WEBINAR

ChronosHub

The Author Journey Redefined:

Getting Today's Article Workflow Ready for Tomorrow's Authors

8 June 2023

PRESENTING TODAY

Romy Beard

Head of Publisher Relations

ChronosHub

Michael Casp

Director of Business Development

J&J Editorial

Kate Horgan

Director of Product Management

Aries Systems

Nicole Brown

Director of Customer Success

Silverchair

AGENDA

1. Presentations
2. Discussion
3. Q&A
4. What's Next

Accelerating Scholarly Publishing

Efficient Workflows and Intelligent Communication

The Author Journey Redefined: Getting Today's Article Workflow Ready for Tomorrow's Authors
- ChronosHub

Michael Casp (he/him/his)
Director, Business Development
J&J Editorial, Wiley Partner Solutions

Solutions to Support our Partners

OUR SOLUTIONS

- **Publishing solutions** – for simple and seamless author submission
- **Workflow solutions** – for tools to simplify publishing, peer review, and collaboration
- **Platform solutions** – for modular publishing and website development
- **Career solutions** – for job boards and expert career center services
- **Corporate solutions** – for revenue generation, advertising, and engagement services

ATYPON

Helping online publishers deliver mission-critical content with our platforms, including Literatum, Connect, Insights, and Manuscripts.

ReXSubmission

Reducing the work and time for authors with a smarter, simpler submission platform that makes the process an easier and happier one.

AUTHOREA

Automating document creation, enriched content editing, citation development, and collaboration.

j&j editorial

Optimizing every stage of the publication process through custom high-touch services.

eJournalPress

Improving the steps of the editorial process with an easy-to-use interface and customizable solution.

INERA

Automating the most time-consuming aspects of publishing with editorial and XML solutions.

oable

Making research more available through seamless approval, payment, and management of open access agreements and publications.

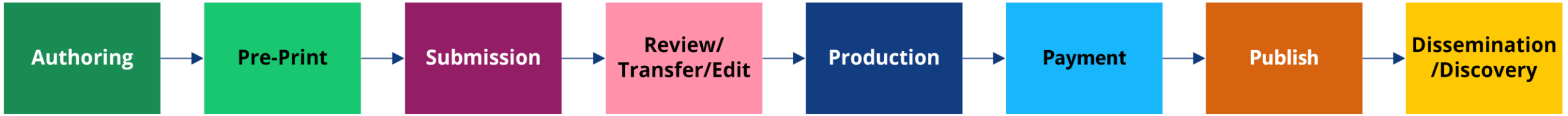
madgex

Boosting your revenue and engagement and providing deeper insight through market-leading career center services that deliver the best job seeking experience for your audience.

WILEY Corporate Solutions

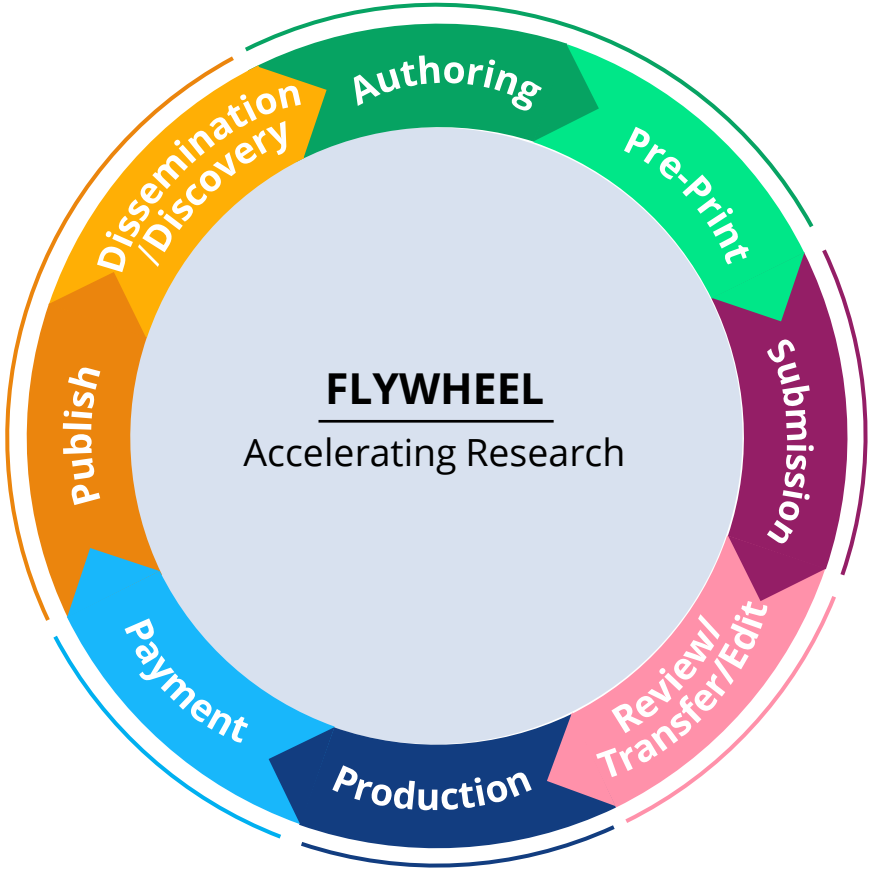
Expanding your messaging reach through advertising, events, and engagement services.

