

-Next Generation of *SAGE Journals Online* (SJO)- SAGE and HighWire External FAQ May 2010

Q. Why is SAGE launching the next generation of *SAGE Journals Online*?

A. SAGE is committed to ongoing, incremental enhancements to SAGE Journals Online, our award winning online journal content delivery platform. Now, after much consultation with end-users, librarians and our society partners, we are undertaking a major upgrade of the SAGE Journals Online platform to a new environment supported by HighWire's "2.0" technology ("H2O"). All 560+ SAGE journals will be available on the next generation platform by the end of 2010.

The core of this change is infrastructural and "behind the scenes." The H2O infrastructure is designed to cooperate with emerging web services and technologies, as well as to comply with proven industry standards for content delivery. Because the system architecture seamlessly accommodates content structured in different ways, H2O is designed not only to accommodate the latest technology, but also to anticipate the technology of the future.

Q. When will the next generation of *SAGE Journals Online* launch?

A. The migration to the next generation of *SAGE Journals Online* is in progress. The migration should be complete by Fall 2010. Since SJO comprises more than 560 individual journal sites as well as portal-level pages, this migration will take place over a few weeks and specific go-live dates will follow for the various phases. SAGE will conduct internal and external testing before this time, but the live version of the platform will not begin its release to the public until June 2010. SAGE has committed to several pre-migration launches in H2O and the following individual sites have already been migrated in 2009 and early 2010, including:

- American Journal of Sport's Medicine: <http://ajsm.sagepub.com>
- Sports Health: <http://sph.sagepub.com>
- Genes and Cancer: <http://gan.sagepub.com>
- Veterinary Pathology: <http://vet.sagepub.com>
- Aesthetic Surgery Journal: <http://aes.sagepub.com>
- Association for Psychological Science journals:
 - Psychological Science: <http://pss.sagepub.com>
 - Perspectives on Psychological Science: <http://pps.sagepub.com>
 - Current Directions on Psychological Science: <http://cdp.sagepub.com>
 - Psychological Science in the Public Interest <http://psi.sagepub.com>

Q. When a journal site "goes live" will there be any access interruption?

A. To ensure that the migration causes minimal disruption to access, this upgrade has been scheduled to coincide with academic summer recess, with the bulk of journal sites planned to migrate from mid-June 2010. All sites will be migrated individually to minimize disruption to customers and end users, with each site expected to experience some downtime. Each site is expected to be unavailable for less than 24hrs. SAGE and HighWire anticipate no downtime of the entire platform during the migration.

Q. Why is SAGE referring to this change as the "next generation" of *SAGE Journals Online*?

A. The next generation of *SAGE Journals Online* is a descriptive lead-in phrase, not a new brand or a permanent name of the platform. It is only meant to portray the migration and redesign of *SAGE Journals Online* as a significant milestone in the lifetime of this product. See below for specific details of the features and design elements that will be changing with the platform migration.

Q. Will SAGE offer a Free Access Period in 2010?

A. Yes, to celebrate the launch of the next generation of *SAGE Journals Online*, SAGE will offer free access to all SAGE journal content during fall 2010.

Q. How will the migration affect the end-user experience?

A. The next generation of *SAGE Journals Online* will have a flexible three-column design that makes features accessible without drawing attention away from the substantive page content. A major goal of the new design is to keep users in context as they conduct their research. Although the primary changes involved with this migration are infrastructural, there will be notable improvements to the ways in which users interact with our journal content on SJO (see below).

Q. What new functionality will be added to the next generation of *SAGE Journals Online* that was not previously available?

A.

- Expanded discipline search and browse across 50+ disciplines
- Abstract preview – Mouse-over entries available from tables of contents and search results provide pop-up previews of abstracts, without leaving the page.
- Popular articles list – Most-viewed and most-cited articles lists are readily available from all pages within a journal site.
- Redesigned main portal page provides targeted options for improved navigation by all types of users.
- Tag-along navigation – Content features follow alongside as users scroll down the article page.
- Pop-up references – For full-text journals, full citations pop up when you hover over reference numbers within the text of an article.
- Keyword pivot searches – For all journals, keywords are now hyperlinked and perform quick searches of that term within all content in that journal.
- Feature hideaway – Author affiliations, related links, and other functions can be expanded or hidden from view; these preferences are retained throughout a session.
- Agile, robust content architecture, hosted in industry-standard, NLM metadata format.

Q. What features will not be changing on the next generation of *SAGE Journals Online*?

A. Many basic operational functions will be retained in the next generation of SJO, notably:

- Basic personalization settings – alerts, usernames/passwords, and subscription data will be carried over from the previous site version
- Toll-free inter-journal linking feature to non-subscribed articles on the HighWire platform
- All access controls and account management
- Saved Citations and Saved Searches feature
- Usage reporting

Q. How will SAGE ensure that subscription data will be carried over from the current version so there is uninterrupted access?

A. The core SJO access controls system and subscription database are not involved in the technical changes involved in the next generation of SAGE Journals Online. HighWire has successfully migrated dozens of sites from the current technology to the “H2O” platform and users are pleased to report continuous access to their subscribed journal products. SAGE is working closely with HighWire to ensure that the best practices applied to site migrations performed to date are also applied to the next generation of SJO.

