

Spring 2004 Database Trials

Vendor Questions:

1. Describe the database product(s). If you want us to link to more than one product, provide a unique description for each product. If there are special hardware or software needs, please make sure you include them in the description.

ProQuest Historical Newspapers is the exclusive digital archive for leading North American newspapers. The archive provides a richly faceted view of the American experience, from frontier days to modern times.

Historical Newspapers provide ready access to the searchable full text of each paper, starting from the *very first* issue. Every issue is presented in cover-to-cover full page image, complete with ads, photos, and other graphics that put the news in context. Users can page through issues, and search by a variety of methods. Subscriptions to two or more titles offer cross-searching. Newspapers currently offered include:

- *The New York Times (1851-2001)*, the newspaper of record for the United States, and an essential research tool for research, public and school libraries
- *The Wall Street Journal (1889-1987)*, the business newspaper of record, with the largest paid circulation of any U.S. paper

ProQuest Nursing Journals provides full text and images from over 400 leading journals, most of which are indexed in CINAHL. Subject areas covered include nursing, allied health, consumer health, health sciences, biomedicine, alternative therapies, and health management. Full text titles include *Alternative Therapies in Health and Medicine*, *American Journal of Speech-Language Pathology*, *American Journal of Sports Medicine*, *Journal of Nursing Education*, *Nursing*, *Nursing Management*, *Occupational Health & Safety*, *Physical Therapy*, and *Rehabilitation Nursing*. Starting dates for full text titles range from 1987 to 1998.

Safari Tech Books Online is a joint venture between Pearson Technology Group and O'Reilly and Associates. The service is a comprehensive online information technology (IT) information resource built upon an exclusive collection of over 2000 highly acclaimed reference books from these two industry leading IT publishers. The vast majority of books are professional IT titles, including O'Reilly's "Hacks," "Cookbooks," and "In a Nutshell" series as well as published books from leading technology companies like Intel, Cisco, Macromedia, Adobe, and many more. With Safari, each library can select books that best meet users' needs and change the collection over the course of the subscription. This customized library is presented in an easy-to-use interface with IT-specific search features.

SIRS Discoverer is an interactive reference tool for the young reader designed to make learning fun and intuitive. The colorful, easy-to-use interface and targeted content helps

teach research, writing, language, and computer skills. SIRS Discoverer contains full text, indexed articles and graphics from more than 1,400 magazines, newspapers and U.S. government documents, dating from 1992 to the present. Articles and graphics are carefully selected for their educational content, interest and level of readability. Each article is assigned to a reading level based on the Fleisch Reading Ease scale.

In addition to full text articles, SIRS Discoverer provides:

- **Funk & Wagnalls New Encyclopedia.**
- **Country Facts** – articles with facts on more than 85 countries, including colorful maps, flags, population statistics, U.S. Government information, languages spoken, economic data and history.
- **The World Almanac for Kids** – facts and information on a variety of topics including animals, the environment, history and the solar system.
- **Photo Essays** – depictions of social and global concepts through visuals and text.
- **Activities** – science experiments, crafts projects, writing assignments and more.
- **Merriam-Webster's Dictionary and Thesaurus** – find and define the word you need.
- **General Interest Biographies** in three reading levels – Easy, Moderate & Challenging.
- **Biographies** of every United States President in two reading levels – Easy & Challenging.
- **Spotlight of the Month** – provides comprehensive articles focusing on a monthly topic chosen from Chase's Calendar of Events.
- **Maps of the World** – features nearly 300 detailed, colorful maps of the globe.
- **Current Events** – updated daily with domestic and international news articles.

SIRS Discoverer WebFind provides carefully chosen, quality websites and online resources on almost any subject appropriate for K-8 researchers. SIRS editors evaluate sites originating from around the world for credibility and relevance to the needs of younger researchers. SIRS Discoverer WebFind is continually updated to include new sites and dynamically changing data. Summaries are included, providing a concise overview of site content and authority.