Scholarly Publishing Workflow

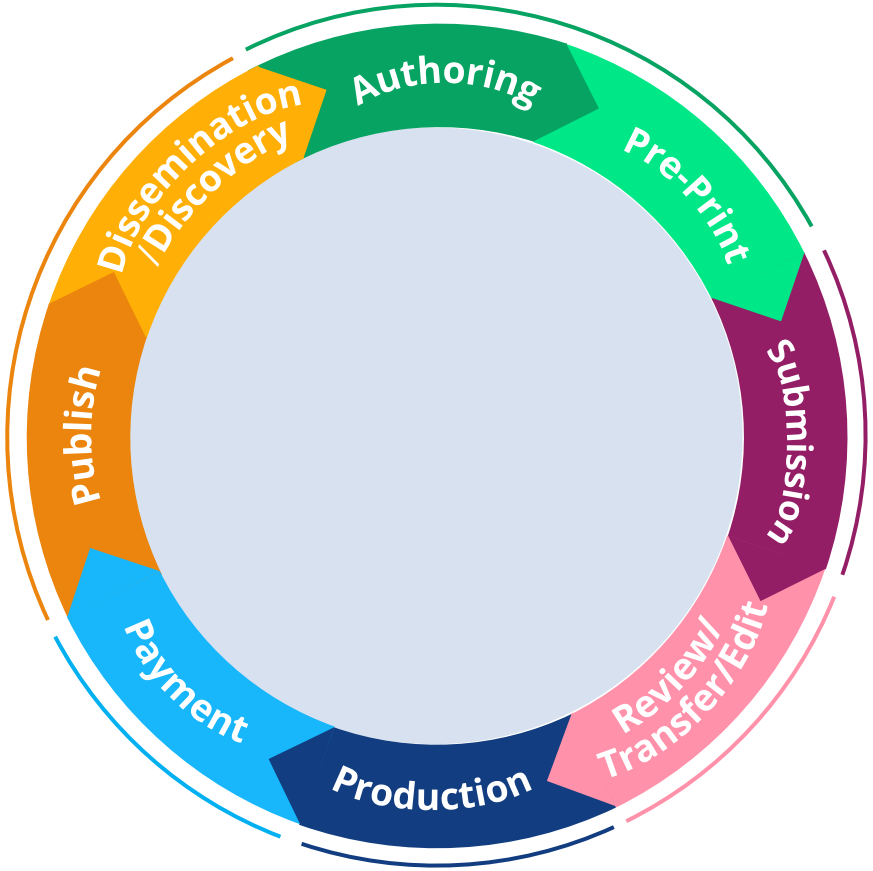


WILEY Partner Solutions

Scholarly Publishing Workflow



Accelerating the Publishing Workflow



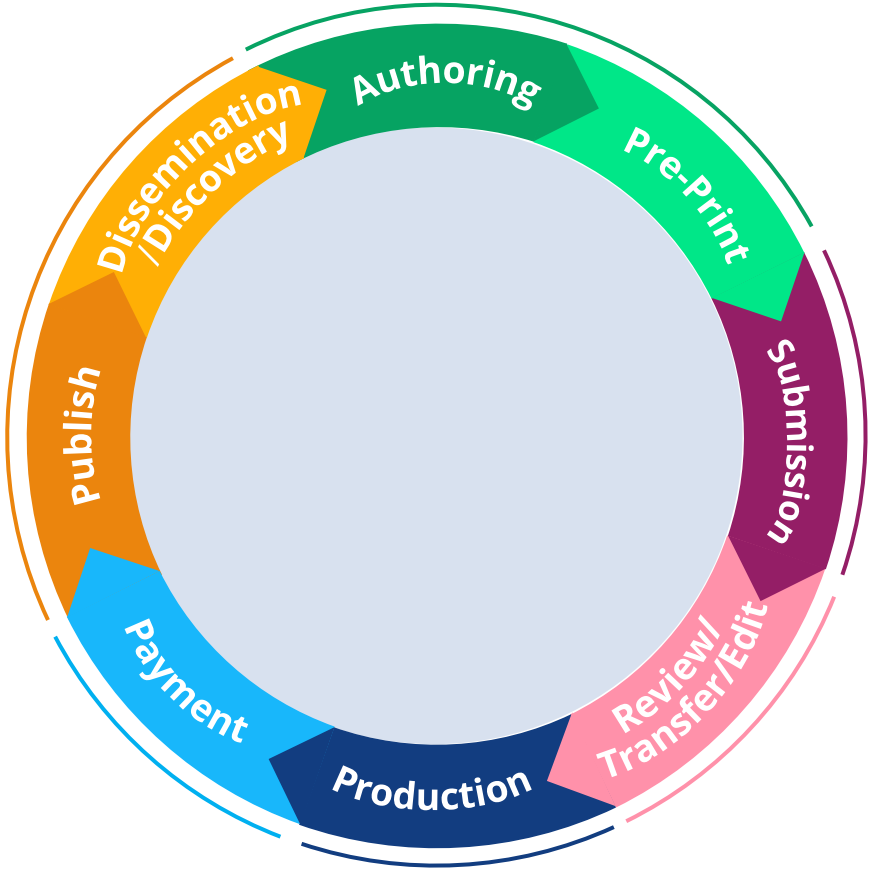
Smart, simple submission

Clearly communicated policies

Consistent submission standards

Automated submission with minimal manual entry

Accelerating the Publishing Workflow



Rapid turnaround time & enhanced editor support

Automated reviewer finding

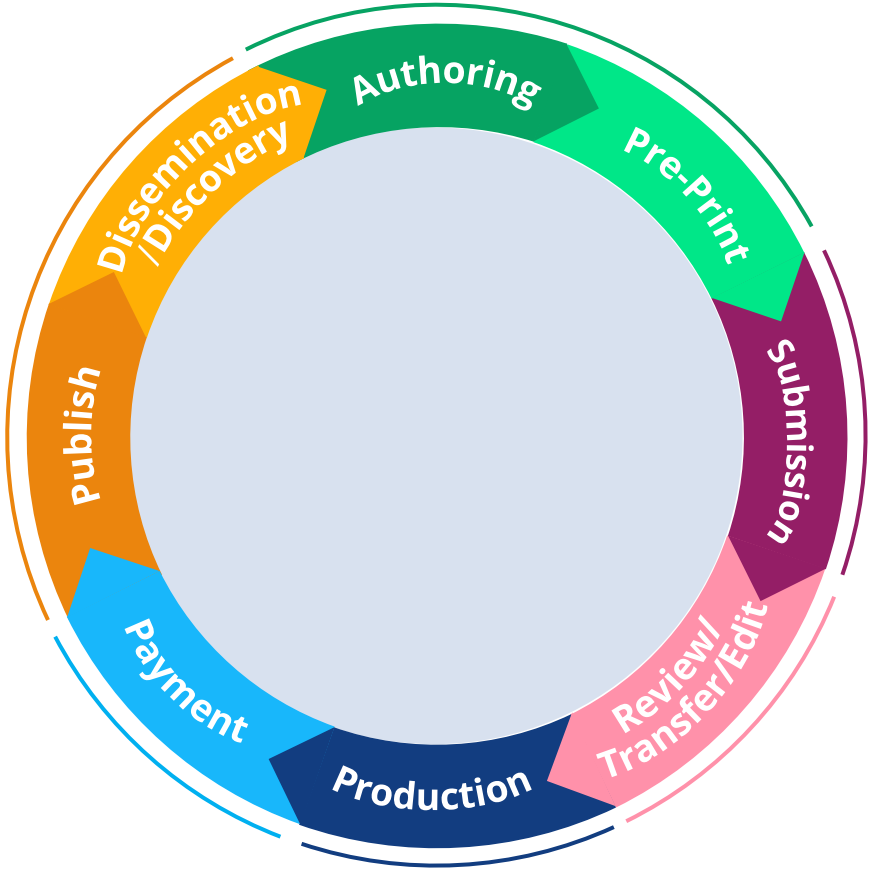
Review invitation queuing

Reporting and Editor management

Better reviewer support and UX

WILEY Partner Solutions

Accelerating the Publishing Workflow



Automated production workflow

JATS XML Standard

Automated styling and XML tagging

Algorithmic page layout and format transform

Production workflow platforms

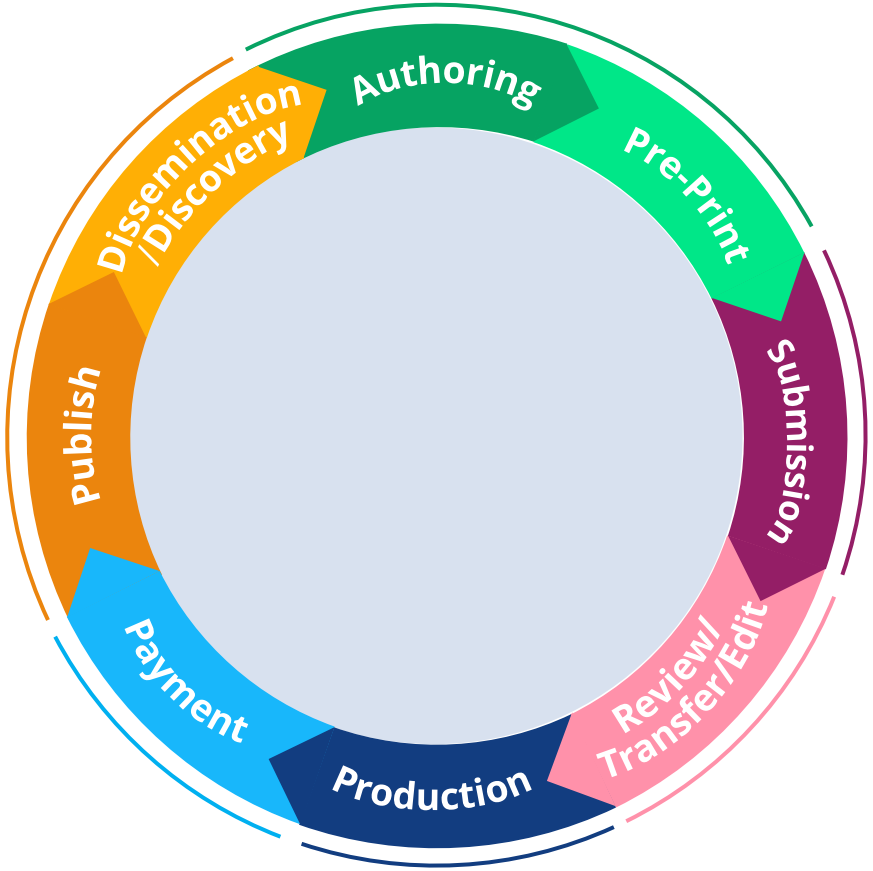
Cloud-based proof system

Accelerating the Publishing Workflow

Easy payment and OA administration

Streamlined APC payments

Help stakeholders manage TAs



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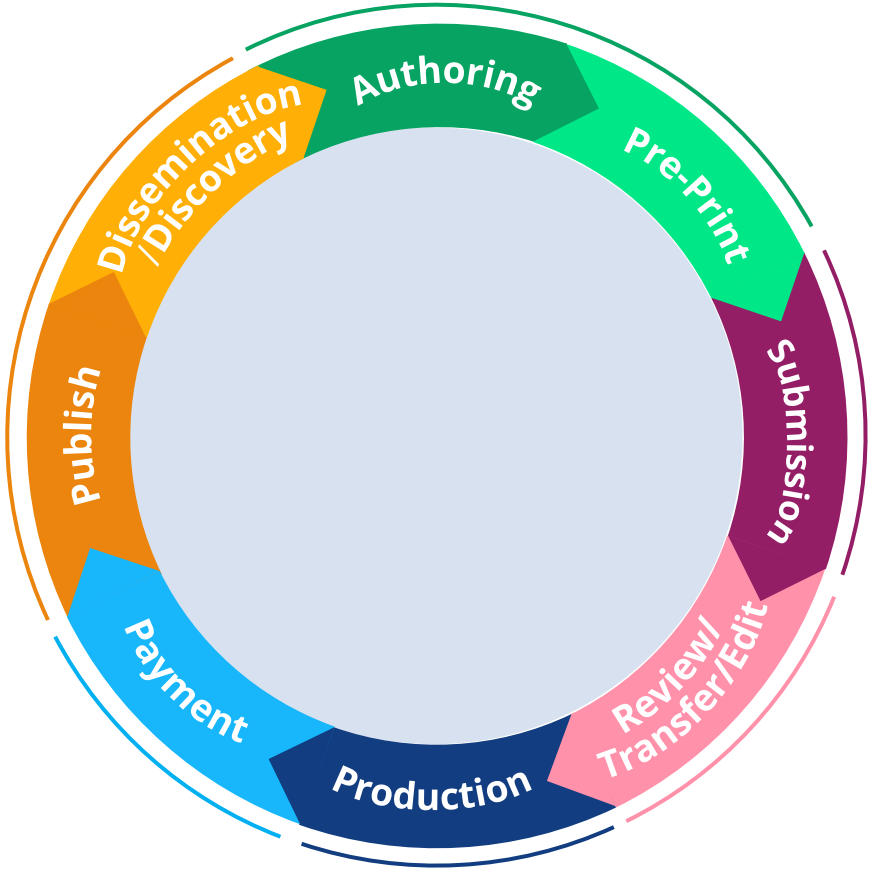
Accelerating the Publishing Workflow

