

Deepening Readers' Engagement with Your Content

6 ways to make your website stickier: A case study in site consumerization

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**PHYSICS TODAY** 





## **Our mission**

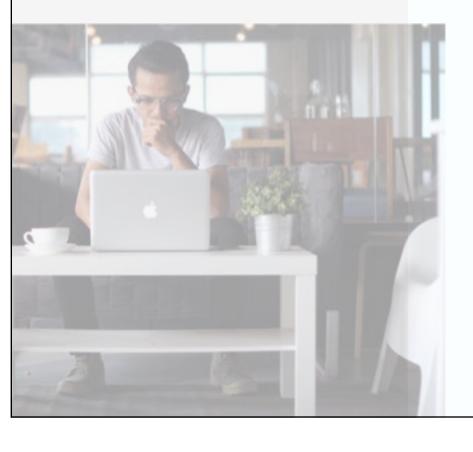
To be a unifying influence for the diverse areas of physics and the physics-related sciences through high-quality, engaging, authoritative content, and a forum for the exchange of ideas within the community.





Six ways we use Literatum to make our website stickier

# A case study in site consumerization



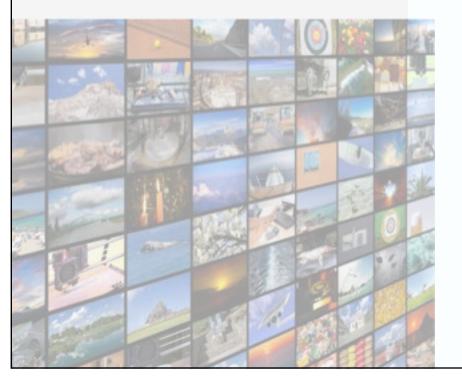
- Multiple product types
- Multiple content types
- Targeted notifications of content updates
- Content personalization
- 5 Enhanced onsite discovery
- 6 Responsive design





# Multiple product types on a single platform

- Magazines
- Journals
- Microsites
   for sponsored white papers and research papers





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CITATION SEARCH







SEARCH

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HOME

BROWSE\*

INFO

RESOURCES\*

JOBS

SIGN UP FOR ALERTS

Physics Today magazine



### Tracking the journey of a uranium cube

Timothy Koeth and Miriam Hiebert

#### MOST RECENT ONLINE STORIES

SEE MORE







Today in History

Born on 9 May 1927, Manfred
Eigen was a German physicist and
Nobel laureate best known for his
work measuring fast ionic
reactions in solution. He earned
his PhD in physics at the
University of Göttingen in 1951. In
READ MORE

