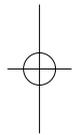
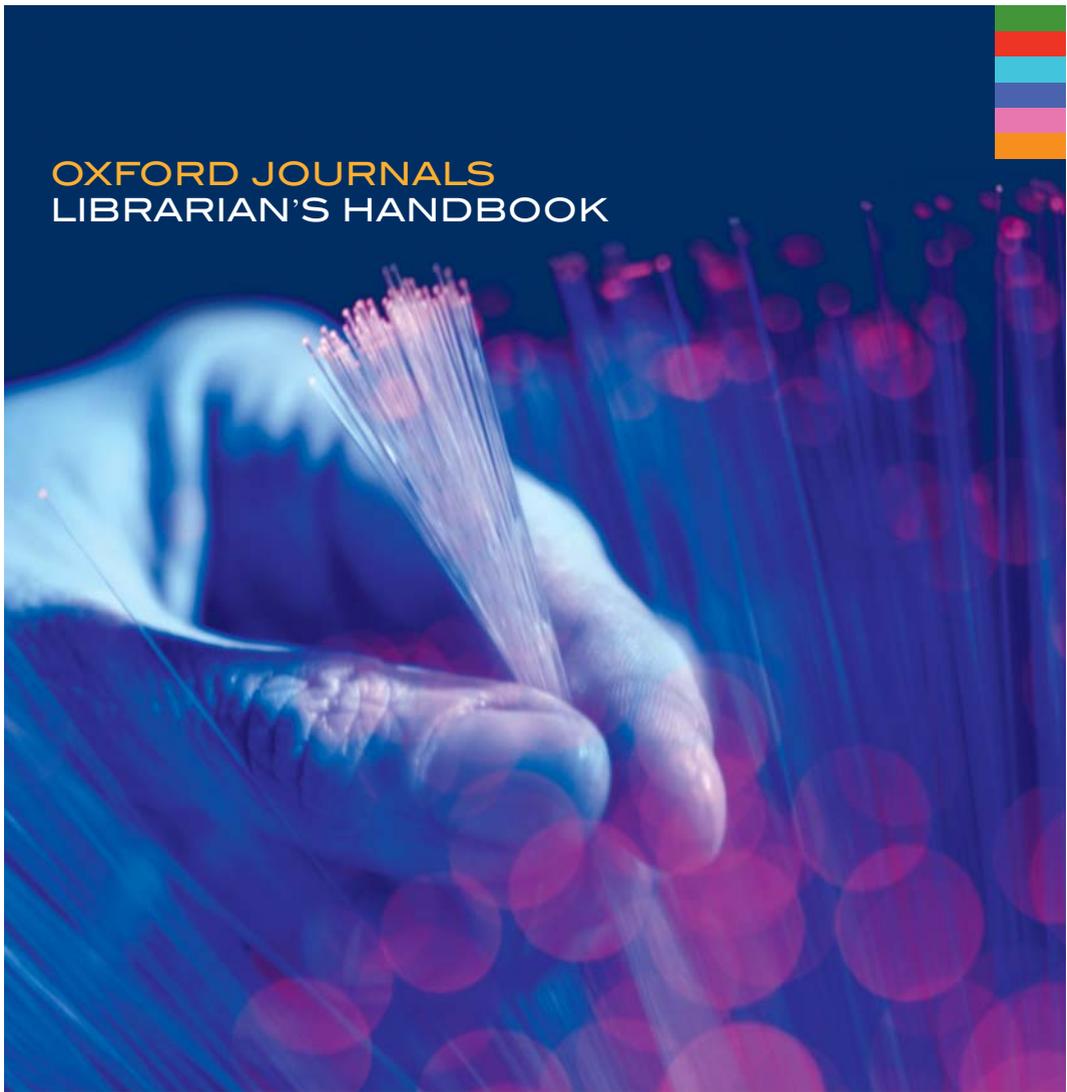


OXFORD JOURNALS
LIBRARIAN'S HANDBOOK



YOUR
QUESTIONS
ANSWERED



OXFORD JOURNALS
OXFORD UNIVERSITY PRESS

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WHY OXFORD JOURNALS?

OXFORD JOURNALS CONTENT WITH IMPACT

Oxford Journals, part of the world's largest university press, now publishes over 220 journals. Our collection includes some of the most prestigious titles in their respective fields such as *Nucleic Acids Research*, *Brain*, and *The British Journal of Criminology*.

YOUR QUESTIONS ANSWERED

In view of our ever growing list of titles and expanding online functionality we felt you may appreciate some practical advice on how to get the most out of the content in which you have invested.

This handbook provides guidance on setting up and managing your online subscriptions, measuring online usage of our journals, and also technical information on how to update your library catalogue.

We have also included answers to questions asked most frequently on our website and definitions of key terms related to online journals.

Further information can be found at www.oxfordjournals.org/librarians. Our experienced Journals Customer Services Department will also be pleased to assist you whenever you experience any problems with online access, or have any other technical queries.

KEY SERVICES FOR LIBRARIANS

Flexible access – either directly, or via your preferred delivery service (IngentaConnect, SwetsWise, OCLC, EBSCO Electronic Journals Service (EJS) etc).

Flexible pricing models – to suit a consortium of any size as well as for individual institutional subscribers.

Access content dating back to 1996 – full text of back-issues included free with online-only and combined (print & online) subscriptions.

