

Service provision comparison August 2026 – July 2029

	APA - PsycNET Platform	EBSCO	OVID	ProQuest
COMPANY INFORMATION				
Company name and address for admin purposes	American Psychological Association 750 First Street, NE Washington, DC 20002 USA	EBSCO Information Services 6 th Floor Civic Centre Silver Street Enfield EN1 3XA	Wolters Kluwer Citi Building 41st Floor 25 Canada Square London - E14 5LQ	ProQuest The Quorum Barnwell Road Cambridge CB5 8SW
Company name, registered office address and company registration number	American Psychological Association 750 First Street, NE Washington, DC 20002 USA 53-0205890	EBSCO International Inc. 5724 Highway 280 East Birmingham AL USA 35242 Company number: FC016134	Wolters Kluwer Health (Medical Research) Limited 145 London Road, Kingston upon Thames, Surrey, KT2 6SR Company Registration No. 1776213	ProQuest The Quorum Barnwell Road Cambridge CB5 8SW
Supplier Contact Name (Legals) E-mail Telephone	Roohana Khan rkhan@apa.org +44-(0)7809358556	Steve Giannoni – Director of Sales sgannoni@ebSCO.com 07917 838745	Luke Collert Luke.collert@wolterskluwer.com 0203 197 6500	Tony Nercessian tony.nercessian@proquest.com 07375022746
Supplier Finance Contact Name E-mail Telephone	Kelly Boone kboone@apa.org +1- (202)336-5649 For invoicing inquires	Peru Ruda – European Support Manager pruda@ebSCO.com 0208 447 4171	Luke Collert Luke.collert@wolterskluwer.com 0203 197 6500	Accounts.payable@proquest.com
Administration Contact (to whom orders will be sent) E-mail Telephone	Roohana Khan rkhan@apa.org +44-(0)7809358556	Peru Ruda – European Support Manager pruda@ebSCO.com 0208 447 4171	Magdalena Janaszek MR-UKsales@wolterskluwer.com 020 3197 6710	Ron Sumner Ron.sumner@proquest.com 07508 177963
SERVICE FUNCTIONS				
Name of platform	APA PsycNET	EBSCOhost	Ovid	ProQuest
Is service provided on the basis of unlimited users?	Yes	Yes	Yes	Yes
Is a free trial available?	Yes	Yes	Yes	Yes
For how long?	30 days	30 days in any 12-month period	Our standard free trial is for 30 days but this period can be extended in special circumstances	30 days
What needs to be provided to set one up?	IP address, contact name and contact email address	Customer to contact EBSCO Sales A/c Manager	Contact email - MR-UKsales@wolterskluwer.com please provide details of: Institution name, the resource(s) required, contact details, and access requirements.	IP Address
Name(s) of interface to be provided?	APA PsycNET	EBSCOhost	Ovid	ProQuest
URL?	http://www.apa.org/pubs/databases/psycnet	http://search.ebscohost.com	Confirmed direct with the customer when the trial or order is activated.	search.proquest.com
Is local hosting an option?	Yes, not preferred as PsycNET optimized for delivery of APA content			

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Is there an integrated thesaurus?	Yes	Yes	<p>Ovid's Psych Lexicon technology was implemented in late 2009 to assist the user to find the information they are seeking. The Ovid Basic Search uses a sophisticated thesaurus and control vocabulary that would understand the "concept" of the search by the user and retrieve the most accurate and precise results. The technology is easy to use and effective: With the "Include related terms" check-box selected, Ovid automatically interprets the user's query and expands the relevant search terms to include synonymous and related concepts. This helps ensure that the user gets what s/he is looking for first time. If the user wishes s/he can refocus or limit the search using the Thesaurus directly in the Results Tools or the Subject Filter widget.</p> <p>Further details here: http://resourcecenter.ovid.com/site/pdf/collateral_2012/PsycLex_FS_0712_FIN_AL.pdf</p>	Yes.
Minimum browser requirements?	Microsoft Edge 80, Chrome 71, Firefox 73, or Safari 12	<p>Internet Explorer - 10.0 or later FireFox - Latest version plus one previous version Safari - Latest version plus one previous version Google Chrome Latest - Version plus one previous version Other - JavaScript, Cookies Enabled, DOM Storage</p>	<p>For best performance, we recommend using a browser with a fast JavaScript engine. We recommend using the latest version of either Firefox or Chrome. Internet Explorer Compatibility mode is not supported, so please ensure that ovid.com is not included in the list of sites added to compatibility view or the local intranet zone in your IE browser settings.</p> <p>Ovid web applications require the following minimum browsers for Ovid:</p> <p>Chrome version 30 or greater Internet Explorer version 11 or greater Microsoft Edge: All versions are compliant Firefox version 24 or greater: For versions 24-26, TLS 1.2 is disabled by default so you will need to enable it in</p>	Internet Explorer 9 and later versions. Latest Firefox release and previous major version. Latest Google Chrome release and previous major version. Safari 5 and later versions

