

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.

In response to this request, EBSCO proposes the databases as described below.

Academic Search™ Premier

This is the world's largest scholarly, multi-disciplinary, full text database designed specifically for academic institutions. With the most valuable and most numerous collection of peer-reviewed full text journals, *Academic Search™ Premier* offers critical information from many sources found in no other database. This resource contains full text for 4,595 scholarly publications with more than 100 going back to 1975 or further. *Academic Search Premier* includes PDF images for the great majority of journals; many of these PDFs are native (searchable) or scanned-in-color. The diverse content is a valuable resource for your library, supporting core curriculum degree requirements and elective classes. This scholarly collection contains unmatched full text coverage of biology, chemistry, education, engineering, humanities, physics, psychology, religion & theology, sociology, etc.

Alt HealthWatch™

Alt HealthWatch focuses on the many perspectives of complementary, holistic and integrated approaches to health care and wellness. It offers libraries an immediate resource of full text articles, from more than 140 international, and often peer-reviewed, reports, proceedings and association & consumer newsletters. In addition, there are hundreds of pamphlets, booklets, special reports, original research and book excerpts. Full text titles include *American Acupuncturist*, *American Homeopath*, *Gerson Healing Newsletter*, *Health & Homeopathy*, *JOY: The Journal of Yoga*, *Massage Magazine*, *Natural Life*, *Reiki News*, *Today's Chiropractic*, *Yoga Journal* and many others. *Alt HealthWatch* provides in-depth coverage across the full spectrum of subject areas covered by complementary and alternative medicine.

Auto Repair Reference Center™

EBSCO Publishing has partnered with Point 5 Technologies to create *Auto Repair Reference Center™*. The information in this database contains complete automotive repair information supplied by Nichols Publishing, publisher of Chilton® information. *Auto Repair Reference Center* contains information on most major manufacturers of domestic and imported vehicles, with repair information for most vintage makes starting as far back as 1954. Database content includes approximately 25,000 vehicles covered from 1954 to present; over 100,000 factory drawings and step-by-step photographs; over 60,000 technical service bulletins & recalls issued by the original equipment vehicle manufacturer; wiring diagrams for easy viewing and printing; specifications & maintenance schedules; Labor Time Guide & Estimator; Quick Tips, a complete guide to vehicle ownership & maintenance; unlimited remote access and much more. New repair procedures and updates will also be added continuously.

Book Index with Reviews™ (BIR)

Book Index with Reviews (BIR) is a comprehensive database that provides information on over 3.8 million book titles in a wide range of formats, including large print, books on tape, etc. Fiction and non-fiction titles are included in the database, in all genres. *BIR* uses EBSCO's award winning search engine to help readers learn about the titles that meet their professional and personal information needs and locate books to read for fun. The product contains over 800,000

full text searchable reviews from the sources that you trust: *Booklist*, *CHOICE*, *Kirkus Reviews*, *Library Journal*, *Publishers Weekly*, *School Library Journal*, and others.

The CINAHL® Database

CINAHL provides citations for over 1,700 journals from the fields of nursing and allied health. This database contains more than 920,000 records, dating back to 1982. Offering complete coverage of English-language nursing journals and publications from the National League for Nursing and the American Nurses' Association, *CINAHL* covers nursing, biomedicine, health sciences librarianship, alternative/complementary medicine, consumer health and 17 allied health disciplines. In addition, this database offers access to health care books, nursing dissertations, selected conference proceedings, standards of practice, educational software, audiovisuals and book chapters. Full text material includes 60 journals, plus legal cases, clinical innovations, critical paths, drug records, research instruments and clinical trials

The EBSCOhost version of *CINAHL* includes *PreCINAHL™* as a companion database for subscribers. *PreCINAHL* is intended to provide current awareness of new journal articles, and includes a rotating file of limited bibliographic information (no subject indexing) which is available to researchers only for the time when these articles are being assigned additional indexing. This enables users to gain access to article citations that otherwise would not be available. Once the bibliographic records are complete, they are added to the *CINAHL* database and removed from *PreCINAHL*.

Columbia Granger's® Poetry Database

Columbia Granger's Poetry Database contains works of poetry found in anthologies, and volumes of collected works and selected works for individual poets. There are more than 400,000 poem citations and more than 50,000 poems in full text. Also included is bibliographic information for over 1,800 anthologies. Supplemental information includes over 1,100 commentaries and approximately 500 comprehensive biographies. Hyperlinking exists throughout the commentaries, biographies, and poem full text. Users can easily jump from poems to relevant commentary or author biographies when appropriate. A glossary is also provided, giving users detailed definitions for almost 200 poetry specific terms.

