



Frequently Asked Questions for Librarians

For questions regarding:

- Contractual information
- Explanation of specific details of *SAGE Premier*
- Package/product additions (pricing, negotiations, general info)

Contact your **Library/Consortia Sales Manager**:

Region	Library/Consortia Sales Manager	Email Address
Western US: AK, HI, CA, OR, WA, AZ, NM, NV, UT, CO, WY, ID, MT, MO, OK, TX	Mary Rose Fink	maryrose.fink@sagepub.com
Midwest US and Canada: IA, IL, IN, MI, MN, OH, WI, KS, NE, ND, SD	David Seminaro	david.seminaro@sagepub.com
Southeast US:: AL, DC, FL, GA, KY, MD, NC, SC, VA, WV, AR, LA, MS, TN	Kathy Stevenson	kathleen.stevenson@sagepub.com
Northeast US:: CT, DE, MA, ME, NH, NJ, NY, PA, RI, VT	Bob Zuzak	bob.zuzak@sagepub.com

If you have additional questions regarding SAGE's electronic products or sales policies, please contact Michael Carter, National Library Sales Manager, at michael.carter@sagepub.com.

For questions regarding:

- *SAGE Premier* account details/management/support
- Invoicing
- Refunds/Claims
- Deep discount products
- General usage questions

Contact your **Journals Customer Service Account Representative**:

Region	Library/Consortia Sales Manager	Email Address
Western US: AK, HI, CA, OR, WA, AZ, NM, NV, UT, CO, WY, ID, MT, MO, OK, TX	David Hart	david.hart@sagepub.com
Midwest US and Canada: IA, IL, IN, MI, MN, OH, WI, KS, NE, ND, SD	Donald Lieb	donald.lieb@sagepub.com
Southeast US:: AL, DC, FL, GA, KY, MD, NC, SC, VA, WV, AR, LA, MS, TN	Linda Pearson	linda.pearson@sagepub.com
Northeast US:: CT, DE, MA, ME, NH, NJ, NY, PA, RI, VT	Melissa Stevens	melissa.stevens@sagepub.com

For questions regarding:

- Technical access questions regarding *SAGE Journals Online*
- Consortia usage reports
- ERM vendor access issues

Contact your **Technical Support Representative**:

Chuck Sterling
onlinesupportus@sagepub.com
(800) 818-7243 x7782

For questions regarding:

- Promoting usage at your library
- Marketing to member institutions

Contact the **Library Marketing Team**:

Sheenagh McCarthy
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(800) 818-7243 x7258