Simple online registration and administration – *My Account* enables you to manage all your subscriptions with one username and password.

Open URL compatible linking – to journal content at table-of-content, abstract, and full text level.

Access control – allows users to access content on site via IP address, Athens authentication, or Shibboleth authentication.

Usage statistics – access COUNTER compliant usage reports.

Print subscription support – request missing copies and check dispatch dates via our website.

Perpetual access – your users will continue to obtain access to the full text PDF for those volumes to which a subscription was held and activated online.

Preservation – we have arrangements with LOCKSS, CLOCKSS and Portico.

Explore the following pages to discover more about how to make the most of our range of services.



GETTING STARTED

WHAT DOES MY LICENCE ALLOW?

An institutional site licence must be agreed to (or signed in the case of consortia licences) when you purchase a subscription to any of our online journals and before you can activate online access.

Institutions may purchase online access to individual Oxford Journals titles for single site or multi-site access. Options to purchase our whole collection or a subject-based cluster are also available.

Your licence outlines how and from where your library users can access our online content.

WHEN AND HOW DO I SIGN THE LICENCE?

You are asked to approve the online licence form when you register for *My Account* (see page 8).

DO

For the purposes of research, teaching and private study ONLY, authorized users may:

1. electronically save portions of the licensed material. For reference purposes, 5% of a journal issue would be considered to be an acceptable 'portion'
2. print out a single copy of a portion of the licensed materials
3. for users based within a subscribing pharmaceutical company, a print or electronic copy of the licensed material may be provided for use in national or international regulatory authority submissions

DON'T

1. amend or remove any of the copyright information visible on the licensed content
2. systematically make printed or electronic copies of multiple portions of the licensed content for any purpose
3. display or distribute the licensed material on any other electronic network except for the secure network of the subscribing institution
4. allow anyone else except authorized users to access the licensed content
5. use the licensed content for any commercial purpose without permission from the publisher

WHAT LICENCES ARE AVAILABLE?

1. Institutional site licence – title level

The institutional site licence entitles authorized users at your institution to 24-hour access to all Oxford Journals to which your institution currently subscribes. Access is limited to a single site only. Site-wide access is via your institution's secure network, but remote access can also be arranged for valid IP addresses accessing your network with a modem link, or via a proxy service.

For more information visit www.oxfordjournals.org/librarians

2. Consortia and multi-site licences

Consortia sales agreements are individually negotiated by our sales and account managers and these licences require a signature. Organizations with multiple sites may contact us for a quote to extend access to their titles across additional sites. Please contact us if you need a multi-site licence or wish to discuss options for consortia and collection purchasing.

For more information please email library.sales@oxfordjournals.org or visit www.oxfordjournals.org/collections

WHICH SERVICE PROVIDERS CAN I USE?

Registering for access directly with Oxford Journals enables users to make full use of the features and functionality available from our HighWire platform. However, for your convenience, our online titles are also available through a selection of intermediaries/service providers such as:

- EBSCO Electronic Journals Service (EJS)
- SwetsWise
- IngentaConnect
- OCLC FirstSearch Electronic Collections Online

There is no additional charge to the publisher's subscription price. However, service providers may charge libraries for use of their service. Please contact your preferred intermediary for further details.

For more information visit www.oxfordjournals.org/librarians/features.html

WHAT IS MY ACCOUNT AND HOW CAN IT HELP ME?

The *My Account* icon can be found at the top right hand corner of every page on the Oxford Journals website.

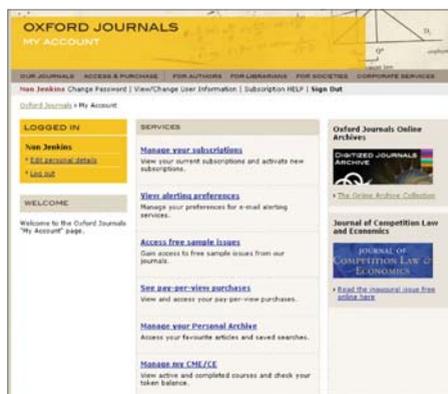
MY ACCOUNT



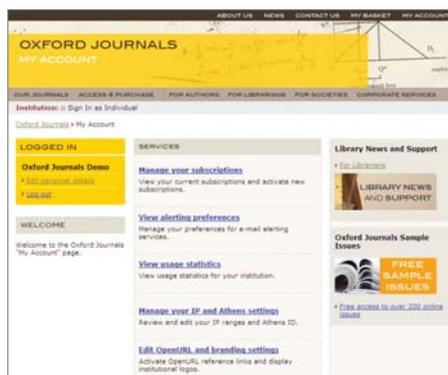
Library administrators can use *My Account* to manage all their online subscriptions.

Through *My Account* librarians can:

- activate online access to content
- enter and modify IP addresses and Athens ID (UK) (see page 10 for more information)
- view online journal subscription information
- access your COUNTER compliant usage statistics
- maintain your OpenURL and library branding information



Individual subscriber account



Institutional account

HOW DO I ACTIVATE ONLINE ACCESS?

Before you start

1. **Read our institutional site licence carefully**
You must agree to the terms of our institutional site licence before you register. Please see page 7 of this handbook or visit www.oxfordjournals.org/librarians/licence_options.html
2. **Have your subscriber number on hand**
This is usually an 8 or 12 digit number. If your number has fewer than 8 digits you should prefix it with up to four '0s' as required. If you have more than one subscriber number you can activate each one individually.