GLBT Life™

GLBT Life is the definitive index to the world's literature regarding Gay, Lesbian, Bisexual and Transgender issues. This database contains indexing and abstracts for more than 80 GLBT-specific core periodicals. The product also contains data mined from over 70 priority periodicals and over 5,000 select titles. *GLBT Life* was created with the assistance of the ONE Institute & Archives, which holds a very significant collection of archival and present content in the area of GLBT studies. *GLBT Life* provides comprehensive coverage of traditional academic, lifestyle, and regional publications, including *The Advocate*, *Lesbian News*, *Washington Blade*, *Bay Area Reporter*, etc. *GLBT Life* also indexes & abstracts the full run of many historically significant titles such as *ONE* (1953 - 1967), *The Ladder* (1956 - 1972), *Mattachine Review* (1955 - 1964), *Christopher Street* (1976 - 1995) and *Body Politic* (1971 - 1987). In addition, other source-types such as monographs and reference books as well as grey literature, including newsletters, case studies, dissertations, etc. are represented. Disciplines covered by *GLBT Life* include civil liberties, culture, employment, family, history, politics, psychology, religion, sociology and more.

Health Source®: Consumer Edition

Health Source: Consumer Edition is the richest collection of consumer health information available to libraries worldwide. This resource provides access to nearly 300 full text, consumer health periodicals, including *American Fitness*, *Better Nutrition*, *Harvard Health Letter*,

HealthFacts, Men's Health, Muscle & Fitness, Prevention, Vegetarian Times, Women's Health Weekly, and many others. This database also includes searchable full text for more than 1,000 health-related pamphlets and more than 140 health reference books, including books published by the People's Medical Society. Additionally, *Health Source: Consumer Edition* contains more than 4,500 *Clinical Reference Systems* reports (in English and Spanish); *Clinical Pharmacology*, which provides access to 1,100 drug monograph entries and 2,700 patient education fact sheets; and *Stedman's Medical Dictionary*. *Health Source: Consumer Edition* covers topics such as AIDS, cancer, diabetes, drugs & alcohol, aging, fitness, nutrition & dietetics, children's health, women's health, etc.

Health Source®: Nursing/Academic Edition

This resource provides nearly 600 scholarly full text journals focusing on many medical disciplines. Coverage of nursing and allied health is particularly strong, including full text from *Creative Nursing, Issues in Comprehensive Pediatric Nursing, Issues in Mental Health Nursing, Journal of Advanced Nursing, Journal of Child & Adolescent Psychiatric Nursing, Journal of Clinical Nursing, Journal of Community Health Nursing, Journal of Nursing Management, Journal of the Society of Pediatric Nurses, Nursing Diagnosis, Nursing Ethics, Nursing Forum, Nursing Inquiry*, and many more. In addition, this database includes the *Clinical Pharmacology* database, which provides access to 1,100 drug monograph entries and 2,700 patient education fact sheets.

History Reference Center™

History Reference Center is the world's most comprehensive full text history reference database designed for secondary schools, public libraries, junior/community colleges, and undergraduate research. The database features cover-to-cover full text for nearly 500 historical encyclopedias and other history reference books, including award winning titles from many top publishers, including: Chelsea House Publishers, Columbia University Press, Compass Point Books, Houghton Mifflin, Lerner Publishing Group, MacMillan Publishing USA, Mason Crest Publishers, Millbrook Press Inc., Morgan Reynolds Inc., Oxford University Press, Rourke Publishing LLC., Salem Press, Webster Publishing, and more. The database also includes full text for more than 50 leading history periodicals including *America's Civil War, American Heritage, American Historical Review, American History, Archaeology, Aviation History, Beaver, British Heritage, Chinese America: History & Perspectives, Christian History, Civil War Times Illustrated, Civilization, Early American Life, Foreign Affairs, German History, History, History Review, History Today* (back to January 1975), *History: Review of New Books, Kansas History, Journal of American History, Manitoba History, Military History, Natural History, Naval History, North Carolina Historical Review, Virginia Magazine of History & Biography, Wild West, World War II* and more. Further, the database contains 58,000 historical documents; 43,000 biographies of historical figures; and more than 12,000 historical photos and maps. Additionally, 83 hours of historical film & video will be added during 2004.