State-of-the-art publishing enabled with technology & staff

Automated ingest and display

Deliver articles and metadata to indexes

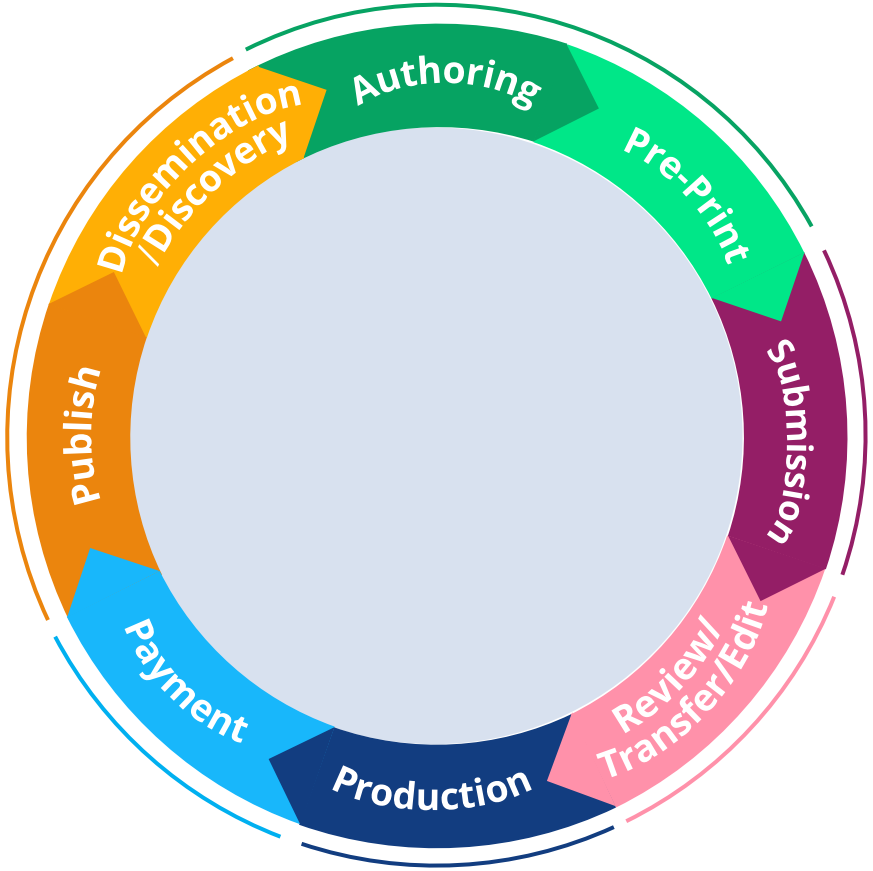
Create smart collections and communications for authors



Accelerating the Publishing Workflow

Workflow Design & Implementation

Plan improvements around your priorities and current capabilities. Optimize where it will have the most impact.



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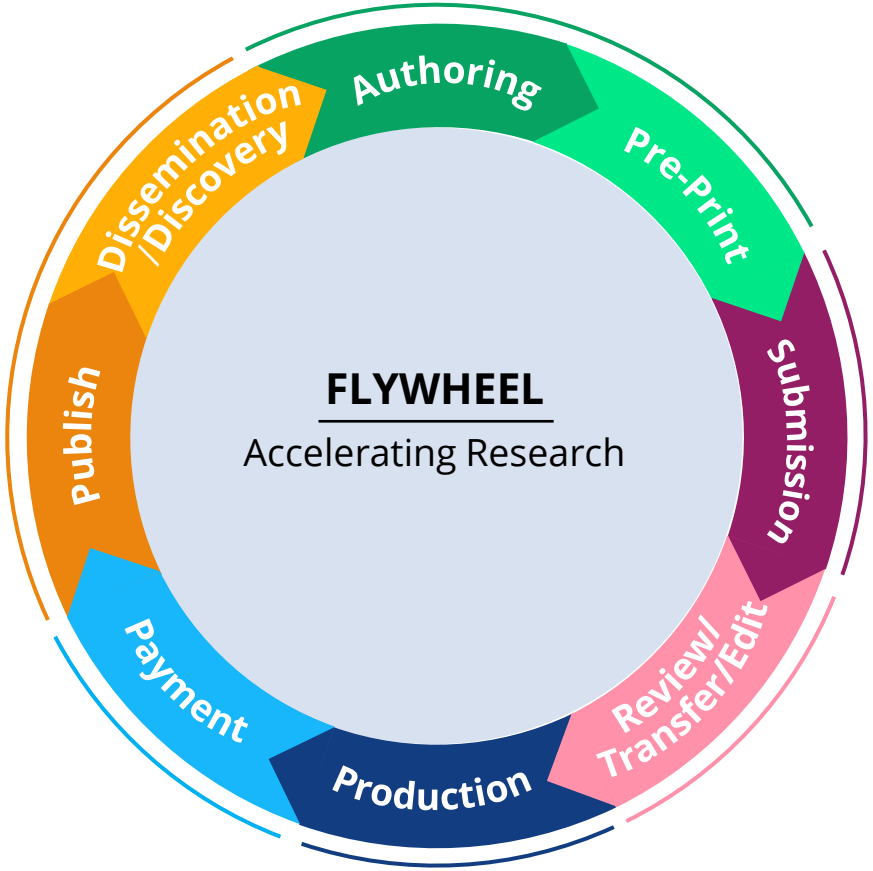

Open, reproducible research

Deposit data and supporting files

Quickly post as a pre-print and discuss with collaborators.

Smart, simple submission

Clearly communicated policies

Consistent submission standards

Automated submission with minimal manual entry

Rapid turnaround time & enhanced editor support

Automated reviewer finding

Review invitation queuing

Reporting and Editor management

Better reviewer support and UX

WILEY Partner Solutions

User Experience & Accessibility

WILEY Partner Solutions

Thank You

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J&J Editorial, Wiley Partner Solutions
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ROMY BEARD

