RESEARCH SOLUTIONS
REPRINTS DESK

COVID-19: Our commitment to help in any way we can

Research Solutions is committed to help in the struggle against the COVID-19 virus. While we can't create a magic-bullet cure, we can contribute in our own small way to the research community's global effort.

Here are the things we are doing to help:

Connecting researchers to COVID-19 research at no cost

- **COVID-19 Research Viewer Gadget.** We have built a Gadget that provides an up-to-date listing of COVID-19 scientific literature across all publishers. This body of literature is growing rapidly, and many scientific publishers around the world have committed to making this literature available free of charge. The Gadget will do it's best not only to display key literature, but also to provide links to publisher websites where the article can be accessed free of charge. There are already close to 2,000 scientific studies published on COVID-19. By default, the Gadget will display the most recent literature at the top of the list. This is built using PubMed as the data source. The Gadget also has an additional tab to show a global incidence and mortality interactive map.

  Over the coming weeks we will be making the following enhancements to the Gadget:

  - A **Most Requested Articles** tab that will show which articles our customers find to be most relevant based on Article Galaxy ordering patterns. This is important as there are many COVID-19 articles not yet listed in PubMed, or which may never be listed there at all, including native Chinese language research.

  - A **Publisher Resources** tab that will provide a comprehensive list of scientific literature portals that have been developed by our publishing partners.

  - A **Social Media Information** tab that will filter for and display COVID-19 tweets.

  - A **"no login required" version** of the gadget for public use.

We will be asking our customers, and anyone else who's willing to help, for further improvement suggestions and will continue to dedicate resources, on an ongoing basis, to the COVID-19 Research Viewer Gadget. We employ a team of 140 people, including at least 50 scientists, who will also be contributing their ideas.

- **"Copyright-free COVID-19 articles" billing policy.** Most publishers are removing paywalls, in some cases retroactively, on peer-reviewed articles related to the COVID-19 pandemic. Since the distribution of metadata for these articles can't always keep up with the changes, there will likely be cases where our customers order articles that should be free of any copyright charge but were not initially delivered for free, or may have shown a price at time of ordering. We will adopt two strategies to help our customers in these cases:

    - **Pre-billing Review.** We will run an analysis of our billing data, prior to month-end billing and remove copyright charges, if any are found, for articles related to COVID-19 if we can confirm that this is consistent with the publisher's policy.

    - **Open refund policy for COVID-19 articles.** In those cases where a customer believes they were mistakenly charged for COVID-19 articles, we will reverse those charges upon request if we can confirm that this is consistent with the publisher's policy.

Additional ways we are committed to helping:

- **A Committment to Transparency.** To our customers, team, partners and shareholders, we commit to be transparent in all of our COVID-19 related initiatives, in all areas involving our technology development, billing practices, activities, capabilities and limitations. We have created a COVID-19 task force, led by our CEO, to help consolidate, guide and allocate our resources on this important issue.

- **A "Work-at-Home" resource** for our customers and partners. Research Solutions has been a "virtual" company for a while now—we even moved out of our main office in 2019 as our final step to becoming completely virtual. This structure has helped our organization operate without interruption during the transition to stay-at-home policies that have been implemented around the world. We have the systems, tools, security, processes and procedures in place to operate on a virtual basis. We know how to do this. As such, we'd like to be a resource for our customers and suppliers who may need some tips or advice on how to operate most effectively in a virtual environment. We're happy to share our experience and give feedback and ideas for those customers and partners who want it.

Peter Derycz,
President and CEO of Research Solutions