Developing a Metric to Monitor Editorial Office Workload
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Background: Origin Editorial, LLC, provides editorial office management for academic journals. For most, responsibilities include peer review management through an online system, managing communication and providing customer service, and reporting on office efficiency and peer review statistics. As workload increases for an editorial office through increased submissions and responsibilities (e.g., ethics, conflict of interest) staff may become overburdened.

Purpose: We will develop a metric that will allow us to monitor workload and alert us to an impending situation of work overload and when to determine a tipping point. Method: We aim to analyze one small (1-person), one medium (3-person) and one large (8-person) editorial office and benchmark current editorial office responsibilities in detail. We will create a metric that will calculate workload based on responsibilities, time required, and number of submissions so that staffing needs can be determined ahead of implementing new responsibilities in workflow or in anticipation of increasing submissions. Conclusion: Having a metric will help editorial office managers to monitor workload and identify changing resource needs quickly, including what is required for an office of one or many to take on additional responsibilities.

Setting Up Cross-Journal Collaborations to Improve Reporting Standards
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Background: Reporting standards across biomedical journals are typically poor. Studies are frequently reported incompletely, rendering it impossible for journals and their readers to validate (and consequently to cite) results. Reporting guidelines, such as CONSORT, have been instituted to guide authors to include pertinent information. Evidence suggests such guidelines work, but uptake beyond major journals has been low or ineffectually implemented. Some of the challenges editorial offices face are devising and implementing a reporting standards policy, educating authors on reporting issues (and their importance), and monitoring for compliance. Purpose: Editorial offices can contribute to the movement to improve standards by focusing on implementation strategies including ensuring authors return documentation such as reporting guideline checklists that can be utilized to detect the completeness of reporting. Many journals express fears that authors find reporting guidelines bothersome and may choose to publish elsewhere. Collaborating with other journals in a field mitigates such behavior and collectively improves standards. Method: We report the steps undertaken to ensure a unified reporting standards policy was applied across 28 rehabilitation medicine and
Reformatting Submission Questions Increases the Accuracy of Author-Supplied Information: A Case Study

Heather Blasco and Sara Welliver

**J&J Editorial**

Background: In evaluating our submission process for ASTM International journals, we realized we were spending a large amount of time contacting authors regarding their response to a copyright permissions submission question. In most instances, follow-up with the authors about their answer indicated that they had answered incorrectly. Methods: We determined that the wording and order of the 3 answers may be influencing authors, causing them to more often select the first response instead of the correct response. We implemented a single change, reordering the responses so that the option for “No permissions needed” was listed first. We believed that authors had previously chosen “Have Permissions” because it was the first option and didn’t consider the others.

Results: In the three months prior to the configuration change, the percentage of permissions errors across all four journals was 22%. The percentage of errors in the three months after was 9.6%, for a total reduction of 12.4%. Conclusion: Changing the order of permission-question responses reduced the errors by more than half. Small changes in the way submission questions are presented can have a big impact on the way authors answer them. This in turn reduced turnaround time and caused less work for authors and the editorial office.

**Disclosure:** Alice Ellingham, Director of Editorial Office Limited, is our director.

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Sowing the Seeds of ORCIDs®

Deborah Bowman, MFA, and Meghan McDevitt

American Society for Gastrointestinal Endoscopy

ORCID is a system that will help researchers by distinguishing them from every other researcher and by making it easy to compile and access their body of work. However, the ORCID system is new enough that many researchers are not yet aware of it, so we wanted to raise awareness. We began by conducting background research on ORCID so we could promote it and answer questions; we also looked into what we could do through EES, our submission system, to encourage registration. Furthermore, we attended the ORCID Outreach Meeting in Chicago in May to expand our education. We brainstormed ways to educate editors, authors, and reviewers about ORCID to encourage them to register: Our doctors were encouraged to register through batch emails, articles in other society publications, adding information to automatic letters to authors, and through social media (Facebook posts, Twitter, and blog articles). With help from our publisher, we will soon begin publishing available ORCID numbers on published articles. These efforts have paid off in our journal; the number of GIE authors who have registered for their ORCID rose quickly and continues to climb.

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Trackit: Building Emerald’s Production Tracking System

Jo Alexander

Emerald Group Publishing Limited

In order to improve both the management of Emerald’s growing content offerings and our services to authors, we identified a need for a new tracking system for our books and journals. On selection of a leading industry vendor, key stakeholders were brought together under the leadership of the Business Change Management team, to map our requirements against our current and future content management (CM) needs. As a result of this meticulous planning, not only did we improve our internal CM
systems, but also delivered an improvement in services to authors, as we were able to reduce and regulate the turnaround times for each step of the process, thereby increasing speed to publication. Whilst this was a period of intense data gathering and process mapping, the decision to build a bespoke system using a vendor’s existing functionality has paid overwhelming dividends. We now have a production tracking system (PTS) that matches our current requirements extremely well and we are able to continually evolve the system to meet our changing needs. We learned some valuable lessons during the process and will be happy to answer questions on changing/implementing a PTS.