Most Read

Talked About

Tracking the journey of a uranium cube

Commentary: Basic research in a time of crisis

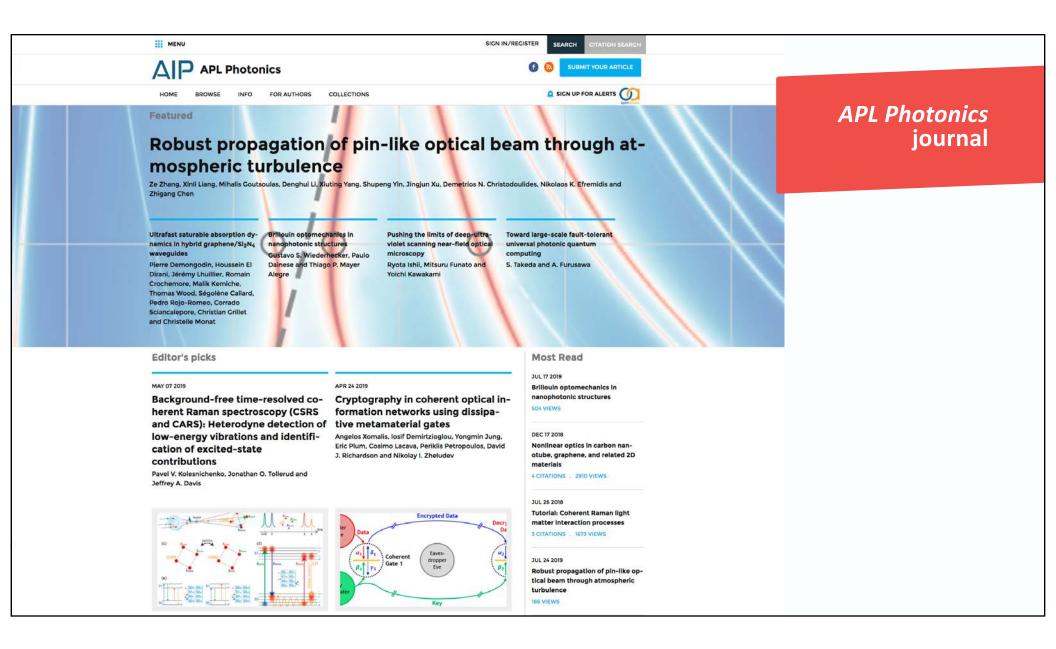
The hydrodynamics of a quantum fluid

Australia sees big opportunity in

## Δ

## Challenges facing *Physics Today*

- We're a "browse," not a "must read"
- No direction connection to most of our readers
- Competition from free content
- Content theft and repackaging
- Ads are a difficult sell



## **PHYSICS TODAY**

HOME

**BROWSE** 

INFO▼

**RESOURCES**▼

JOBS

Sponsored microsite

### Whitepapers

## Smart knee implant uses triboelectric energy

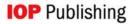


Although the number of total knee replacement surgeries is growing rapidly, functionality and pain-reduction outcomes remain unsatisfactory for many patients.

Continual monitoring of knee loads after surgery offers the potential to improve surgical procedures and implant designs. The goal of this study is to characterize a triboelectric...

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#### Two-photon microscopy using FemtoFiber ultra 920



Two-photon fluorescence microscopy has become a key technology in biological imaging enabling three-dimensional, noninvasive studies of biological tissue on the submicron scale. To boost usability of this method & provide an ultracompact, turn-key laser source, TOPTICA proudly introduces the FemtoFiber ultra 320, the latest member of their...

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### Understanding Low Outgassing Adhesives



Engineers often want to know whether an adhesive is low

#### **Principles of Lock-in Detection**



How does a lock-in amplifier work, and what should be considered when buying a state-of-the-art instrument? This white paper

## PHYSICS TODAY







WHITEPAPERS

## Smart knee implant uses triboelectric energy

### **Executive Summary**

Although the number of total knee replacement surgeries is growing rapidly, functionality and pain-reduction outcomes remain unsatisfactory for many patients. Continual monitoring of knee loads after surgery offers the potential to improve surgical procedures and implant designs. The goal of this study is to characterize a ester under body

Sponsored microsite with signup for whitepaper

implant designs.

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A smart knee implant	using triboelectric
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#### **Learn More Now**

Please complete the below fields and click 'Read Now' to view this whitepaper and receive related materials.