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			<p>the browser settings if this hasn't already been done</p> <ul style="list-style-type: none"> Safari version 7 or greater Safari mobile 5 or greater <p>The Ovid applications that are covered by these standards are: Ovid, and Ovid LinkSolver. Ovid products require that JavaScript and Cookies are enabled. To view PDF files in the Ovid applications you will need the Adobe Acrobat Reader. If you are experiencing difficulties utilizing our services with any other browser application, we recommend trying the above versions to correct the issue.</p> <p>Ovid is focused on delivering standards compliant applications. By following common standards such as CSS and DOM, Ovid will be designing products that leverage powerful technology while ensuring that our solutions are compatible with our customer's system environments. In the future Ovid will be building toward the following standards:</p> <ul style="list-style-type: none"> CSS 3.0 DOM Level 3 Core ECMAScript HTML5 WAI-AA XHTML 1.0 Transitional <p>Further information can be found at: https://www.ovid.com/support-training.html#navTabs4</p>	
How long from receipt of a licence will it take to provide a licensee with access to the content?	Within 48 hours	Within 48 hours	Maximum 24hrs; usually a matter of hours.	24-48 hours
SEARCHING / NAVIGATION / CONTENT				
Is Open URL searching available?	Yes	Yes	Ovid complies with industry standards and is fully OpenURL-compliant and functions with standard linking products, enabling context-sensitive	Yes

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			(including article-level) linking between Ovid content and any OpenURL-compliant application, fully integrating all the Institution's resources.	
What linking is available to related resources? (e.g. Open Source, SFX)	Open Source, exLibris SFX, 360 Link, Sirsi Link Resolver, TDNet Link Resolver, EBSCO LinkSource, Ovid Link Resolver. Fully compliant with the Handle System and the DOI System.	Commonly used Open URL link resolvers such as, EBSCO's Full Text Finder, SFX, Serials Solutions 360 etc are supported amongst others. Z39.50 is also supported.	Since Ovid is fully OpenURL-compliant, and it supports the Z39.50 protocol, it functions with the linking products currently available in the UK to ensure users are able to link with electronic full text to which the customer has access rights. Administrators have the capability to limit database retrieval to records for the full text available to the user. Ovid Linking tool Links@Ovid allows the implementation of any external vendor's journals or platform for linking from Ovid at article or journal level. Ovid is fully compliant with all Linking tools and LinkResolvers available in the market, which includes as well, SFX	360 Link, SFX/Alma, WebBridge, OCLC Link Resolver, Tour, LinkSource, Ovid's Linksolver, Full Text Finder, Journal Finder are predefined in the system, and custom links also can also be configured by institutions separately. The ProQuest platform is Z39.50 compliant. More information on https://support.proquest.com/articledetail?id=kA0400000004JCvCAM
Digital Preservation (primary publisher) Do you place content into <u>Lockss Clockss Portico</u>	Portico	N/A	Not for APA content	N/A
Does your platform comply with <u>Web Content Accessibility Guidelines</u> ?		The EBSCOhost platform, including <i>EBSCO Discovery Service</i> (EDS), is working towards WCAG 2.1 Level AA compliance. EBSCO has invested time and resources to exceed Web accessibility guidelines and to support several features that are part of the WCAG 2.1 Level AA compliance by improving page orientation and navigation of EBSCOhost. Notable features include: <ul style="list-style-type: none"> • Introductory text and shortcuts for screen reader users • Elimination of most tables to improve searching with screen readers or keyboard controls 	The Ovid software currently complies with WCAG 2.0 Compliance Level AA.	Level A and Level AA of the WAI Web Content Accessibility Guidelines 2.0 (WCAG 2.0). (In a few cases we meet Level AAA standards). Full details of how ProQuest follows the Web Content Accessibility Guidelines 2.0 are available in our <u>WCAG 2.0 Accessibility document</u> .

