

Understanding the usability advantage or disadvantage of publishers' implementations of Seamless Access

JUDY CHEN, SEAN BAXTER, SERENA ROSENHAN, ANNA ROUBEN

Research Objective

The purpose of this study is to evaluate Seamless Access as a cumulative experience, using the implementations of four representative publishers, ACS Publications, Nature, Wiley, and Elsevier.

The goal is to assess if any implementations have a usability advantage or disadvantage for researchers, specifically on their ability to quickly and successfully identify Seamless Access when they are off their campus network.

Research Methodology

Logistics: Unmoderated, task based, First-Click study using Chalkmark from Optimal Workshop

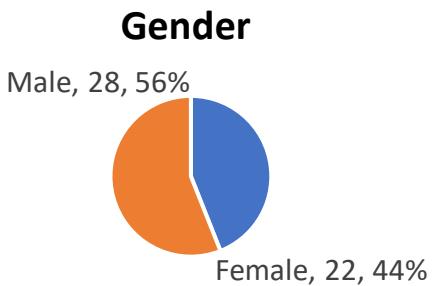
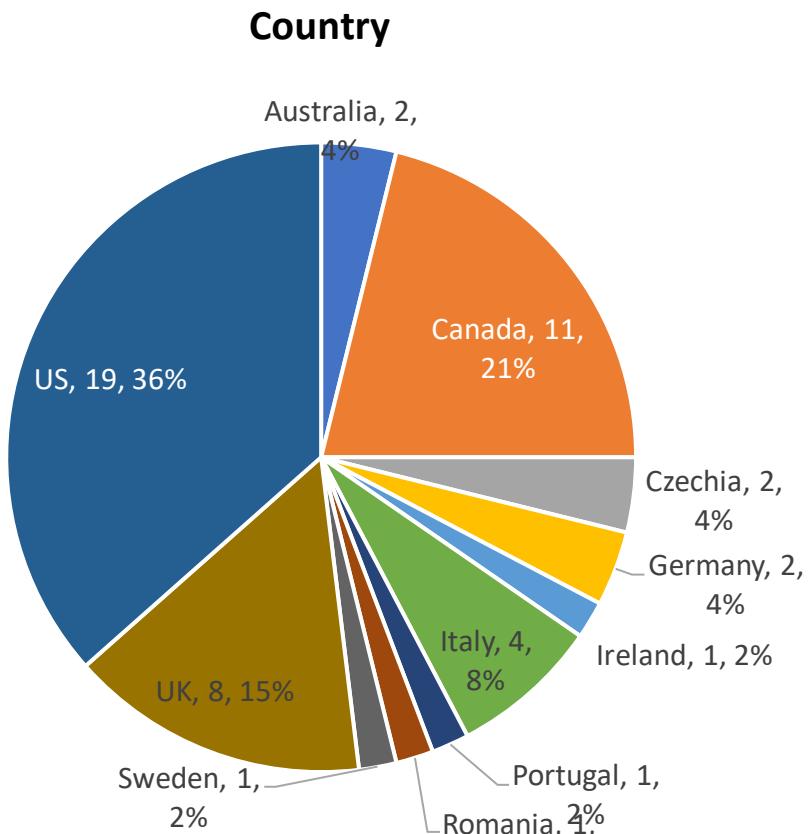
- Users were presented with screenshots of four different SeamlessAccess implementations
- Tested the cold-state only (Access through your institution)
- Used four versions with different ordering of publisher screenshots to prevent order bias

Scenario: Participants were given a scenario where they needed to read the entire article of four scholarly references. They know that their university pays for access, but they are off the campus network. They were asked where on the design page would they click? Participants were told that only their first click on the image will be collected.

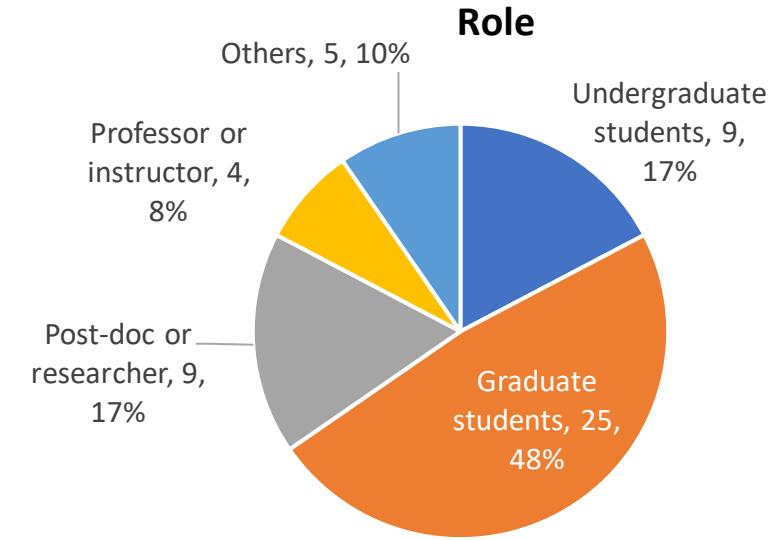
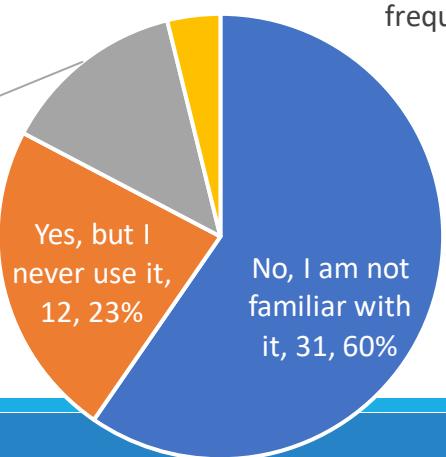
Measurement: The task time from seeing the design page to the first click was recorded for each implementation. Task success and failure were also recorded. Additional qualitative and quantitative data collected from questions and recordings.