Q. How will the migration affect the librarians’ experience?

A. In its next generation, the SJO portal will feature refined navigation for librarians to many commonly used pages for account management. The basic functionality around these administrative features, including access to usage statistics, will remain the same as our customers enjoy currently.

Q. Will the next generation of SAGE Journals Online work with OpenURL link resolvers and proxy servers at my library?

A. Yes, all current URLs for SAGE journal sites will be mapped to the new platform technology. All HighWire site migrations to date have proved to successfully and smoothly transition all URL resolution with library systems and services.

Q. Will training materials on the next generation of SAGE Journals Online be available?

A. The SAGE Journals Online User Guide will be updated and available online. The User Guide shows how to utilize the many features of the platform, including how to register for a My Tools account for customizable TOC alerts and Saved Searches.

Q. How will the migration affect the SAGE Full-Text Collections on SJO?

A. Specific functionality for the SAGE Full-Text Collections on SJO will be discontinued as part of the migration to the next generation of SAGE Journals Online. Discipline-based search and browse functionality will be replaced with a revised structure of subject groupings, which will be aligned with content alert areas. Current Collections subscribers will continue to maintain access to the journal content of the Collections on SJO; however users will not see a dedicated screen with search options across the individual Collections.

Q. Who will customers contact for technical support for the next generation of SAGE Journals Online?

A. These contacts will not change. Customers in North America and South and Central America can contact onlinesupportus@sagepub.com. Customers in Europe, the Middle East, Africa, Asia, and Australasia, can contact onlinesupport@sagepub.co.uk.

Q. Who do I contact at SAGE for more information about the migration to the next generation of SAGE Journals Online?

A. Customers in North America and South and Central America can contact onlinesupportus@sagepub.com. Customers in Europe, the Middle East, Africa, Asia, and Australasia, can contact onlinesupport@sagepub.co.uk.

Comparison of Features

Feature	SAGE Journals Online	Next generation of SAGE Journals Online
Browse	<ul style="list-style-type: none"> • Browse by journal title • Browse articles by 	<ul style="list-style-type: none"> • Browse by journal title • Browse articles by

	<p>discipline using TopicMap</p> <ul style="list-style-type: none"> • Browse by Full Text Collection (only for Collections subscribers) 	<p>expanded discipline functionality across 50+ disciplines (replacing SAGE Full Text Collections)</p>
Search/Advanced Search	<ul style="list-style-type: none"> • Boolean operators • <u>Cannot</u> search by discipline • Search by Full Text Collection (only for Collections subscribers) 	<ul style="list-style-type: none"> • Boolean operators • Advanced search within expanded discipline functionality across 50+ disciplines (same categories as available for content alerts)
Content Alerts	<ul style="list-style-type: none"> • Users can choose alerts for journal announcements or new articles and issues (eTOCs of individual journal titles. 	<ul style="list-style-type: none"> • Users can choose alerts for journal announcements or new articles and issues (eTOCs) of individual journal titles expanded to more than 50 discipline areas.
Reference linking	<ul style="list-style-type: none"> • Open URL 1.0 linking to articles • Linking to CrossRef, PubMed®, Google Scholar and Web of Science • Toll-free inter-journal linking to full text of cited articles within the HighWire platform 	<ul style="list-style-type: none"> • Open URL 1.0 linking to articles • Linking to CrossRef, PubMed®, Google Scholar and Web of Science • Toll-free inter-journal linking to full text of cited articles within the HighWire platform
Portal page	<ul style="list-style-type: none"> • Simple introductory page with Quick Search box 	<ul style="list-style-type: none"> • Redesigned portal page with focus on diverse types of visitors, expanded navigational options and more prominent search placement
Abstracts	<ul style="list-style-type: none"> • Access to table of contents, abstracts and full text articles hosted on separate pages 	<ul style="list-style-type: none"> • Abstract preview allows users to mouse-over entries on the table of contents and search results pages to view instant pop-up abstracts, without leaving the page. Note: This pop-up functionality will increase the abstract usage numbers. • Access to tables of contents, abstracts and full text articles also hosted as

		they are currently on additional pages.
Navigation	<ul style="list-style-type: none"> • Standard navigation maintains static page as user scrolls 	<ul style="list-style-type: none"> • Tag-along navigation allows various content feature options to follow alongside users as they scroll through the article page
Related articles	<ul style="list-style-type: none"> • Offers links to “similar articles” in the Article Services box next to the article or abstract 	<ul style="list-style-type: none"> • Offers links to “similar articles” in the Article Services box next to the article or abstract • New Keyword Pivot Search feature provides extended options for viewing “more like this” content
Customization of features	<ul style="list-style-type: none"> • Institutional branding available 	<ul style="list-style-type: none"> • Institutional branding available • Feature hideaway – Author affiliations, related links, and other optional article functions can be expanded or hidden. Your article enhancement preferences are remembered throughout your session.
Usage reporting	<ul style="list-style-type: none"> • COUNTER-compliant usage reports can be downloaded by the account administrator 	<ul style="list-style-type: none"> • COUNTER-compliant usage reports can be downloaded by the account administrator
Content architecture	<ul style="list-style-type: none"> • Proprietary XML-based sites without compliance to industry standards and fewer options for reusing our content 	<ul style="list-style-type: none"> • Enhanced XML-based sites, providing a robust content architecture, hosted in industry-standard NLM metadata format with greater opportunities to reuse our content