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		<ul style="list-style-type: none"> • Descriptive page titles, section header tags and selected link labels • Redesigned form controls for easier tab navigation • Streamlined code for simpler page structures • Access keys support international keyboards functionality across multiple browsers • Detailed alternative text image descriptions • Decreased page size means shorter download times for all users. <p>EBSCO monitors evolving accessibility standards and proactively addresses accessibility issues in each software release.</p> <p>In addition, EBSCO<i>host</i> meets, and in many cases exceeds, Section 508 of the Rehabilitation Act, Electronic and Information Technology Accessibility Standards.</p> <p>Has EBSCO<i>host</i> been tested for accessibility?</p> <p>Accessibility and usability have been incorporated into the EBSCO<i>host</i> software development process. Key elements of the strategy include:</p> <ul style="list-style-type: none"> • Accessibility is a key consideration when writing software development requirements involving new platform features. • Accessibility enhancements are routinely scheduled into 		

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		<p>the quarterly EBSCOhost release cycle, thus working towards a goal of achieving a greater level of usability.</p> <ul style="list-style-type: none"> • EBSCO's usability testing involves people who use assistive technology such as screen-reading software to interact with the computer. • EBSCO's Quality Assurance engineers use JAWS® software and have regression test cases in place to test each release. <p>EBSCO maintains relationships with several accessibility organizations that periodically consult, review and provide reports on the accessibility of new features that are added to the system.</p>		
What personalisation features do you make available to users?		<p>SSO – Users can access their own personal folder when logging into EBSCOhost if enabled by the institution. If SSO has not been enabled, users can still access a personal folder but will be required to manage a separate user name and password</p>	<p>Users can create and associate annotations to both articles and images. Each work element may contain multiple annotations, and each annotation will contain the date that the annotation was created, as well as the name of the Creator.</p> <p>My Projects is a research organisation area containing projects and folders where users may store searches, text, results, citations, full text, graphics and many other items. My Projects offers the same options as the output icons (Print, Email or Export) and the option to Remove (delete) saved items if required.</p>	<p>Through MyResearch a user can save records, searches, alerts, RSS feeds, sync their MyResearch account with RefWorks, create shortcuts, widgets, and change many interface features like interface language, preferred citation styles, sort order, favorite databases, number of results per page, etc.</p>
<p>Which Access Management systems are supported?</p> <ul style="list-style-type: none"> • IP Address • Athens • Shibboleth • Username & Password <p>Others(s)</p>	<p>IP Address Open Athens</p> <p>We are prepared to move to Shibboleth as soon as there is a sufficient number of institutions in the Shibboleth Foundation to support testing.</p>	<p>IP Athens Shibboleth SSO Authentication EZProxy User Name and Password Patron ID Files Patterned ID</p>	<ul style="list-style-type: none"> • IP Address - YES • Athens- - YES • Shibboleth- - YES • Username & Password- - YES • EZproxy- - YES <p>Others(s) – please specify</p> <ul style="list-style-type: none"> • URLs with credentials embedded <p>Hidden scripts on perl for direct authentication</p>	<p>IP Address Athens Shibboleth Username & Password EZproxy Referring url Barcode</p>

