

Spring 2004 Washington State Library Vendor Questions and Answers from Gale Group

4/9/04

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.

Testing & Education Reference Center

Powered by Peterson's and brought to you by Gale, the *Testing & Education Reference Center* helps users prepare for higher education and the work world in a variety of ways. This detailed database includes information on private high schools, undergraduate and graduate programs and executive education programs, searchable by location, major, tuition, sports and more. Also features interactive online practice tests for preparatory examinations including entrance exams and certification and licensing tests, including:

- ACT (American College Test)
- CLEP (College Level Examination Program)
- GED (General Education Development)
- GMAT CAT (Graduate Management Admission Test)
- GRE® CAT (Graduate Record Examination General Test)
- SAT (Scholastic Achievement Test)
- And others

The *Testing & Education Reference Center* also includes PDF versions of respected college and career handbooks.

These essential publications include:

- ACT Assessment® Success
- AP Success Series
- Civil Service Handbook
- Clerical Exams
- EMT Basic Certification Exam
- LSAT Success
- Master the ACT Assessment
- Master the GMAT CAT
- Military Flight Aptitude Tests
- Postal Clerk and Carrier
- State Trooper Exam
- And many others

In addition, the *Testing & Education Reference Center* includes "Essay Edge" and "Resume Edge" to help users organize and write application essays and resumes.

Gale Virtual Reference Library

Gale Virtual Reference Library is taking eBooks to the next level by delivering a wealth of reference content in a database format. This valuable new product allows libraries of any size - based on user's needs and usage patterns - to develop collections at their own pace and within their own budget.

This new reference option also offers:

- 24/7 remote access
- Circulation of reference content
- Cross searching
- Expanded searching for difficult-to-find material
- No need for special hardware or an online reader

Gale Virtual Reference Library offers more than 85 reference sources including encyclopedias, almanacs, series and more, allowing libraries to provide respected authoritative essays on varied topics from numerous subject areas.

Gale Virtual Reference Library provides the flexibility to buy one eBook or multiple eBooks; search across a single eBook or an entire eBook collection.

Gale Virtual Reference Library formats and features include:

- Content provided in HTML format
- Unlimited usage model
- Results delivered at the article/entry level
- Users can print complete entries

Corbis: Images for Education

Corbis has partnered with Thomson Gale to provide students and educators with access to its collections of over 400,000 digital images from popular art, historical, nature, and science collections for use in a variety of learning-related applications, including: class projects and assignments, presentations, lesson plans, Web coursework, classroom materials, and much more.

The images are accessible via a secure Web site that allows authorized users to easily search and download images from an on-premise terminal or via remote IP based authentication. The images and the education license are perfect for use in public library, and higher education learning environments, and pricing is based on a student or community population, or concurrent users.

Opposing Viewpoints Resource Center

Opposing Viewpoints Resource Center (OVRC) draws on the acclaimed social issues series published by Greenhaven Press, as well as core reference content from other Gale and Macmillan Reference USA sources, including selections from *Bioethics for Students*. The result is a dynamic online library of current event topics--the facts, as well as the arguments, of each topic's proponents and detractors. OVRC's unique features include Topic Overviews -- frameworks which allow students to explore each topic's many facets -- and exclusive electronic access to Gale's *Information Plus* reference program of statistics, government data, legislation and more.

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 patron authentication is available to the State of Washington schools at no additional cost.

Gale's Remote Patron Authentication Service (RPAS) utilizes CGI scripts written in perl and/or Server hosted authentication using username/password combinations. The CGI scripts are housed on a Gale Group Web accessible server or any Web accessible server. Authentication and authorization can utilize the any of the following methods:

- Library card number look up
- Username/password lookup
- Password look up
- OPAC/Institution patron file look up
- Barcode pattern analysis and/or look up

Gale is certified as a compliant vendor with the Remote Patron Authentication product from Epixtech. Gale can work within a secure referral URL linkage by imbedding an id number, password, or username/password into the InfoTrac Web access URL. Please note that Gale does not allow remote access of a public library database from within any K12 school building.

Gale will designate a Sales Application Engineer to assist in the preparation of CGI scripts for remote access patron verification and authentication. This individual will work directly with the Libraries technical personnel in remote patron access implementation.

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.

Gale regularly provides hands-on instructor lead training in Washington coordinated by the Washington State Library. The purpose of training is not to instruct on only basic search techniques, since the interfaces are designed to be largely intuitive and easy to use. Rather, the purpose of training is to inform of what is available, and allow practical use so that users can get the accurate and precise answers desired in the most effective and efficient manner. In this way, subtleties and nuances of the databases strong indexing can be more easily and comfortably accessible.

Each day of training will involve at least two sessions, depending on the focus and the participants' level of experience with databases generally and with Gale databases specifically. Gale 's Western Training Consultant will work with State of Washington personnel to ensure that the training is focused on the main needs of each session's attendees.