#### Name \*

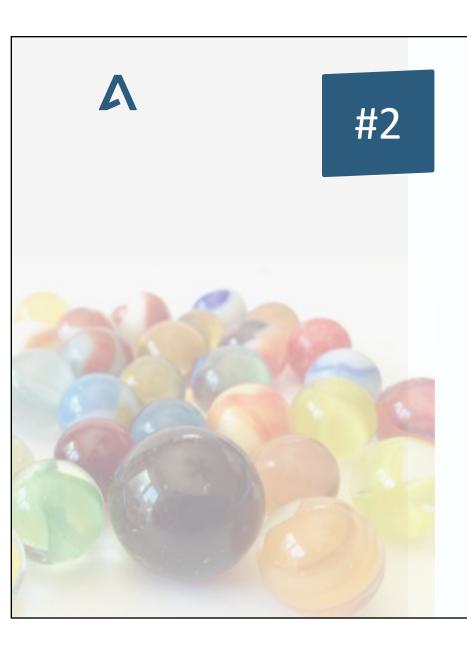
your full name

#### Company \*

your company name

#### Email\*

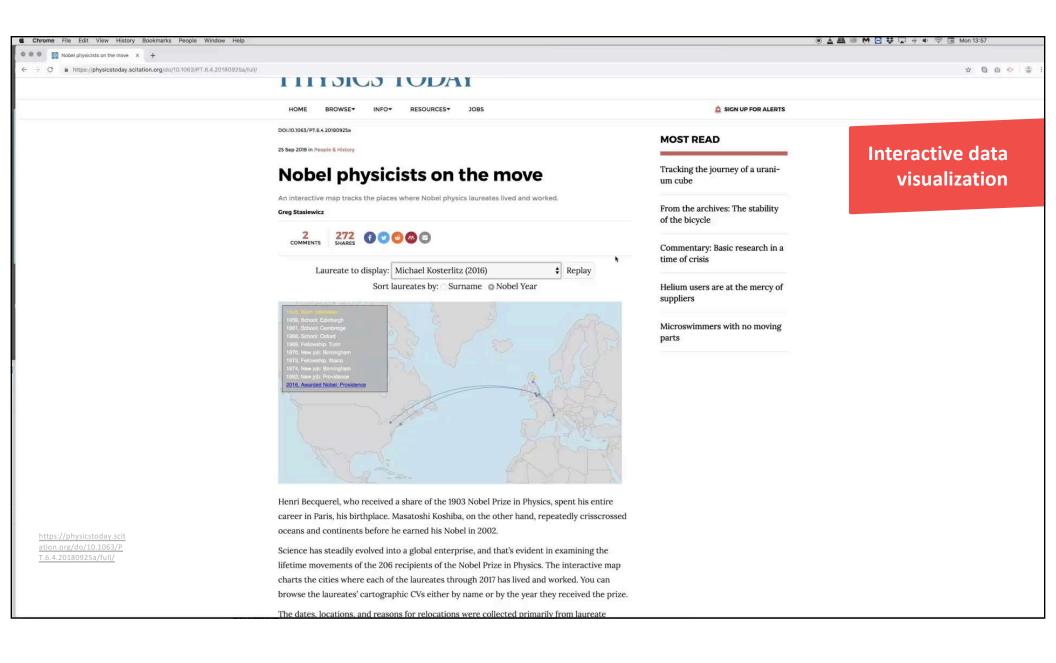
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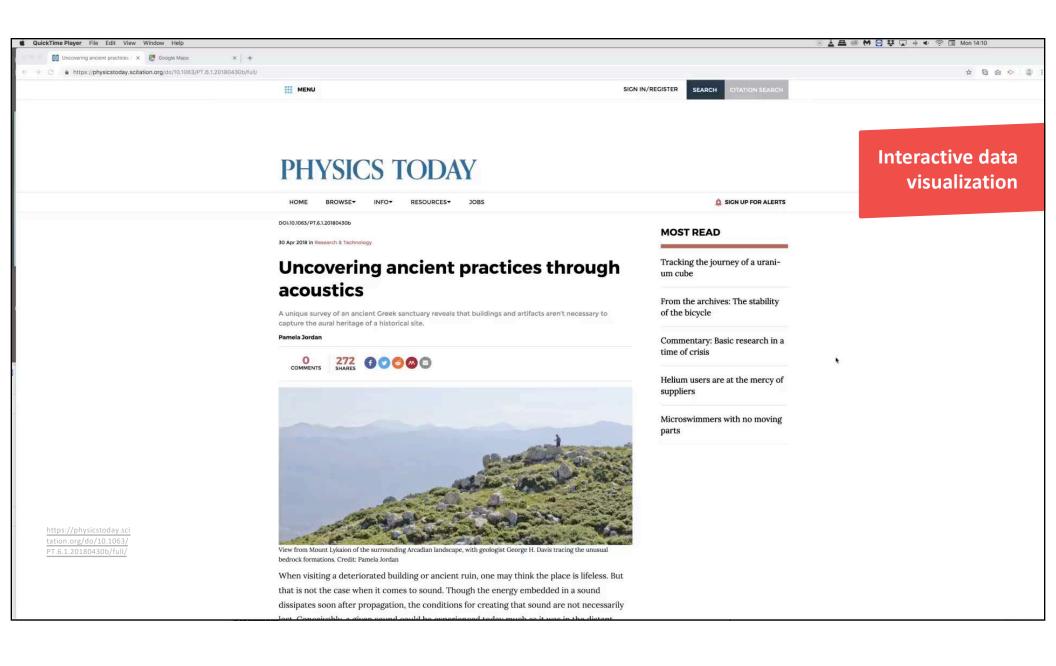


## Multiple content types

Attracts readers to scholarly content and deepens engagement once they're on site.