MagillOnLiterature™ Plus

MagillOnLiterature Plus, produced by Salem Press & EBSCO Publishing, is the premier literary database, combining *MagillOnLiterature* and *MagillOnAuthors*. This database is comprised of approximately 30,000 records, more than 1,000 images, and has a glossary of 1,310 literary terms. *MagillOnLiterature Plus* contains editorially reviewed critical analyses, brief plot summaries, and extended character profiles covering works by more than 8,500 long and short fiction writers, poets, dramatists, essayists, and philosophers. *MagillOnLiterature Plus* also contains over 6,500 biographical essays on more than 3,500 different authors, including up-to-date lists of each author's principal works. In addition, 376 Genre-driven overview essays provide details about important literary genres, time periods, and national literatures.

MasterFILE™ Premier

MasterFILE Premier, designed specifically for public libraries, contains full text for 2,021 periodicals covering general reference, business, health, education, general science, multicultural issues and much more. This database also contains full text for more than 350 reference books, including the *World Almanac and Book of Facts*, and the *Columbia Encyclopedia*. In addition, *MasterFILE Premier* contains 84,074 full text biographies, 86,132 full text primary source documents, and an Image Collection of 107,135 photos, maps & flags.

Marshall Cavendish Science Reference Center™

EBSCO Publishing and Marshall Cavendish, publisher of high-quality print reference collections, have partnered to create the *Marshall Cavendish Science Reference Center*. The information included in this database will help researchers gain an in-depth understanding of hundreds of scientific topics. The six encyclopedias listed below are included as the core collection of the *Marshall Cavendish Science Reference Center*. The *Marshall Cavendish Science Reference Center* contains thousands of related encyclopedia and periodical articles as well as hundreds of images, all related to various science topics. These articles include information on the cutting edge of science and help researchers understand theories and discoveries that are reported in the news.

Encyclopedia of Earth & Physical Sciences

Encyclopedia of Earth & Physical Sciences represents the major earth and physical science topics. Categories covered include chemistry, cosmology, geology & mineralogy, meteorology, oceanography, physics and physical geography. The key subjects are covered in-depth and written in clear, understandable language.

Encyclopedia of Life Sciences

Encyclopedia of Life Sciences covers the major life science topics. Categories covered include agriculture, anatomy, genetics, biochemistry, biotechnology, medicine, physiology, botany, microbiology, psychology, ecology, cytology, and molecular biology. The key subjects are covered in-depth and written in clear, understandable language. This reference set also presents contemporary ethical issues in life science and shows the unity and connection among all the sciences.

Encyclopedia of Technology & Applied Sciences

Encyclopedia of Technology & Applied Sciences represents the major technology and applied science topics. Categories covered include agricultural technology, engineering, construction & design, medical & biotechnology, chemistry, environmental technology, computers & communication, manufacturing & industry, transportation technology and energy & resources. The volumes contain over 400 entries covering all aspects of technology as well as the scientific theories and innovations that form the basis of technology. The information will be valuable to students not only for research assignments but also to broaden their personal understanding of technology and its use throughout history.

Environment Encyclopedia

Environment Encyclopedia will help students formulate policies for the resolution of environmental problems and for the creation of new environmental values. The entries create a common ground for understanding the basic terms and concepts involved in complex environmental issues. Categories covered include natural ecosystems, cultural ecosystems, history of environmentalism, law, government, education, art, literature, ethics and biographical entries. From the economic to the historical, all the risks, possibilities and

responsibilities facing humans and their interactions with environments are addressed.

Biographical Encyclopedia of Scientists

Biographical Encyclopedia of Scientists profiles the lives and achievements of 472 representative figures in the history of scientific investigation, from the ancient Greeks to today's working scientists. Ranging from the famous, Charles Darwin and Albert Einstein, to the little known, Dorothy Reed Mendenhall and Mario Jose Molina, this encyclopedia gives credit to both celebrated achievers and those whose accomplishments have gone largely unrecognized. The incredible life stories of these amazing men and women and the descriptions of their achievements are sure to prove inspirational to budding young scientists while giving them a perfect jumping-off point to gaining further knowledge.