Participant Demographics

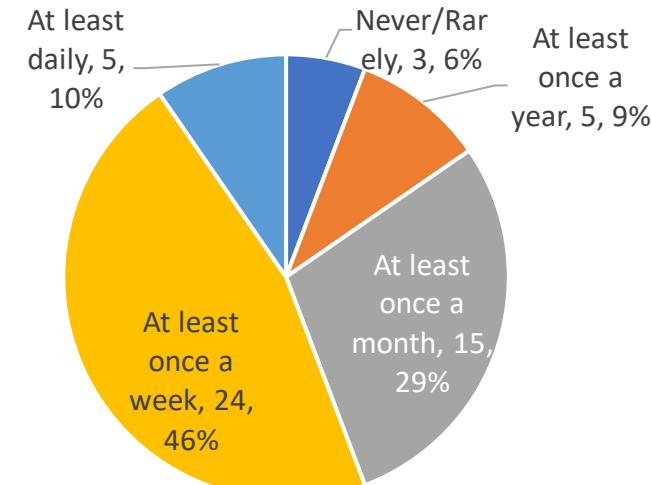
Total number of participants = 52



Familiarity with federated access



Frequency of access off-campus

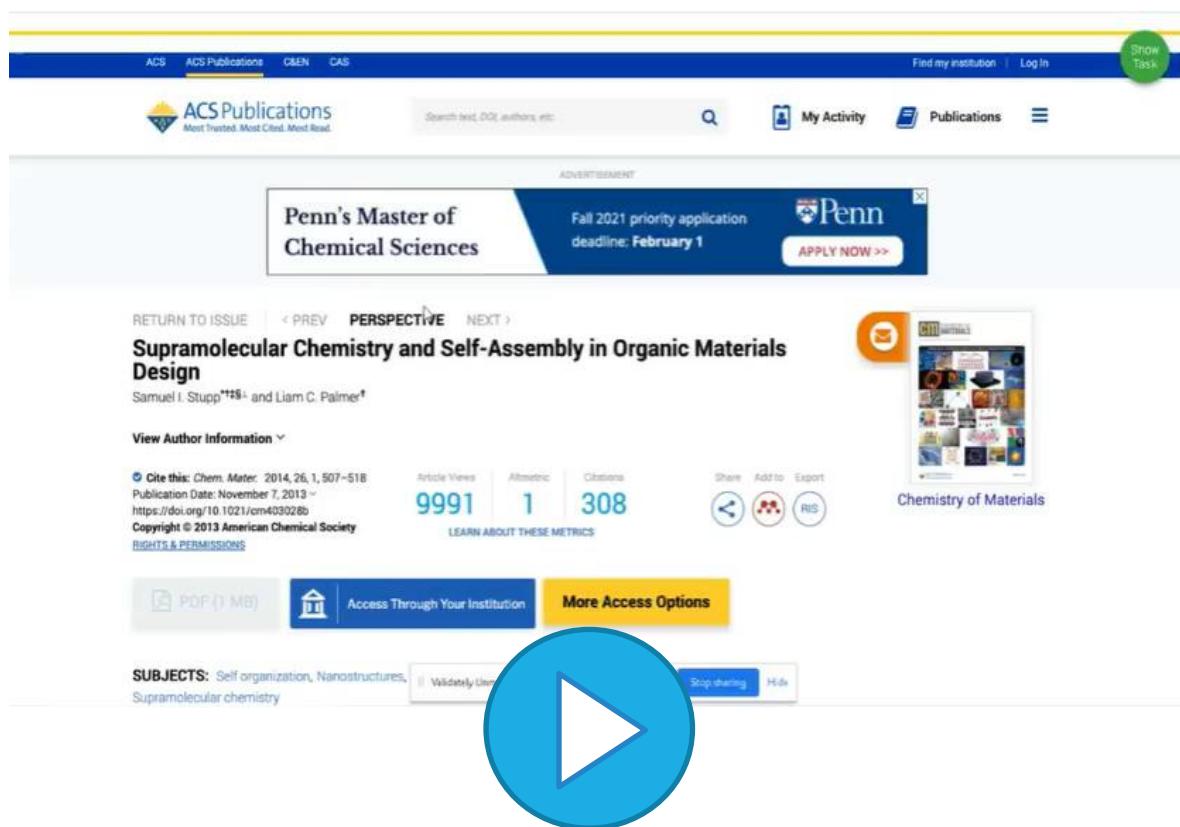


Key takeaways

- ❖ Users are offered too many access options.
- ❖ Users understand institutional access but choose other options when that access is in question.
- ❖ The PDF option competes with “Access through your institution.”
- ❖ Layered approach was disorienting for some participants, especially after recognizing the button.
- ❖ The rate of success did not increase as participants progressed through the tasks due to the variability in implementation across different publishers.

Users are offered too many access options

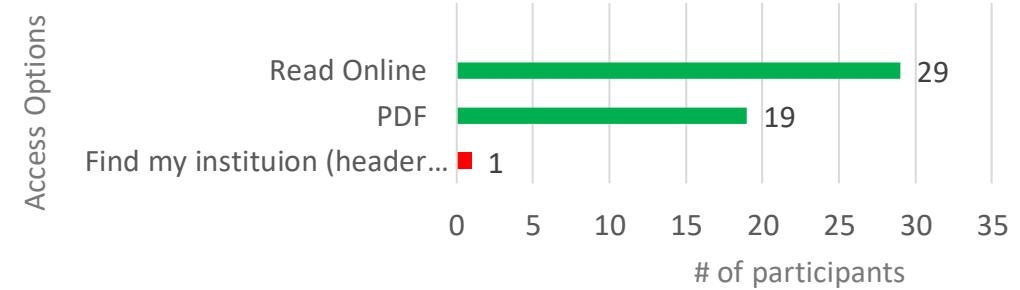
ACS Publications: 5 options



(Video description) This clip shows why participants clicked on “More Access Options” instead of “Access through your institution.”

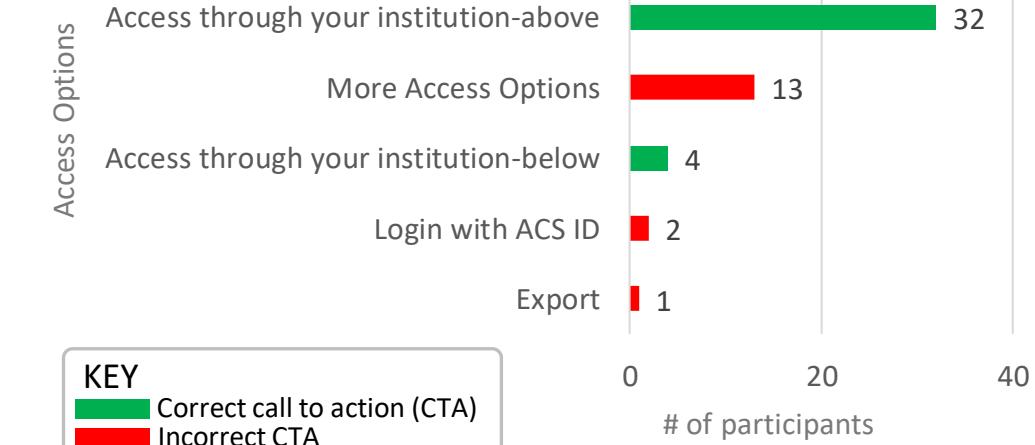
Page 1: landing page

98% success
2% fail



Page 2: selection page

69% success
31% fail



Elsevier/ScienceDirect: 10 options

Task 1 of 6
You will see the abstract of an article. Imagine that you want to read the whole article. Where would you click?

Remember to think out loud.

Task
Please follow the directions on the provided site. Thank you!

Hide Task Complete

ScienceDirect

View PDF : Purchase PDF Other access options

Journals & Books

Outline Summary Keywords 1. Introduction 2. Materials and methods 3. Results 4. Discussion 5. Conflict of interest statement References Figures (6)

Current Biology
Volume 21, Issue 7, July 2005, Pages 1145-1156 open access

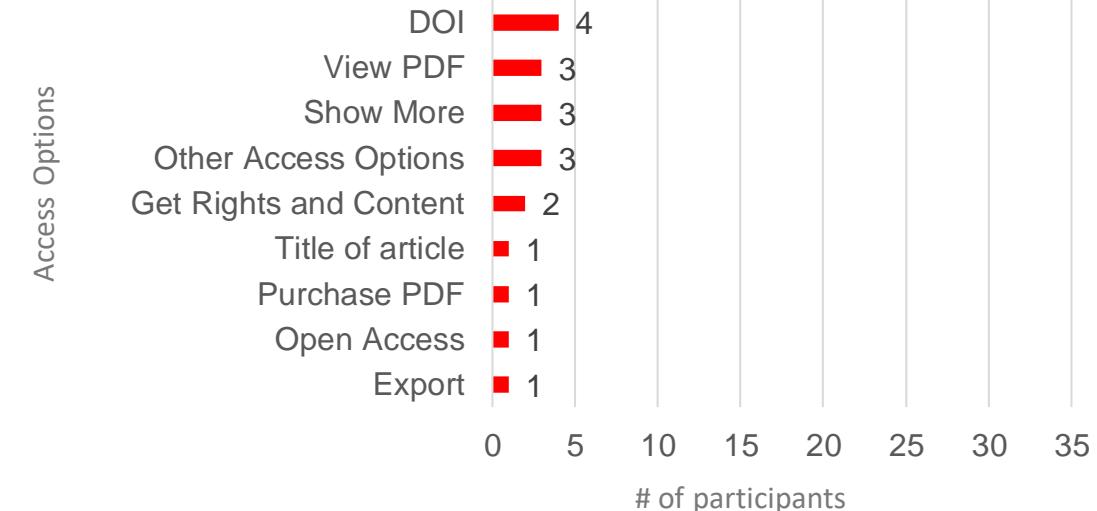
Developmental validation of the MiSeq FGx Forensic Genomics System for Targeted Next Generation Sequencing in Forensic DNA Casework and Database Laboratory

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lein, Yang Cai alingo Snel, Betty Cheng, B. Suman Bhamidi, Clementine Klein, Klein-Seetharaman

100% 5:48 PM 2/11/2013

Access through your institution



62% success
38% fail

((Video description) This clip demonstrates the number of distracting options that might lead the participant to the full-text. She expects to find this action between the title and the abstract. The graph to the right shows that participants tried many of these incorrect or less efficient choices.

