

# 2 SIDES OF THE SAME COIN

How to Work Together



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## MY EXPERIENCE

What do I know?



### PRODUCTION

Production Services Coordinator at J&J Editorial

Multidisciplinary mega journal

Society journals

Built journal production workflows

Currently responsible for J&J's 30+ production staff



### EDITORIAL

Managing editor role for medical journals

Worked with 3 major scholarly publishers

Improved peer review times and author satisfaction

Created more efficient editor workflows

Worked closely with society staff

Submission system power user



# PHILOSOPHICAL DIFFERENCES

## What is the Mission?



### EDITORIAL OBJECTIVES

Ensure Editors and Reviewers have everything they need for peer review

Ensure files are in an **reviewable** state

Limit burden to authors

Activity happens over months or years

Able to wait until "later" to deal with certain issues



### PRODUCTION OBJECTIVES

Ensure articles publish on time

Ensure files are in a **publishable** state

Have authors "hostage"

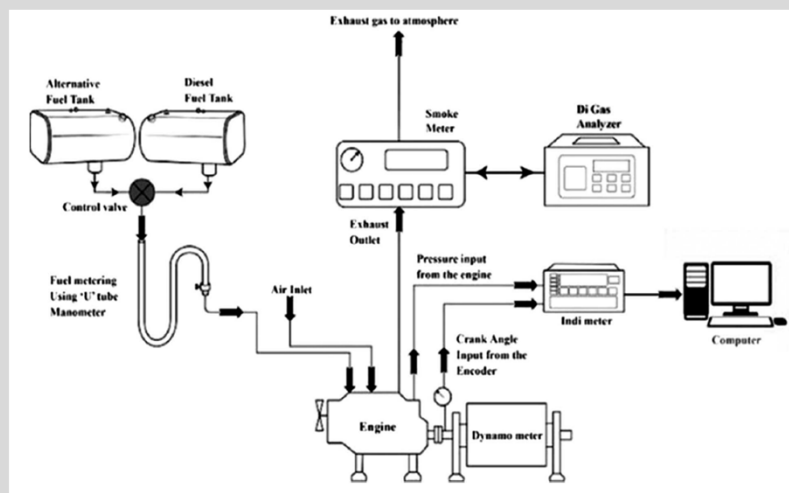
Activity happens over days or weeks

There is no "later." Everything must be resolved now.



# WHO MAKES THE CALL?

## Figure Quality



## DEFINING RESPONSIBILITIES

### Good fences make good neighbors

- High volume publisher had Editorial and Production groups that had evolved independently over many years. Lots of conflict, not much communication.
- Vendor switch was a catalyst for a deep look at processes and responsibilities
- Spreadsheet was created that listed every task, responsibility, and piece of an article, and the teams worked together to decide who was responsible for each item.
- Found a lot of existing redundancies and inefficiencies, as well as a few holes in the process where no one was looking.
- By the end of the process, the workflows had been streamlined and Production and Editorial started communicating more and relating to each other better.



## RESPONSIBILITIES DEFINED



## COMMUNICATING CHANGES

Big or small, communicate about them all



### ARTICLE TYPES

Article types can have huge implications for production. They may require a new template, new file formats, or specific style decisions.



### PRODUCTION PROCESS CHANGES

It may seem irrelevant to Editorial, but process changes should be talked about in advance.



### PEER REVIEW SYSTEM CHANGES

Production relies on the data exported from your peer review system. Many production processes are automated, so any data changes can create big problems.



### WHEN IN DOUBT, ASK!

Some processes are legacy from previous vendors or systems. If something seems pointless, ask! It may be pointless.



## WE'RE ALL ON THE SAME TEAM



## OTHER THOUGHTS

### Lightning Round!

- Changes are good opportunities to improve communication. If you are new to a project, have a call/meeting with your counterparts on the other side and ask about pain points.
- A lot of production is a mystery to editorial, and vice versa. Communicate your policies whenever you get a chance. Walk them through your process if you can.
- Don't play the blame game. Fix the problem at hand, and figure out the responsibilities later.
- Have a standing call.
- Anything outside of "business as usual" needs extra communication
- Editorial: don't send articles to Production in batches. Send as they are ready.



## OTHER THOUGHTS

### Lightning Round!

- No one wants to do extra work
- Sometimes Editorial can't enforce specific things as well as Production
- Assume the best about your counterparts, give them the benefit of the doubt.
- Solicit feedback from the other side. "What can we do to make your lives easier?"
- Be honest, open, transparent, and respectful.
- Hold each other accountable (respectfully)



# THANK YOU!

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