Account system and the new Oxford Academic account. Customers will continue to be able to access their user accounts during this period. Reporting services, including usage reports, will not be disrupted during this period, and existing customer alerts will continue to go out as usual.

There will be a short period of time where selected functionality will be disabled to ensure our customer data is up-to-date upon launch on the new platform. The majority of this functionality will be restored upon migration to the new Oxford Academic account, although we will be retiring some of our less used features.

Can I update key contact details?

While we are in the period of dual running across the current My Account system and the new Oxford Academic account there will be a short period of time when we ask that users make only urgent updates to their personal information or account preferences in the current My Account system. This is to ensure customer data is accurate upon migration to the new platform. If you do wish to make updates to your account settings we recommend that you replicate any changes made across both the old and new Oxford Academic Account to minimise any possible inconsistencies.

Can I update my passwords?

Throughout the migration period users will be able update their passwords as normal.

Can I update my institution's IP addresses?

Users will be able to update the IP address of their institution during the migration period to the Oxford Academic platform. However, as journals will be migrating in phases, institutions subscribing to a selection of Oxford Journals may find they need to manage access to content on two different platforms for a short period of time. While we will be synchronising data on a regular basis, we recommend that institutions replicate any changes they make to their account settings, including their IP address, across both the old and new My Accounts during this period to minimise any possible problems.

19. *Will we experience any disruption to content during migration?*

Just before each phase of migration, we will be putting in place an article-level content freeze of a maximum of 10 days in order to ensure that all content transferred to the Oxford Academic platform is up-to-date and correct. We are planning carefully with our publishing partners to ensure this has minimal impact on publication schedules but users may see a short delay in the release of articles from selected journals. There will be no interruption to print schedules.

Authentication and access

20. Will the new platform affect how user access is authenticated? Which authentication methods will be impacted by this update?

The implementation of the Oxford Academic platform will require some updates to how user access is authenticated in order to ensure a seamless transition.

The platform will support user authentication via the following methods:

- IP recognition
- Federated access (i.e. Shibboleth, including OpenAthens)

Our institutional customers will not need to do anything to ensure that these user authentication methods continue to work. However, customers using proxy servers will need to update them in both October and January to ensure seamless access to Oxford Journals content. For more information on this please see Question 12.

21. Will there be changes to access control?

There will be no visible changes to access control on the Oxford Academic platform so librarians will not be required to take action regarding this.

For institutions which make use of WAYFless URLs, the construction of the URL will be changing to align to our new platform and as such they will need to take action in advance of migration to ensure access to content is not disrupted. Information on the updates required in preparation for this have been circulated to all institutional customers in the Migration Pack.

22. Will Shibboleth Access be available at launch?

Shibboleth Access will be available as soon as content is live on the new platform. This will cover the following federations:

- Armenia (AFIRE)
- Australia (AAF)
- Austria (ACOnet Identity Federation)
- Belgium (Belnet Federation)
- Brazil (CaFe)
- Canada (Canadian Access Federation)
- Chile (COFRe)
- Colombia (COLFIRE)
- Croatia (AAI@EduHr)
- Czech Republic (eduID.cz)
- Denmark (WAYF)
- Ecuador (MINGA)
- Estonia (TAAT)
- Finland (HAKA)
- France (Fédération Education-Recherche)

- Georgia (Grena Identity Federation)
- Germany (DFN AAI)
- Greece (GRNET)
- Hungary (eduld.hu)
- Ireland (Edugate)
- Israel (IUCC Identity Federation)
- Italy (IDEM)
- Japan (GakuNin)
- Latvia (LAIFE)
- Lithuania (LITNET FEDI)
- Luxembourg (eduID Luxembourg)
- Moldova (LEAF)
- Norway (FEIDE)
- Poland (PIONIER.Id)
- Portugal (RCTSaai)
- Slovenia (ArnesAAI Slovenska izobraževalno raziskovalna federacija)
- Spain (SIR)
- Sweden (SWAMID)
- Switzerland (SWITCHaai)
- The Netherlands (SURFconext)
- US (InCommon)
- Ukraine (PEANO)
- UK (UK Federation)

23. Will the new platform support OpenAthens access?

Access to the Oxford Academic platform via OpenAthens will be replaced by access via Shibboleth. OpenAthens Organisation ID will be replaced by Shibboleth Organisation and Entity ID.

Our institutional customers will not need to take any action to facilitate this transition to Shibboleth but, in some cases, may be contacted directly to help us to identify their Shibboleth credentials.

Usage

24. Will there be any changes to usage reports on the new platform?

The reports will be the same as they are now and they will appear in the same interface when the customer logs in. However, there will be a different login route as a result of updates to the My Account service on the new platform.

Both sites will provide a consolidated set of statistics for all journals used on all platforms, as such we recommend that you access your statistics via Oxford Academic Account on the new platform during the migration period. To obtain consolidated usage reports via SUSHI, you may need to set up a new SUSHI connection using your new Oxford Academic Account identifier.

25. Will my usage statistics continue to be COUNTER compliant?

Yes, usage data will remain COUNTER 4 compliant when we move to the new platform although customers may notice the account identifier on COUNTER reports change.

To obtain consolidated usage reports via SUSHI, you may need to set up a new SUSHI connection using your new Oxford Academic Account identifier.

26. During this transition period, will I be able to access my usage data?

Usage statistic reports will continue to be available via My Account, and will also be available on Oxford Academic Account from migration in November. Both sites will provide a consolidated set of statistics for all journals used on all platforms, as such we recommend that you access your statistics via Oxford Academic Account on the new platform during the migration period. Existing SUSHI accounts will be de-activated and users will have to re-register for new account credentials. To obtain consolidated usage reports via SUSHI, you will need to set up a new SUSHI connection using your new Oxford Academic Account identifier. You can set up your new SUSHI connection by visiting our [usage homepage](#), and following the 'Counter 4 for journals' link.

Further information

27. Who can I contact if I have a question about the impact to my library?

Please direct any questions to our [Customer Service](#) team by replying to the email that linked to this document.

28. Where can I find out more information?

More information can be found on the [Migration Information page](#) on our website and will be made available in due course as we begin to email out directly to customers. Please direct any questions to our [Customer Service](#) team by replying to the email that linked to this document.

October 2016

We will be contacting all of institutional partners in July and October with detailed information about migration activities and will ensure there are regular updates to our customers throughout the transition to the new platform.