KEY

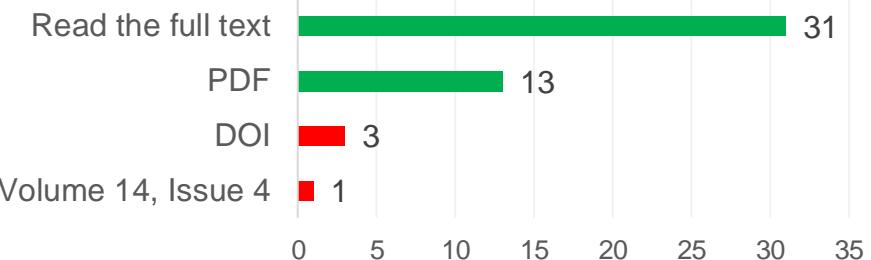
- Correct call to action (CTA)
- Incorrect CTA

Wiley: 13 options

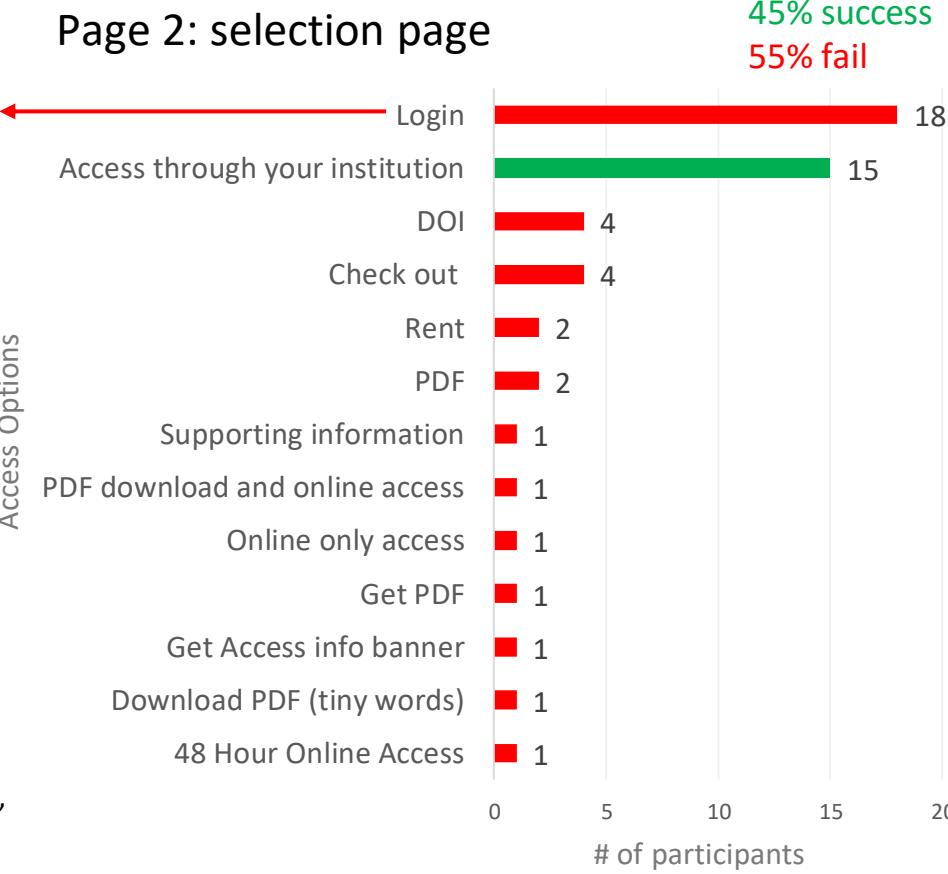
The screenshot shows a Wiley article landing page. At the top, it says "First published: 18 December 2012 | https://doi.org/10.1002/cphc.201200801 | Citations: 98". Below this, there are two main sections: "Institutional Login" (with a "Log in" button) and "Purchase Instant Access" (listing three options: "48-Hour online access" (\$8.00), "Online-only access" (\$18.00), and "PDF download and online access" (\$49.00). The third option is selected). A large blue play button is overlaid on the bottom left. To the right, there's a "Task" pop-up window from "SciTech Connect" with instructions: "Remember to think out loud." and "Task: Please follow the directions on the provided site. Thank you." Buttons for "Hide Task" and "Complete" are shown. Below the main content are sections for "Metrics" (Citations: 98), "Details" (Copyright © 2013 WILEY-VCH Verlag GmbH & Co. KGaA, Weinheim), and "Keywords".

(Video description) This clip shows why participants clicked on “Log in” instead of “Access through your institution.”

Page 1: landing page

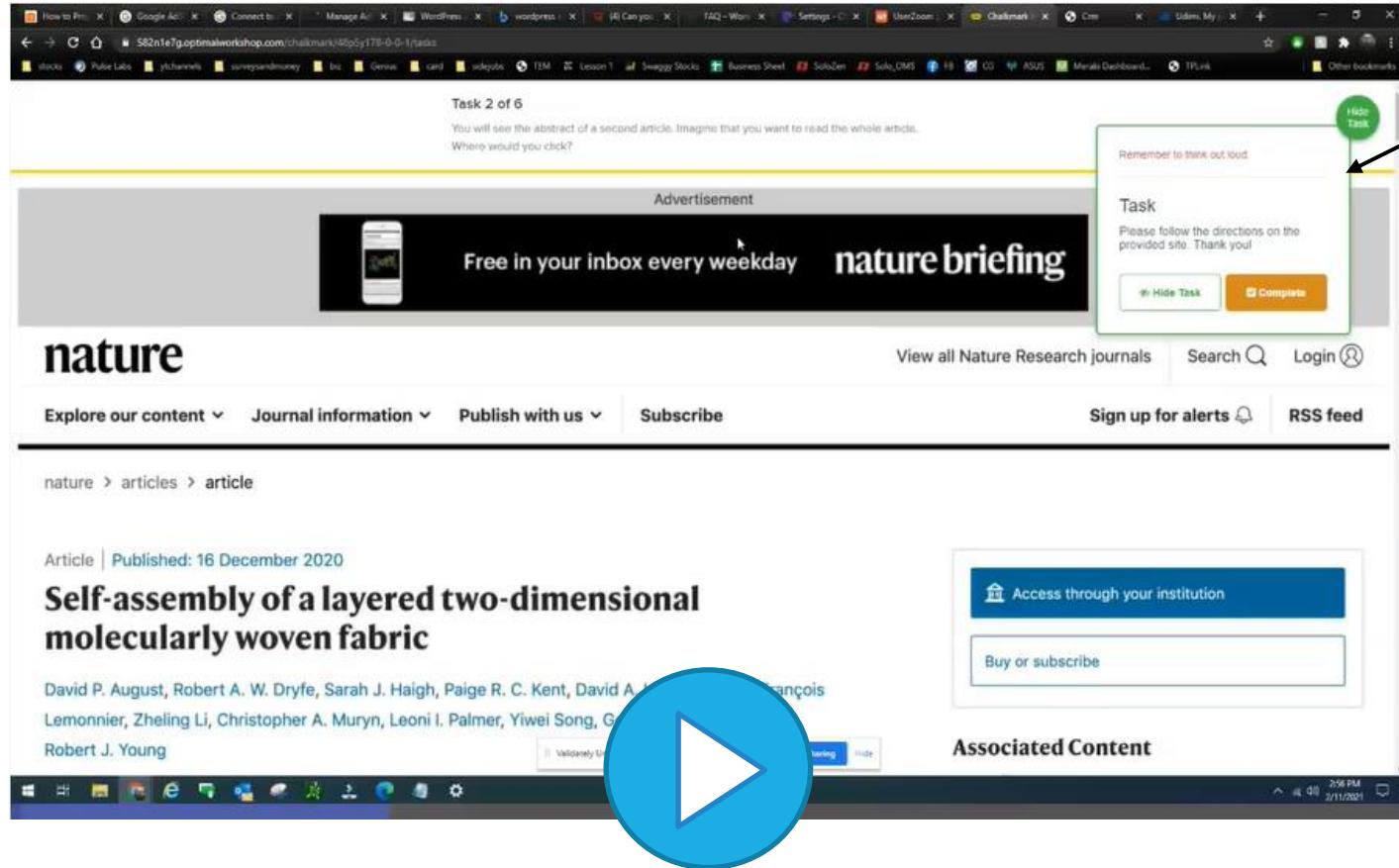


Page 2: selection page



58% success
42% fail

Nature: 8 options



KEY

- Correct call to action (CTA)
- Incorrect for the purpose of this test, but the correct CTA
- Incorrect CTA

(Video description) This clip shows participants expected access options to be grouped together.