3. Decide on your contact details and password

We need a named contact, address and valid email address. Ideally the email address should be a shared address so that staff changes don't impact on the management of your account (e.g. library@institute.edu). You will also need to choose a password which will be for Library Administrator use only.

4. Identify the IP addresses that you wish to register

You are entitled to register the IP details for site-wide access to your subscription. The IP addresses must be registered to your institution and not a public proxy server. Your IT Department should be able to supply you with the IP addresses of the computers in your institution and confirm whether or not a proxy server is in use.

For more information refer to the Help with IP addresses section at www.oxfordjournals.org/register

Proceed with registration

5. Register

Visit www.oxfordjournals.org/register and select the New Users link. Enter your details and follow the online prompts to register.

6. Add new/manage subscriptions

Select 'Manage your Subscriptions' and input your latest institutional subscription number(s). The entire list of journals associated with that number will then appear.

7. Input your IP addresses

If this is the first time you have activated a subscription, you will be prompted for your institution's IP addresses. When you add further subscriptions, the IP addresses you have previously entered will be applied to each new subscription.

Maintaining your account

You can view a list of your current subscriptions via the 'Manage Your Subscriptions' option within *My Account*. Any new journals that you subscribe to will be automatically activated and listed within *My Account* (provided the subscriber number they are listed under has been activated). If you currently have several accounts and wish to consolidate your details please contact our Customer Services Department.

We regret that we are not able to consolidate subscriptions onto one subscriber number when you have several delivery addresses (e.g. some of your titles may be mailed to you directly via us while we mail other titles to your agent).

CONSORTIA CUSTOMERS

We will set up access for you

Oxford Journals arranges the setup of accounts and trials to consortia customers. To set up access to our Journals, the following is required: Contact name, institution/business address, email, phone number, and the exact IP addresses for your institution. Please provide the Sales or Account Manager with this information once they have confirmed your purchase/trial request.

For any access queries or problems please contact our Online Sales and Consortia Support Coordinators.

By email

jnls.consortia@oxfordjournals.org

By Phone - UK and Rest of World

T: +44 (0) 1865 353907

By Phone - The Americas

T: +1 800 852 7323 (toll free in USA/Canada)
or +1 919 677 0977 x 5777

For sales enquiries visit

www.oxfordjournals.org/librarians/quote.html

for list of our regional Sales and Account Managers.

HOW ARE USERS AUTHENTICATED?

Access is managed via your institution's IP addresses and off-site using Athens or Shibboleth authentication. Once the subscriber number(s) are activated, authorized users will be able to access your Oxford Journals online content.

- When you set up your online access to authenticate using IP addresses there is no need for individual usernames and passwords
- The IP addresses you enter must be registered to your institution and be visible, outward facing and not behind an internal firewall. This could be the IP address of your proxy server
- Your Computing Officer/IT Department should be able to supply you with the IP addresses of the computers in your institution and confirm whether or not a proxy server is in use

More about IP addresses

Every computer on your institution's network will have a unique IP (Internet Protocol) address. IP addresses are represented by a series of four numbers each separated by a full stop (period). Each number can be anything from 0 to 255.

HOW DO I REGISTER IP ADDRESSES?

You can enter your IP details when you first register for *My Account* at our website (see page 8). Alternatively you can log-in and add/amend your IP details at your convenience.

- Select the 'Manage your subscriptions' link
- Enter your institutional subscriber number(s) and select 'Add subscription' to update your Oxford Journals account. Each subscriber number can have many journal subscriptions associated with it
- Click on the *My Account* link to return to the previous page and select the 'Manage your IP and Athens settings' link
- Simply add your IP address in the box provided and select 'Update'. For example: IP(1): 192.168.12.35. You can add up to 100 IP addresses in this way
- To enter a range of IP addresses click on 'Edit IP addresses'. Enter the IP addresses as a range. You can enter up to 40 ranges. For example: IP(1): 192.168.12.35 - 200
- Once you have finished entering your IP details, select 'Continue' to return to your Details and Subscription page

NB. The IP addresses given in the instructions above are for example only. Please contact your Computing Officer/IT Department for the IP addresses of the computers at your institution.

For more information on IP recognition, how to use wildcards to register a range of addresses, and how to block IP addresses from your range please refer to the Frequently Asked Questions section at the back of this handbook.

WHY AM I HAVING ACCESS PROBLEMS?

The checklist below will help you if you are having access problems.

Do you have the correct subscription type?

Online access is available for organizations with an online-only or print plus online subscription (online access can also be arranged as part of a collection). If you are unsure of your subscription type please call our Customer Service Department (see page 23).

Has your subscription expired?

All subscriptions are entered on a calendar year basis running from January to December.

Have you activated your online access?

If you or your library users are prompted for a username and password when trying to access the full text of Oxford Journals articles, despite having a valid subscription, then the IP address for your machine is not being recognized by our computer. One reason for this could be that you have not activated your online access. If you have not activated already please see page 8. If you have already activated please read on.

Are your IP addresses correctly registered?

It may be that not all IP addresses for your institution have been registered correctly via *My Account* or perhaps your details have changed recently. For more information on updating your details please see page 23.

Are your users trying to access Oxford Journals content from outside your IP range?