Gale is committed to providing its customers with the highest quality product training possible. Gale trainers are training professionals with high levels of library knowledge and experience combined with Gale electronic expertise. Our trainers have the ability to communicate the use of our products in a logical, informative, and interesting training session. Our training department is experienced in delivering training classes to large consortia and will work with the State of Washington to ensure that all eligible librarians in the state have the opportunity to attend product training.

For end users, Gale provides printed one-page Search Tip Sheets for each database interface. These direct the user to key search features, and explain how to use them. Clear references are made with screen shots to illustrate. There is no charge for an initial supply of these for each participating library. If laminated versions are desired, then we will quote a price when requested, as that is dependent on quantity and timing.

On the web are additional User Tools: Guided tour, PowerPoint documents, and Navigation Guides. These can be accessed free of charge. In addition, there are brief users manuals that can be placed by the terminal. These go into much more detail. Full user manuals are available on the Gale web site, and can be printed in whole or in part as needed without charge. Gale provides several types of training. Orientation - These orientation sessions are designed to inform large groups of the databases now available, basic contents of each, and best applications. They are demonstrations, without hands-on time usually. Participants learn what is available, its best uses and how to access it. Librarian Training - These sessions combine demonstration with hands-on use. They allow smaller groups to practice use with search questions and problems like they face on the job. Materials include practice searches, how to get help, and written instructions on special features and terms, title lists, etc. Train-the-trainer (T-T-T)Classes - These sessions include the same demonstration and hands-on use as the Librarian Training, plus teaching tips, leaders guides, and copies of the presentation materials and handouts they can use when teaching others. In some states, these regional T-T-T classes have generated many more local training events fairly quickly reaching scores of additional libraries quickly.

With respect to K12 training, General and subject specific teacher inservice packets are also available on the web. Gale's Training Consultants are trained to accommodate the range of competency in computer and on-line skills and as such, will incorporate such special audience needs into training plans to ensure that information and methods connect with each audience member. Gale Training Consultants will also show examples of how to integrate the State of Washington Gale databases with state educational standards, and discuss the process with them. Immediately upon being selected, Gale's Training Consultant will consult with the State of Washington as to how best to leverage the training. Training will seek to assist librarians and teachers in K12 to find age-appropriate answers that improve learning while meeting educational standards.

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.

Gale provides 24x7 technical support via phone or email. Technical support is available at 800-877-4253 x4 or gale.technicalsupport@thomson.com

Gale also provides ongoing database assistance through our Content Support Department. Our Content Support department consists of a staff of professional librarians who are experts at searching our databases. They are available to assist our customers with any questions that might arise regarding the search functionality and content of our databases. Consultations include specific search strategies, tips for maximizing use of those databases, and system functionality.

Content Support is available 8:00AM – 5:00PM EST via telephone at 800-877-4253 x5 or gale.contentqa@thomson.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

InfoTrac Web statistics, which are used for both InfoTrac and GaleNet databases conform to the ICOLC statistics standard with web-based accessible reports by institution and consortium. Gale is COUNTER compliant. Statistics can be delivered in either ASCII, Flat file, (i.e. csv), or Postscript formats. In addition, the consortium can choose to receive one aggregate report for a number of sites and can also have individual usage reports sent to each library with the InfoTrac Web service.

Statistical reports include internal and external use by database with the number of searches, sessions, total connect time, average login time, displays, and retrievals (includes breakdowns by citation/abstracts and full text). Statistics on journal use are available through the journal list report, which shows the number of on-screen views and retrievals, with a breakout of citation/abstract and full text. Time of day statistics detail number of users by time of day and day of week for the month or date range selected.

The standard report lists each database subscribed to by the consortium and/or institution receiving InfoTrac Web services. The reports show the number of Searches, Sessions, On-Screen Views and Retrievals (e.g. local printing, email, PDF download.)

Special statistical reports on simultaneous users, average user response time, and turn-aways can be requested through Technical Support.

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?)

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.

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

Pricing is based on Population served or FTE for unlimited user licenses. Pricing is also offered on a simultaneous user basis. For example, a 3, 4 or 5 etc. user license is available. Further pricing details are available by contacting Andrew Becker, Public Libraries x2264, Karen Mullins, Academic Libraries x8470 or Dave Kozar, K12 Libraries x8584

7. 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?

Minimum participation levels needed for a group discount can vary. At this time we are unable to define specific levels. Gale has a tradition of working with Washington libraries and the Washington State Library in putting together compelling group pricing. Should a number of libraries express interest in any products, Gale will work with the Washington State Library to develop a discounted pricing structure.

8. 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.)

Andrew Becker – Public Libraries – 800-877-4253 x2264 andrew.becker@thomson.com
Karen Mullins – Academic Libraries – 800-877-4253 x8470 karen.mullins@thomson.com
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