Users understand institutional access (mostly)

Participants chose other options when institutional access is in question

A few participants intentionally did not select “Access through your institution” because:

- They know their institution did not provide access to the publishers being tested → clicks Purchase/Rent
- They usually access through their institution when they are on campus, and since the instruction told them they are off-campus they selected another option (PDF or purchase)
- “Access through your institution” only works when they are connected to their campus network

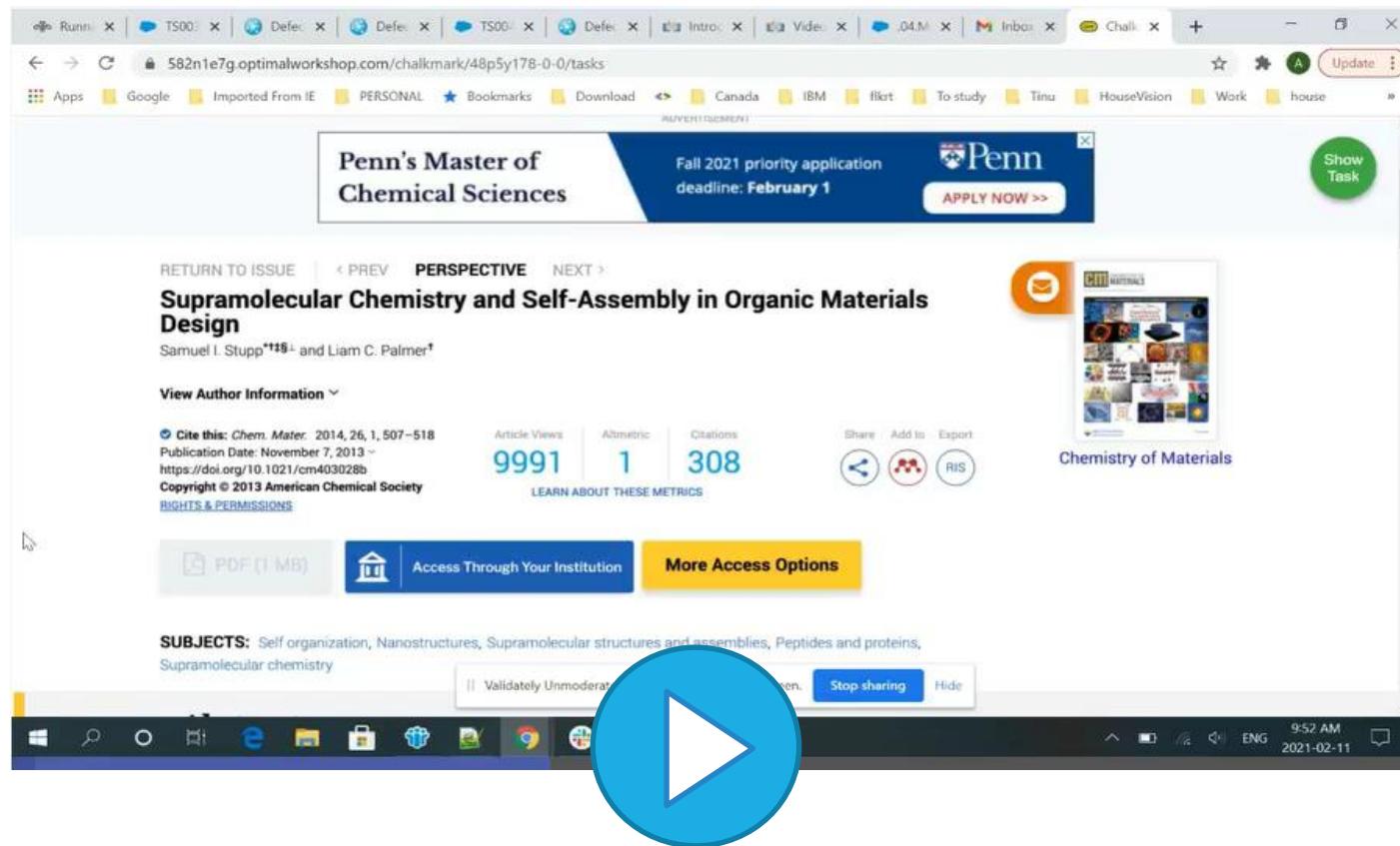
“I did not use the access through institute in this test as I usually used that when I was on campus. Some accesses were limited as well, so I had to buy a pdf copy one way or another.”

“I did notice that option. But since I'm not on my campus network, I decided to not use that feature.”

“For most of them I easily could access by university credentials, but only if I am connected to the campus network. Otherwise I would purchase or use view online.”

“If I really needed an article off campus , I usually rented or bought only one article instead of getting a whole year membership. It was really easy to find because I have used it a lot.

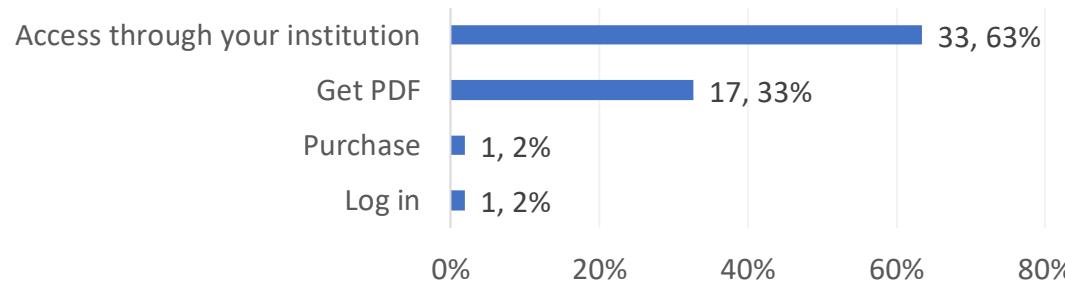
Some participants that “failed” still understood that they needed access through their campus network



"I will click on 'More Access Options' since I am out of my campus."

PDF competes with other access choices

PDF competes with Access through your institution



When asked specifically based on this exercise, which of the following would you be most likely to select to get you access to the full text in the future? 33% still chose “Get PDF”

When asked if “Access through your institution” button was recognizable as the primary method to get to the full-text, participants stated yes, when PDF option was not available.

“Yes in certain cases when the pdf option was not available other than that the pdf option stood out more.”

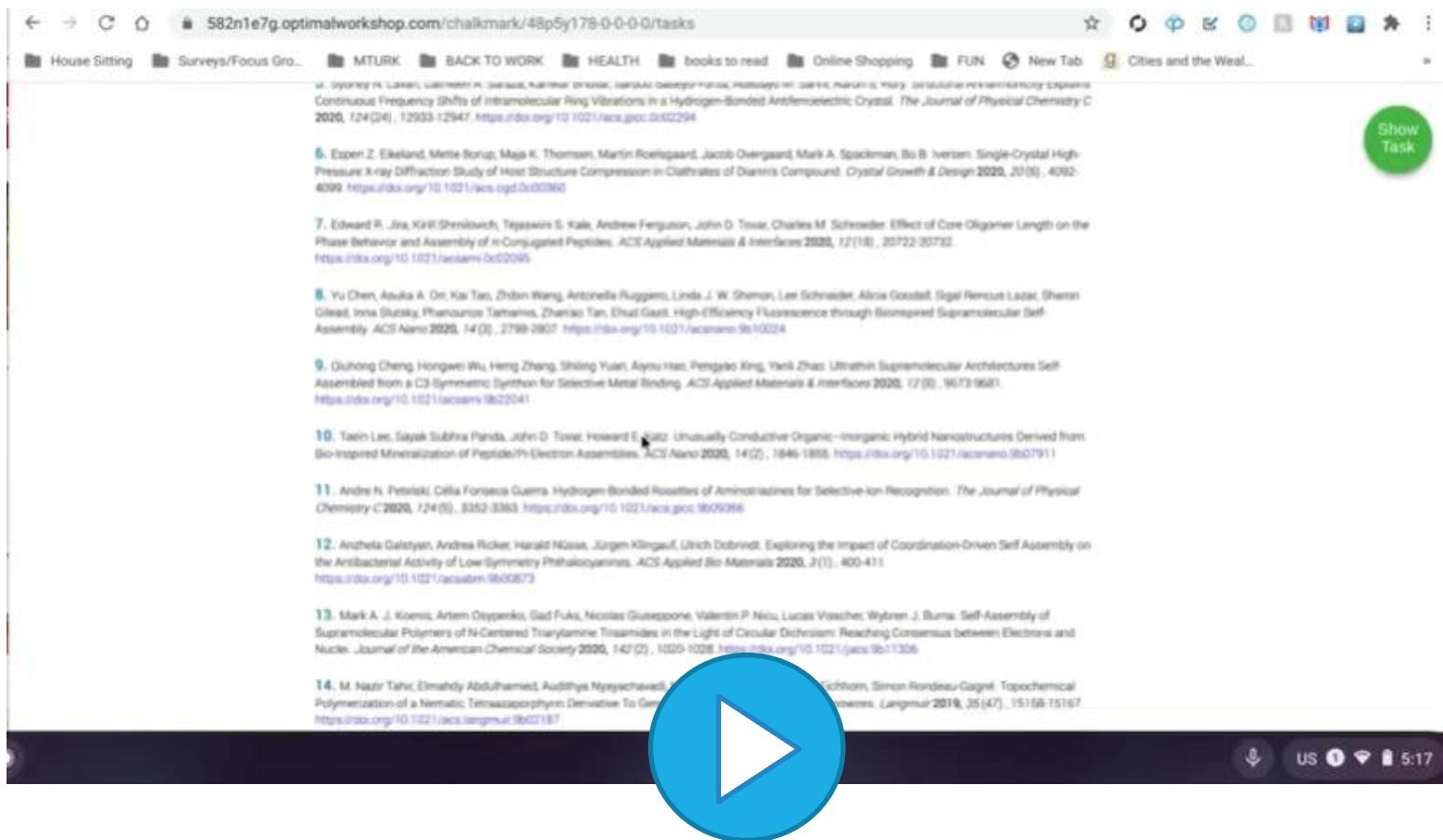
“It was generally recognizable but not always obvious as the primary method.”