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Data updates will be made? What period will elapse between issue of data from APA and data being updated?	<ul style="list-style-type: none"> • PsycINFO, PsycARTICLES: twice weekly • PsycBOOKS, PsycEXTRA, PsycTESTS: monthly • PsycTHERAPY: biannually <p>Updates are available same day.</p>	<p>Databases are updated weekly</p> <p>Databases are updated weekly</p>	<p>PsycARTICLES - Semi-Weekly</p> <p>PsycINFO - Weekly</p> <p>PsycBOOKs - Monthly</p> <p>PsycEXTRA - Bi-Weekly (Fortnight)</p> <p>PsycTESTS - Monthly</p>	<p>Data updates are performed upon receipt of metadata from APA.</p> <p>There might be up to a 1-2 day lag period from when we receive the data to when the data appears on ProQuest platform, but usually content is updated as it comes in from the provider.</p>
When will changes to the service and user interface will be made:	<p>With substantial notice and accompanied by training and documentation. We avoid peak times, such as early Fall, first of the year, and late Spring.</p>	<p>Changes will be made periodically throughout the academic calendar</p>	<p>OvidSP guarantees 98.5% availability per calendar year.</p> <p>OvidSP has achieved uptime of 99.4% or greater per calendar year over the past 4 years</p> <p>Astonishing 99.9% availability in 2019, level considered by Networking experts as “Full Availability”</p> <p>OvidSP is committed to providing the same or better uptime in 2020 and into the future, and nothing has happened this year that would indicate that we will not surpass the uptime achieved to date</p> <p>OvidSP offers our users the most optimised, reliable and consistent platform in the market.</p> <p>Mandatory downtime maintenance work is deployed at late nights on Saturdays when the experience least traffic in order to have the minimum impact on our users’ work. All these compulsory maintenance works are communicated in advance to users.</p>	<p>No changes are planned to the existing service or user interface</p>
Are the usage statistics Counter Compliant? At what frequency are these made available? What is the format they are supplied in? How are they delivered to each licensed institution?	<p>Yes. We are currently COUNTER 5 Compliant</p> <p>Monthly HTML,.csv</p> <p>From Admin Center on platform or via SUSHI</p>	<p>Yes COUNTER 4 & 5</p> <p>24/7</p>	<p>Yes, COUNTER-5 and SUSHI-5</p>	<p>YES they are COUNTER Compliant. We offer both COUNTER 4 and COUNTER 5 compliant usage reports. Usage is available live/on demand, or the librarian can schedule delivery of reports that will be sent via email on a monthly basis.</p>

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Is SUSHI used for automatic harvesting of usage data?	Yes	Yes	It is offered as an option	Yes, ProQuest allows you to retrieve COUNTER usage reports through the SUSHI protocol.
Can searches automatically be run on new data for users?	Yes	Yes	Yes	Alerts or RSS feeds can be set up by users who want their searches to be run automatically. Users will then be notified per email of any new documents that match their search strategy.
Which formats are available for download to mobile technology?	PDFs	HTML, PDF	Any mobile Internet browsing application is compatible with Ovid; a PDF viewer may be required.	Depending on the specific database, APA products feature a combination of HTML full text only, PDF full text only, or a combination of the two in addition to standard metadata. HTML full text is fully accessible on mobile devices, and can be downloaded/saved to the device using a browser that supports off-line reading. PDFs can be saved/downloaded to all devices as well, and be open for off-line reading later on as well.
USER SUPPORT				
Is a technical helpdesk available? (please provide all contact details)	psycinfo@apa.org +800-374-2722 or + 202-336-5650	First-line support is available in the UK for subscribing institutions. Peru Ruda – European Support Manager pruda@ebSCO.com 0208 447 4171	Help desk telephone and e-mail support is available to Administrators. support@ovid.com – 020 3197 6660	Web Support Centre: https://support.proquest.com Phone: +1 800 889 3358 e-mail: tsupport@proquest.com Web Contact Form: https://support.proquest.com/submitcase click on 'Contact Support' tab Live Chat: https://support.proquest.com/chat click on 'Contact Support' tab -
To whom is support available? <ul style="list-style-type: none"> • a single support contact (and deputy) at the institution • any nominated support contacts at the institution • any staff at the institution 	Any authenticated user of the data at the institution	Peru is a contact for any and all institutional members of staff.	The support is available to any user but for practical reasons it is preferred that access be channelled through the Institution's nominated support contact(s).	All users from the institution are welcome to contact us for support.

