

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	Robert Brooks	robert.brooks@sagepub.com

If you have additional questions regarding SAGE's electronic products or sales policies, please contact Ed McBride, National Sales Director, at ed.mcbride@sagepub.com.

For questions regarding:

- SAGE Premier account support
- Invoicing
- Refunds/claims
- Deep discount products

Contact your **Journals Account Representative Team**:

Inquiries Regarding	Includes	Email Address
SAGE Reference, SRMO	<ul style="list-style-type: none"> • SRO/Handbooks • SRMO 	onlinereference@sagepub.com
Library Support	<ul style="list-style-type: none"> • Access for all packages • SAGE Package Support: <ul style="list-style-type: none"> ▪ Premier Packages ▪ Collections ▪ Backfiles ▪ Deeply Discounted Products 	libsupport@sagepub.com

For Questions regarding:

- Technical access questions regarding SAGE Journals
- 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

Sheenagh.mccarthy@sagepub.com

(800) 818-7243 x7258