**Plagiarism in Submitted Manuscripts; Incidence and Characteristics**

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We investigated the incidence and characteristics of plagiarism in submissions to our journal. Four hundred articles were screened using the plagiarism-detection software, iThenticate®. The abstract, introduction, results, and discussion were then assessed manually. If 80% of a sentence or 80% of a paragraph was copied, this was deemed plagiarism. We excluded plagiarism based on published guidelines such as: “Few other ways to say that,” standard terms, or previously published methodologies. We collected the primary author’s country and whether English is an official language (EOL). Plagiarism was found in 67/400 articles (17%) and 55 (82%) of these manuscripts were from countries without EOL (p<0.001 Fisher’s exact test); 167 (42%) manuscripts in total were submitted from countries without EOL. Twenty-three (34%) plagiarized articles came from China. Introduction and discussion were more likely to have plagiarism than the abstract or results (p<0.0001). iThenticate scores correlated well with detected plagiarism with 98% sensitivity if the score was higher than 9, but the score was not sufficient to detect plagiarism alone. Our journal has no known problems with data copying but plagiarism is clearly a concern. To educate authors we will post instructions online in Chinese and return plagiarized articles with resources on publication ethics.

**Revisiting Our Reviewer Project: Results and Perspective**

Yvonne Ohl and Sherryl Sundell

*International Journal of Cancer*

Last year we started our reviewer project with the purpose to find highly motivated and highly qualified reviewers amongst young scientists for developing our database. We found out that the participating referees sent their reviews back faster to the journal than the average reviewer. Furthermore, the quality of the reviews that were rated compared well with the scores for non-project reviewers in that same time period. We realized soon in the process that our keywords were too general and thus not always suitable and that not all of our manuscript categories were adequately represented. Also, not every editor consistently rated the project reviewers’ comments. Thus, we did not always receive keyword selections or ratings for incoming reports. In order to continue this project we need to rework our standard keywords. As part of this project phase, we will also develop a strategy to quickly locate the well-performing reviewers again by using different combinations of account flags and to encourage our editors to reuse those individuals.

**Author Education Strategies Beyond Cultural Boundaries**

Roohi Ghosh and Clarinda Cerejo

*Editage*

Education on topics such as manuscript prepa-
ration, the publication process, good publication practices, and new developments in the publishing industry can play a critical role in helping English-as-a-second-language authors stay ahead in the race to publish in reputable international journals. Drawing on our long-standing experience with author education in Japan, South Korea, and China, we will share insights on a successful author education strategy that traverses cultural boundaries. We will discuss different training platforms that can be used, such as webinars, workshops, lectures, and written resources. The poster will use success and failure stories to talk about the acceptability and reach of such platforms, learner and faculty profiles, participant interaction, topic preferences, feedback collection methods, and language of training delivery. We hope that other professionals involved in author education can use these insights to develop a successful training plan.

Disclosure: While the training initiatives discussed in the abstract/poster were funded by Editage, Cactus Communications, where the authors are currently employed, the authors are directly involved in driving these initiatives and the recommendations provided are their own and devoid of any commercial interest.

Anonymous Whistleblowers: A Blessing or a Curse for the Editorial Office?
Sherryl Sundell, Yvonne Ohl, Mariel Radlwimmer

International Journal of Cancer
For several years now, our journal has been receiving emails from anonymous whistleblowers with allegations of various types of irregularities in published articles, many of which were quite old. It seemed apparent from these emails that these whistleblowers had not actually read the article(s), but rather were using computer software to scan the literature and also to target the work of individual scientists. Clearly, journals need to investigate all allegations of scientific misconduct in published and submitted articles and a journal depends on vigilant readers and reviewers to detect true cases of scientific misconduct. However, our investigations found most often that nothing of real concern came from the computer-generated scans. Furthermore, the language used by certain whistleblowers has been quite offensive and accusative. Owing to the increasing numbers of reports of scientific misconduct in general, we developed a procedure for dealing with such cases at our journal, which involves following the COPE guidelines. We also established a policy about responding to whistleblowers. This poster will report on the allegations our journal has received and the outcome of our investigations. We will also reevaluate our policy.

Making Color Brightfield Images from Microscopes both Traceable and Publication-Ready
Jerry Sedgewick
Imaging and Analysis, Inc
Issues with image integrity have been on the rise since the beginning of this century when digital imaging was widely adopted. Concurrent with that, the responsibility for correct color reproduction has shifted from printers at the printing press to authors and publishers. Little has been done to address both issues, even when frustration at the process is voiced both in private and public conversations. However, in February of 2014, a microscope camera calibration slide with accompanying software was introduced by a company with over 40 years in the color calibration industry (Datacolor, New Jersey, USA). This slide provides a set of colors to which cameras can be calibrated, resulting in truer, more consistent, white-balanced and brightness-matched images. Additionally, duplicate images are created (so that originals are not saved over), images are stamped with dates and “calibrated by” information, and
metadata are added to the image file. Monitor calibration with a colorimeter, which comes with the system, assures that viewing is also under controlled conditions. Thus, for the first time, both traceability and publication-ready images can be achieved.

Disclosure: J. Sedgewick is a consultant for Datacolor.

We Need You! Or Do We... How We Can Enable a Positive Contractor/Client Relationship
Claudia Welburn and Melanie Wincott
Editorial Office Limited
A busy editorial office which has a variety of full-time employees and contractors working on a number of journals. The workforce is a major part of any business and the retention of that staff is paramount, as many hours will have been invested in their training. This poses the question about how we can strive to retain staff and what measures can be put in place to maintain a positive happy workforce and ultimately a happy client. To investigate this question, we will identify the factors involved, including what we look for when recruiting, how we motivate and also provide consistency to the client. We will discuss the use of Skype to recruit contractors shortlisted from their CVs and the benefits and potential pitfalls of using this platform. What measures can be put into place to keep staff motivated and the various approaches used. To expand, we look at the feasibility of staff rotation, creating teams, job sharing and the flexibility of hours. Finally, how consistency is a key factor when you have a large workforce and the importance of keeping all documentation up to date and standardizing desk notes in a centralized library. The result of this study will look to provide a busy editorial office with a good work-life balance.

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