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any user of the data at the institution				
Between what times is support available?	Monday - Friday: 6:30 a.m. - 11 p.m. Eastern Time Saturday and Sunday: 1 p.m. - 11 p.m. Eastern Time	UK office support is available between 9am-5pm Mon-Fri. Outside of these hours, EBSCO technical support is made available 24/7 and can be reached via our Support Site https://connect.ebsco.com/	Customer Support is available for all APA users 24 hours per day, 7 days a week. <ul style="list-style-type: none"> Ovid operates a staffed Support Desk in London. Support Desk services include answering questions about the service, discussing and advising on configuration options and providing in-context help with searching. This facility is available between 9am and 5:30pm Mon – Fri. It is the main point of contact for customers in Europe. Similar Help Desks are staffed in Boston, USA and Sydney, Australia. Ovid APA customers are able to contact these offices outside of Europe office hours, giving 24 hour/7 days a week/365 days a year, access to a staffed Help Desk. Outside of these hours an Ovid Support member carries a mobile phone. The support member has access to all internal systems during this time and therefore should be able to resolve any issues. Ovid Help Desk staff in London will be the first point of customer contact, and they have a direct line to Manchester Computing operations support staff, who are on site 0700 to 2230 and on call at other times. Escalation procedures for the UK data centre to operations management are in place 24 x 7 x 365. All support of the server and firewall environment is provided by Ovid’s Salt Lake City data centre staff via the internet, using encrypted SSH sessions. Access problem reports to the London Help Desk prompt an immediate investigation. A team of System Administrators and Network Administrators are on call, and response time to a system problem is 15 minutes. During the planning and implementation phase, Ovid support will 	8:00 p.m. ET Sunday through 8pm ET Friday 10:00 a.m. to 2pm ET Saturday and Sunday 365 days a year

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			<p>provide a dedicated support person to proactively lead on all implementation issues and timetable</p> <ul style="list-style-type: none"> • Non urgent problems are responded to by e-mail within 24 hours. The percentage of enquiries resolved and closed within 2 working days, over the last 12 months, is close to 100% • Ovid offers an award-winning Training Team. • Ovid Trainers have an extensive experience, with an average of 7+ years' experience on the Library and Information service market. • Trainers will be available to end users and Librarians or Library administrators by email or telephone for training or help and support assistance; • Ovid Trainers would provide on-site training sessions to end-users and Librarians upon request • Ovid offers the Ovid APA customized training by product, specialty, topic or subject, adapted to a level of experience or knowledge that suits your users and patrons • A la carte training: online, on-site or recorded, training is provided in your preferred format • Learn at your own pace: from a very basic bibliographic search to structured advanced searches and PICO, our experts cater for all your training needs • Train the trainer: specialized training to ensure that your trainer can pass on their expertise to all users 	
Are any seminars and workshops available?	There is a regular schedule of webinars and customized webinars are available upon request. For more information, please see: https://www.apa.org/pubs/databases/training/webinars	No	Ovid provides Web-based, instructor-led Training seminars, one-hour sessions to assist users with searching techniques on the Ovid interface. These sessions are live and give users the opportunity to interact with Ovid's Trainers. In addition, pre-recorded WebEx sessions are accessible online 24 hours a day. The courses can be paused, restarted, fast	Please check Health and Medical LibGuide https://proquest.libguides.com/health for links to recorded webinars. Seminars and workshops are also available at request by contacting trainng@proquest.com

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			<p>forwarded and replayed. Users can see the interface screens and hear the trainer's instruction just as they would in a "live" class. Further details here: https://www.ovid.com/support-training/product-training/online-training.html</p> <p>Ovid also provides customized skill-building workshops suited to the needs of an individual institution:</p> <ul style="list-style-type: none"> • Train-the-Trainer • In depth functionality for power searchers <p>Administration and configuration</p>	
Is there online help?	Yes. There is extensive online help linked from the platform itself.	<p>Yes. This is directly accessible from the search interface for users where indicated.</p> <p>Administrators/Users can access additional help information on the EBSCO Support Site: https://connect.ebsco.com/s/article/EBSCO-Training?language=en_US</p>	<p>Extensive online help is available. The OvidSP Help System provides quick-reference information about the features and functions of OvidSP. To access OvidSP Help, the user may click any <i>Help</i> link; OvidSP's help system is context-sensitive: the topics displayed correspond to the OvidSP interface where the user clicks the Help icon. OvidSP provides meaningful error messages and troubleshooting options throughout each search session. Further details here: https://www.ovid.com/support-training/product-training/online-training.html</p>	<p>ProQuest Support Centre: https://support.proquest.com and help pages within search.proquest.com, which are context sensitive. Please also see Health and Medical LibGuide https://proquest.libguides.com/health.</p>
What is offered to help Institution staff train new users?	<p>Search guides, quick reference guides, topic guides, database documentation, scheduled webinars, individual webinars, training videos, training at conferences. We will also provide webinars for faculty and students, researchers, clinical or other staff that use the databases. See: http://www.apa.org/pubs/databases/training/index.aspx</p>	<p>Onsite training specialists will be made available to subscribing organisations. In addition, we also provide remote Webex training sessions run throughout the academic calendar.</p>	<p>User guides and Quick Reference Cards are available for downloading, as are step-by-step PowerPoint presentations which show how to use Ovid features and functionality to enhance the user's searching experience. Further details here: https://resourcecenter.ovid.com/site/resources/prodinfo_ovidsp.jsp</p>	<p>The primary goal of our global Customer Experience and Support Team is to deliver our customers with pre and post-sales support excellence and to ensure that the experience of partnering with ProQuest is an unparalleled experience.</p> <p>Our goals is to drive value of our products and service through successful searching, and usage, so as that our customers are able to maximize their investment in our collaboration Our qualified and accredited team of professionals conduct all training and</p>

