

## General

### **Q: What is changing?**

**A:** AIP Publishing is migrating our content platform to another vendor: Silverchair. We are also dropping the “Scitation” name when the new platform launches.

### **Q: Why change the platform to Silverchair?**

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

### **Q: Why is the platform name “Scitation” being retired? Will there be a new name?**

**A:** In addition to aligning with community and industry best practices on platform branding, sunseting “Scitation” as a name will enable us to make our organizational brands more prominent. It is a move that leans into the results of research we conducted with librarians and researchers which suggested 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 on their negative associations with the word ‘citation.’

### **Q: Since the platform name is changing, will the platform URL change as well?**

**A:** Yes: The new domain UR will be: [pubs.aip.org](https://pubs.aip.org). The subdomain structure for our society partners will be [pubs.aip.org/societypartnername](https://pubs.aip.org/societypartnername). These changes emphasize organizational brands, reflecting the trust and awareness users have for those brands.

### **Q: Will the DOI registry be updated to reflect new URLs? Will DOIs still link through to the relevant content?**

**A:** The DOIs will not change: They are permanently assigned to content objects to provide resolvable persistent network links to the current location of the objects on the Internet. [You can read more about DOI here](#). Crossref deposits will be updated with new destination URLs to enable all doi.org links to continue to resolve to the correct content.

### **Q: What content will be included in the migration? Will all legacy content be available?**

**A:** All content currently on Scitation will be transferred to the new [pubs.aip.org](https://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: Will the migration affect the submission and review systems and processes?**

**A:** The migration to Silverchair will only affect the platform, which hosts published research, conference proceedings, and other content. It will 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 will the migration bring to the platform?**

**A:** Rebuilding the site architecture and navigation gives us the chance to address issues while keeping what works. The new platform will retain key features and functionality currently available for search, security, access, e-commerce, reporting, alerts, integrations, and other platform requirements. Improvements will 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 will the platform migration affect Web page format/design/usage?**

**A:** The new pubs.aip.org platform will feature a refreshed design with a crisp look and feel. Its architecture will:

- highlight journal branding
- emphasize content discovery
- improve navigation
- be WCAG AA-compliant, providing greater accessibility for users with disabilities

**Q: What will be the new platform's benefits for customers?**

**A:** The new platform will:

- Provide a richer, more accessible experience for all users
- Achieve the scale, flexibility, efficiency, and discoverability needed to better serve rapidly expanding global physical sciences research communities
- Broaden our support of open science and improve 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 existing functionality that will not be available once the new platform launches?**

**A:** The shift to the Silverchair platform will bring a streamlined experience for researchers and librarians. A few previously available features that were underutilized will be removed, including:

- "Recommend to Librarian" share option will be discontinued.
- "My Favorites" — user-saved links to abstracts for 'favorite' articles — have had very limited usage on the current platform. On the new pubs.aip.org platform, users will be able to replicate this function by leveraging browser bookmarks, which can be accomplished without creating a user account.
- "Saved Search" data from the old site cannot be transferred between the platforms due to architectural differences in the search syntax. Users will be able to save searches on the new platform. Saved Search Alerts will not be available on the new pubs.aip.org platform site as they were not widely used on the current platform.

**Q: When will the migration take place?**

**A:** Our project plan estimates the new platform will launch sometime during spring 2023. We are currently in a build/review phase. We will notify you before the launch with any information you will need to transition without disruption.

**Q: Will there be any platform downtime or overlap in the operations of the retiring and new (Silverchair) platforms?**

**A:** Our intention is to maintain access and functionality as much as possible during the migration. Prior to the migration, there will be a 'publishing freeze' period during which no new content will be published. At cutover, the Domain Name System (DNS) will be updated to point the new site at Silverchair. While this may take a short time to propagate globally, content should remain available to users.

**Q: Will the Product Guide be updated?**

**A:** Yes, the product guide will be 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](mailto:help@aip.org) so this document can be updated to address your question.

**Q: Will My Account or My Profile interface change in any substantive way?**

**A:** While the user interface will be slightly different from the current implementation, users will continue to be able to manage alerts, view subscription holdings, save searches, and change their passwords.

## Cataloging and Metadata

**Q: How will MARC records and KBART files be affected by the migration?**

**A:** While it will not be necessary to download new/replace MARC records after migration as these automatically resolve via DOIs, we recommend that KBART files be replaced following the migration — as they will contain the old links — and monthly thereafter to reflect changes to the available content.

**Q: If institutions are using Referrer URL for authenticated access, will changes need to be made?**

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

**Q: How will holding lists be affected by the migration?**

**A:** You will be able to view and download up-to-date holdings reports from your institution's administrative dashboard after the new platform launches.

## Search

**Q: How will the migration affect search on the platform?**

**A:** Although there will be subtle differences, our goal is to maintain existing search functionality on the platform. Search will be tested during the site build process to ensure results closely match current searches.

**Q: Will the content from AIPP publishing partners be identifiable on the new platform?**

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

## Account Management - Institutional Accounts

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

**A:** Interfaces will be different, but our focus is on maintaining and improving all necessary functionality on the Silverchair site. For institutional administrators: The Silverchair dashboard will continue to allow you to view current subscriptions, manage authentication methods, set up OpenURL links resolvers, and retrieve COUNTER 5 usage reports.

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

**A:** Customers with username/password access will be contacted separately with new login information.

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

**A:** Usernames and account information will be transferred to the new site when we launch. Users will have to reset their passwords and will be notified with instructions.

**Q: Do I need to register and update our IP addresses? How do I do that?**

**A:** No action is needed. AIPP is migrating all of your current IP addresses to ensure continuous access to published content. Librarian administrators will still be able to manage their institutional IPs through the dashboard.

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

**A:** The move to the new pubs.aip.org platform will not have any effect on license and agreement terms.

**Q: How does the migration affect the submission process for researchers at our institution? Will the stylesheets change?**

**A:** While the migration to the new platform will 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: Does the migration affect RSS feeds?**

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

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

A: Yes, COUNTER 5 reports will be available through the administrator dashboard. Legacy COUNTER reports will also be made available for librarians after the launch. During the migration month, two reports will be issued: for the period prior to the migration, in the legacy report folder, and on the remainder of the month, through the administrator dashboard.

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

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

**Q: Will content be available via Shibboleth? What actions do Shibboleth customers need to take?**

A: Shibboleth authentication will be transferred automatically. Account administrators will 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 log onto the admin portal to maintain your profile.

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

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

**Q: Will token access change?**

A: Tokens as used on the current platform for authentication will be replaced with institutional username/password access that can be managed by the account administrator through the librarian portal.

**Q: Will I need to reregister my SUSHI credentials?**

A: Yes, SUSHI credentials will be changing. Instructions for harvesting usage through SUSHI will be available through our new administrator dashboard.

**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 will need to upload it to the administrator dashboard on your institutional account. Once uploaded, the logo will be displayed when clicking on the institution's name at the top of the webpage.

**Q: What support materials will be available to help us inform and assist library patrons?**

A: We will update the Administrator Set Up and Management User Guides before the new platform launches.



**Q: Who should I contact if I have questions specific to our account(s) and the migration?**

**A:** Please feel free to contact [help@aip.org](mailto:help@aip.org).

### **Account Management - Individual Accounts**

**Q: How will this impact users with personal accounts?**

**A:** Usernames and account information will be transferred to the new site when we launch. 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.