- News
- High-res imagery
- Video
- Interactive data sets
- Social media & commenting
- Editorial content (reviewed)
- Press releases







## Multiple product and content types

#1 & #2

### **Direct benefits**

- Improved on- and off-site discovery
  - Cross-publication/integrated sitewide search
  - Searchable images, videos, and other Digital Objects
  - Improved SEO for both magazines and journals
- Cross-promotion of journal/magazine bundles



## Multiple product and content types



### **Direct benefits**

- Increased quantity and quality of submissions
- Increased commenting
   5 10 comments/day vs. 1 2 previously
- Breaking down internal silos through authoring multi-dimensional, multi-purpose content
- Gives visitors a reason to return often
   Organic traffic: up ~23%



## Targeted notifications of content updates



Literatum's Admin Tool

- System-generated notifications to staff on content status
- Frees production staff for other projects
- Enables editors to handle content



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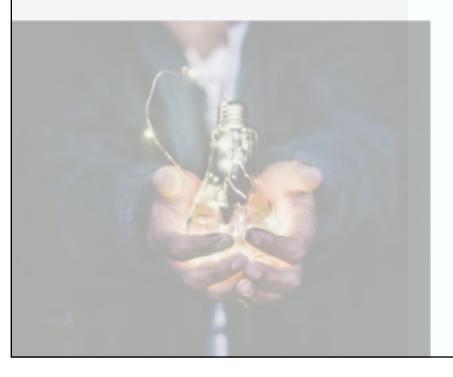
*Literatum + marketing automation tools* 

- Email alerts
- Automated push notifications of new content links to partner society websites





# Targeted notifications of content updates



### **Direct benefits**

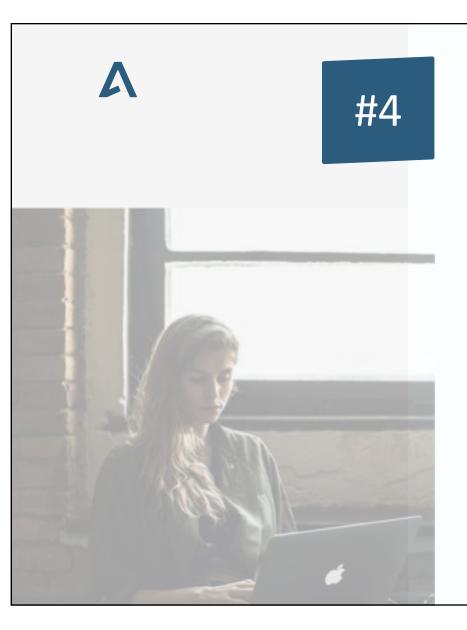
- Increased site traffic
  - Drives traffic from partner society websites back to AIP
- Competes with other sites more successfully Renewal rate for individual subscriptions: up 20% New readership: up 68%
- Adds PR vehicles



## **Content personalization**



- Content recommendations
  - most read, most cited, and publishers' choice
- Curated content
  - via Page Builder recommendation widgets
- Social reading (integration with Disqus) and other means of reader interaction
- Content bundles
  - topic-based landing pages



