

## **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.

**America's Newspapers** - As the largest and fastest growing newspaper resource in existence, America's Newspapers features the full-text content of more than 500 U.S. newspapers, with more than 290 titles available exclusively from NewsBank, each the complete electronic edition of record.

#### **Washington Titles:**

**The Daily World (tbd)**

**Eastside Journal (12/3/99-1/13/03)**

**King County Journal as of 1/14/03 (12/3/99)**

**South County Journal (12/3/99-1/13/03)**

**Bellingham Herald (1/99)**

**Tri-City Herald (1/99)**

**The Olympian (1/01)**

**The Seattle Times (1/85)**

**The Spokesman-Review (7/94)**

**The News Tribune (1/91)**

**The Columbian (6/94)**

**Yakima Herald-Republic (12/10/97)**

#### **A unique collection**

Beyond unrivaled content, America's Newspapers offers...

- an intuitive search interface which allows users to quickly and easily search individual or multiple titles by headline, date, author, section, topic, name, relevance ranking and more.
- the ability to search by single title, a select group of newspapers or all of the newspapers within the collection at once.
- a map-based interface for intuitive searching.
- the option of creating your own custom lists of newspapers to track issues, topics, people in the news, etc.
- more years of archives than any other newspaper resource.
- daily updates that keep you abreast of current events..

**America's Obituaries & Death Notices** – America's Obituaries and Death Notices is a unique resource providing easy access to obituaries and death notices from across the United States. After receiving numerous requests from librarians, we created a single, concise database offering easy access to such information. Since most people relocate once or more over the course of a lifetime, obituaries and death notices commonly appear in multiple news-papers, often in different cities or even states. By constantly tracking the content of more than 250 newspapers, NewsBank makes it easy to find coverage of loved ones, colleagues and friends in your own city and in other cities. This one-of-a-kind resource gives you quick access to information unavailable elsewhere, at any price.

#### **An easy-to-use interface**

America's Obituaries and Death Notices features an intuitive interface which makes it easy to locate specific information about the deceased -nationwide. Helpful search hints appear right on the screen, and its simple design encourages patrons to conduct their own searches, saving you

a significant amount of time and effort. In short, America's Obituaries and Death Notices dramatically reduces the time required to check multiple and hard-to-find sources for answers to specific questions. family members.

2. Is remote access included in the subscription price? If there are additional charges or requirements in order to offer remote access, please describe. What methods of remote access are supported? If applicable, please discuss any methods or assistance you offer regarding remote access patron verification and authentication.

Remote access is included in the delivery of our products. Some titles included in America's Newspaper's may not be available through remote access for public library and K-12 markets due to publisher restrictions. More than 85% of the 500+ titles are available remotely. Additional information is available for anyone interested in ordering.

NewsBank uses the following authentication methods for both on-site and remote access:

- IP Address Range(s)
- Username/Password authenticated by the NewsBank (Including Cookie Access)
- HTTP referral (Referring URL) from a known, secure authenticated site.

NewsBank can host a library card authentication page and NewsBank verifies library card numbers. In order to implement this, the library must provide NewsBank with a "pattern" describing valid library card numbers, e.g. 15 digits, first 5 are digits are "45782".

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.

Customer training is supported with our online tutorials included in our products and available on-demand through the main menu page of the products. We also have available welcome calls with live Customer support person who will be able to assist in the setup and walk you into the product.

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.

Customer Service – Deborah Blake (800) 243-7694 email: [dblake@newsbank.com](mailto:dblake@newsbank.com)

Technical Support – Colleen Weeks (800) 243-7694 email: [cweeks@newsbank.com](mailto:cweeks@newsbank.com)

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](http://www.projectcounter.org/code_practice.html)

NewsBank can provide usage information by account and product. We will provide individual site usage stats via a special Web Address for each participating library.

NewsBank can provide usage statistics on the following use elements:

- Number of Searches (Keyword and Customized)

- Number of Sessions (Logins)
- Number of Articles Viewed

Each use element can be delineated by the following subdivisions:

1. By each specific database (Product)
2. By each institutionally defined set of IP addresses
3. By special data element passed by subscriber (etc., Account or ID Number)
4. By hour/week time-frame summaries

Note: Usage statistics are reported daily and this data can be maintained for 24 months. Usage statistics follow the International Coalition of Library Consortia standards.

5. 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?)

School pricing is based on FTE per site (District pricing also available)  
 Academic and Community College pricing is based on FTE;  
 Public Library pricing is based on the total book volumes

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  
 America's Newspapers G+ - \$1,674.00
- b. Library B: A public library that serves a population of 100,000 and has two branches  
 America's Newspapers G+ - \$4,750.00 plus their local in-circulation paper price.  
 America's Obituaries & Death Notices with G+ = \$1,363.00  
 Note: Price based on 100,000 Book Vols, not population
- c. Library C: A public library that serves a population of 20,000 and has only one building, no branches  
 America's Newspapers G+ - \$1,050.00, plus their local in-circulation paper price.  
 America's Obituaries & Death Notices with G+ = \$523.00  
 Note: Price based on 20,000 Book Vols, not population.
- d. Library D: A community college library serving 5,000 full-time equivalent students  
 America's Newspapers G+ = \$10,780
- e. Library E: A four-year academic library serving 5,000 full-time equivalent students  
 America's Newspapers G+ = \$6,500 - \$8,000
- f. Library F: A hospital library serving a hospital that employs 1,000 staff plus has 200 doctors attached to the hospital  
 America's Newspapers G+ = on a case by case

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 they will remain at the rate on their initial order plus any standard renewal increases by year.

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

Our minimum level of participation would be no fewer than 5 libraries that currently do not subscribe to NewsBank. Any existing customer may be added to the group purchase and would qualify for discount from the current list price.

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

NewsBank Representative in Washington State:

Laura Almand  
Sr Account Sales Representative  
All Public Libraries and Community Colleges  
(800) 762-8182 Ext 172  
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Account Sales Representative  
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Deborah Blake  
Account Representative  
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(800) 243-7694  
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