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				<p>consulting (we don't use contractors) and is offered freely as part of our product offering.</p> <p>To request training contact training@proquest.com</p> <p>Training Delivery Training and consulting is offered in-person and on-site, remotely using webinars. ProQuest has taken the unique decision to offer all sessions in-region, using local language (where appropriate) and in local time zones to ensure the value of the sessions is maximized. ProQuest all offer all manner of publically available recorded webinars and video.</p> <p>On Location We hold onsite sessions at your location, and can customize them according to your wishes and the databases in your subscription. A Training Consulting Partner will work with you to assess the need. We can customize sessions for end users or librarians, as well as train-the-trainer sessions. Presentations are demonstration-style, but offer the option of hands-on live access to all products and services (provided that necessary equipment and facilities are available at your site).</p> <p>Onsite training is the most interactive mode of delivery we offer. Sessions vary in length, but last a minimum of sixty minutes. We are responsible for preparation of training materials and for travel and accommodation costs for our staff. You're responsible for inviting and organizing the trainees, reserving the training room, and ensuring equipment is available. We don't limit the number of attendees, although class sizes of over 25 makes inclusion of effective hands-on</p>

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				<p>training time difficult. In cases like this, we would consider multiple sessions for simplicity and effectiveness.</p> <p>Online via Web Conferencing</p> <p>We offer online sessions are offered via web conferencing software (Webex). These sessions can also be customized according to your wishes and the databases in your subscription. As with in- person sessions, a Training and Consulting Partner will work with you to assess the needs in advance. We give participants ample opportunity to ask questions, with online chat or a toll-free conference call line. Online sessions rarely exceed sixty minutes.</p> <p>We can schedule these sessions by request on an as-needed basis, or set up a program with a dedicated web page that lists, for example, a monthly schedule of sessions and access information. You can then share the web page within your organization. This is a convenient and effective way to deliver training whether for two or 200 attendees. When large numbers of participants are expected, we supply at least one additional trainer to help manage questions from the audience. We don't limit the number of attendees or the number of online sessions we offer; a precise number or range for online sessions can be agreed upon during negotiations. The sessions can be delivered in several European languages.</p> <p>Online, public webinars are presentations to multiple organizations and are not customized for any one institution. These webinars provide an excellent means of covering everything from an introductory overview to</p>