# **Content** personalization

### **Direct benefits**

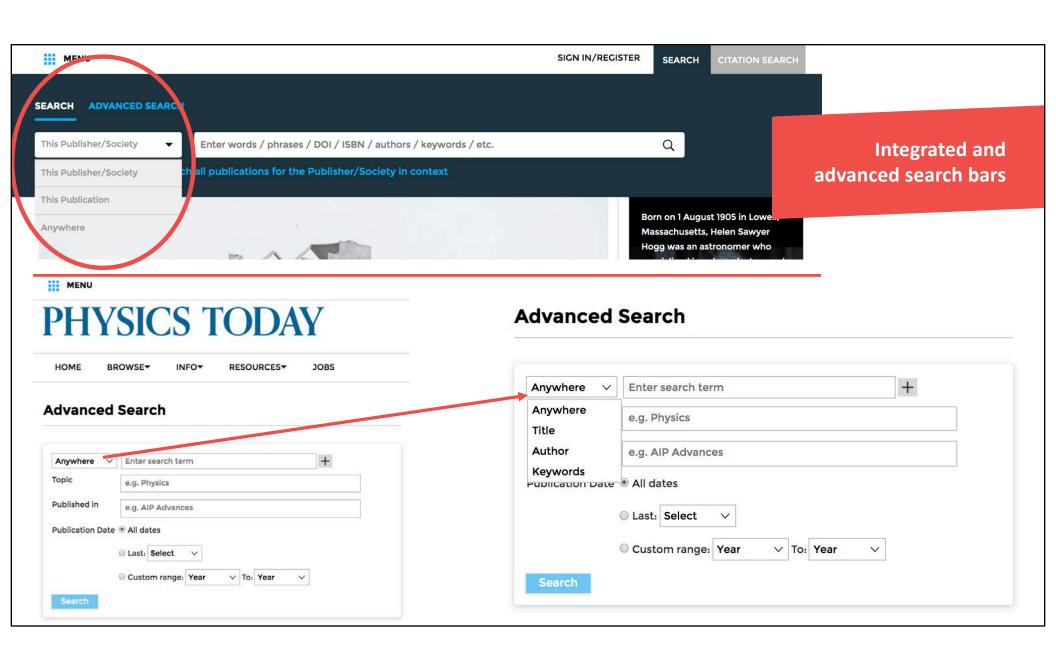
- Strengthens engagement with readers
- Increased revenues / advertising value
   75% increase in ad revenue
- Page views: up 52%
- Increased traffic: New readership up 68%
- Higher click-through rates
- Lengthier site visits

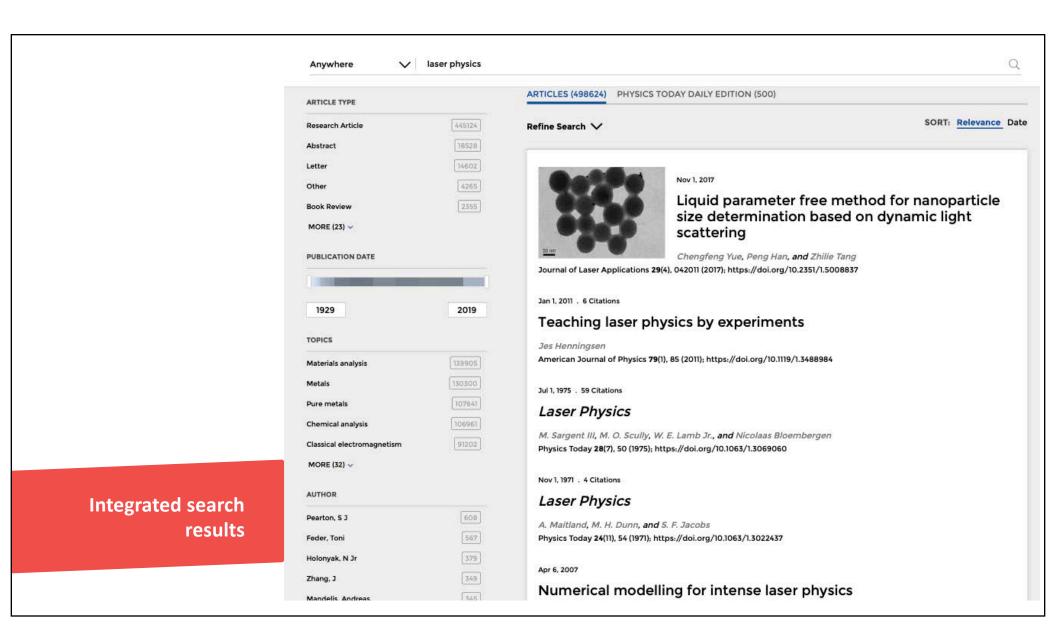


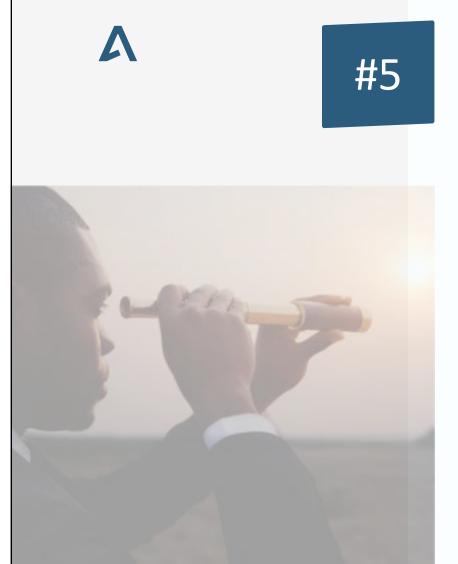
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## **Enhanced onsite discovery mechanisms**