SIRS Government Reporter is a reference database that combines a wide range of information published by and about the U.S. federal government. Documents date from 1990 to the present and are 100% full text; many include graphics. The database provides information about federal agencies and elected leaders, U.S. Supreme Court decisions and more. The information is presented in nine databases:

- U.S. Government Documents, the main database, delivers thousands of full text documents and graphics from agencies, departments and commissions of the U.S. Government.
- U.S. Supreme Court Decisions provides selected case documents dating back to the inception of the Court. Cases are selected for their constitutional and/or social value.
- U.S. Justices Directory supplies statistical and anecdotal information on all past and current U.S. Supreme Court Justices.
- Historic Documents contains hundreds of full text documents and speeches of exceptional historic value.
- Congressional Members Directory provides data on members of the U.S. Senate and House of Representatives.
- Congressional Committees lists members of all Congressional Committees and Subcommittees.
- Federal Agency Directory supplies contact and background information for hundreds of federal departments and agencies, including web addresses.
- U.S. Presidents provides a brief biographical description accompanied by a portrait of each U.S. president.

- National Archives Documents provides highly visual primary sources from the National Archives and Records Administration that illustrate social, political and cultural themes in U.S. History.

SIRS Renaissance focuses on the arts and humanities, and delivers dynamic content in eight categories: Architecture & Design, Culture, Multimedia, Literature, Music, Performing Arts, Philosophy & Religion, and Visual Arts. The database includes full text articles and graphics from more than 800 domestic and international magazines and newspapers, with coverage dating primarily from 1994 to the present. Many articles are accompanied by full-color graphics, including art reproductions, photographs, illustrations and maps. Hundreds of articles contain biographical information on notable people. All articles are chosen to give researchers the most current and diverse information on each topic. Four additional features are provided:

- **Award Recipients** lists major award winners in all eight SIRS Renaissance categories.
- **Glossary of the Arts** provides extensive explanations of terminology, symbols, ideas and people associated with the world of the arts and humanities.
- **Recommended References** provides suggestions for further readings on the Arts and Humanities.
- **Lifetime Readings** features The New Lifetime Reading Plan, with brief introductions to more than 130 literary classics and biographical information on the creators of these works.

SIRS Researcher is a general reference database designed to support secondary school research and beyond. Researchers will find thousands of full text articles exploring social, scientific, health, historic, economic, business, and political and global issues. Carefully selected articles from over 1,500 domestic and international magazines, journals, newspapers and U.S. Government publications date from 1988 to the present. Charts, maps, diagrams and illustrations accompany many articles.

SIRS Researcher also contains the following eight supplemental databases.

- **Leading Issues** spotlights editorially selected information on more than 100 current and enduring issues, with complete and unbiased coverage of every issue—pro, con, and everything in between.
- Excerpts from **The World Almanac** and **Book of Facts 2002** include information about world history, nations of the world and major international organizations.
- **Maps of the World** contains more than 300 color maps.
- **Today's News**, a Reuter's newswire service, contains the top news stories of the day.
- **Spotlight of the Month** articles, selected from the main database.
- **Focus on Terrorism** contains articles addressing recent terrorist attacks on the United States.
- **Middle East Crisis** contains articles addressing the ongoing crisis in the Middle East.
- **Directory of Publications** provides background information on 1,500 domestic and international magazines, newspapers and journals.

SKS WebSelect is a unique database of Internet resources designed to support secondary school research and beyond. The database provides access to quality websites on almost any subject, and is the perfect complement to SIRS Researcher. SIRS editors evaluate sites from around the world for credibility and relevance. SKS WebSelect is continually updated to include new sites and dynamically changing data. Summaries are included, providing a concise overview of site content and authority. SKS WebSelect can be viewed together with the SIRS article databases for a comprehensive research experience.

2. Is remote access included in the subscription price?

Yes, for all proposed databases except Safari Tech Books Online.

If there are additional charges or requirements in order to offer remote access, please describe.

Not Applicable

What methods of remote access are supported? If applicable, please discuss any methods or assistance you offer regarding remote access patron verification and authentication.

Available authentication methods may vary depending on the databases to which you subscribe. Following, and for informational purposes, we have provided information on authentication for ProQuest databases.

You can provide access to ProQuest with any or all of the following means.

- **ID/password protection.** You can locally establish the need for login by ID and password, as well as the IDs and passwords themselves.
- **Authentication by IP address.** As part of your implementation, or any time subsequently, you can provide specific IP addresses and/or ranges of addresses employed by your users. ProQuest will validate these users based on the provided address information. Users attempting to connect to ProQuest from these workstations need no private login information.
- **Referring URL.** This remote access method requires locally secured pages.