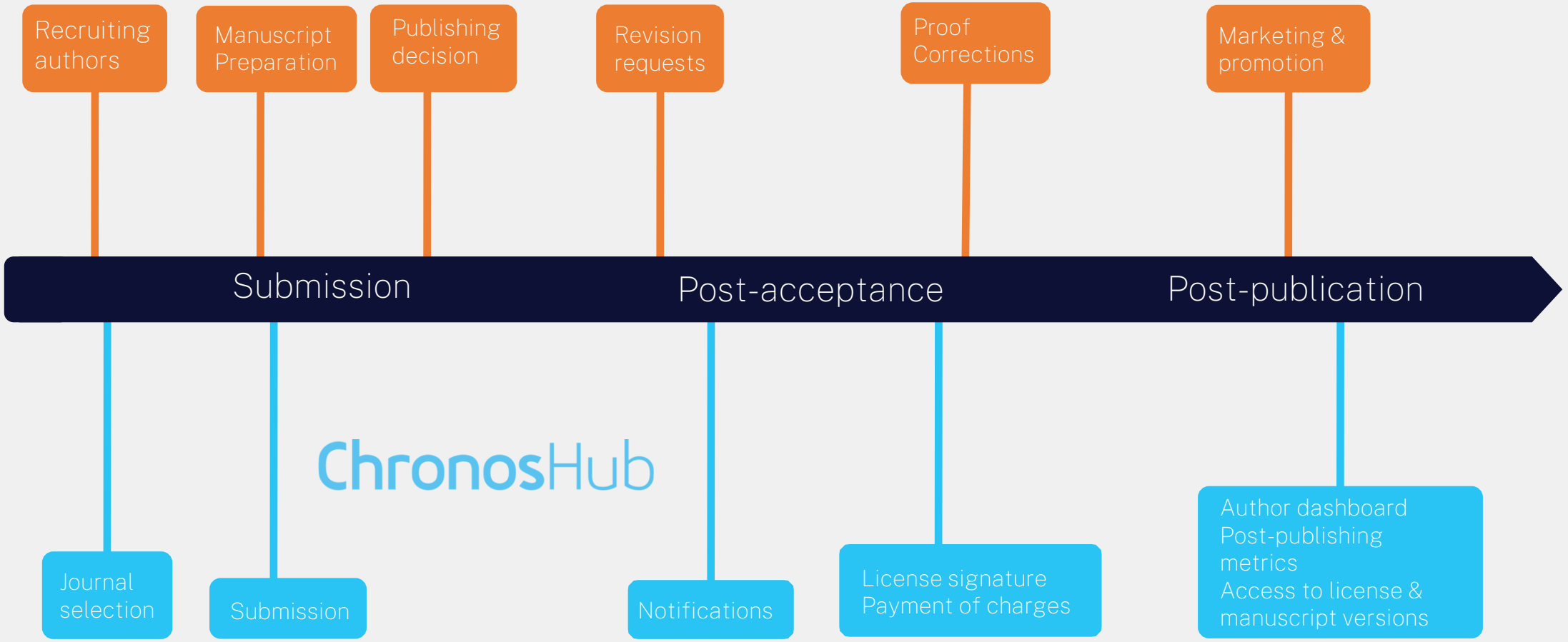
ChronosHub

Better author experience through improved workflows

ChronosHub

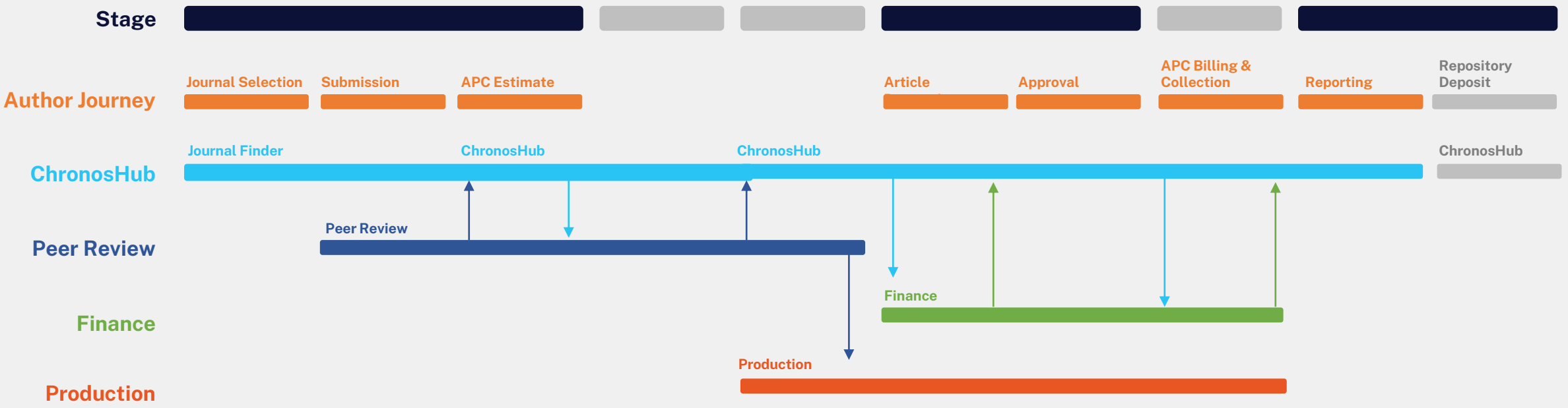
AUTHOR EXPERIENCE

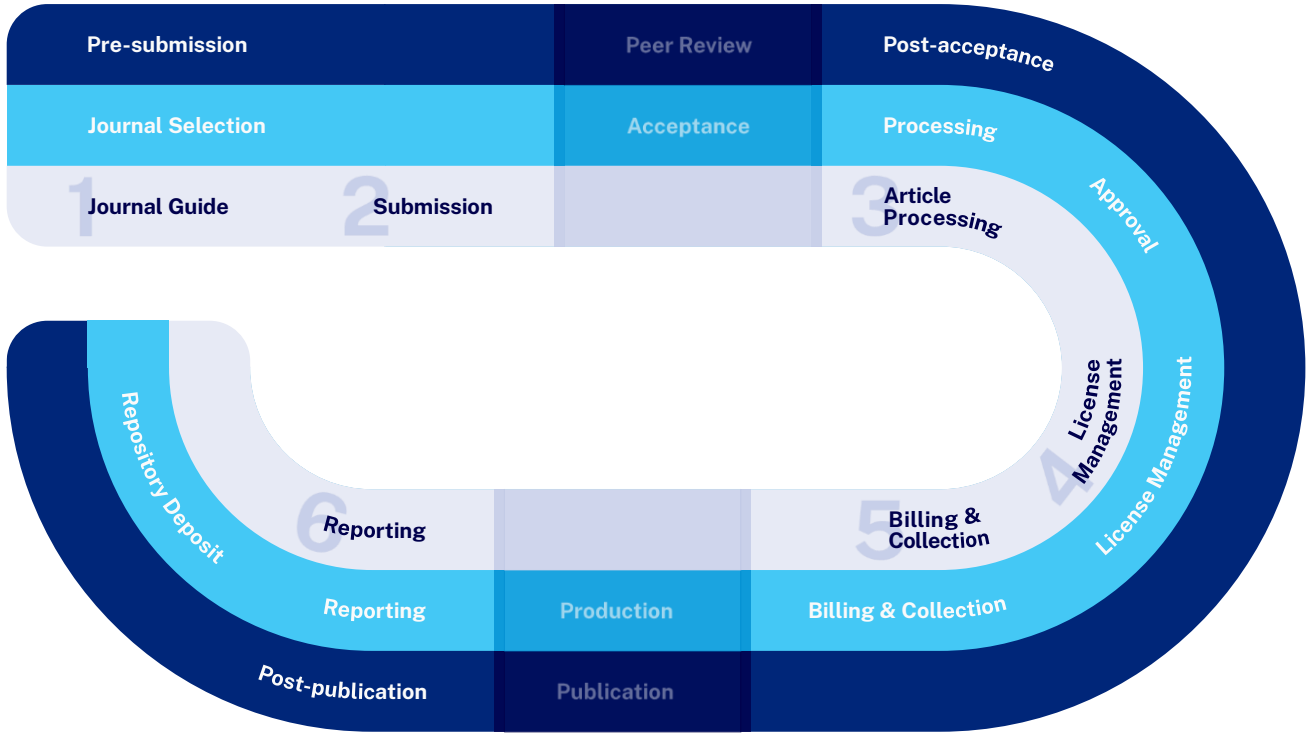
Where platform experience fits in



UNIFIED AUTHOR EXPERIENCE

The ChronosHub platform sits on top of existing systems





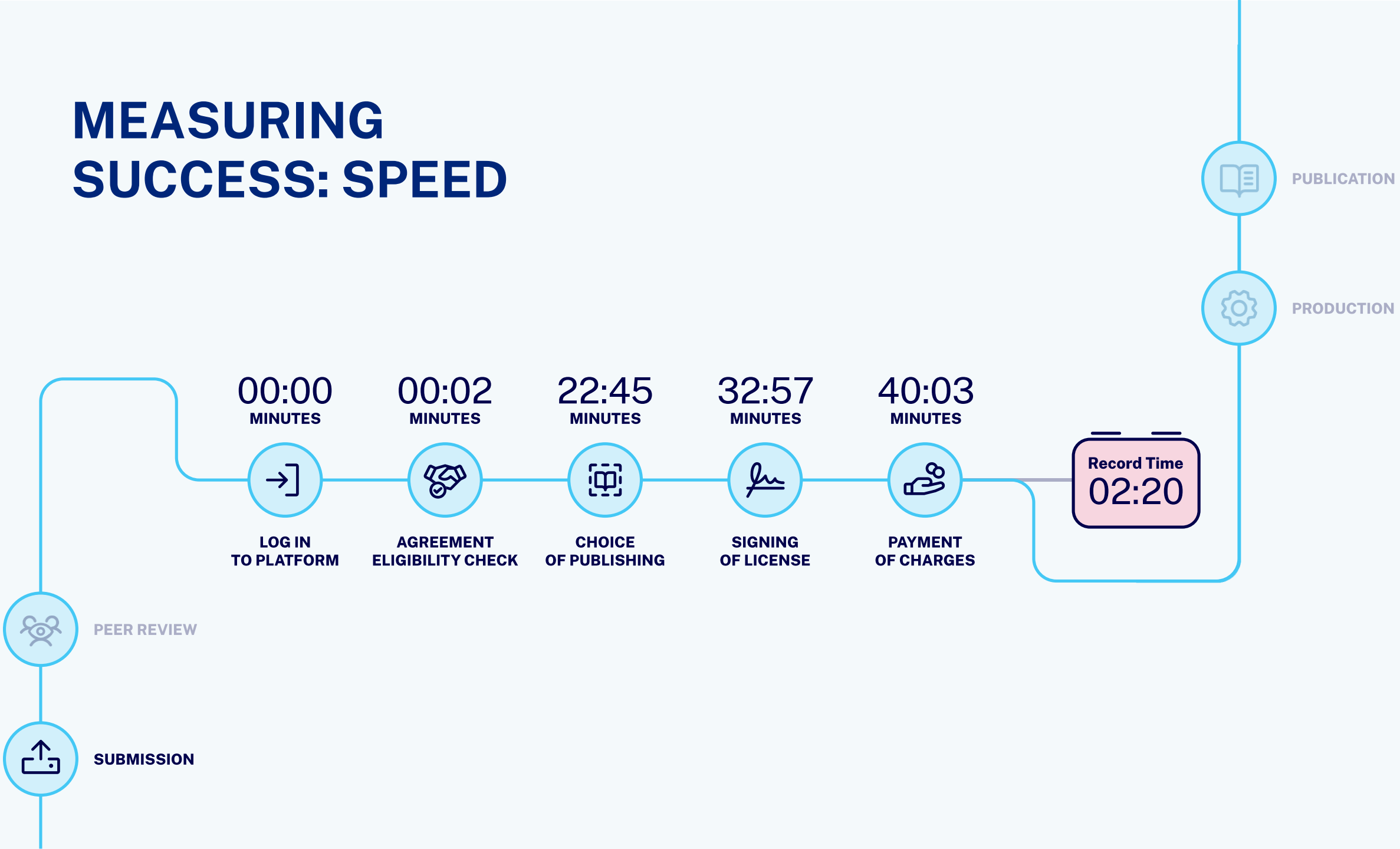
We support all **Publishers and their authors** on

ChronosHub

from pre-submission to post-publication

- Automated ***workflow handling*** of articles, invoices, and payments to increase efficiency and effectiveness.
- Ensured ***compliance with funder policies*** and ***recognition of publisher agreements*** reducing fees and cost.
- Management ***reporting***, data, and analytics to drive business and research performance.
- The platform is ***configurable*** to easily meet your needs, workflows, and business models.