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				focused information about new or updated products and features. As with customized sessions, participants can easily interact with the trainer and have their questions addressed. Webinars usually last from 30 to 60 minutes; many are conducted in languages other than English.
What is the method for error reporting/bug fixing and what are the expected timescales for correction?	There is a Feedback link at the upper right of the platform. Users can also email psycinfo@apa.org . We respond within 48 hours and fix bugs and errors as rapidly as possible.	Contact Peru Patel in the first instance. The timescale for resolution of a problem is dependent upon the nature of the error/issue.	Ovid support and IT staff maintain a log of all error reports, and there is a target response time of 8 hours (one day). Bug fixes are issued as required.	Bugs and enhancements can be submitted to Technical Support following the normal support contact process. The technician reports these issues through another tracking system managed by the Development and product management teams for evaluation and prioritization. Resolution times vary depending on frequency, severity, and other considerations. Technicians will provide updates to customers as needed on the status of any open items in this area
Is a user group available?	Not at this time. We are currently exploring the possibility of convening a virtual user group but no plans have been confirmed.	Yes – Sherif http://www.sherif.ac.uk/ebSCO.html	Ovid works closely with the ShERIF User Group rather than a more narrowly focused interface group. The JIBS Ovid Enhancement Group provides regular feedback from the UK academic user community on all aspects of the service; and meetings are held at least once a year, and more frequently if desired.	Not at this time, but has been discussed as potentially being a part of the support center. ProQuest is part of the SHERIF user groups which meets twice a year. More information at www.sherif.ac.uk http://www.jibs.ac.uk/
What material do you provide an institution so they can promote your service to maximise usage?	Search guides, topic guides, quick reference guides, database documentation, scheduled webinars, individually arranged webinars, training videos, training at conferences. See: http://www.apa.org/pubs/databases/training/index.aspx	Various – we provide posters, flyers, screen savers, etc – we encourage customers to contact us to discuss their specific requirements.	User guides and Quick Reference Cards are available for downloading, as are step-by-step PowerPoint presentations which show how to use Ovid features and functionality to enhance the user's searching experience. Further details here: http://www.ovid.com/site/help/training.jsp	Promotional materials are available on Marketing tools and resources page: https://www.proquest.com/customer-care/tools-resources-new/?by-market=&by-subject=&by-resource=&by-doctype
What user guides do you provide and how are these obtained?	Search guides, quick reference guides, topic guides, database documentation are available on at http://www.apa.org/pubs/databases/training/index.aspx . These materials can also be linked to the learning management system or organization	All training material and user guides can be viewed on our Support Site: https://connect.ebsco.com/	See above	Quick Start guides on the ProQuest Platform can be found here : http://proquest.libguides.com/newproquest

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	web site without seeking APA's permission.			
SERVICE LEVELS				
What service availability are you committed to provide?	99.99%	EBSCOhost is available 24 hours per day, 365 days per year. Since its inception, the EBSCOhost service has been available over 99.9% of the time, made possible by our service delivery network architecture.	<p>OvidSP guarantees 98.5% availability per calendar year.</p> <p>OvidSP has achieved uptime of 99.4% or greater per calendar year over the past 4 years</p> <p>Astonishing 99.9% availability in 2019, level considered by Networking experts as "Full Availability"</p> <p>OvidSP is committed to providing the same or better uptime in 2020 and into the future, and nothing has happened this year that would indicate that we will not surpass the uptime achieved to date</p> <p>OvidSP offers our users the most optimised, reliable and consistent platform in the market.</p> <p>Mandatory downtime maintenance work are deployed at late nights on Saturdays when the experience least traffic in order to have the minimum impact on our users' work. All these compulsory maintenance works are communicated in advance to users.</p>	Availability is 24 hours a day, 365 days a year
What downtime is scheduled?	1 or 2 scheduled maintenances a year; load balancers enable updates to be loaded without down time	None	Currently, scheduled downtimes occur during a standard downtime window, which is 1 a.m. to 4 a.m. GMT on Sunday mornings. In practice, Ovid conducts less than one downtime per calendar month on average. Scheduled downtimes are occasioned by system and software upgrades, system maintenance and troubleshooting work. By having multiple data centres around the world, Ovid can temporarily redirect users to other data centres in the event of a site outage; this redirection is automatic and invisible to the end user. In the event of	No downtime is scheduled at present.

