

## **SAGE and ProQuest CSA FAQ August 6, 2009**

### **Q. Is the SAGE/ProQuest CSA partnership still in effect?**

**A.** Proquest CSA will cease hosting the SAGE Full-Text Collections on the ProQuest CSA Illumina platform on December 31, 2009. SAGE will host the SAGE Full-Text Collections exclusively on the *SAGE Journals Online* platform after that time.

### **Q. When I renew my subscription to the SAGE Full-Text Collections, what are my access options?**

**A.** Access options for the SAGE Full-Text Collections will be via the ProQuest CSA Illumina platform and the *SAGE Journals Online* platform through December 31, 2009. After that time, the Collections will be available exclusively on SAGE Journals Online at <http://online.sagepub.com>.

### **Q. Will there be any difference between the SAGE Full-Text Collections on the ProQuest CSA Illumina platform and the SAGE Full-Text Collections on the SAGE Journals Online platform?**

**A.** From a content perspective, the SAGE Full-Text Collections on the ProQuest CSA Illumina platform will contain the same data that is found in the SAGE Full-Text Collections on the *SAGE Journals Online* platform. However, look, feel, search results, and user experience will be different. Also, users conducting their research via Google and other external search engines will be directed to the Collections on the SJO platform if their institution subscribes. Collections on the ProQuest CSA Illumina platform are not accessible via Google or other external search engines. Additionally, ProQuest CSA Illumina will no longer continue to have new content added after December 31, 2009.

### **Q. Which SAGE products will remain available exclusively on the ProQuest CSA Illumina platform?**

**A.** SAGE's abstracting databases, Criminal Justice Abstracts Online and Communication Abstracts Online, will remain available exclusively on the ProQuest CSA Illumina platform. Renewals and new customers should contact CSA for more information at [info@proquest.com](mailto:info@proquest.com) or at [sales@proquest.co.uk](mailto:sales@proquest.co.uk).

### **Q. Will the SAGE Full-Text Collections on the SAGE Journals Online platform be part of the same delivery platform as individual journals and backfile?**

**A.** The SAGE Full-Text Collections will be integrated into the *SAGE Journals Online* platform, thus providing seamless access to the SAGE Full-Text Collections and non-Collections content.

### **Q. What are my perpetual access rights to content in the SAGE Full-Text Collections?**

**A.** If you cease your current subscription to the SAGE Full-Text Collections, perpetual access to the SAGE Full-Text Collections for the years you subscribed will be provided on the SAGE Journals Online platform.

## **TECHNICAL QUESTIONS**

### **Q. Will current users of the SAGE Full-Text Collections on the ProQuest CSA Illumina platform need to create new profiles and re-register for alerts, such as Table of Contents alerts and New Issue alerts, if their library opts to access the SAGE Full-Text Collections on the SAGE Journal Online platform?**

**A.** Yes, user profiles will need to be re-created and users will need to sign up for any alerts on the *SAGE Journals Online* platform for which they had previously signed up on the ProQuest CSA Illumina Platform. For your convenience, we've created a [user guide](#) to help aid you and your patrons. For more help, you may always contact our technical services (information below).

### **Q. Who will be responsible for invoicing new customers and renewing current customers after December 31, 2009?**

**A.** SAGE is responsible for invoicing new customers and renewing current customers.

### **Q. Will my account number for the SAGE Full-Text Collections on the ProQuest CSA Illumina platform change now that SAGE is handling the billing and renewals?**

**A.** No, your account number for the SAGE Full-Text Collections, which appears on your renewal notice or on your initial invoice, will remain the same. All correspondence regarding billing and renewals will be handled by SAGE.

**Q. How will I access usage statistics?**

**A.** Usage is available via the *SAGE Journals Online* platform. Make sure you have activated your account to get access to this information. If you haven't activated, visit <https://online.sagepub.com/cgi/activate/ibasic> to start.

**Q. How do I identify myself as the account administrator so I can generate usage statistics reports, view available subscriptions, and receive updates?**

**A.** If you haven't identified yourself as the account administrator, simply go to <https://online.sagepub.com/cgi/changeuserinfo> where you will be prompted to enter a username and password. If your account is activated, please use your account number for both the username and password. Once you are logged in, you will be able to change the username and password.

**Q. Does the SAGE Journals Online platform offer institutional branding?**

**A.** Yes, branding is available through the *SAGE Journals Online* library administration pages and is maintained by the account administrator. Branding support allows for the upload of a university logo or the display of the university name. If your library would like both the school logo and name, then you must provide a graphic that incorporates both items. If the institutional URL is also added, clicking on the logo or university name will take patrons to whatever URL is inserted in the URL field.

**Q. Our ERM links to the SAGE Full-Text Collections direct my library patrons to ProQuest CSA Illumina. How do I resolve the links so that my patrons continue to get access on SAGE Journals Online?**

**A.** You can resolve your links by going to your preferred ERM vendor and selecting the package you've subscribed to with SAGE as the provider.