“when there were no buttons like get pdf or read full text, that option seemed the most intuitive to me and I always selected it.”

“The first time I actually noticed that button was on the third page if i recall correctly, which means that I didn't really consider it the main option. I think the ‘pdf’ or ‘read pdf’ one was a better choice.”

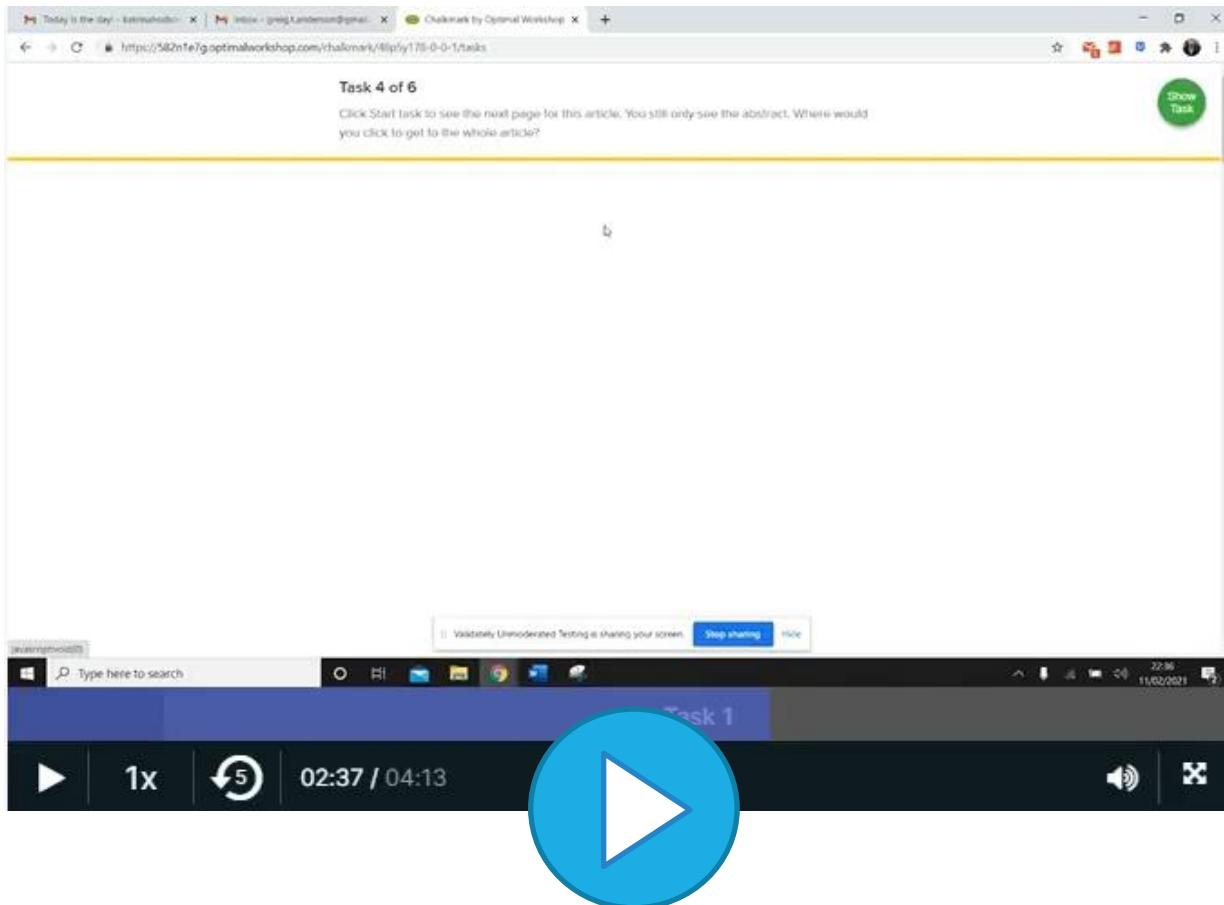
“Layered” experience was disorienting for some

User expected button on all pages: ACS Publications



(Video description) This ACS Publications article was the last task for the participant. She feels lost on this first landing page because she was looking for some kind of “access via institution” CTA but can’t find it. When she saw the second page, it was clear to her where she should click, and states, “see why wasn’t that on the last one?”

User expected button on all pages: Wiley

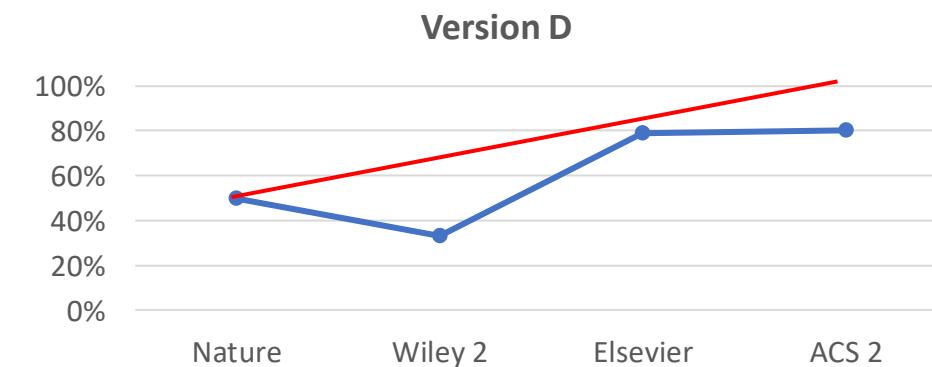
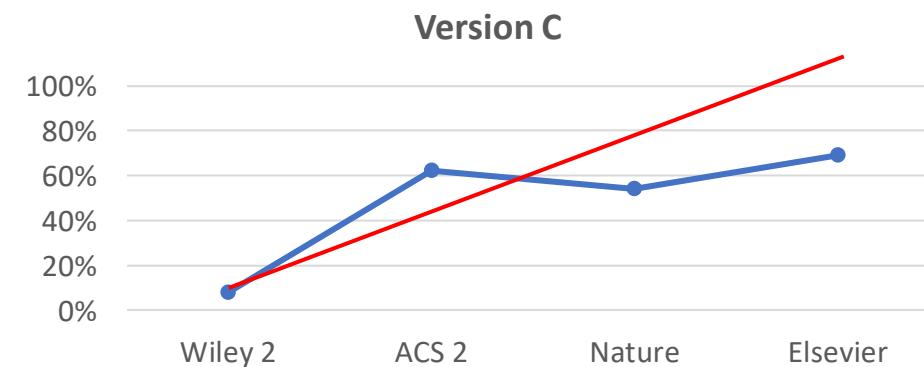
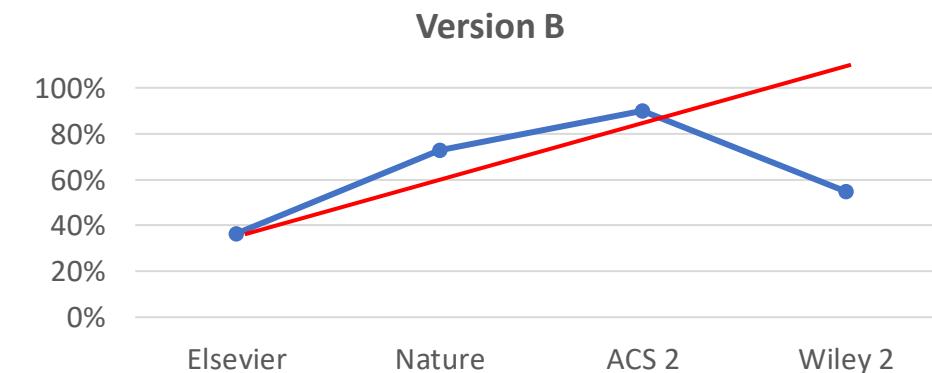
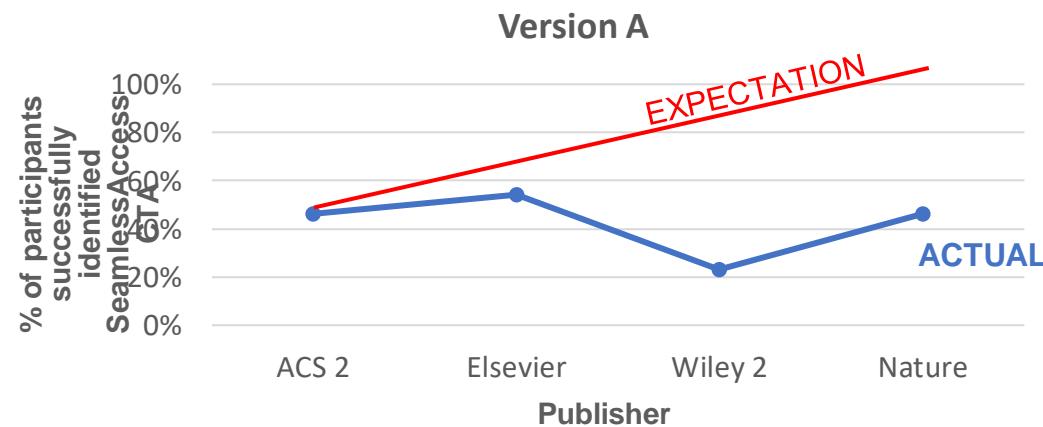


(Video description) This Wiley article was the last task for the participant. On the first page landing page, she tell us it would be “access through institution” but couldn’t find it so she selected “PDF”.