- Integrated search (across all content and publication types)
- Iterative search
- Saved searches
- Reader-controlled drill-down
- Search term suggestions
- Intuitive user-friendly navigation







# **Enhanced onsite discovery mechanisms**

### **Direct benefits**

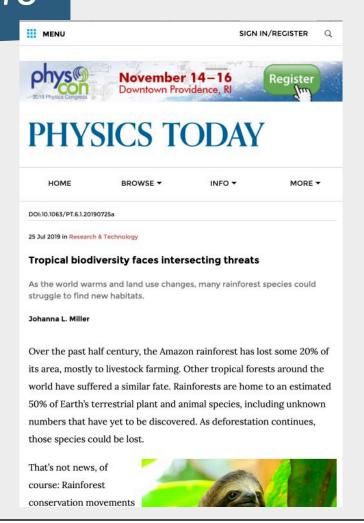
- More easily surfaced content
- Increased content visibility
- Increased brand visibility
- Product cross-promotion

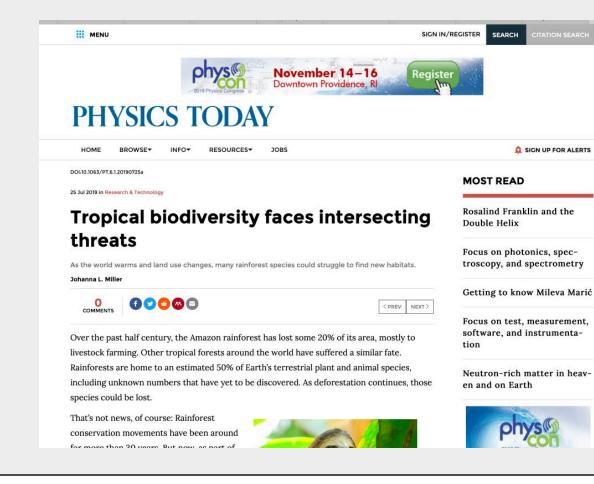
#6

## Responsive design

Cell phone and tablet views

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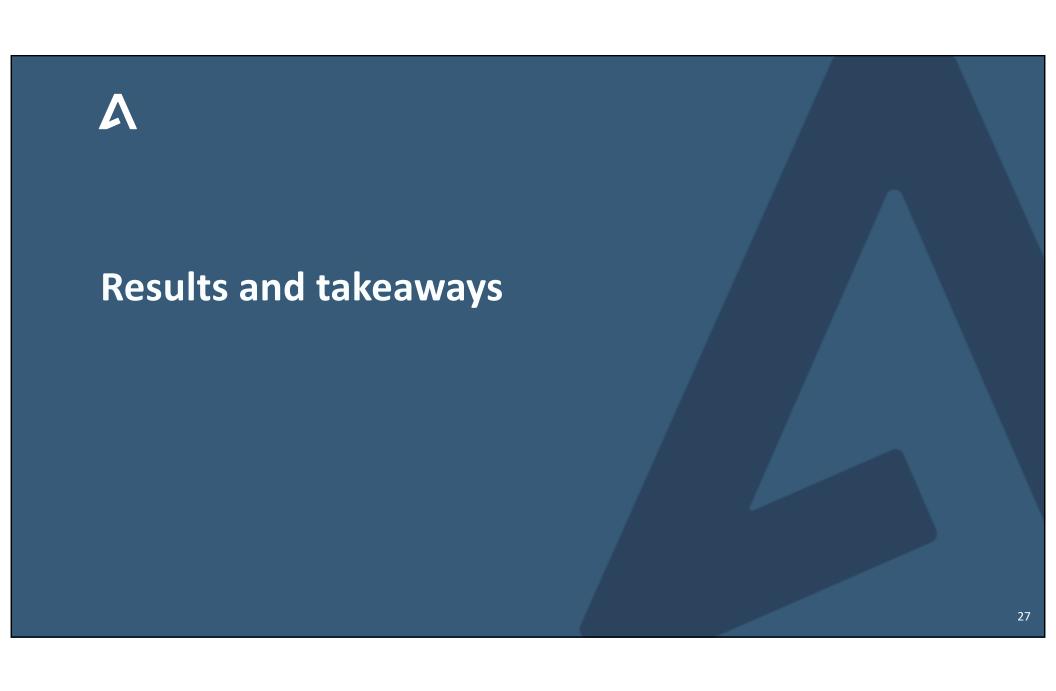
# #6