This should not be a problem provided that you are either an Athens registered organization and you have activated your Athens ID for use in Oxford Journals or if your institution uses Shibboleth. For more information about Athens and Shibboleth, visit www.oxfordjournals.org/faq/for_librarians/online_faq.html.

STILL HAVING ACCESS PROBLEMS?

You can also refer to the Frequently Asked Questions section at the end of this handbook or contact our Customer Services Department (see page 23).

What is Athens authentication?

Athens is an access and identity management service that is supplied by Eduserv. It provides single sign-on to protected resources combined with full user management capability. Organizations adopting the Athens service can choose between the Classic Athens service, where usernames are held by Eduserv, or local authentication where usernames are held locally and security tokens are exchanged via a range of protocols: SAML, Shibboleth or Athens Devolved Authentication (AthensDA). Visit www.athensams.net for more information.

What is Shibboleth?

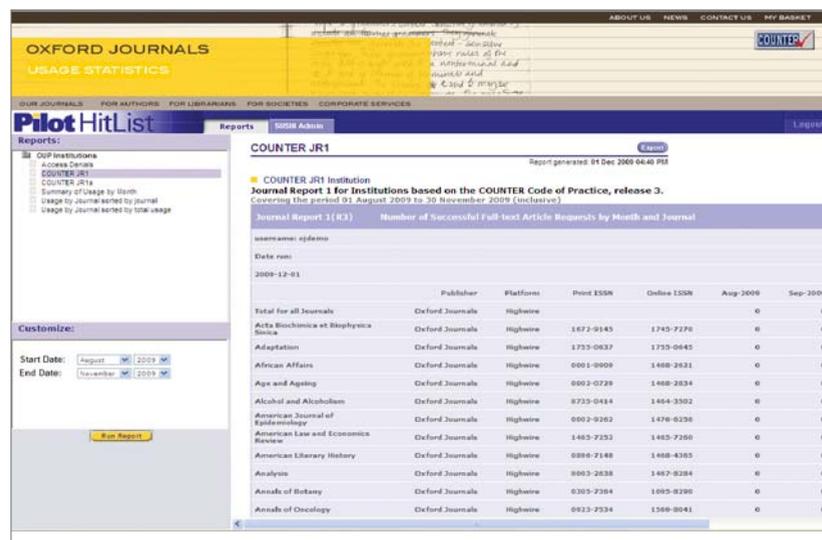
Shibboleth is an open source system used by libraries to control access to online resources, allowing users to move between different Shibboleth-enabled websites and services and be recognized by each one without having to sign in each time. Shibboleth reduces the need for users to maintain multiple username and passwords. Visit shibboleth.internet2.edu for more information.

HOW CAN I GET USAGE STATISTICS?

Once you have a library administrator account, you can view our COUNTER and ABCe compliant journal usage statistics whenever you like via *My Account* (see page 8 for more information on *My Account*).

AVAILABLE REPORTS INCLUDE:

- Downloads by journal by month (JR1 report)
- Summary of usage by month by page type (search, abstracts, full text, Advance Access, etc.)
- Usage by journal sorted by journal against page types
- Usage by journal sorted by total usage against page types
- Access denials
- Reports can be exported to a variety of formats including PDF, XLS, CSV, XML, and RTF.



The screenshot displays the Oxford Journals Usage Statistics interface. The main content area shows a 'COUNTER JR1' report for the period 01 August 2009 to 30 November 2009. The report is titled 'Journal Report 1 for Institutions based on the COUNTER Code of Practice, release 3. Covering the period 01 August 2009 to 30 November 2009 (inclusive)'. The report is generated on 01 Dec 2009 04:40 PST. The report shows the number of successful full-text article requests by month and journal. The data is presented in a table with columns for Publisher, Platform, Print ISSN, Online ISSN, and usage for August 2009 and September 2009.

	Publisher	Platform	Print ISSN	Online ISSN	Aug 2009	Sep 2009
Total for all Journals	Oxford Journals	Highwire			0	0
Acta Biotheoretica et Biophysica Sinica	Oxford Journals	Highwire	1672-9145	1745-7276	0	0
Adaptation	Oxford Journals	Highwire	1733-0637	1733-0645	0	0
African Affairs	Oxford Journals	Highwire	0001-9906	1460-2631	0	0
Age and Ageing	Oxford Journals	Highwire	0002-0726	1460-2634	0	0
Alcohol and Alcoholism	Oxford Journals	Highwire	0733-0434	1464-3302	0	0
American Journal of Epidemiology	Oxford Journals	Highwire	0002-9302	1476-0336	0	0
American Law and Economics Review	Oxford Journals	Highwire	1463-7253	1463-7260	0	0
American Library History	Oxford Journals	Highwire	0890-7148	1460-4365	0	0
Analysis	Oxford Journals	Highwire	0003-2838	1467-0284	0	0
Annals of Botany	Oxford Journals	Highwire	0305-7364	1695-9396	0	0
Annals of Oncology	Oxford Journals	Highwire	0923-7534	1560-8041	0	0

Archive usage report

We offer a report which shows online usage statistics for the Oxford Journals Archive as a separate report.

The report, sometimes referred to as the **JRIA** report, shows usage of full text materials (HTML & PDF) from the archive. The report is available in a variety of formats including PDF, XLS, CSV, XML, and RTF.

