Platform Migration Frequently Asked Questions

General

Q: What changed?

A: AIP Publishing migrated our content platform to another vendor: Silverchair. We also dropped the name "Scitation" from our new platform.

Q: Why change the platform to Silverchair?

A: Change was unavoidable, as our old platform required a major upgrade to keep up with recent advances in web technology. We took the opportunity to explore how we could improve our offerings and decided on the Silverchair platform. It provides an enhanced user experience through its intuitive user interface, accessibility features, and helps us better serve the physical sciences research community.

Q: Why was the platform name "Scitation" retired?

A: In addition to aligning with community and industry best practices on platform branding, sunsetting "Scitation" as a name enables us to make our organizational brands more prominent. It is a move that reflects the results of research conducted with librarians and researchers suggesting AIP, AIPP, and our society partners all carried much more meaning as brands than the name "Scitation." The decision also acts on feedback from researchers about their negative associations with the word 'citation.'

Q: Since the platform changed, has the platform URL changed as well?

A: Yes. The new domain URL is: **pubs.aip.org**. The subdomain structure for our society partners is pubs.aip.org/societypartnername. These changes emphasize organizational brands, reflecting the trust and awareness users have for those brands.

Q: Did the DOI registry update to reflect new URLs? Do DOIs still link to the relevant content?

A: The DOIs did not change. DOIs are permanently assigned to content objects to provide resolvable persistent network links to the current location of the objects on the internet. Crossref deposits were updated with new destination URLs to enable all doi.org links to continue to resolve to the correct content.

Q: What content was included in the migration? Is all legacy content available?

A: All content that was housed on Scitation was transferred to the new **pubs.aip.org** site. That includes online journals, books, proceedings, and magazines from AIP, AIP Publishing, and our publishing partners: AAPT, ACA, ASA, AVS, CPS, LIA, NIST, SOR, CAEP, and Tianjin University.

Q: Did migration affect the submission and review systems and processes?

A: The migration to Silverchair only affected the content platform which hosts published research, conference proceedings, and other content. It did not impact external systems/services such as Peer X Press, which will continue to serve as our submission and peer-review platform.

Q: What new functionality and improvements did the migration bring to the platform?

A: Rebuilding the site architecture and navigation gave us the chance to fix certain issues while keeping what works. The new platform retains key features and functionality currently available for search, security, access, e-commerce, reporting, alerts, integrations, and other platform requirements. Improvements include:
- Enhanced site navigation and discoverability for improved user experience, publisher product management, and institutional administration
- Improved accessibility to enable users with disabilities (i.e., WCAG accessibility compliance)
- Ability to add new publications quickly with flexible configurations
- Improved cross-platform navigation and discoverability.
- Improved video player delivery
- Improved site performance

Q: How does the platform migration affect web page format, design, and accessibility?

A: The new **pubs.aip.org** platform features a refreshed design with a crisp look and feel. Its architecture:
- Highlights journal branding
- Emphasizes content discovery
- Improves navigation
- Includes many improvements, providing greater accessibility for users with disabilities

Q: What are the new platform's benefits for customers?

A: The new platform:
- Provides a richer, more accessible experience for all users
- Achieves the scale, flexibility, efficiency, and discoverability needed to better serve rapidly expanding global physical sciences research communities
- Broadens our support of open science and improves access to usage data. Silverchair continually develops their platform, informed by publisher requests, market trends, and industry initiatives, which will give us the flexibility to evolve to meet future needs.

Q: Is there any functionality not available on the new platform?

A: The shift to the Silverchair platform brings a streamlined experience for researchers and librarians. A few features that were underutilized have been removed, including:
- **"Recommend to Librarian"** share option was discontinued.
- **"My Favorites"** user-saved links to abstracts for 'favorite' articles had very limited usage on the old platform. On **pubs.aip.org**, users can replicate this function by leveraging browser bookmarks, which can be accomplished without creating a user account.
- **"Saved Search"** data from the old site was not able to be transferred to the new platform due to architectural differences in the search syntax. Users can save searches on the new platform. Saved Search Alerts will not be available on the **pubs.aip.org** site since they were not widely used on the old platform.

Q: When did the migration take place?

A: The new platform launched on **April 19, 2023**.

Q: Was there any platform downtime or overlap in the operations of the retiring and new platforms?

A: Our intention to maintain access and functionality as much as possible during the migration was achieved. At cutover, the Domain Name System (DNS) was updated to point the new site at Silverchair. While this took a short time to propagate globally, content remained available to users.

Q: Is the Product Guide updated?

A: Yes, the product guide is updated to reflect the change in our platform.

Q: Who should I contact if my question isn't answered in this document?

A: If you have any questions that are not answered here, please contact **help@aip.org** to address your question.

Q: Was 'My Account' or 'My Profile' interface changed in any substantive way?

A: While the user interface is slightly different from the old implementation, users are still able to manage alerts, save searches, and change their passwords.

Cataloging and Metadata

Q: How are MARC records and KBART files affected by the migration?

A: It is not necessary to download new/replace MARC records since these automatically resolve via DOIs. We do recommend KBART files be replaced since they contain old links—and to replace them monthly thereafter to reflect changes to the available content.