When she saw the second page, she hesitated because now she has the PDF option again as well as “Access through your institution”.

Variability in implementation

The rate of success did not increase as participants progressed through the tasks (blue line)



The variability in implementation across different publishers was a barrier to recognizing SeamlessAccess

“Sometimes I had to scroll down the page and look through a lot of text to find the location where I could select “access through institution”.”

“Sometimes it's confusing as I did not see any options to select to view the whole text.”

“Some of the pages were not very clear when it came to finding the right place to click. For example, I remember browsing one page where there was a really huge wall of text and the button was hidden in the top right.”

“I really had to search around to find an access point. But I was able to find them. So it wasn't too difficult or super easy.”

“If the button was big and in an obvious position, like right in the middle, then it was easy. Occasionally the button was small or hidden away and this made it harder.”

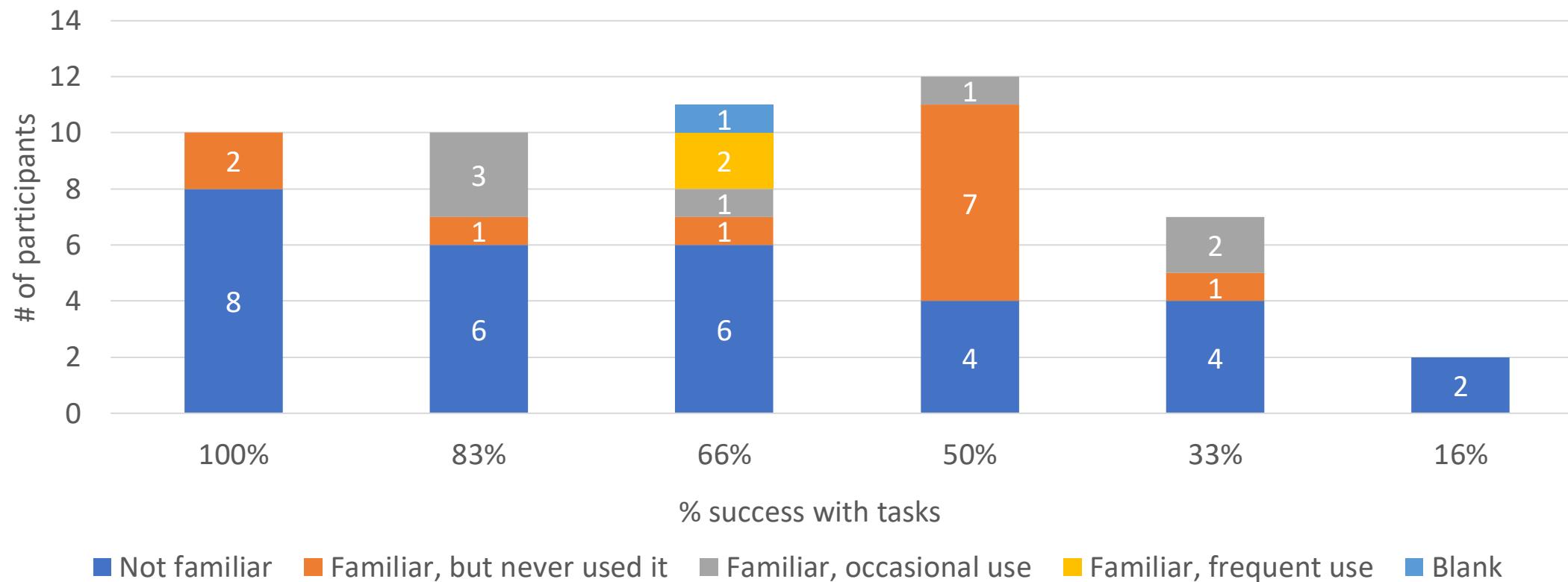
“It is easiest to find the option to get full article text when it is available above the abstract of the article on that page.”

To achieve improved consistencies across publishers

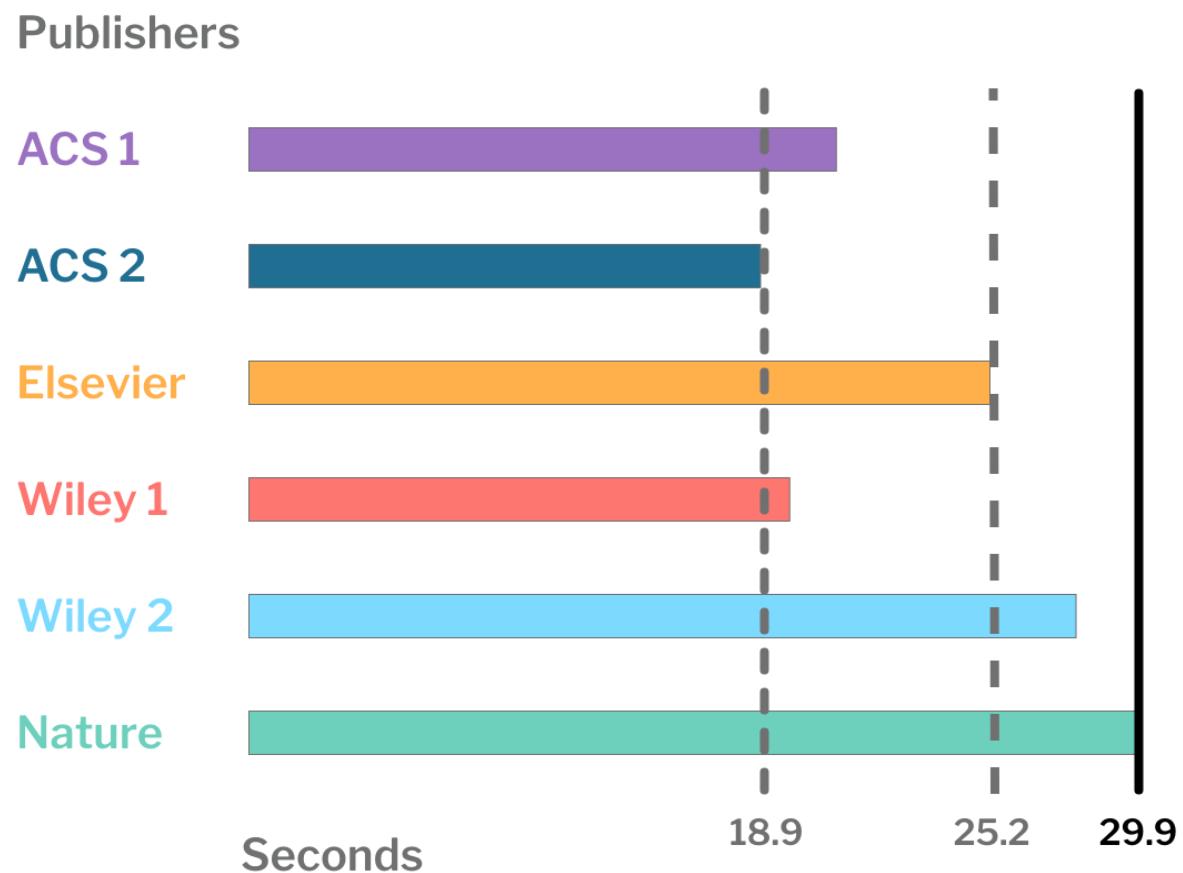
- ❖ More consistency in implementation across publishers
- ❖ Reduce the number of possibilities available for access to full-text.
- ❖ Group the Access Options.
- ❖ Place SeamlessAccess CTA in user's path.
- ❖ As implementation numbers increase, encourage library instruction about Seamless Access to consumers of scholarly articles.