Access our online usage statics user guide

For more information, including instructions on how to download usage statistics reports and troubleshoot issues for both individual institutions and consortia, visit www.oxfordjournals.org/statistics.

Third Party Gateways

Please note that our reports do not include usage via trusted third party gateways, e.g. EBSCOhost® Electronic Journals, SwetsWise, or Ingenta. If you use any of these services, you are advised to gather statistics directly from your provider to combine with, or view alongside, your Oxford Journals usage reports.

USAGE REPORTS FOR CONSORTIA

For consortia we can provide reports across every member organization. The consortium administrator can access these with a consortium ID; individual organizations can access their usage statistics via *My Account*.

Available reports for consortia:

- Consortia usage by member and content type
- Consortia usage by journal and content type
- Consortia usage summary report by month and content type
- Each member will have their own institutional account

What is COUNTER?

COUNTER (Counting Online Usage of Networked Electronic Resources) is an international initiative designed to serve librarians, publishers, and intermediaries by facilitating the recording and exchange of online usage statistics.

Developed in consultation with the library community, COUNTER has been set up to produce an internationally agreed Code of Practice (COP) for journals and databases. We are pleased to be compliant with the COUNTER 3 COP, which also includes SUSHI compliance. Visit www.projectcounter.org for more information.



UPDATING YOUR LIBRARY CATALOGUE

The service we provide is as important to us as the content we publish. This is reflected in our commitment to providing the services and functionality required by librarians to help steer their users towards the most relevant content.

HOW DO I LINK TO OXFORD JOURNALS VIA URL?

Journal home page URLs

You can download a list of home page URLs for each journal, along with online coverage, as a Microsoft Excel file or a comma-separated text file from www.oxfordjournals.org/help/techinfo/linking.html

URL-based linking algorithms

Using the home page URL spreadsheet found at www.oxfordjournals.org/help/homepage_urls.xls, URL-based links to specific pages can be created using the following algorithms e.g. for *Nucleic Acids Research*

- Home page: [home page URL]
<http://nar.oxfordjournals.org/>
- Archive page: [home page URL] /archive/
<http://nar.oxfordjournals.org/archive/>
- Table of contents: [home page URL] /content/vol[volume]/issue[issue]/index.dtl
<http://nar.oxfordjournals.org/content/vol25/issue17/index.dtl>

Third party linking agreement

Oxford Journals provides a number of mechanisms for data retrieval which allow aggregators to receive machine-readable article metadata, and create links to full text article content. OAI-PMH (see page 16) is one such mechanism.

Further details on third party linking can be found at www.oxfordjournals.org/help/techinfo/

HOW DO I SET UP OPEN URL LINKS?

Inbound URL links

In order to link to Oxford Journals content using an OpenURL syntax, use the CrossRef OpenURL Resolver www.crossref.org/openurl

Outbound URL links

If you are the administrator of an institution which has an OpenURL link server, you can create your own OpenURL links from content on the Oxford Journals website. Visit www.oxfordjournals.org/librarians/openurl.html for instructions on how to activate these links.

Article-level linking using CrossRef and DOIs

These links should be created using DOIs. Oxford Journals deposits DOIs and metadata for our journal content with CrossRef (www.crossref.org).

- To create links to Oxford Journals content libraries can now look up DOIs or retrieve metadata from CrossRef for free via www.crossref.org/freeTextQuery
- If you know the DOI of an article, simply append it to <http://dx.doi.org/> to make a link: e.g. <http://dx.doi.org/10.1093/nar/gkh704>

What is an OpenURL?

Uniform Resource Locators, (i.e. web addresses) are the distinct addresses of documents and other resources on the World Wide Web. OpenURL is a standardized syntax for transferring metadata of an article or a journal. Link resolvers interpret the data contained in OpenURLs and present users with links to the most appropriate copy of a digital item or related service.

What are DOI® names?

The Digital Object Identifier (DOI) is an identification system for intellectual property in the digital environment. Developed by the International DOI Foundation on behalf of the publishing industry, its goals are to provide a framework for managing intellectual content, link customers with publishers, facilitate electronic commerce, and enable automated copyright management. The DOI name itself remains persistent through ownership changes and unaltered once assigned. Visit www.doi.org for more information.

HOW DO I DOWNLOAD METADATA?

Update your library catalogue using MARC records

You will find a complete set of Oxford Journals MARC records at www.oxfordjournals.org/librarians/marc.html

- They are available in both MARC 21 and tab-delimited format to load into your library catalogue.

How?

- You can download the file yourself from www.oxfordjournals.org/librarians/marc.html
 - Simply right click on either of the links to bring up a small menu
 - Select 'Save Link Target As' (or similar) to save the file to your disk
- Alternatively follow the link on this page to ask us to send you MARC records via email

What are MARC records?

A MARC record is a MACHine-Readable Cataloging record. The record includes: (1) a description of the item, (2) main entry and added entries, (3) subject headings, and (4) the classification or call number. The MARC 21 formats are standards for the representation of this bibliographic information in a form that can be read by a computer. Visit www.loc.gov/marc/umb/um01to06.html for more information.

How do I harvest metadata using OAI-PMH technology?

Open archives initiative

To improve 'searchability' of content in your library collection, Oxford Journals is pleased to be compliant with the Open Archives Initiative Protocol for Metadata Harvesting (OAI-PMH). This standard makes metadata available in a common format, allowing header data and abstracts to be collected and hosted locally in your Online Public Access Catalogue (OPAC).