Q: If institutions use Referrer URL for authenticated access, do changes need to be made?

A: Institutions using referrer URLs need to make updates to the configuration on their side.

Q: How are holding lists affected by the migration?

A: You can view and download up-to-date holdings reports from your institution's administrative dashboard on the Librarian Portal.

Search

Q: How does the migration affect Search on the platform?

A: Although there are subtle differences, our goal was to maintain existing search functionality. Search was tested during the site build process to ensure results closely match the former searches.

Q: Is the content from AIPP publishing partners identifiable on the new platform?

A: Yes. The new **pubs.aip.org** adjustments have redesigned journal headers and navigation featuring the predominant publisher. There are also publisher landing pages where users can search and filter within that content subset.

Institutional Account Management

Q: Did the migration affect the administrator dashboards or usage reports (COUNTER 5)?

A: Interfaces are different, but our focus was on maintaining and improving all necessary functionality on the new site. For institutional administrators the Silverchair dashboard continues to allow you to view current subscriptions, manage authentication methods, set up OpenURL links resolvers, and retrieve COUNTER 5 usage reports on the Librarian Portal.

Q: How do I log on to the new platform?

A: Account Administrators with username/password access will be contacted separately with new login information and can access the Librarian Portal.

Q: Do I need to change the account username or password?

A: Usernames and account information were transferred to the new site. Users need to reset their passwords and were notified with instructions.

Q: How do I access the Librarian Portal on the new platform?

A: We emailed administrators the new login URL to the Librarian Portal and it is linked often in this document. We encourage admins to bookmark it for future access. We are working on adding a link to the **pubs.aip.org** homepage and will send out another notice when completed.

Q: Do I need to register and update our IP addresses?

A: No. AIP Publishing migrated all your current IP addresses to ensure continuous access to published content. Librarian administrators will still be able to manage their institutional IPs through the Librarian Portal.

Q: Did the migration have any effect on the terms of license and Read and Publish agreements?

A: The move to **pubs.aip.org** did not have any effect on license and agreement terms.

Q: How did the migration affect the submission process for researchers at our institution? Did the stylesheets change?

A: While the migration to the new platform did not impact them directly, stylesheets and author instructions are updated frequently. Users should check these documents regularly to be sure they are following current guidelines.

Q: Did the migration affect RSS feeds?

A: Yes. Old RSS URLs are not supported in the migration. RSS users need to update any bookmarks and aggregators with new URLs.

Q: Are COUNTER-compliant usage reports available? Was the existing data transferred to the new platform? Will there continue to be access to archive reports, or will they start at zero?

A: Yes, current COUNTER 5 reports and Legacy COUNTER reports are available for librarians. April 2023 usage stats will be available on the librarian portal as of May 15, 2023. Usage statistics from April 19, 2023 can be found in the "COUNTER R5" tab and usage from April 1 - 18, 2023 will be available in the "Archive Usage" tab. The two reports will need to be consolidated to have a full view of April 2023 usage statistics. Both are available through the Librarian Portal.

Q: Is access via proxy services permitted? Do I need to make changes to my proxy server?

A: Yes, access via Proxy IP continues to be allowed. Institutional customers using proxy server services for access to AIPP's digital content will need to update their proxy servers with a new stanza to ensure uninterrupted service during and after migration. **Click Here** for the stanza.

Q: Is content available via Shibboleth? What actions do Shibboleth customers need to take?

A: Shibboleth authentication was transferred automatically. Account administrators do not need to take any actions regarding Shibboleth or other federated access. Should you wish to update your Shibboleth set up, you will be able to maintain your profile through the Librarian Portal.

Q: Do I need to update referring URLs and my existing links?

A: Institutions using referrer URLs need to make updates to the configuration on their side.

Q: Do I need to re-register my SUSHI credentials?

A: Yes. SUSHI credentials changed. Instructions for harvesting usage through SUSHI is available through the new Librarian Portal.

Q: What actions do I need to take to add my library's branding and logos on our account interface?

A: If you would like to display your institutional logo on pubs.aip.org, you need to upload the logo to the Librarian Portal. Once uploaded, the logo will be displayed when clicking on the institution's name at the top right of the webpage.

Q: What support materials are available to help us inform and assist library patrons?

A: We updated the Administrator Set Up and User Guides before the new platform launches

Personal Account Management

Q: How did the migration impact users with personal accounts?

A: Usernames and account information transferred to the new site when we launched. Usernames will continue to be your email address, but users will have to set a new password the first time they visit the site after the new platform launch. This should be done by using the "reset password" option.

Q: Did my individual settings migrate to the new platform?

A: In the interest of simplifying management of your alerts, we merged the newsletter and TOC lists into a single automated alert choice for each journal – the Journal Issue and News Alert. This change happened automatically, and you do not need to take any action. There are no changes to Topic alerts or *Physics Today* alerts. Automated alerts about journal content will come from aip-info.org after the migration.

Q: Do I need to reset my Saved Searches?

A: Our platform continues to offer the ability to save a search within your profile. However, the searches saved on the old platform did not transfer over to the new platform. You can set up the same search on our new platform once you change your password on the new site.

Questions?

Please contact our Customer Experience team at **help@aip.org** with any questions or if you need assistance with any of the action items listed.