Biographical Encyclopedia of Mathematicians

Biographical Encyclopedia of Mathematicians profiles the lives and achievements of 178 representative figures in the history of mathematical investigation, from the ancient Greeks to today's working mathematicians. This encyclopedia deals with many famous figures, such as Descartes, Isaac Newton and Pythagoras, and also includes many who have been cloaked in relative obscurity, like Rafael Bombelli, Marin Mersenne and James Stirling. All are given the credit due them for accomplishments in this demanding field. The entries provide students with a remarkable introduction as well as an invaluable resource.

SPORTDiscus

SPORTDiscus is the most comprehensive bibliographic database, covering sport, fitness, exercise and related disciplines. With full bibliographic coverage, this database includes over 650,000 records with journal and monograph coverage going back to 1800, and over 20,000 dissertations and theses. The content also consists of multidisciplinary, international references from journal and magazine articles, books, book chapters, conference proceedings and more. *SPORTDiscus* is provided by the Sport Information Resource Centre.

Accessing EBSCO Databases

EBSCOhost Web can be accessed via the World Wide Web and will allow libraries to search EBSCO's databases with any PC, Mac or networked workstation operating a Web browser. EBSCOhost is currently supported by the following Web browsers: Microsoft Internet Explorer 5.0 or later, or Netscape Navigator 4.7 or later. EBSCOhost Web Text Only is an interface with functionality comparable to EBSCOhost Web and supports Microsoft Internet Explorer 4.0 or later, Netscape Navigator 4.0 or later and Lynx 2.8 and higher. As long as a library meets EBSCO's current minimum browser requirements, the library should have full functionality and access to our EBSCOhost service.

Additionally, please note that in order to view the PDF images available on EBSCOhost, schools must have the Adobe® Acrobat® Reader® software installed on their computers to view the file. Other than the aforementioned exceptions, there are no special client hardware/software or plug-ins required. EBSCOhost does not require Java applets for databases; however, the EBSCOhost Help file uses an applet. EBSCOhost Web does require Java scripting; however, EBSCOhost Web Text Only does not require the browser to have JavaScript enabled.

EBSCOhost has been designed to be compliant with the guidelines of the Web Accessibility Initiative (WAI), which is a smaller group within the Worldwide Web Consortium (W3C). EBSCOhost has been designed to be FAR Section 508 compliant, and each page has been tested and approved using the Bobby v3.2.1 (<http://bobby.cast.org/html/en/index>) test for ADA compliance. Bobby was created by the Center for Applied Special Technology (CAST) to "help

Web page authors identify and repair significant barriers to access by individuals with disabilities.” EBSCO*host* is also Z39.50 compliant. The EBSCO*host* Z39.50 server is a Version 3 compliant, Z39.50 search and retrieval system.

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 subscription prices of all EBSCO’s databases. EBSCO*host*[®] offers several different ways to authenticate users. These include:

- IP Authentication
- Referring URL
- Patterned IDs
- Patron ID Files
- User ID and Password
- Cookie Authentication

Libraries may select the best method to meet their user-authentication needs. All of these methods can be employed simultaneously to ensure a well-rounded approach to patron authentication.

IP Address authentication is the traditional method of identifying users requesting access to vendor databases. Users gain access based on their computer site or IP address (numerical address).

Referring URL authentication can be used to provide access to EBSCO*host* from a secure homepage on the library’s Web server. This identifies users by the originating URL (the page from which they came) and eliminates the need for User IDs. EBSCO*host* validates users if they are coming from an approved URL. If a user is trying to log in from a different URL, the system will not authenticate that user.

Patterned ID authentication lets a user access EBSCO*host* by a library card or bar code number. If the number entered does not match an ID set up by the library administrator, access is not permitted. The administrator can decide which characters are significant and compare up to 30 characters if needed.

Patron ID (Customer Coordinated) authentication lets a library use library or patron card numbers (up to 20 characters) to control access. The administrator provides EBSCO with a list of IDs that are used to identify users asking for access to databases. Without an ID number, assigned by library staff, the user cannot access EBSCO*host*. Libraries can also customize the log in prompts, and easily delete one user’s access without affecting other users.

User ID and Password authentication can be useful to authenticate users who access EBSCO*host* remotely. By providing users with the appropriate password and ID, they are given instant access to the databases that the library selected. Without the correct password, access is not permitted. Cookie authentication will allow EBSCO*host* to write a cookie to the library’s local drive so that a user does not have to key in authentication information every time they log in.

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.