**Q. Which ERM vendors do SAGE work with?**

**A.**

- Serials Solutions
- OCLC / Openly Informatics
- TD-Net
- EBSCO Information Services
- Ex-Libris (SFX/Verde)
- CUFTS

**Q. Where do I access the content by SAGE Full-Text Collection?**

**A.** You may access each SAGE Full-Text Collection by following the links below:

<b>Collection</b>	<b>Link</b>
Communication	<a href="http://online.sagepub.com/collection.dtl?coll=COMM">http://online.sagepub.com/collection.dtl?coll=COMM</a>
Criminology	<a href="http://online.sagepub.com/collection.dtl?coll=CRIM">http://online.sagepub.com/collection.dtl?coll=CRIM</a>
Education	<a href="http://online.sagepub.com/collection.dtl?coll=EDUC">http://online.sagepub.com/collection.dtl?coll=EDUC</a>
Health Sciences	<a href="http://online.sagepub.com/collection.dtl?coll=HEAL">http://online.sagepub.com/collection.dtl?coll=HEAL</a>
Management & Organization Studies	<a href="http://online.sagepub.com/collection.dtl?coll=MGMT">http://online.sagepub.com/collection.dtl?coll=MGMT</a>
Materials Science	<a href="http://online.sagepub.com/collection.dtl?coll=MATE">http://online.sagepub.com/collection.dtl?coll=MATE</a>
Political Science	<a href="http://online.sagepub.com/collection.dtl?coll=POLI">http://online.sagepub.com/collection.dtl?coll=POLI</a>
Psychology	<a href="http://online.sagepub.com/collection.dtl?coll=PSYC">http://online.sagepub.com/collection.dtl?coll=PSYC</a>
Sociology	<a href="http://online.sagepub.com/collection.dtl?coll=SOCI">http://online.sagepub.com/collection.dtl?coll=SOCI</a>
Urban Studies & Planning	<a href="http://online.sagepub.com/collection.dtl?coll=URBA">http://online.sagepub.com/collection.dtl?coll=URBA</a>

**Q. Is Shibboleth access available on SAGE Journals Online?**

**A.** Shibboleth access is only available for institutions within the UK Access Management Federation. SAGE is currently monitoring demand in the US and Canada in order to assess the value of rolling it out globally. For additional questions about Shibboleth, please contact [onlinesupportus@sagepub.com](mailto:onlinesupportus@sagepub.com).

**Q. Are MARC records available?**

**A.** Institutions may download the MARC records from OCLC at no charge if they have a current OCLC cataloging subscription.

**CONTACT QUESTIONS**

**Q. Whom should I contact to request a trial of the SAGE Full-Text Collections?**

**A.** SAGE customer service is responsible for setting up trials of the SAGE Full-Text Collections. To set up a trial, please contact: [sagecollections@sagepub.com](mailto:sagecollections@sagepub.com).

**Q. Whom should I contact for a price quote of the SAGE Full-Text Collections?**

**A.** SAGE will be responsible for providing pricing information to customers. Please contact: [sagecollections@sagepub.com](mailto:sagecollections@sagepub.com) or the SAGE sales team for a price quote: <http://www.sagepub.com/librarians/contact.sp>

**Q. Whom should I contact for a price quote or trial of SAGE's abstracting databases, Criminal Justice Abstract Online and Communication Abstracts Online?**

**A.** CSA will remain the primary contact for pricing and trial information for SAGE's abstracting databases. Criminal Justice Abstract Online and Communication Abstracts Online will be available exclusively on the ProQuest CSA Illumina platform. Contact [sales@csa.com](mailto:sales@csa.com) for information about SAGE's abstracting databases.

**Q. Whom do I contact to activate my account?**

**A.** SAGE will be responsible for activating SAGE Full-Text Collections customers' accounts. If you have questions about account activation, please contact your account representative: <http://www.sagepub.com/librarians/contact.sp>

**Q. Who will provide technical support to SAGE Full-Text Collections customers?**

**A.** All technical support will be provided by SAGE. To contact SAGE technical support in North America and South and Central America, contact [onlinesupportus@sagepub.com](mailto:onlinesupportus@sagepub.com), or in Europe, the Middle East, Africa, Asia, and Australasia, contact [onlinesupport@sagepub.co.uk](mailto:onlinesupport@sagepub.co.uk).

**Q. Who will be responsible for providing customer service support to customers?**

**A.** SAGE will be responsible for providing customer service support to customers. For support, please contact your account representative at <http://www.sagepub.com/librarians/contact.sp>.

**Q. Who will be responsible for providing training to customers?**

**A.** SAGE will be responsible for training customers on the SAGE Full-Text Collections product. To request training in North America and South and Central America, contact [onlinesupportus@sagepub.com](mailto:onlinesupportus@sagepub.com), or in Europe, the Middle East, Africa, Asia, and Australasia, contact [onlinesupport@sagepub.co.uk](mailto:onlinesupport@sagepub.co.uk).