

SAGE Knowledge http://sk.sagepub.com		
Area	Question	Answer
1. MARC records	Where can they be downloaded from?	MARC records can be downloaded from the Librarian Account page or from the MARC Records Help page .
		MARC records can also be downloaded from within your account record in Secure Center, securecenter.sagepub.com .
	How are you improving the quality of your MARC records?	We are iteratively improving our MARC records offerings in a variety of ways: metadata accuracy, data standards compliance, timeliness, and download options.
	What new download options will be available?	From the public Librarian Account page, MARC records can be downloaded as a subscription-sensitive file or an all-title file representing all content currently hosted on SAGE Knowledge .
		From your account record in Secure Center, additional filters are available for exporting records by publication date or by any new records released since your last download.
	When will I be able to download revised MARC records for the new platform?	December 11, 2015.
2. Athens & Shibboleth	What will your level of support for Athens and Shibboleth be?	SAGE Knowledge will support federated access through EduGain. Any member institutions of federations with EduGain Membership (listed here: https://technical.edugain.org/status.php) will be able to authenticate users through Shibboleth or OpenAthens.
	What will happen with WAYFless URLs that my faculty use?	If you or your faculty have set up WAYFless links pointing to the old SAGE Knowledge platform, these should be changed, wherever possible. Although redirects will be in place, access through WAYFless URLs will not be supported from launch.
	Will my entity ID be migrated? Do I need to make any changes here?	Your entity ID will be migrated with your account details. Please note that if you have different entity IDs for <i>SAGE Video</i> or <i>CQ Press</i> products (in Secure Center) and for <i>SAGE Knowledge</i> (in AMS), your accounts will be merged. The entity ID in Secure Center will be the ID that persists.

3. Redirects	What redirects will be in place from the new platform to the old platform?	There will be permanent redirects from any book or reference work to the new book or reference work. There will also be redirects from each book chapter or entry on the existing site to the corresponding chapter or entry on the new site.
	When will the redirect be in place?	These redirects will go live on January 20, 2016.
	How long will the redirects last for?	These redirects will be permanent.
4. IP ranges	Will my IP range be migrated? Will my patrons be able to access by IP range from launch?	Yes. Each customer's IP range will be migrated to Secure Center, the new access control system. This will happen in advance of the launch of the new platform.
	Will I be able to update my IP range?	Yes, using your administrator details to log into Secure Center. You can change or add to your IP range there.
5. COUNTER Reporting	Where can I download COUNTER reports for the new site?	You can download COUNTER reports for the new <i>SAGE Knowledge</i> platform in Secure Center.
	Which reports will you offer?	We will make available:
		Platform Report 1
		Book Report 2
		Book Report 5
		Multimedia Report 1 (for SAGE Video content only)
		These will all be to COUNTER 4 standards.
	When will reports for the new platform first be made available?	The first COUNTER reports will be available in mid-December, covering usage in November 2015.
	Where will I be able to download COUNTER usage reports for my institution's usage of the old <i>SAGE Knowledge</i> platform?	These reports will be available to you through the existing AMS system until the current SAGE Knowledge is switched off on January 20th 2016.
		After the old platform is shut down, usage reports for the current SAGE Knowledge will be made available to customers through Secure Center.
	Will my institution's usage be combined into one report during the dual access period while both platforms are live?	No, we are not able to combine these reports. In order to get a comprehensive view of your institution's usage, you will need to download both reports.
	Why has my institution's usage for SK significantly decreased?	Your patrons may well already be accessing the new platform! Have you tried downloading COUNTER reports from there as well? Go to Secure Center to download these reports.

		Alternatively, your patrons may still be using the old platform. You can download usage from Secure Center, once the reports are available.
6. Link resolvers and OpenURL	Do I need to make changes to my link resolver to reflect the new platform?	Yes, you should make these changes in Secure Center.
	What should I do if my patrons cannot access content through my link resolver?	You should check their set up and contact us to check if we got the correct link resolve details. If yes, customer will have to reach out to their provider.
7. Secure pages on the new <i>SAGE Knowledge</i>	Will there be https:// pages on the new <i>SAGE Knowledge</i> site?	There will be a regular (non-https) version of every single page on the platform.
8. Institutional logo	Why is my institution's logo not appearing on the new site?	Unfortunately, we were not able to migrate logos from the old platform. We would encourage you to upload a new logo to your account in Secure Center.
9. Admin username and password	Will my old admin username and password be usable for in Secure Center?	That depends. Do you have an account in Secure Center already (for <i>SAGE Video</i> or <i>CQ Press</i> products)?
		If YES - you should use the credentials that are associated with your current Secure Center account
		If NO - you will need to set up a new username and password. Please contact account support at onlinesupport@sagepub.co.uk , or contact your SAGE sales rep.
	I can't log into my admin account in Secure Center.	Please contact account support at onlinesupport@sagepub.co.uk
10. Dates	When is the migration happening?	The key dates are:
		Oct 27th - Beta site available - be first to try out our new look!
		November 6th - Full site launch
		December 11th - revised MARC records available with subscription sensitive filters
		January 20th - old site shut down
11. Discoverability	When will updated <i>SAGE Knowledge</i> data be made available to knowledgebases - like SFX and 360?	Updated URLs and other metadata to support the new <i>SAGE Knowledge</i> platform will be made available to knowledgebase providers in October 2015 and they will update their indexes on the 27th of October, the date of SK 2.0 go-live.

	When will the new <i>SAGE Knowledge</i> be findable in Google and other mainstream search engines?	While both the old and new <i>SAGE Knowledge</i> sites are both live, we will be taking measures to limit the confusion for open-web search engines like Google. We expect that mainstream search indexes will capture the new <i>SAGE Knowledge</i> site right away, but that users will be directed to the new site after the cut-off in Jan 2016.
12. Indexing	When will updated <i>SAGE Knowledge</i> data be made available to discovery services - like EDS or Primo?	Updated URLs and other metadata to support the new <i>SAGE Knowledge</i> platform will be made available to discovery service providers in Nov 2015, with the expectation that they will update their indexes by end of the year.
13. Benefits of the new platform	What's new about <i>SAGE Knowledge</i> ?	We will be launching the new platform with the following benefits:
		1 - a cleaner, better user experience for students, researchers, faculty and librarians
		2 - better search and browse capabilities: getting you to the right book faster
		3 - book and reference content alongside SAGE Video allowing users to learn in different ways!
4 - a fully responsive site, usable on a wide range of devices		
14. Subscriber usernames and passwords	I am a SAGE author and I have been given access to <i>SAGE Knowledge</i> through a username and password. Will I still be able to access my content?	Not all such accounts will be transferred to the new platform. If you are unable to access your content, please contact onlinesupport@sagepub.co.uk .
15. Proxy servers	What is the new stanza?	HTTPHeader X-Requested-With
		T SAGE Knowledge
		U http://sk.sagepub.com
		DJ sk.sagepub.com
		DJ widgets.twimg.com
		MimeFilter application/json .* javascript
		Find url = "http://
		Replace url = "http://^A
		HJ sk.sagepub.com
		HJ widgets.twimg.com
Find "google-analytics.com		
Replace "^pgoogle-analytics.com^		
	When do I need to change my settings?	You should change these details during the dual access period, between Nov. 6 th , 2015 and January 20 th , 2016.