MEASURING SUCCESS: SPEED



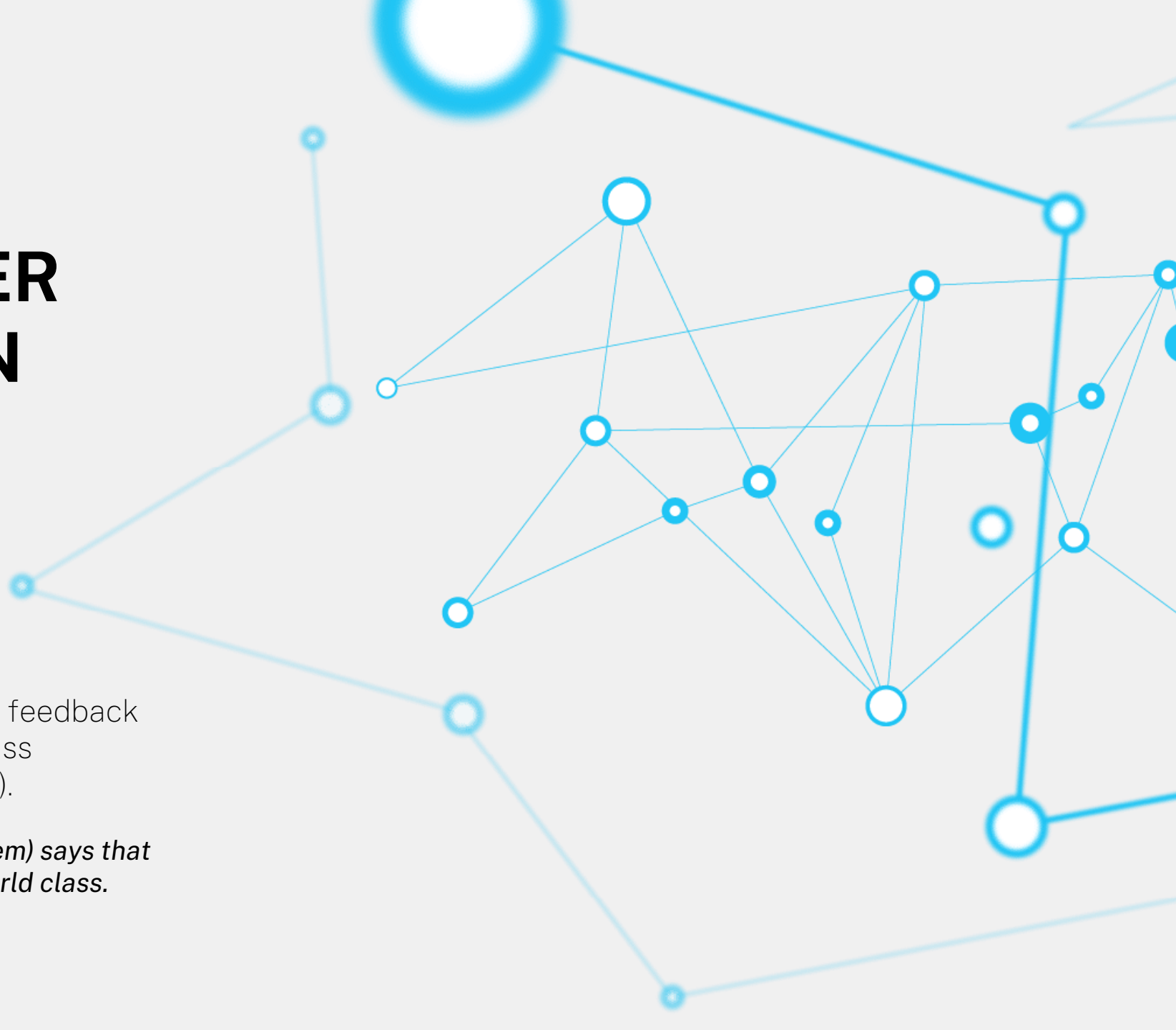
MEASURING SUCCESS: USER SATISFACTION

NPS

86.9

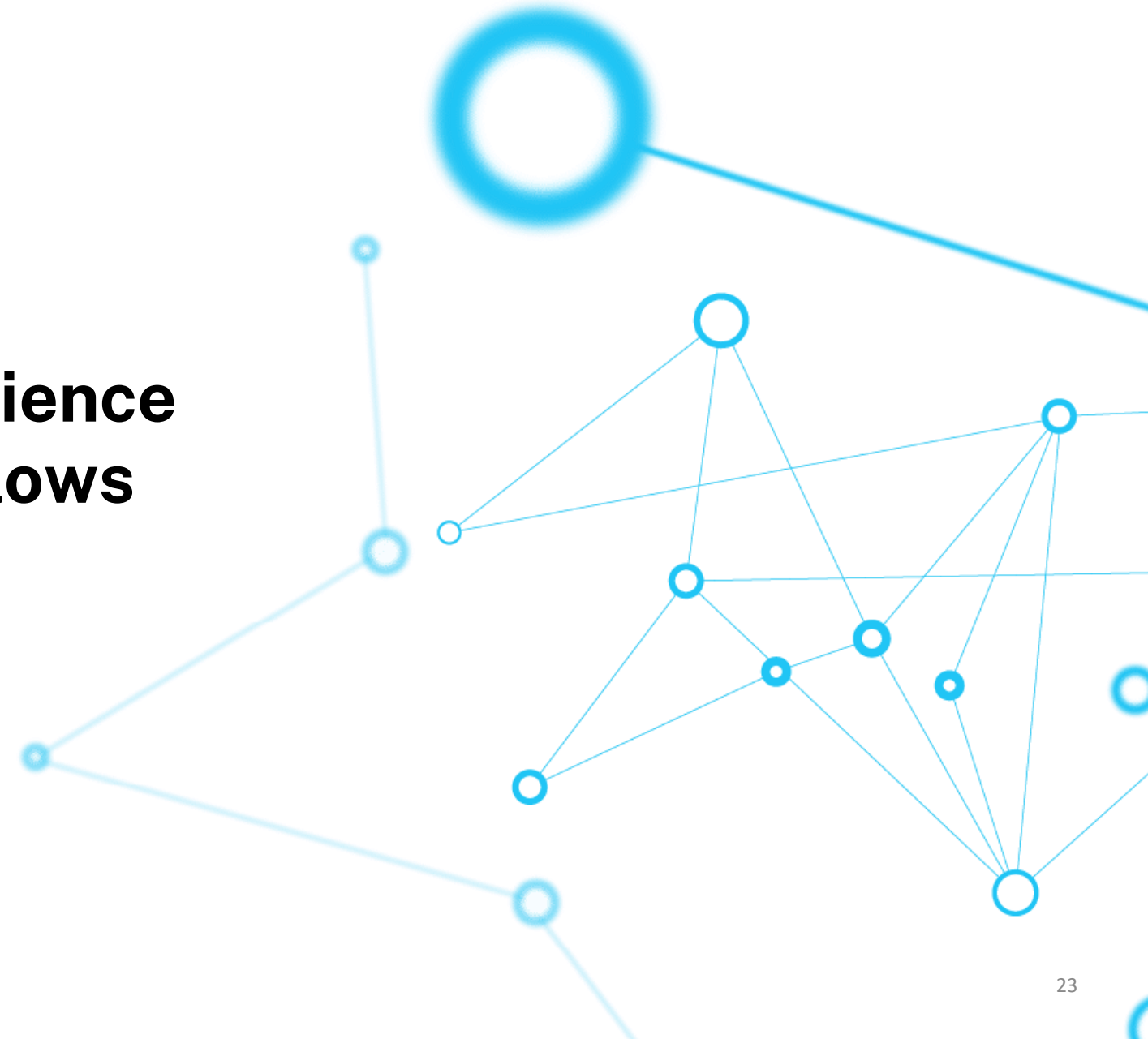
Net Promotor Score (NPS) based on feedback from researchers funded by the Swiss National Science Foundation (SNSF).

Bain & Company (source of the NPS system) says that above 50 is excellent, and above 80 is world class.