The Open Archives Initiative Protocol for Metadata Harvesting is documented at www.openarchives.org

Harvesting

- You can harvest metadata via an OAI-PMH interface via <http://open-archive.highwire.org>
- The protocol allows for selective harvesting through sets at the following levels:
 - HighWire (all available records)
 - OUP (i.e. Oxford Journals)
 - journalcode:volume:issue
 - Date stamp

For more information, including for example OAI-PMH requests visit www.oxfordjournals.org/help/techninfo/oaipmh.html or www.openarchives.org

UPDATE YOUR LIBRARY CATALOGUE USING RSS WEB FEEDS

Our Journal specific RSS web feeds provide another method of receiving Oxford Journals metadata.

Installing an RSS reader

- An RSS reader automatically gathers RSS web feeds from all of your selected online publications, and makes them available to you on your desktop
- You can search the web for a list of RSS readers that are freely available to download. Please note that you download and install them at your own risk

Linking to an RSS web feed

You can either:

- a) Use the RSS page for each journal which can be found by following the RSS link on the journal homepage.

Simply copy and paste the URL of the XML page into your RSS reader and save it as a new feed.
- b) Download RSS URLs as an OPML file which can then be used to bulk import RSS feed data into many popular RSS readers.

For detailed instructions please visit www.oxfordjournals.org/help/rss.html.

What are RSS feeds?

RSS stands for 'really simple syndication'. A user can subscribe to an RSS feed by entering a link of the feed into a feed reader, which can be freely downloaded. RSS readers are constantly checking to see if any subscribed feeds have new content, and, if so, content is retrieved and presented to the user. Find our Librarians News feed at www.oxfordjournals.org/librarians - look out for the orange icon!



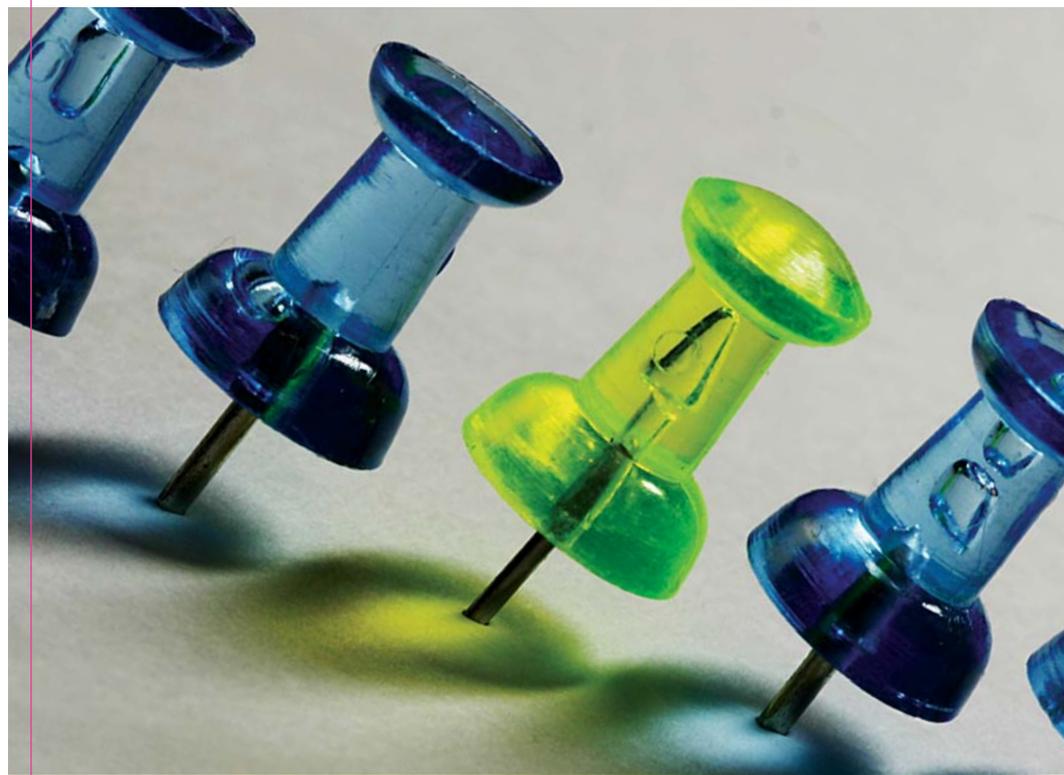
Proxy servers

If your institution uses EZProxy you can download details of Oxford Journals websites for inclusion in your ezproxy.cfg file from here: www.oxfordjournals.org/help/linking.html

Technical note!

If your institution set up links to Oxford Journals content before July 2005 please note that the base domain name www3.oup.co.uk has since been replaced by www.oxfordjournals.org. The old domain continues to be supported, but you should update and test your links to use www.oxfordjournals.org as soon as possible.

Remember that for the most up-to-date information on any of these topics, visit www.oxfordjournals.org/help/techninfo/



TRAINING USERS AND PROMOTING YOUR LIBRARY

TRAINING YOUR LIBRARY USERS

To ensure your library users make the most of your online subscriptions you may need to promote your collection and also offer training to help your users familiarize themselves with the wealth of functionality offered with online content.

