

Frequently Asked Questions

General Questions:

Q: *What is OvidSP?*

A: OvidSP is Ovid's new search and discovery platform. Based primarily on direct feedback from our customers and their end-users, OvidSP combines the best of both Ovid Gateway and SilverPlatter precision search technology in a new platform.

Q: *When will OvidSP be released; when can I start using it?*

A: On October 25th, 2007, all Ovid Gateway customers will see a link in Gateway labeled "Try OvidSP" that will take you directly to the OvidSP interface. Ovid Gateway users can begin to use OvidSP as early as the day it is launched on October 25th. Specifics about the actual timing on the 25th will be provided closer to the launch date.

For SilverPlatter customers, beginning October 25th, you can arrange for trial access to OvidSP by either contacting your sales representative or Ovid Customer Support. (*See details within the Migration Section*)

Q: *Can I still use my existing Ovid Gateway or SilverPlatter platform? (See details within the Migration Section)*

A: The Gateway interface will be retired on February 4, 2008. The SilverPlatter platform will be available until January 2009.

Q: *Does OvidSP retain functionality and features in Ovid Gateway or SilverPlatter?*

A: Yes, OvidSP retains all the 'classic' search functionality of Ovid Gateway and SilverPlatter, including:

- Thesauri
- Subject headings
- Find Citation
- Term mapping
- Find Similar
- Index browsing
- Limits
- Fielded Searching
- Support for Ovid Gateway and SilverPlatter syntax

Q: *Can I use Ovid Gateway/SilverPlatter syntax in OvidSP?*

A: Yes, the "Ovid/SilverPlatter Syntax" tab in OvidSP is designed for users who want to use either Ovid Gateway or SilverPlatter search syntax.

NEW and ENHANCED FEATURES and FUNCTIONALITY:

Q: *What new features and functionality are in OvidSP?*

A: OvidSP has a fresh, more modern design and is very easy to use. We have simplified the search process without losing the precision that satisfies complex, fast search needs. Natural language searching across journals, books, and databases, enhanced search modes, additional functionality in the results display, and search aids are among the key features of OvidSP.

Q: *What are the New/Improved Search Mode Features?*

A: OvidSP makes searching easier, faster, and more intuitive:

- **Free Text/Natural Language Processing (NLP):** Users can enter free text into the Basic Search box. No knowledge of special search syntax is required. OvidSP parses the search string using a natural language processing technology.

A key feature in OvidSP is the ability to search all resources--journals, books, databases--simultaneously using NLP.

- **Check Spelling:** OvidSP alerts users when a search term is misspelled so it can be corrected and desired results found more quickly.
- **Results Ranking:** OvidSP returns results in order of their relevance to the user's search query.
- **Boolean Support:** Users can conduct searches with Boolean operators, including AND, OR, NOT, and both the asterisk (*) wildcard and dollar (\$) wildcard character.
- **Syntax Support:** Users can search with the Ovid Gateway or SilverPlatter syntax or choose the Basic Mode without syntax.
- **Search Tabs** - Dynamic search tabs allow users to select a preferred search mode quickly, including:
 - **Basic Search:** Free text/natural language search.
 - **Find Citation:** A fielded search mode in which users enter values for particular fields, including digital object identifiers (DOIs) and PubMed IDs (where available), to find a specific citation.
 - **Search Tools:** Single-click access to subject search tools, including map term, tree, permuted index, scope notes, explode, subheadings, classification codes, and more.
 - **Search Fields:** Users click this tab to search all available database fields, including Abstracts, Author Name, ISSN, and much more.
 - **Ovid/SilverPlatter Syntax:** Search using traditional Ovid Gateway or SilverPlatter search syntax.

Q: *What's different about the Search Results Display and Results Management?*

A:

- **Sorting Results:** OvidSP sorts results records in much the same way as Ovid Gateway, but it also offers an intuitive, easy-to-use pull-down box that sorts results quickly based on available database fields.
- **Relevancy Ranking:** OvidSP ranks results from any database by relevancy of the user's search. Ovid uses a star ranking: 5 stars highlight the most relevant results. This is the same relevancy ranking system that was previously only available in Books@Ovid.
- **Annotate Results:** OvidSP lets users create, view, and edit annotations that appear as electronic "yellow sticky notes" that stay with their results.
- **Inline Abstracts:** Users can expand or collapse citation abstracts for efficient viewing of records in the search results display.
- **Similar Articles:** When available, OvidSP includes a Similar Articles link in a record's complete reference display.
- **Multi-file De-Duplication:** Users will be able to de-duplicate multi-file results.

Q: *Do you have new/enhanced Search Aids?*

A: Yes.

- **Search Transparency:** OvidSP's Search Aid shows what was done to retrieve results from a search, displaying synonyms and spelling variants.
- **Narrow or Broaden Terms:** OvidSP Search Aid allows users to narrow their search by subject, author, or journal or to broaden a search by including related terms.
- **Author/Journal Suggestions:** OvidSP Search Aid offers the top author and journal matches based upon the frequency with which each appears in results.
- **Alerts:** OvidSP lets users set up Auto Alerts and eTOC alerts by means of RSS or e-mail delivery.