5 tips

for a better author experience through improved workflows



1 ONE LOGIN

Avoid multiple logins

Leverage integrations

Provide a consistent experience, despite different underlying systems

ChronosHub

2 MANUAL VS AUTOMATION

Make sure automated workflows are tailored to each author

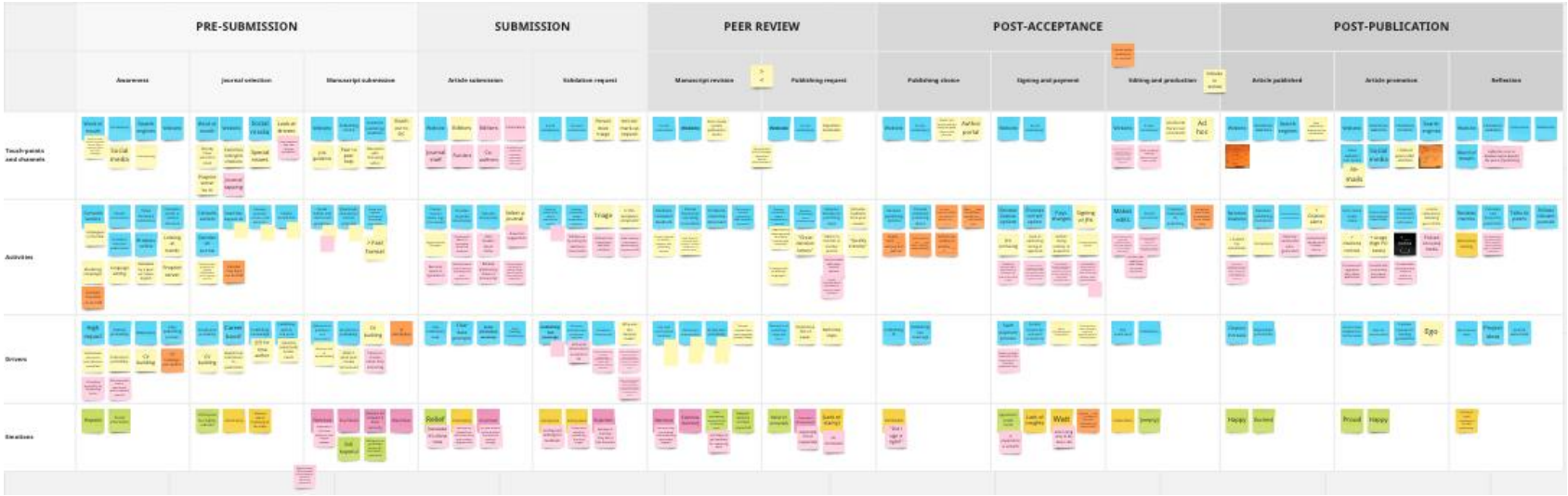
Make sure manual workflows aren't too slow

Think about how this affects the author

3 LOGICAL WORKFLOW SEQUENCE

- Make sure you provide the right information at the right time
- Could information about open access agreement eligibility, additional charges etc be provided pre-submission or during submission?
- Are some steps repeated? Make sure information is passed between systems.

Top tip:
Map out the end-to-end author experience



4 KEEP IT SIMPLE

- Information overload
- **Examples**: submission guidelines, information requested at submission, and requested again later in the process

2nd most downloaded app in the US in 2022

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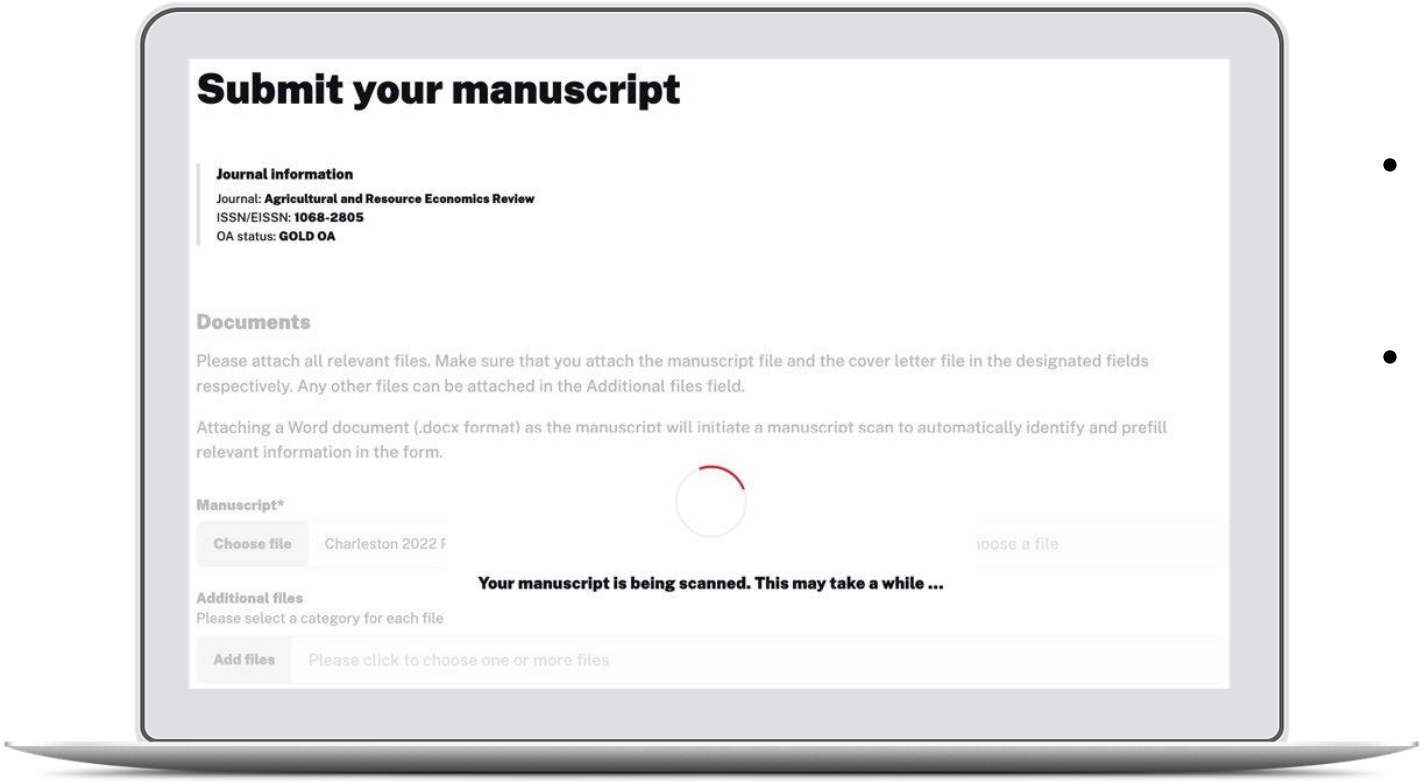
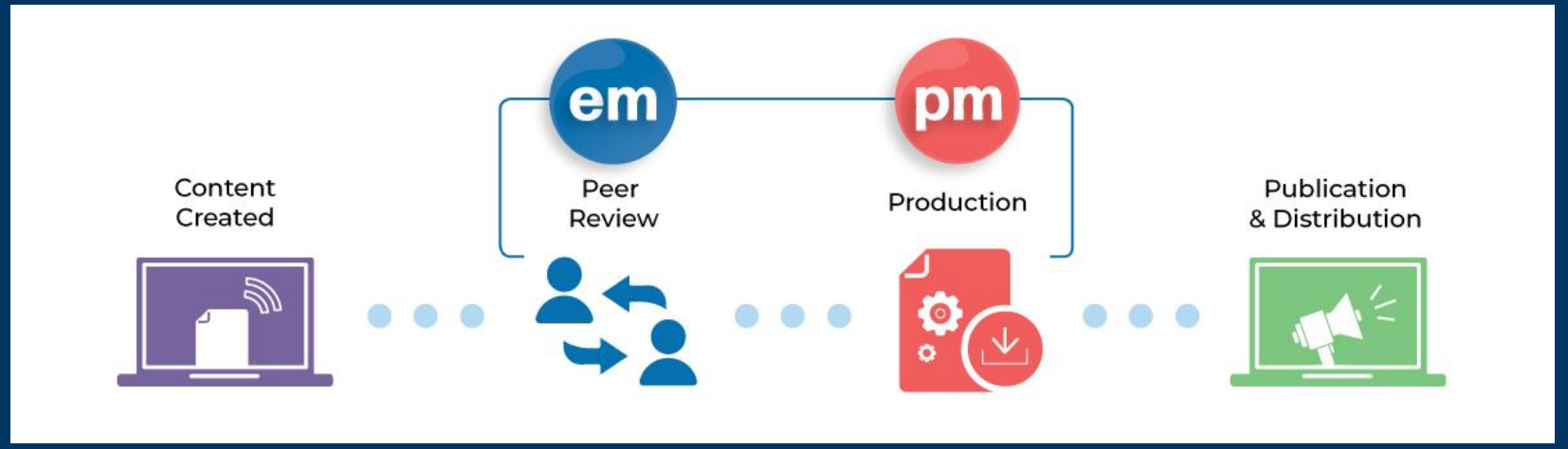
5 ‘WE DO IT FOR YOU’ ATTITUDE



- Use AI to help the author – do the work for them, get them to verify
- Transfers – could the experience be improved for authors, one click to re-submit, without having to go through the whole submission process again?



Editorial and Production Workflows

Where can we find efficiencies?

Kate Horgan
Director of Product Management
Aries Systems

Powered by: Aries systems.

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The Key to Peer Review – Reviewers!

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The Key to Peer Review – Reviewers!

Our greatest time and process constraint represents our greatest opportunity

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What Do We Mean by Boosting Reviewer Engagement?