We recommend that you employ these means in a variety of combinations based on the needs of your library, the individual libraries in your consortium, or as any given situation dictates.

For remote users, you can choose any or all of the following methods.

1. **Locally authenticate users** via the Web simply by providing a link to ProQuest on a secure Web page (or secure portion of a page)—most often, the library home page. A user clicking on this link is asked for authentication information (for example, a library card number). The user then enters the requested information. To locally authenticate, you can either use referring URL authentication or install authentication scripts on your server to allow for a secure transfer of the user to ProQuest. For additional information, please see <http://www.il.proquest.com/hp/Support/PQD/Secure/index.html>.
2. **Have authentication performed by ProQuest.** ProQuest remote access is administered with a Local Administrator (LAD) account. When you select a remote access method, a unique, direct URL to your library's remote user login page is created. Available remote access methods are described following; both allow you to

customize header text, text of the prompts to enter information, and include a link to a library graphic.

- **Barcode validation with check digit.** Patron barcode validated on the basis of correct length, prefix and check digit calculation. Checks for prefix (up to 10 prefixes per ProQuest UserID), length of barcode and correct check digit.
- **ID/Barcode lookup with (or without) password.** Validates the patron by looking up the barcode. Barcodes can be uploaded in batch or individually edited.

3. **Distribute ID/password combinations.**

4. Request that your Internet service provider(s) (ISPs) set aside a **fixed range of IP addresses** (allowing IP verification).
5. Use an **authenticated proxy server** in conjunction with IP authentication.

Recent enhancements to ProQuest authentication have greatly improved the flexibility with which any user can connect. "Cascading" authentication makes it possible, for example, for a laptop user to connect from the library, then return to a remote location with cable modem and seamlessly connect to the library's authentication system without the need for any changes. Cascading authentication, in order,

1. validates the IP address,
2. validates the referring URL,
3. checks the URL and cookie for site identifiers (if these identifiers are present, the user will be redirected to the local authentication service), and
4. attempts ProQuest user/password authentication.

We are in the planning stages of implementing **Shibboleth** authentication, which we believe to be the best solution for multiparty authentication. Shibboleth, a project of Internet2/MACE, is developing architectures, policy structures, practical technologies, and an open source implementation to support inter-institutional sharing of web resources subject to access controls. Additionally, Shibboleth will develop a policy framework that will allow inter-operation within the higher education community. For more information, please see <http://shibboleth.internet2.edu/>.

3. *What customer training is provided, and at what cost? Please include "freebies" such as Web-based tutorials, end-user documentation tents, cheat-sheets, etc.*

We have developed a successful "train-the-trainer" program for ProQuest. By working with library staff, we develop an introductory training program. The program is flexible, and can be customized to best serve the needs and expertise of each unique audience.

We provide training at a central location provided by the customer. We understand that locations will have different equipment available; we will adapt training to the environment that you provide.

- An **ideal training environment** includes individual, Internet-capable workstations for each participant (including the trainer), an LCD panel, and an overhead projection device.
- An **acceptable training environment** includes a conference or meeting room with an overhead projection device and a connection for a computer provided by the customer.
- A **minimum training environment** consists of an overhead projection device and an analog phone line capable of an off-site call.

We offer two types of training sessions.

- **Search Training** provides complete, in-depth training for the current ProQuest version (including searching for, retrieving, and printing documents).
- The **Consultative Session** includes account creation and setup, and setting options to optimize ProQuest for your library and user environment. This session is most often held informally (for example, by phone, or during Search Training breaks) with 1-3 library staff.

This training is provided for no additional cost as part of your purchase of access to ProQuest.

Every participant registered for a ProQuest training session will receive a complete set of materials. The **Quick Start Guide** covers installation of software, search options, and basic troubleshooting. This handy reference also includes screen shots and tips on printing, searching, etc. Additionally, we provide **search exercises** for use in hands-on searching.

In response to customer requests, we created the **ProQuest Training Resource Center** (TRC). The TRC, free to ProQuest subscribers, is a Web-based resource that provides online tutorials and materials to those who will administer ProQuest, use it, and teach others to use it.

The TRC makes searching simple, and provides instruction at the skill appropriate for the user. It allows new users to begin searching ProQuest almost immediately. The TRC directs administrators to system controls and technical resources, provides librarians the means to teach ProQuest to end users, and allows end users to answer most questions on their own.