To this end you will find a selection of support materials such as flyers and PowerPoint presentations for you to download at www.oxfordjournals.org/librarians or contact us at library.marketing@oxfordjournals.org and we'll send you the information you require.

PROMOTING YOUR LIBRARY

The Library Marketing Team at Oxford Journals is on hand to help you promote the availability of your subscriptions to library users. Our online Librarian Resource Centre includes a number of helpful resources including email templates to send to your users, brochures, extensive training materials for both librarians and your users, and a range of posters to download or request. Access the Librarian Resource Centre at www.oxfordjournals.org/librarians or alternatively email library.marketing@oxfordjournals.org.

Don't forget – access to all abstracts and many issues is totally FREE

While the level of access to full text articles will vary depending on whether you have an institutional subscription, all abstracts dating back to 1849 are free for anyone to browse. In addition many issues are freely available. We hope that this will help you to assess which additional titles may be of interest and how valuable your current subscriptions are for them.

THREE WAYS TO KEEP UPDATED

We'll keep you up-to-date with news of title changes to the Oxford Journals Collection (1996 – present), price changes, and relevant industry developments via:

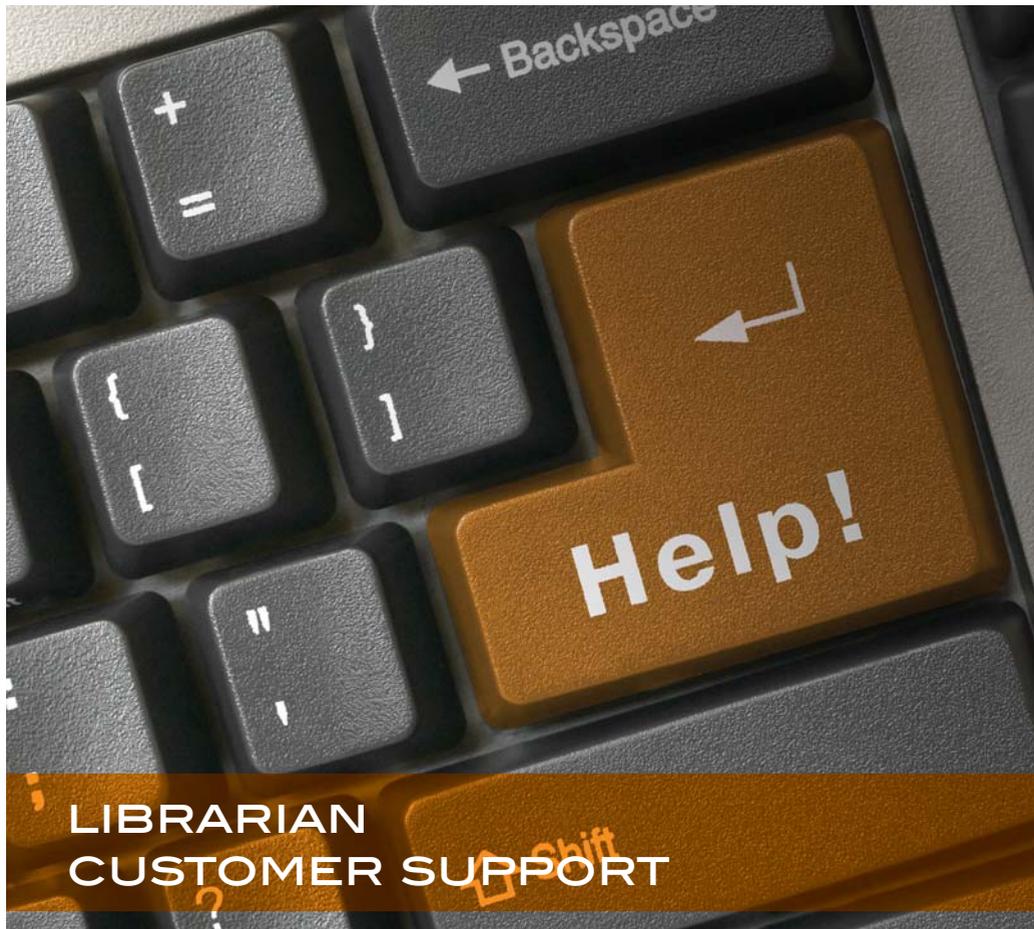
1. **Our website:** www.oxfordjournals.org/news
2. **Illuminea** (our quarterly newsletter for librarians): download the PDF or request a print copy from www.oxfordjournals.org/librarians
3. **The Librarians Listserv:** sign up at www.oxfordjournals.org/librarians/email_list.html and we promise to contact you with only the most relevant information.

Find links to everything from pricing and licensing information to industry news, and from FAQs for you to training materials for your library users.



Download the PDF of our latest librarian newsletter and any previous issues you've missed. If you'd rather read it in print you can also request a copy to be sent to you by post.





LIBRARIAN CUSTOMER SUPPORT

Here you will find a selection of the questions and answers most frequently viewed at our website. For a complete list of frequently asked questions please visit www.oxfordjournals.org/faq/for_librarians

FREQUENTLY ASKED QUESTIONS

1. Where can I find price information?

A full institutional price list is available from www.oxfordjournals.org/access_purchase/pricing_ordering.html

For more information on the pricing options available for the individual journals, the Oxford Journals Collection and the Archive for individual institutions, consortia and developing countries visit www.oxfordjournals.org/prices

2. How can I check if our payments have been processed?

For further payment advice please go to www.oxfordjournals.org/access_purchase/pricing_ordering.html

Please contact our Customer Services Department (see page 23) quoting your subscriber number, date and method of payment, full amount paid, and email address and we will check our records for you.