Quality – Value	Quantity	Desire to Review
Who determines value – Editors, Author, or Publisher?	What is the "right" amount?	How can Reviewers be incentivized?

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What Do We Mean by Boosting Reviewer Engagement?

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You likely want all three!

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An open question about the role of tools in peer review

In a world of vendors, tools, and services how can we ensure we are all partnering effectively? Do good fences really make good neighbors?

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The Key to Production – Tools!

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The Key to Production – Tools!

Production must balance speed, accuracy, and fidelity to the originally accepted content in a process that contains many handover points

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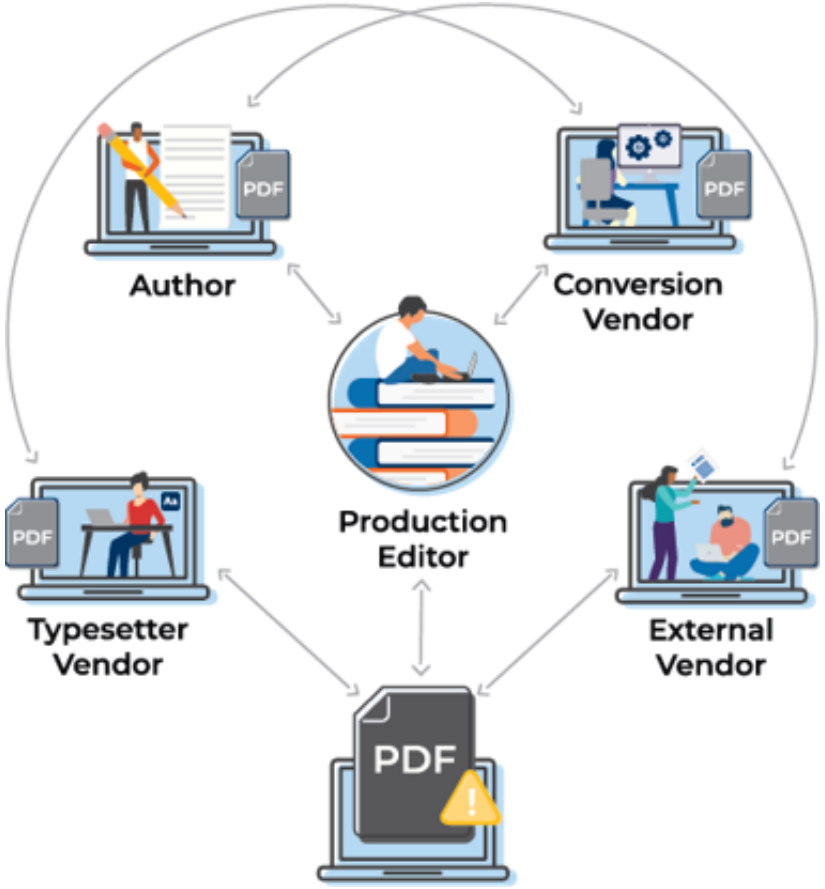
The Key to Production – Tools!

The traditional production workflow requires the Production Editor to manage a variety of vendors engagements + author changes which leads to a lot of touchpoints



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The Key to Production – Tools!

Tools can help ensure all – vendors, production staff, and authors – are engaging with the same content and automatically capturing changes while maintaining integrity of the accepted content

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An open question about where "production tools" live in the editorial workflow

Editorial and production had a firm wall – both technically and by policy – that seems to be crumbling as we look to incorporate traditional production tools into the editorial process to bring value and speed to the peer review process. What opportunities do you see in breaking down the wall further?

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THE FINISH LINE:

Publication to Amplification

Nicole Brown
Director, Customer Success
Silverchair
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SILVERCHAIR

As the leading independent platform partner for scholarly and professional publishers, we serve our growing community through flexible technology and unparalleled services. We build and host websites, online products, and digital libraries for our clients' content, enabling researchers and professionals to maximize their contributions to our world. Our vision is to help publishers thrive, evolve, and fulfill their missions.

PLATFORM IN CONTEXT

ZIPLINE
SITEBUILDER
PRODUCTBUILDER
SITEMANAGER
COMPOSER
ANALYTICS

UPSTREAM

Author recruitment

Content authoring

Editorial workflow

Content prep/packaging

DOWNSTREAM

General/brand marketing

Product sales (institutional, individual, licensing)

- Content ingestion, validation, enrichment (and now content authoring)
- Digital site & product development (for existing & new brands/products)
- Digital product delivery to customers
- Usage analytics and audience intelligence
- Content marketing - onsite and email
- Content syndication to partners

ACCELERATING PUBLICATION

PARTNERSHIPS

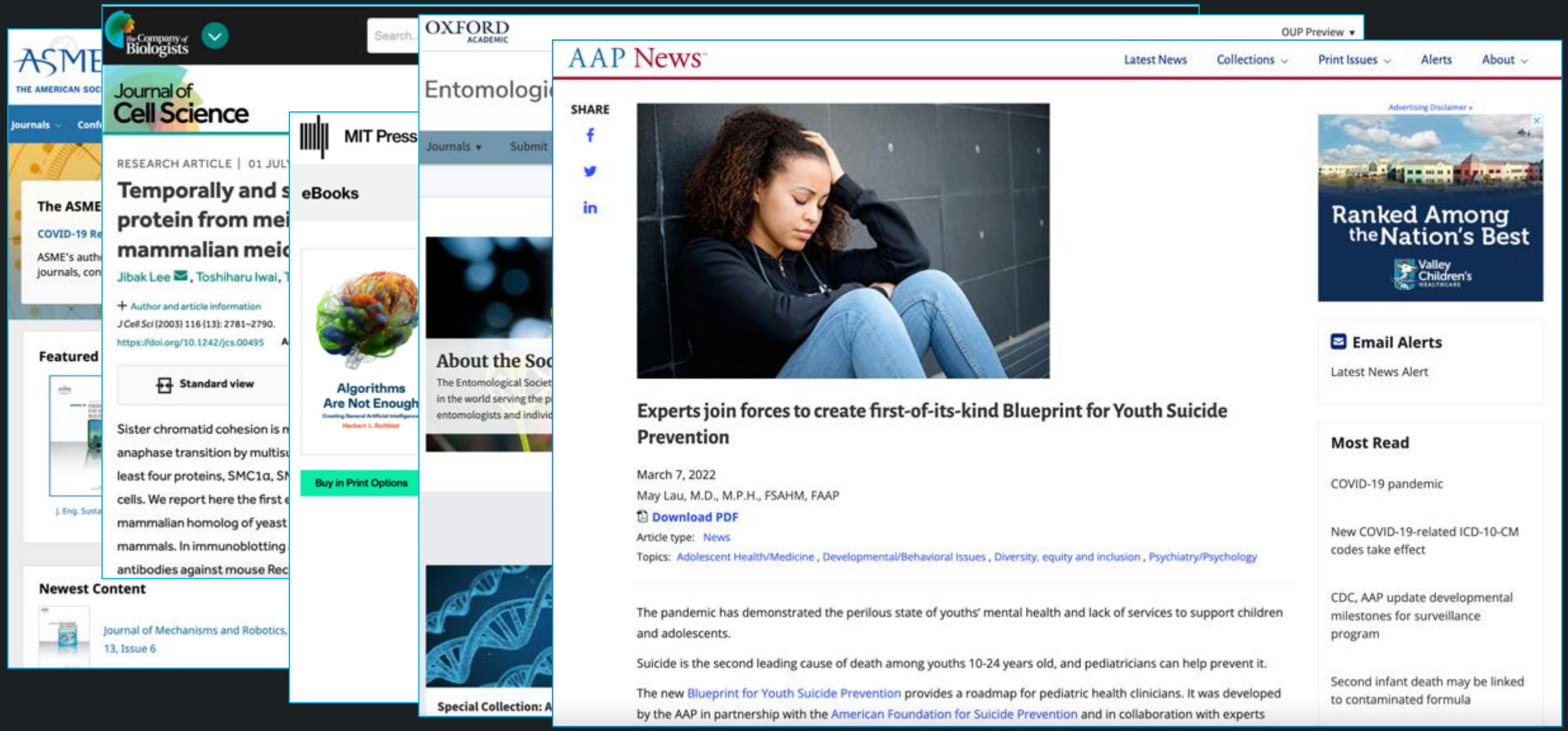
- Platforms partner with other vendors to create a community of resources for the publisher.

INTEGRATIONS

- Tight integrations with submission systems.
- APIs to support *fast* content delivery.