Training programs include:

- An overview of ProQuest and what it can do for you
- Step-by-step lessons for searchers at all levels, with demonstrations, practice questions and sample searches
- In-depth explanations of the most popular ProQuest features

- Downloadable class materials, documentation, exercises, and other teaching aids to help you teach others what you've learned
- A technical support section including tools, information, and a FAQ for administrators
- Downloadable Quick Print Guides
- A Frequently Asked Questions (FAQ) section
- SiteBuilder tools and information (for use by both end users and administrators)

The **Learning about ProQuest** section is available in Spanish, French and German translation for non-English speakers.

We also maintain a Web Training page at <http://www.il.proquest.com/proquest/webtraining/>. The page allows you to schedule an online training session you can attend from the comfort of your home or office, and offers search for available training sessions by product or month and registration or cancellation for multiple training sessions with just a few keystrokes.

ProQuest also includes a number of Quick Reference Guides that can be consulted online or printed for recurring use.

4. What customer and technical support is provided, including hours of operation? In your reply, please include contact names (if applicable) or name of department, the phone numbers and e-mail addresses for your support services. If you have toll-free access to these support centers, please make sure they are available here.

We maintain an Electronic Technical Support Department with over fifteen staff that provides primary support for ProQuest. Our technicians have, on average, over eight years of technical/customer support experience. We have technicians trained in PERL, TCP/IP, Windows and advanced browser support. Some are MSIE certified.

Our Database Librarian provides search assistance with all of our databases (available through ProQuest online and CD-ROM, database licensing, etc.) through all interfaces. This librarian has an MLS, years of experience searching databases, and experience training librarians and professional staff on ProQuest.

Our team members are knowledgeable in many areas, including technical requirements and product setup. They resolve access issues, handle customer complaints, answer inquiries, and other account adjustments as needed.

The goal of the Technical Support team is to resolve customer issues immediately during the call. This reduces the downtime resulting from multiple transfers to other departments or callbacks. We utilize a call center hunt system that searches for available

technicians as calls come in. This system helps to ensure that customers will speak to a technician without having to leave a message.

We make team members available for ProQuest support with a toll-free phone number (800.521.0600 x2971) from 8:00 a.m. to midnight ET seven days a week. You can also submit support requests or questions 24 hours a day via fax and e-mail (to customer_service@il.proquest.com); most often, we are able to respond the same day (depending on the time of day the request is sent). Additionally, our website is available 24 hours a day for support information.

We also employ a master customer tracking database. While assisting customers, the Technical Support representative retrieves the appropriate customer record, and enters the issues presented by the customer. Our support staff uses this information to keep accurate call histories that can be accessed during a future call to help resolve an issue quickly, track trends, and log and submit to management customer enhancement requests.

5. Please describe the statistics you provide, and discuss whether your statistical reporting complies in part or in whole with the guidelines developed by the International Coalition of Library Consortia found at <http://www.library.yale.edu/consortia/webstats.html> or the COUNTER Code of Practice found at http://www.projectcounter.org/code_practice.html

Available reports may vary depending on the databases to which you subscribe. Following, and for informational purposes, we have provided information on authentication for ProQuest reports.

To allow our customers to review their ProQuest activity at any time, we make ProQuest usage reports available online. When we designed ProQuest reports, our primary design goal was to provide appropriate, applicable information for our databases (and information requested by customers).

ProQuest reports are compliant with International Coalition of Library Consortia (ICOLC) guidelines and Level 1 COUNTER standards, and provide all information needed for libraries to comply with NISO standard Z39.7-2002. COUNTER plans to substantially revise Level 2 requirements in 2004; after these revisions, we will add Level 2 support.

How your electronic usage reports display depends on your account setup. ProQuest allows a hierarchical association of client accounts. Each account can be also associated with a specific consortium.

Available reports include the following. For all below reports except the document usage detail report, if a request is issued to display a report for all sites in the hierarchy,

the report will include a summary (in which all usage is reported under the “master client”) and details section that break out usage by individual clients (locations).