If a library purchases any of the databases outlined herein, EBSCO will work to coordinate training dates and locations. Training sessions can be tailored to meet Washington State Library’s specific needs. EBSCO strongly believes that a successful implementation plan must include detailed training sessions. The purpose of the training is not to focus on basic search techniques; the product is made to be used by novices. The purpose of the training is to promote the content purchased by the libraries and to educate librarians on the customization options available to them.

Via the *EBSCOhost* support site, EBSCO offers complete descriptive literature (documentation, support materials, training materials and user guides), which indicates and outlines the functionality, options and features of the *EBSCOhost* and *EBSCOadmin* services for end-user support, system administration and library staff. These may be printed and/or downloaded for display in the library. To assist the end user in searching, EBSCO has also created user support materials that offer a variety of quick reference pieces, and training tools such as Table Tents and Help Sheets. Please also note that *EBSCOhost* Training Guides are also available at no additional cost in conjunction with EBSCO training sessions and for redistribution to staff members.

A 24-hour-a-day online gateway to EBSCO’s Technical Services is available to empower sites to discover their own technical solutions. Via an interactive Web page at <http://support.epnet.com> (EBSCO’s Web site designed specifically for customers to provide detailed support information about EBSCO’s products and services), libraries can access a range of resources to find answers to technical issues on their own. The interactive Web page features knowledge base technology, an ‘Open a Case’ feature and links to troubleshooting information, search tips, top stories, tutorials (including flash demos and WebEx tutorials), support materials, release information, listserv archive, etc. This support service is available to libraries at no additional cost.

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 Support/Technical Support can be reached via the following methods:

Telephone: 800-653-2726 or 978-356-6500

Fax: 978-356-6565

E-mail: eptech@epnet.com <<mailto:eptech@epnet.com>>

Online: <<http://support.epnet.com>>

Technical Support is available to answer any questions regarding access to the EBSCO databases via *EBSCOhost*. All of EBSCO’s Technical Support representatives are fully trained in all aspects of *EBSCOhost* access and would be able to help libraries answer any questions both quickly and efficiently.

Technical Support is available Monday - Friday from 4am to 8pm and Saturday and Sunday from 9am to 5pm EST. Support is available 7 days/week, and we also maintain a thorough support website at <<http://support.epnet.com>> that features a searchable FAQ database.

As mentioned, a 24-hour-a-day online gateway to EBSCO's Technical Services is available to empower sites to discover their own technical solutions. Via an interactive Web page at <http://support.epnet.com> (EBSCO's Web site designed specifically for customers to provide detailed support information about EBSCO's products and services), libraries can access a range of resources to find answers to technical issues on their own. The interactive Web page features knowledge base technology, an online call support system and links to troubleshooting guides, search tips, release notes, upcoming releases and features, documentation, FAQs, listserv archive, etc.

In addition, our Customer Support and Technical Support department's departments' availability, there are specific sales representatives as well as other personnel assigned to assist the Washington State Trial, as mentioned in response to Question 9 of this questionnaire.

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

EBSCO*host* complies with ICOLC guidelines. Via the EBSCO*admin* module, statistical information may be gathered such as data on title, session and database usage. EBSCO*admin* is available to all library administrators and is password protected for security purposes. The library administrator will have the ability to generate reports automatically on-site. Statistical reports available include, but are not limited to, the following: Session Usage, Database Usage, Title Usage, IP Address Usage and Interface Usage as well as Session By Hour Reports, Link Activity Reports and COUNTER Reports.

EBSCO*admin* offers the following COUNTER-compliant reports:

JR1 = Journal Report 1: Number of successful full-text article requests by month and journal
DB1 = Database Report 1: Total searches and sessions by month and database
DB2 = Database Report 2: Turnaways by month and database
DB3 = Database Report 3: Total searches and sessions by month and service

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?)

EBSCO uses many factors in determining pricing including but not limited to FTE, number of locations, and type(s) of libraries. All of these are taken into account, but are not the only factors. A proprietary algorithm is used.

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?

EBSCO Publishing will honor any discounts only if the existing terms and conditions of the agreement remain the same (i.e., as long as the sites and products remain the same, EBSCO will honor the renewal cost.)

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?

Libraries may be eligible for a discount once there are multiple institutions involved. The discounted amount would be dependent upon the types of institutions, the number of institutions and the databases being considered. Existing EBSCO customers, that wish to participate in a group purchase, may be eligible for a pro-rated credit for the unused portion of their subscription. This credit can be applied towards additional EBSCO products or services.

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.)

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800-653-2726 Ext. 493
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