INDUSTRY STANDARDS

- Utilize industry standards to create parity between systems (DOIs, RORIDs, etc)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https://doi.org/10.1242/jcs.00495
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Experts join forces to create first-of-its-kind Blueprint for Youth Suicide Prevention
March 7, 2022
May Lau, M.D., M.P.H., FSAHM, FAAP
Download PDF
Article type: News
Topics: Adolescent Health/Medicine, Developmental/Behavioral Issues, Diversity, equity and inclusion, Psychiatry/Psychology
The pandemic has demonstrated the perilous state of youths' mental health and lack of services to support children and adolescents.
Suicide is the second leading cause of death among youths 10-24 years old, and pediatricians can help prevent it.
The new Blueprint for Youth Suicide Prevention provides a roadmap for pediatric health clinicians. It was developed by the AAP in partnership with the American Foundation for Suicide Prevention and in collaboration with experts
Advertising Disclaimer
Ranked Among the Nation's Best
Valley Children's
Email Alerts
Latest News Alert
Most Read
COVID-19 pandemic
New COVID-19-related ICD-10-CM codes take effect
CDC, AAP update developmental milestones for surveillance program
Second infant death may be linked to contaminated formula

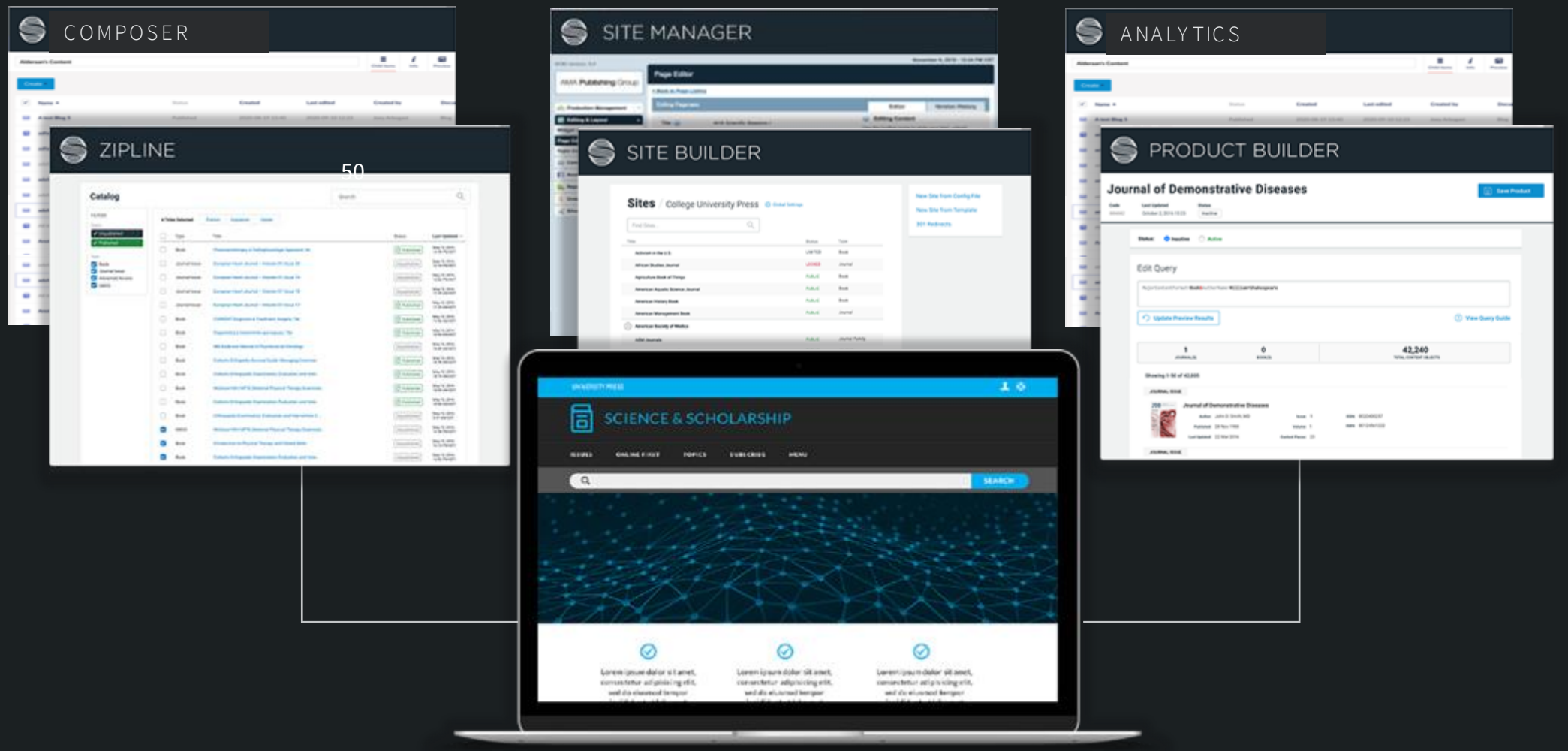
AMPLIFYING CONTENT REACH VIA:

- Scalability
- Accessibility
- Discoverability
- Analytics
- Performance

ACCELERATING THE AUDIENCE

- New and Related Content Widgets
- Personalized Content Widgets and CTA(s)
- UX and Access Indicators
- Publication Driven marketing and alerts

TOOLS IN THE HAND OF THE PUBLISHER



SILVERCHAIR

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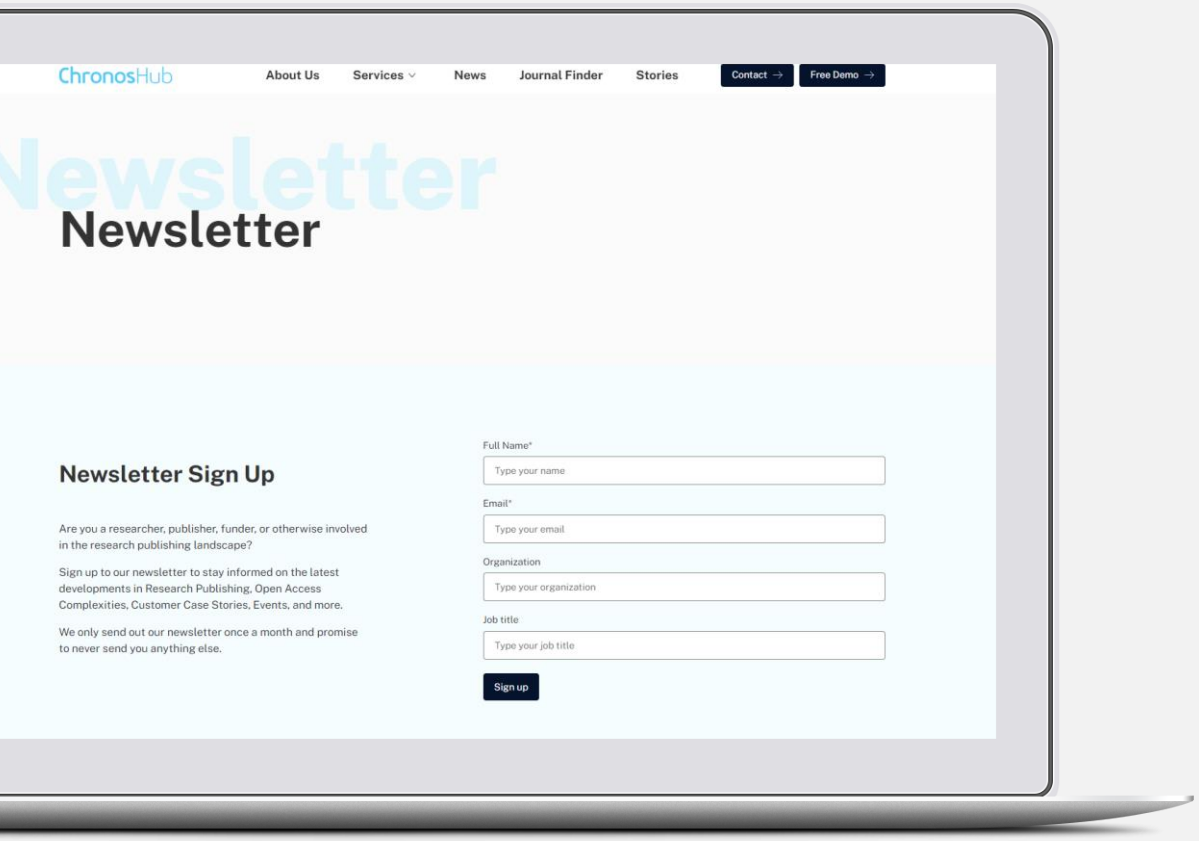
Silverchair.com

DISCUSSION & Q&A

What's next

Plans for each org around improving article workflow

Audience Q&A



NEWSLETTER & EVENTS LIST

Sign up for our newsletter to stay informed on the latest developments in research publishing, open access complexities, customer case stories, future webinars, events, and much more.

We only send out our newsletter once a month – less is much more.

Newsletter: https://chronoshub.io/newsletter/
Event list: https://chronoshub.io/events/

UPCOMING EVENTS

Liber 2023

We are delighted to announce our participation in Liber 2023, where our Head of Business Development, Martin Jagerhorn and Kaisa Kulkki, Information Specialist at Tampere University, will sho...

HOSTED BY

LIBER 2023

ALPSP 2023

We are attending ALPSP Annual Conference and Awards 2023!

HOSTED BY

Association of Learned and Professional Society Publishers

Open Access Tage 2023

We are attending Open Access Tage 2023 in Berlin!

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GUEST SPEAKER CONTACTS

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Michael Casp
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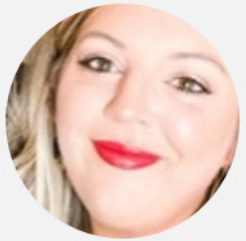

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ChronosHub

BOOK A DEMO OR ASK QUESTIONS –
PLEASE GET IN TOUCH!

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