## Responsive design

#### **Direct benefits**

- Appealing to the broadest possible audience
- Serving an audience traditionally underserved by scholarly content
  - Dramatically lower usage of scholarly sites on mobile
  - Scanning and selecting is not supported by most sites
- Making content more easily accessible = increased visibility.
   Mobile usage: Up 4–5 times

Physics Today has significantly more mobile users than the average journal.



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## Results recap

### Since moving to Literatum in January 2017

- Attracted new readers: up 68%
- Increased organic traffic: up ~23%
- Increased page views: up 52%
- Increased ad sales: 75% increase in ad revenue
- Increased content engagement: 5 10 comments/day vs. 1 2 previously
- Improved mobile usage: 4 5 times more



### Results recap (cont'd)

### Since moving to Literatum in January 2017

- Increased renewal rate for individual subscriptions: up 20%
- Reduced bounce rate: down 7%
- A stronger design link between print and online
- Boosted brand visibility
- Created a valued destination website

## Forged a stronger connection to our readers

## Takeaways

- A brand should have the same strong visual presence no matter the channel or medium
- You have to find ways to attract and engage your readers
- If you're on the web, make use of the web's capabilities
- Literatum has features created specifically for these six tactics
- Freeing staff from rote production tasks makes time for exploring and implementing new tactics and technologies



## Literatum features involved in making AIP sites stickier

- Digital Objects (videos, interactives, short non-journal content)
- 2. Tags and taxonomies
- 3. Enhanced search technologies

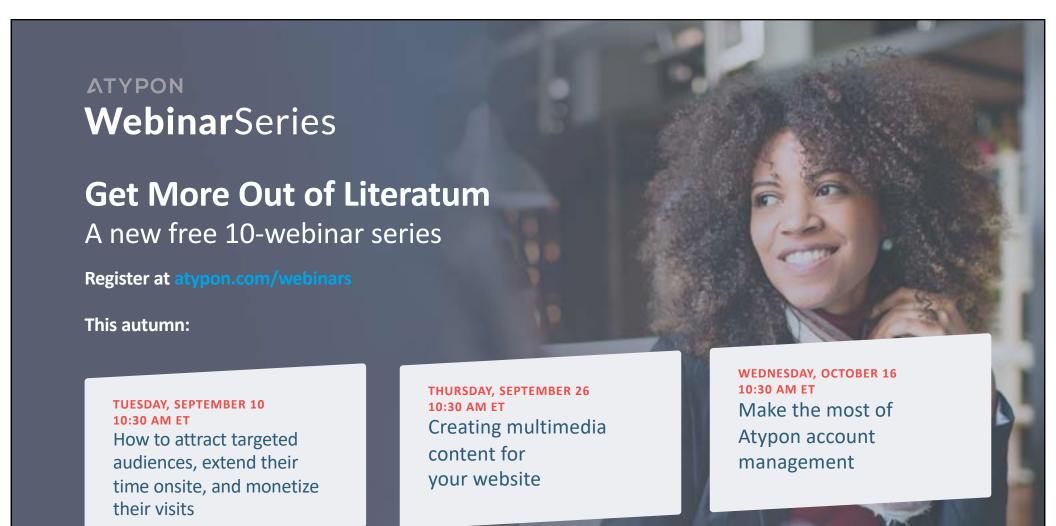


- 4. Recommendation engine
- 5. Page Builder widgets
- Easy integration with third-party systems
   (e.g., Javascript D3 libraries, WordPress, Disqus, mobile app)
- 7. Smart Groups (technology for segmenting site visitors into groups with similar characteristics or behaviors for target marketing)

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# Deeping engagement An ongoing process

- Moving to UX 3.0
- Additional focus groups
- Broader user testing
- UI improvements to increase interactive engagement
- Reassessing production print-to-digital workflow



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