Appendix

Task success or failure was independent of participant's familiarity with federated access



Average task completion times



ACS Publications

Page 1: landing on abstract page

The screenshot shows the abstract page for the article "Supramolecular Chemistry and Self-Assembly in Organic Materials Design" by Samuel I. Stupp and Liam C. Palmer. The page includes the journal logo, author information, metrics (9991 Article Views, 1 Altmetric, 308 Citations), and download options (Read Online, PDF 1 MB). A sidebar highlights "Visible on screen" with a diagram illustrating the assembly process from individual molecules to larger structures.

Different access options are presented after the initial selection on page 1 shown on the left.

Page 2: “access denied page” page contains SeamlessAccess CTA

The screenshot shows the abstract page for the article "Supramolecular Chemistry and Self-Assembly in Organic Materials Design" by Samuel I. Stupp and Liam C. Palmer. The page includes the journal logo, author information, metrics (9991 Article Views, 1 Altmetric, 308 Citations), and download options (PDF 1 MB, Access Through Your Institution, More Access Options). A sidebar highlights "Visible on screen" with a diagram illustrating the assembly process from individual molecules to larger structures. Another sidebar highlights "Abstract" with a brief summary of the research.

Supramolecular Chemistry and Self-Assembly in Organic Materials Design
Samuel I. Stupp^{*†§} and Liam C. Palmer^{*}

View Author Information

Cite this: *Chem. Mater.* 2014, 26, 1, 507–518
Publication Date: November 7, 2013
<https://doi.org/10.1021/cm40328b>
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Article Views 9991 **Altmetric** 1 **Citations** 308 **LEARN ABOUT THESE METRICS**

PDF (1 MB) **Access Through Your Institution** **More Access Options**

SUBJECTS: Self organization, Nanostructures, Supramolecular structures and assemblies, Peptides and proteins, Supramolecular chemistry

Abstract

Organic materials naturally lend themselves to the crafting of structure and function using the strategies of self-assembly and supramolecular chemistry employed so effectively by biological systems. This perspective illustrates progress over the past two decades on self-assembly in materials chemistry through research on systems where function is directly linked to noncovalent interactions among molecules. The genesis of this approach in chemistry of materials involves the design of relatively simple structures using hydrogen bonding, π – π stacking, metal–ligand interactions, electrostatic forces, strong dipole–dipole association, hydrophobic forces, and steric repulsion. Gradually many new and exciting opportunities have emerged, such as supramolecular nanostructures that assemble into functional bulk materials and supramolecular polymers in which the motif of covalent connections among monomers is imitated by creating one-dimensional assemblies of an arbitrarily large set of molecules in both composition and size. Supramolecular polymers offer the opportunity to create structures that integrate unprecedented order in 1D assemblies with interesting dynamics through bond reversibility. Other fascinating systems are those in which intermolecular interactions and other forces can be used to create the hierarchical and highly functional structures ubiquitous in biology, such as bone and muscle, in which different types of order exist within the same structure at different length scales. Directions that have a bright future include nonequilibrium dynamic materials with the capacity to be adaptive, self-repairing, chemically alterable, and even replicative—all characteristics we see in living organic matter. Additional promising areas include 2D and 3D systems that are not necessarily classical crystals and the rational synthesis of functional organic–inorganic hybrid materials. The most exciting aspect of self-assembly and supramolecular chemistry is their open ended nature, and these are two areas of chemistry for which many new principles will be established in this century.

Visible on screen

Keywords: hierarchical self-assembly, hybrid materials, organic ferroelectrics, templation

To access the full text, please choose an option below.

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Supramolecular Polymers
L. Brusveld, B. J. B. Folmer, E. W. Meijer, and R. P. Sijbesma
Publication Date (Web): November 2013

Supramolecular Polymerization
Tom F. A. De Greef, Maarten M. J. Smulders, Martin Wolfs, Albert P. H. J. Schenning, Rint P. Sijbesma, and E. W. Meijer^{*}
Publication Date (Web): September 2009

Supramolecular Polymers: Historical Development, Preparation, Characterization, and Functions
Liulin Yang, Xinxin Tan, Zhiqiang Wang, and Xi Zhang^{*}
Publication Date (Web): March 2010

Supramolecular Helical Systems: Helical Assemblies of Small Molecules, Foldamers, and

ACS Publication Heatmap – Page 1

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Supramolecular Chemistry and Self-Assembly in Organic Materials Design

Samuel I. Stupp^{*†‡§} and Liam C. Palmer[†]

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Publication Date: November 7, 2013
<https://doi.org/10.1021/cm403028b>
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SUBJECTS: Self organization, Nanostructures, Supramolecular structures and assemblies, ▾

Abstract

Organic materials naturally lend themselves to the crafting of structure and

39% 59%

Chemistry of Materials

Disclaimer: While the yellow circles visualize the participant's click in a general area, they don't represent the specific click coordinates.

ACS Publication Heatmap – Page 2

The screenshot shows a journal article page from ACS Publications. The article is titled "Supramolecular Chemistry and Self-Assembly in Organic Materials Design" by Samuel I. Stupp and Liam C. Palmer. Key metrics displayed are Article Views (9991), Altmetric (1), and Citations (308). The right side of the page features a large yellow heatmap overlay. A legend indicates that yellow dots represent click activity. Two specific areas are highlighted with callout lines: a red box labeled "25%" covers the "More Access Options" button, and a green box labeled "62%" covers the "Access Through Your Institution" button. A text box on the right says, "To access the full text, please choose an option below." The page also includes a sidebar for "Penn's Master of Chemical Sciences" and a disclaimer about the heatmap's scope.

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SUBJECTS: Self organization, Nanostructures, Supramolecular structures and assemblies, Peptides and proteins, Supramolecular chemistry

PDF (1 MB)

More Access Options

Access Through Your Institution

Disclaimer: While the yellow circles visualize the participant's click in a general area, they don't represent the specific click coordinates.

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 ScienceDirect

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Outline 
Summary
Keywords
1. Introduction
2. Materials and methods
3. Results
4. Discussion
5. Conflict of interest statement
References

Figures (6) 

Current Biology
Volume 21, Issue 7, July 2005, Pages 1145-1156  

Developmental validation of the MiSeq FGx Forensic Genomics System for Targeted Next Generation Sequencing in Forensic DNA Casework and Database Laboratories

Yang Cai alingo Snel, Betty Cheng, B.Suman Bharathi, Clementine Klein, Yang Cai alingo Snel, Betty Cheng, B. Suman Bharathi, Clementine Klein, B.Suman Bharathi, Cleme ... Judith Klein-Seetharaman
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Highlights

- Tensile and flexural strengths at 60 °C and ambient temperature have dropped.

Recommended articles

Decreased RECK Expression
Indicating...*Neuroscience Letters*, 2005, pp. 1-6
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activation...*Neuroscience Letters*, 2005, pp. 1-6
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Decreased RECK Expression
Indicating...*Neuroscience Letters*, 2005, pp. 1-6
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Citing articles (13) 

Article metrics 

Tables (2)

 Table 1

Elsevier / Science Direct Heatmap

The screenshot shows a research article from *Current Biology* (Volume 21, Issue 7, July 2005, Pages 1145-1156) titled "Developmental validation of the MiSeq FGx Forensic Genomics System for Targeted Next Generation Sequencing in Forensic DNA Casework and Database Laboratories". The article is marked as open access. A large yellow heatmap overlay is applied across the entire page, with a prominent yellow circle highlighting a specific area near the top center. A text annotation "46%" is placed above this highlighted area. The page includes navigation links for "Outline", "Summary", "Keywords", and sections 1 through 5. It also features a "Figures (6)" section with six placeholder boxes. At the bottom, there are sharing options ("Share", "Export"), a DOI link ("http://dx.doi.org/10.1016/j.future.2004.04.002"), and a "Highlights" section.

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Outline

Summary

Keywords

1. Introduction

2. Materials and methods

3. Results

4. Discussion

5. Conflict of interest statement

References

Figures (6)

Current Biology

Volume 21, Issue 7, July 2005, Pages 1145-1156

open access

Developmental validation of the MiSeq FGx Forensic Genomics System for Targeted Next Generation Sequencing in Forensic DNA Casework and Database Laboratories

Yang Cai alingo Snel, Betty Cheng, B.Suman Bharathi, Clementine Klein, Yang Cai alingo Snel, Betty Cheng, B. Suman Bharathi, Clementine Klein, B.Suman Bharathi, Cleme ... Judith Klein-Seetharaman

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Complement component 9 activation...Neuroscience Letters, 2005, pp. 1-6

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Indicating...Neuroscience Letters, 2005, pp. 1-6

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Citing articles (13)

Article metrics

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Wiley

Page 1: landing on abstract page

The screenshot shows the abstract page for the article "What Molecular Features Govern the Mechanism of Supramolecular Polymerization?" from ChemPhysChem. The page includes the journal logo, author information, publication date (March 18, 2013), and citation count (Pages 661-673). It also features a "Special Collection Wiley Analytical Science Top 20 Articles in 2020" section with a "EXPLORE NOW" button and a 3D molecular model. At the bottom, there are sections for "Citing Literature" and "Supporting Information". A "Visible on screen" watermark is present at the bottom left.