3. Where do I find out about print subscriptions?

Dispatch dates for all print copies of our journals is available at www.oxfordjournals.org/access_purchase/dispatch_dates.html

Missing issues will be replaced free of charge if your claim is made within four months of publication date or date of order (whichever is later). If you claim outside of this time limit you will be charged the current single issue rate. You can download a claim form here: www.oxfordjournals.org/help/claims.html

4. Why can't I access the internet via IP authentication?

If you have already followed the guidelines on page 10 and 11 and you are still unable to restrict IP access to your subscribing site, please contact us.

5. Can I pass my username and password on to my library users to use for access?

No. These details are for the use of the library administrator only. Registration for institutional users is authenticated via IP access. If it is not possible for your institution to be authenticated by IP address and you instead require access via a username and

password please contact our Customer Services Department (see page 23).

6. What is Oxford Journals' position on perpetual access?

Currently Oxford Journals has made a commitment to enable our institutional subscribers to have perpetual access to journal content to which they subscribe or have previously subscribed.

Library users will continue to get access to the full text PDF for those volumes to which a subscription was held and activated online. HTML full text is not available for lapsed subscriptions.

If your subscription expires and at some later date you reinstate your subscription, you will again have access to all content on the database from 1996 onwards. However, please note that previous usage statistics will be lost.

Customers may obtain ongoing access to their subscription on the Oxford Journals website, or alternatively they should refer to their agent for information regarding access via their preferred gateway.

However, should we no longer retain the rights to publish that content (for example, if a journal changes publisher) currently we cannot guarantee continued access to that journal but would make all reasonable efforts to negotiate such rights with the new publisher. This is a recognised problem across the industry and many publishers are working to find a solution.

For more information please visit www.oxfordjournals.org/faq/for_librarians

What is perpetual access?

Perpetual access is a term that is used within the library community to describe the ability to retain access to previously paid for electronic journals after the contractual agreement for these materials has passed in the same way as they would have previously retained print copies on library shelves for future years. Visit www.oxfordjournals.org/for_librarians/perpetual_access.html for more information.

7. What digital preservation arrangements does Oxford Journals have to ensure content is available for the long-term?

Oxford Journals has digital preservation arrangements with several initiatives including LOCKSS, CLOCKSS, and Portico. These agreements mean that we will be preserving not only an exact copy of journal content, but also ensure the usability of the archived content over time by migrating the files to future file formats.

What is digital preservation?

While information traditionally available in print has been stored securely for thousands of years there is a fear that digital information is in danger of being lost within decades. Digital preservation can be seen as the set of processes and activities that ensure information which now exists in digital formats is backed up and distributed to ensure continued access for the long term. Visit www.oxfordjournals.com/for_librarians/digital_preservation.html for more information.

8. Will I need to activate my subscriptions to enable online access again next year?

No, with online subscriptions it is the subscriber number that must be activated – not each and every subscription. Some customers may have more than one subscriber number (e.g. for different departmental libraries, different campuses or simply because they have not consolidated their many subscriber numbers). As you pay to renew your subscriptions each year the list of titles associated with each subscriber number will automatically be updated by us.

You can view the status of your subscriptions online by following the *My Account* link at the top of every page on our website.

9. Is there a ‘gracing period’ for electronic access or do we get ‘switched off’ on December 31st at the end of the current licence period?

We understand that renewal negotiations can sometimes be complex and lengthy and we ensure (within reasonable limits) that online access is available during this time. Please refer to www.oxfordjournals.com/librarians for links to gracing period information.

10. How can I move existing subscriptions that were set up prior to My Account to my new account?

Subscriptions set up prior to the launch of *My Account* may still be spread across multiple accounts. You can now consolidate your existing subscriptions into a single account yourselves, simply by deactivating subscriptions from unwanted additional accounts and then re-activating those subscriptions to your preferred account instead. You can do this via the ‘Manage your Subscriptions’ page of *My Account*. All new subscriptions acquired since registering for *My Account* can be added to this single account.

11. What is the Oxford Open initiative?

The Oxford Open initiative includes:

- A full Open Access model for the whole of *Nucleic Acids Research* and several other journals
- An optional Open Access model for over 90 participating journals. Through this initiative authors of accepted papers are given the option of paying a fee to make their paper freely available online

(Discounted fees are available for authors from subscribing institutions)

Read more about the aims and scope of this initiative at www.oxfordjournals.org/oxfordopen

CONTACT DETAILS

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KEEP A NOTE OF YOUR CUSTOMER NUMBER AND LOG-IN DETAILS:

Remember that online access needs to be activated for your online subscriptions.

Log-in/Sign-up to your *My Account* at www.oxfordjournals.org/register

Make a note of your customer number(s) and *My Account* username and password for future reference so that you can log in to add and review your subscriptions at any point from our homepage.

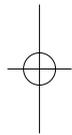
Subscriber Number(s) (If you have more than one please refer to our FAQs on advice on how to consolidate)	
My Account Username	
My Account Password	

SALES ENQUIRIES

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For marketing enquiries
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at the time of going to print (January 2010). Remember that for the most
up-to-date information you should also check our website.

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