Database Activity Reports

- **Summary.** This report provides an overview of database activity. Information provided is searches and document usage broken out by location and database; it includes which format was provided (citation / abstract, any full text format).
- **Detail.** Similar to the summary report, with addition of login name. The report provides searches and document usage broken out by location, database, and login name and includes the provided format (citation / abstract, any full text format).
- **Annual.** Also similar to the summary report, but broken out by month for the previous 12 months. Information provided is searches and document usage broken out by location and database; it includes which format was provided (citation / abstract, any full text format). Provides a comparison with previous years’ usage. The date range for this report is fixed at one year, and the year’s range is determined by selecting the ending month.

Document Usage Reports

- **By Organization.** Reports the total number of documents provided, broken down by location and the delivered format (citation, abstract, full text, Text + Graphics, page image, page map, and article image).
- **By Database/Journal.** Reports the total number of documents provided, broken down by location, database/journal and the delivered format (citation, abstract, full text, Text + Graphics, page image, page map, and article image).
- **By Delivery Method.** Reports the total number of documents provided, broken down by location and method of delivery (e-mail, online display, or fax).

Search Statistics Reports

- **Searches by time.** Provides the total number of searches for each hour of the day for the last 14 days. It is broken down by day, client, and login name.
- **Searches by Search Mode.** Provides the total number searches by the search mode (Basic, Guided, Advanced, Natural Language, Publication or Topic) broken out by location and login name.

COUNTER Reports

- **COUNTER Journal Report 1.** Lists document usage by journal title. This report can be run for up to a twelve month time period.
- **COUNTER Database Report 1.** Lists searches and sessions by database.
- **COUNTER Database Report 3.** List searches and sessions by service.

All reports (with the exception of the **Searches by time** report) can be cumulated with the month/year date range of your choice, up to the previous 36 months (in compliance with the 2001 ICOLC guidelines). You can also schedule any report to be e-mailed on the monthly or less frequent (for example, quarterly, biannually, or annually) schedule of your choice.

6. Describe your pricing structure or formula for the product. (Note: This question means - we want to know what your prices are and how they are calculated: Based on FTEs? On buildings? On a combination, or on something else?)

We price ProQuest databases by population served and/or FTE, SIRS databases per building, and Safari by a combination of simultaneous users and titles available.

If you cannot provide a standard price that would enable each library to understand their cost to subscribe, then for each product you must tell us the price that you would charge these hypothetical libraries if they subscribe to your product as a result of these trials.

- a. Library A: A high school library with 750 students in grades 9-12
- b. Library B: A public library that serves a population of 100,000 and has two branches
- c. Library C: A public library that serves a population of 20,000 and has only one building, no branches
- d. Library D: A community college library serving 5,000 full-time equivalent students
- e. Library E: A four-year academic library serving 5,000 full-time equivalent students
- f. Library F: A hospital library serving a hospital that employs 1,000 staff plus has 200 doctors attached to the hospital

Following, we have provided prices for these hypothetical libraries. We will be happy to provide custom quotes for any institution given statistics like those above.

ProQuest Databases

Database	Public library		High school	Two-year academic (up to 5,000 FTE)	Four-year academic (up to 5,000 FTE)	Hospital library
	Up to 20,000 served	Up to 100,000 served				
Historical <i>New York Times</i>	\$2,710	\$5,700	\$1,900	\$3,310	\$4,960	\$7,880
Historical <i>Wall Street Journal</i>	2,340	5,490	1,220	2,870	4,410	Not available
ProQuest Nursing Journals	6,020	7,050	Not available	8,130	9,760	6,100

SIRS Databases (K-12 only)

Database	Price per building
SIRS Researcher	\$1,325
SIRS Discoverer	675
SIRS Government Reporter	790
SIRS Renaissance	790
SKS WebSelect	790
SIRS Discoverer WebFind	375

Safari Tech Books Online

Safari Technical Books Online are available to any library with 100 slots and two simultaneous users for \$3,352.

7. If a library subscribes to any of your products as a result of this trial, will their future subscription rates continue to reflect any savings or discount they may receive today?

Yes. Historically, our annual increases are no more than 5%.

8. *What is the minimum participation level (however you care to define it) that would be needed to allow participating libraries to receive a group discount?*

Minimum participation level is twenty-five institutions.

How will you treat existing library customers with regard to a group buy?

We will offer a prorated credit good for new ProQuest Information and Learning product to any institution with six months or more remaining on its contract.

9. *Please provide the name and contact information (toll-free telephone number, e-mail address, hours, etc.) for libraries to make further inquiries. (Sales representatives for our area preferred.)*

K-12

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