Different access options are presented after the initial selection on page 1 shown on the left.

Page 2: “access denied page” page contains SeamlessAccess CTA

The screenshot shows the Wiley Online Library's "access denied" page for the same article. The top navigation bar includes links for JOURNALS, GET PUBLISHED, EVENTS, and COLLECTIONS. A banner for the International Conference on Resource Chemistry (ICRC) is visible. The main content area displays the article title, authors, and publication details. Below the article, there is a "Get access to the full version of this article" box with a "Institutional Login" and "Purchase Instant Access" section. The "Purchase Instant Access" section lists three options: "48-Hour online access" (\$8.00), "Online-only access" (\$18.00), and "PDF download and online access" (\$49.00). A "Metrics" section shows a citation count of 98. A "Visible on screen" watermark is at the bottom right.

Wiley Heatmap – Page 1

Working off-campus? Learn about our [remote access options](#)

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Concept 

What Molecular Features Govern the Mechanism of Supramolecular Polymerization?

Chidambar Kulkarni, Prof. Sundaram Balasubramanian✉, Dr. Subi J. George✉

First published: 18 December 2012 | <https://doi.org/10.1002/cphc.201200801> | Citations: 98

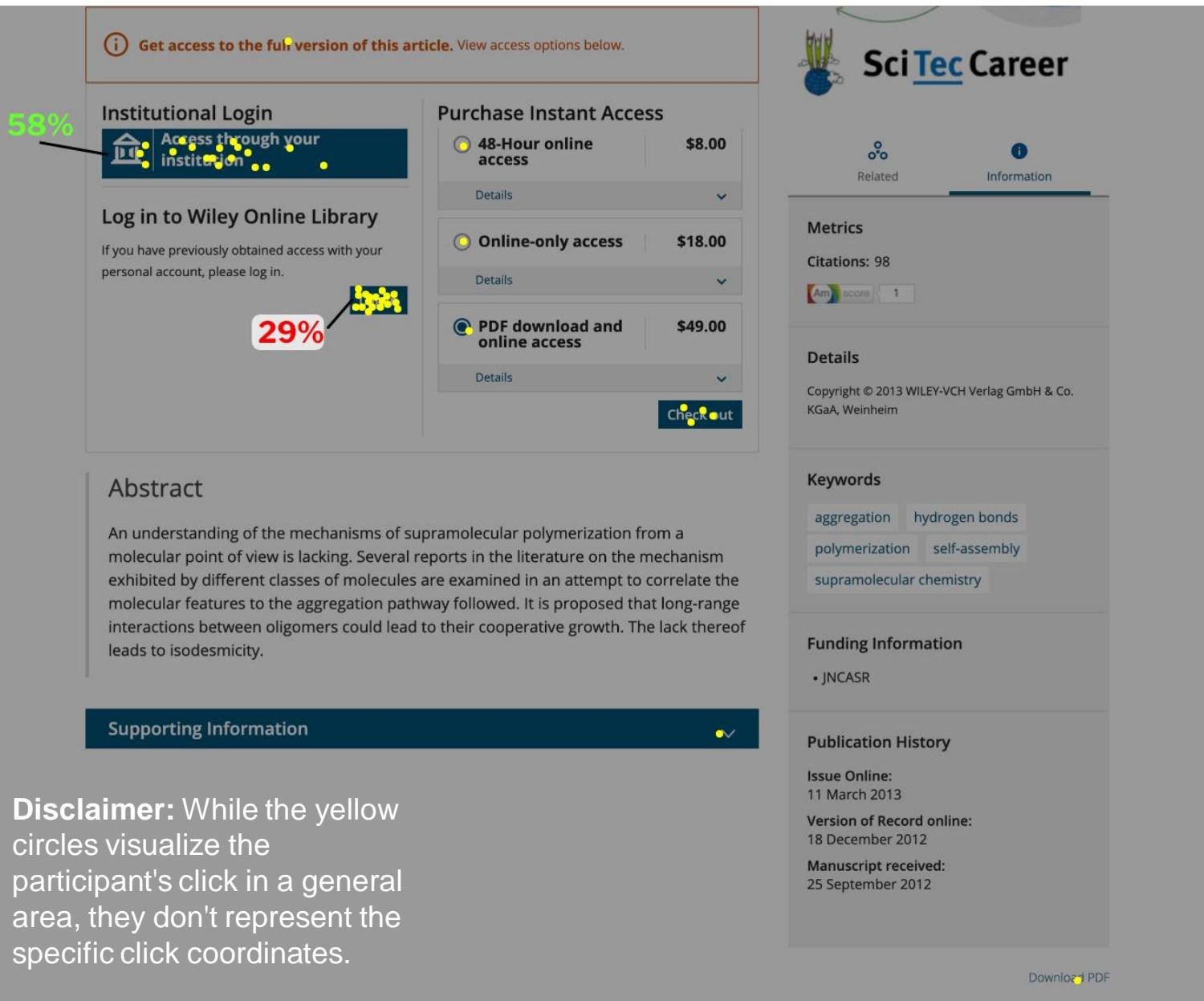
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March 18, 2013
Pages 661-673

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Self-assembly of a layered two-dimensional molecularly woven fabric

David P. August, Robert A. W. Dryfe, Sarah J. Haigh, Paige R. C. Kent, David A. Leigh✉, Jean-François Lemonnier, Zheling Li, Christopher A. Muryn, Leoni I. Palmer, Yiwei Song, George F. S. Whitehead & Robert J. Young

Nature 588, 429–435 (2020) | Cite this article
7305 Accesses | 1 Citations | 85 Altmetric | Metrics

Abstract

Fabrics—materials consisting of layers of woven fibres—are some of the most important materials in everyday life¹. Previous nanoscale weaves^{2,3,4,5,6,7,8,9,10,11,12,13,14,15,16} include isotropic crystalline covalent organic frameworks^{12,13,14} that feature rigid helical strands visible on screen

Visible on screen

anisotropic strength and porosity. A supramolecular two-dimensional kagome weave¹⁵ and

microscopy show clusters and, occasionally, isolated individual sheets that, following demetallation, have slid apart from others with which they were stacked during the tessellation and polymerization process. The layered two-dimensional molecularly woven material has long-range order, is birefringent, is twice as stiff as the constituent linear polymer, and delaminates and tears along well-defined lines in the manner of a macroscopic textile. When incorporated into a polymer-supported membrane, it acts as a net, slowing the passage of large ions while letting smaller ions through.

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Sections Figures References

Abstract Data availability References Acknowledgements Author information Ethics declarations

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David P. August, Robert A. W. Dryfe, Sarah J. Haigh, Paige R. C. Kent, David A. Leigh , Jean-François

Lemonnier, Zheling Li, Christopher A. Murry

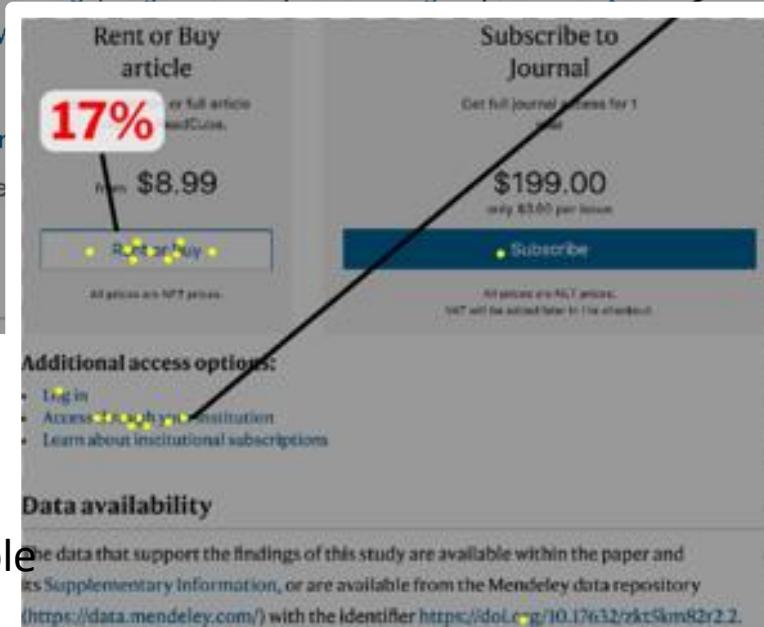
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