Q: *Will you provide cover images?*

A: Yes, where available, OvidSP displays Journal and Book covers.

Q: *What's new with Managing Accounts and Reporting tools?*

A:

- **Session Recovery:** Users can recover a session based on the PIN.
- **Shibboleth and Athens Compliance:** OvidSP supports both Shibboleth and Athens authentication.
- **Usage Statistics Reporting:** OvidSP tallies COUNTER 2 compliant usage statistics for administrative viewing.

Q: *Is the Admin Tool updated now with OvidSP?*

A: No. The Administration tool will be updated in a future release of OvidSP.

- Q:** *Will anything happen to any of my customizations like jumpstarts or Auto Alerts?*
- A:** No. For Ovid Gateway users, all of your customization options will be brought forward into OvidSP, allowing you to set up new alerts and options in OvidSP. However, if you set up any NEW customization options, they will not be available back in Ovid Gateway.
- For SilverPlatter users, Ovid Customer Support will seamlessly transition customized accounts upon migration to OvidSP.

ADDITIONAL QUESTIONS on SPECIFIC FEATURES:

- Q:** *Why can't I see all the tabs on the Main Search Page all the time?*
- A:** OvidSP tab displays are determined by two factors:
- 1) Site configuration
 - 2) Availability of the search mode to the resource(s) selected for the session.
- For example, the Search Tools tab is not available in Journals@Ovid. The Search Tools and Find Citation tabs are not available in Books@Ovid.
- Q:** *Can you set up the Basic Search screen to default to having the limits open?*
- A:** Yes. To do so, contact Ovid Customer Support.
- Q:** *In Basic Search, can you search multiple terms on one line like PubMed?*
- A:** Yes, OvidSP's Basic Search lets users search multiple terms.
- Q:** *Once I annotate a search result record, can I edit it?*
- A:** Yes, users can edit or delete any annotation you add.
- Q:** *Can I use diacritics in Annotations?*
- A:** Yes. OvidSP's annotation functionality supports the use of unicode characters.
- Q:** *What are eTOCs?*
- A:** OvidSP's eTOCs (electronic table of contents) track and alert users to changes in a specific journal's table-of-contents. When a user subscribes to an eTOC RSS feed, it is added to the Common Feed List. The feed automatically downloads updated information to your computer.
- Q:** *In a session recovery, is the whole session or just the last search recovered?*
- A:** OvidSP's session recovery retrieves all search statements in their original order.
- Q:** *How will deduping work?*
- A:** Deduplication works the same in OvidSP as both Gateway and SilverPlatter. In OvidSP, this functionality is much easier to use. Just select a search statement from the Search History and click the Remove Duplicates button.
- Q:** *Will Ovid work with EndNote so that OvidSP is a filter available to be imported by the software?*
- A:** Yes.

- Q:** *If you export annotated records to EndNote what happens to the annotation?*
A: When OvidSP is released in October, annotations will not export over. In a future release the annotation will be copied over to EndNote.

TRAINING:

- Q:** *Will Ovid provide training materials?*
A: Yes, beginning on October 25th, Ovid's professional staff will provide site administrators with WebEx training sessions; some of the sessions will be open to users. In addition, we will provide new Quick Reference Cards.

Please check the OvidSP Resource Center <http://resourcecenter.ovidsp.com> for updates on these materials and the pre-registration for all online WebEx training sessions.

- Q:** *How can I update all of my customized Ovid training material?*
A: To support your on-site training, we will have a fact sheet, screenshots, and other materials available on the OvidSP Resource Center <http://resourcecenter.ovidsp.com>.

- Q:** When can I begin to show our users the new OvidSP site?
A: On October 25th, Gateway users can access OvidSP from a link labeled "Try OvidSP" that is in the main search screen.
On October 25th, SilverPlatter customers can arrange trial access to OvidSP for their institution.

TECHNICAL

- Q:** *Are there any specific browser or technical requirements for OvidSP?*
A: OvidSP is designed to work well at 1024x768 and 1280x1024 resolution. We support the following browsers:
- IE 6.x
 - IE 7.x
 - Firefox 1.5+
 - Firefox 2.x
 - Netscape 8.1+
- Q:** *What version of RSS does OvidSP support?*
A: OvidSP supports RSS 2.0.
- Q:** *Does OvidSP support Safari for the Macintosh?*
A: OvidSP will not support Safari. However, a future release will support Safari.

Q: *What other browser capabilities do I need for OvidSP?*

A:

- Configure pop-up blockers to allow popups from *.ovid.com.
- Install a plug-in for viewing PDF files.
- Enable your system to view video/mpeg, video/mov, video/avi, audio/wav, and other common multimedia file formats.

MIGRATION:

Q: *When can I migrate my institution to OvidSP?*

A: For Ovid Gateway customers, migration can begin on October 25th. All Ovid Gateway users must migrate before February 4, 2008 when the interface is retired.

SilverPlatter customers must work with Ovid Customer Support to plan and schedule migration details. Begin the process by contacting your sales representative to arrange for a trial to OvidSP at your site.

SilverPlatter will be retired in January 2009.