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			server failure, traffic is routed automatically to an alternative server; recovery is therefore virtually instantaneous.	
At what frequency is the data uploaded?	<ul style="list-style-type: none"> • PsycINFO, PsycARTICLES: twice weekly • PsycBOOKS, PsycEXTRA, PsycTESTS: monthly • PsycTHERAPY: biannually 	Weekly	Data is loaded on to the Ovid servers according to the frequency of its supply by the APA.	Data is uploaded according to the APA databases update frequency, e.g. PsycInfo and PsycArticles are updated twice weekly and PsycBooks is updated monthly. The databases are reloaded annually (unless otherwise) according to APA requirements.
What is the currency of the data?	Completed about 2 business days prior to release	Present day	Data is loaded in a timely manner on receipt of feeds from the APA, in order to ensure that the resources are up to date.	There are no embargoes on the APA databases. However, there is a 12 month embargo on titles before they are added to the PsycBOOKS database.
How deep is the backfile loaded on your platform?	PsycARTICLES 1894; PsycBOOKS 1620; PsycINFO comprehensive from 1880s, earliest 1597. PsycTESTS 79% from 2000 and later, earliest 1896.	PsycINFO goes back to the 1600s	<p>Ovid offers the complete backfiles as made available by the APA, and they therefore are among the richest available electronically with some containing over 200 years of knowledge and research:-</p> <ul style="list-style-type: none"> • PsycINFO – back to 1806 • PsycBOOKS - back to 1950 • PsycEXTRA – back to 1908 • PsycCRITIQUES – back to 1956 • PsycARTICLES - 1894 to date <p>PsycTESTS – 1910 to present</p>	<p>PsycARTICLES (1894 to current)</p> <p>PsycEXTRA (1889 to current)</p> <p>PsycINFO (1597 to current , with comprehensive coverage from the 1880s)</p> <p>PsycTESTS(1896 to current)</p> <p>PsycBOOKS (1620–current)</p>
What would be the response time to a simple search (single term)?	~ 1-2 seconds	Simple queries of EBSCOhost indexes are completed almost Immediately albeit the display of results is governed by other external factors such as the speed of a user's device, the operating system they have installed, the browser they are using and the network they connect to in order to access EBSCOhost.	<p>2 secs average</p> <p>Tested with the following searches:</p> <p>Single term: dementia</p> <p>Phrase: differences between dementia and delirium</p>	Production baseline test results for average search response time under peak load for the past three releases (Nov 2019 – Jan 2020): 2-3 seconds
What would be the response time to a complex search?	~ 4-6 seconds	<i>Complex queries of EBSCOhost indexes are completed almost Immediately albeit the display of results is governed by other external factors such as the speed of a user's device, the operating system they have installed, the browser they are using and the network they connect to in order to access EBSCOhost.</i>	<p>4 secs average</p> <p>Tested with the following strategy:</p> <p><i>Achievement Measures</i></p> <p>1. achievement measures/</p>	That would depend on the type of complex search – it is not usually the 'length' of the query that results in a longer response time but the contents of the query (e.g. use of wildcards, truncation, nesting, etc.)

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			<ol style="list-style-type: none"> 2. aptitude measures/ 3. comprehension tests/ 4. differential aptitude tests/ 5. educational measurement/ 6. entrance examinations/ 7. gates macginitie reading tests/ 8. general aptitude test battery/ 9. graduate record examination/ 10. iowa tests of basic skills/ 11. metropolitan readiness tests/ 12. minimum competency tests/ 13. modern language aptitude test/ 14. reading measures/ 15. retention measures/ 16. stanford achievement test/ 17. verbal tests/ 18. wide range achievement test/ 19. college entrance examination board scholastic aptitude test/ 20. woodcock johnson psychoeducational battery/ 21. or/1-20 	
What is the least amount of bandwidth between the service and the JANET network?	We monitor worldwide 24/7; response time is as quoted above.	N/A	Ovid is hosted in the cloud so the system response would be identical as any other web site in the internet	For the ProQuest platform all of our network connectivity is redundant. The network bandwidth range within our product architecture is 10Gbps up to 100Gbps for edge serving through our third party Content Delivery Network (CDN).
What is the method for error reporting/bug fixing and what are the expected timescales for correction?	There is a Feedback link at the upper right of the platform. Users can also email psycinfo@apa.org . We respond within 48 hours and fix bugs and errors as rapidly as possible.	See earlier response - Contact Peru Ruda in the first instance. The timescale for resolution of a problem is dependent upon the nature of the error/issue.	Ovid support and IT staff maintain a log of all error reports, and there is a target response time of 8 hours (one day). Bug fixes are issued as required.	Bugs and enhancements can be submitted to Technical Support following the normal support contact process. The technician reports these issues through another tracking system managed by the Development and product management teams for evaluation and prioritization. Resolution times vary depending on frequency, severity, and other considerations.

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				Technicians will provide updates to customers as needed on the status of any open items in this area.
Chest will forward PDF order forms via email from each licensed institution to their chosen service provider. How long following receipt of order will it typically take to grant access?	48 hours	See earlier response - within 48 hours	Maximum two working days; usually a matter of hours.	24 – 48 Hours