CCL-EAR COMMITTEE COMPREHENSIVE REVIEW
SIRS Knowledge Source
January 2007

In January of 2007, selected members of the Council of Chief Librarians, Electronic Access to Resources Committee (CCL-EAR) undertook a "hands-on" study of SIRS Knowledge Source (SKS).

Currently owned by ProQuest, The Social Issues Resource Series (SIRS) publishing company provides *SIRS Knowledge Source*, a database portal to the different databases of SIRS of which at present, members of the CCL consortium can purchase the cornerstone product, *SIRS Researcher.* An institution may also add any or all of the following: *SIRS Government Reporter, SIRS Renaissance,* and *SKS WebSelect.* If the user gets all four, the package is called *SIRS WebSelect* , and also includes *SIRS Interactive Citizenship.* SIRS is traditionally considered a K-12 educational product.

Each reviewer independently, or in concert with other qualified professionals on their campus library staff, reviewed and evaluated SKS. Though other faculty and/or staff may have helped in the review process, completion of the form was by the CCL-EAR Committee member only and not transferred to another. Ratings were based upon the potential value of the service to the California Community Colleges as a whole and not solely on the needs of any specific campus.

RANKINGS

#1 --- No Support
#2 --- No Support at this time. Future support conditional, based on enhancements noted below in Comments Section.
#3 --- Support and Recommend proposal be forwarded to California Community College campuses for their acceptance or rejection. Would like to see enhancements in product noted below.
#4 --- Outstanding offer and opportunity. Recommend proposal be forwarded to California Community College campuses for their acceptance or rejection.

OVERALL ASSESSMENT 3, 3, 3.5

Is the product suitable for community college students?

The *SIR Knowledge Source* bundle (SKS) offers community colleges access to thousands of selected articles at an affordable price and supports the broad range of students community college serve. While it is marketed as a product to satisfy the research needs of K-12 students, it is, in fact, useful for community college students who are new to research, especially ESL, learning disabled, and "at risk" students. Most community college libraries certainly should consider

SIRS Researcher/SIRS Government Reporter as a reasonably priced complement to their core database collections.

While there is no coverage of peer-reviewed sources and no option to limit by date and publication source, having several databases with one search interface increases the value and attractiveness of this package.

Due to its indexing structure, search interface, and affordability, the *SIRS Knowledge Source* is a good bundle source to consider, especially when compared with web search engines and other databases whose subject indexing is inadequate.

The strengths of the databases rest in the quality of the selected materials with regard to the general newspaper and magazine content, and the existence of free-lance and other unique articles that would often not appear in an aggregated database. Some of the features of *SIRS Knowledge Source* that can be particularly useful to our students are:

- The display of subtopics under a main topic helps the students refine their search topics, in addition to *See Also* references to related topics and articles
- Collating articles and providing brief, objective introductions to 100 "current and enduring social issues" assists students in the selection of appropriate research topics.
- User friendly search interface
- Adequate supply of full-text articles and graphics which can be emailed and printed
- A separate result tab for graphics
- Indexing using Library of Congress/Readers' Guide subject headings
- Sortability of results by reading Lexile score

Suggested Improvements:
- Provide author and page number for the citations in the results page.
- Provide limiting by date and publication source in the advanced search.
- Provide date of coverage in the list of sources and a breakdown of titles by database.
- Linking to the tagged list is not intuitive. The user must first click on *MyResearch* and the open the tagged list. A link to the tagged list from the search results page would be helpful.

INFORMATION DATABASE   3, 3, 4

Consider functionality, appropriateness of format, database content, adequacy of coverage (retrospective, current), and value to the California Community Colleges as a whole.

With the *SIRS Knowledge Source* (SKS), ProQuest has put together a comprehensive database portal that consists of four reference databases: S*IRS Researcher, SIRS Government Reporter, SIRS Renaissance*, and *SIRS WebSelect.* All four databases are updated daily. During the trial, the review team members had access to *SIRS Interactive Citizenship* that includes three online interactive books.

SIRS Knowledge Source provides full-text titles, primary source documents and Internet resources covering business, education, psychology, religion, philosophy, vocational areas, health, social issues, economics, politics, global issues, scientific developments, history, government, culture, the arts and humanities. These resources include domestic and international newspapers, including *The Los Angeles Times* and other California regional newspapers, magazines, government publications and web sites.

The database also includes a hot-linked version of the fourth edition of the *American Heritage Dictionary* and the 2003 *Roget's II: New Thesaurus*. A student can click the "Dictionary" link and the dictionary automatically searches the word and provides its definition and pronunciation. If the word the student searches for is misspelled, a list of similar words is provided. If the spell checker does not help, users can try a wildcard search.

According to SIRS Publishing's selection process, each article is personally reviewed and hand indexed before it is included in a SIRS database. SIRS indexing is done by professionals utilizing subject headings derived from *Readers Guide to Periodicals* and *Library of Congress Subject Headings.* Staff researchers look for sources that:
- include well-documented information
- include the latest information on ever-changing fields
- include issues of both local and global importance
- examine a wide variety of viewpoints
- use graphics to help clarify information
- are clear, comprehensive, reliable, and relevant
- avoid needless duplication

Next, the articles selected are compiled into topics, individually indexed and added to the databases. SIRS takes a unique position in negotiating for rights to an article, with the publisher AND freelance authors. With this ability, SKS can actually contain articles that would otherwise not appear in an aggregated database either due to freelance ownership, the publisher wishing not to have a periodical title in an aggregated database, or it is from a title not attractive or affordable for an aggregated database vendor. Once an article is included, it remains in the database.   There is no rolling archive or pulling of content.

A title list of the newspapers, magazines, and books that the research staff review and select articles is available at:

http://www.proquestk12.com/pic/pdfs/SIRS_Source_List.pdf. Overall, the SIRS research team reviews over 1,060 U.S. periodicals, over 300 U.S. newspapers, over 150 U.S. government publications, over 290 international periodicals, over 30 wire services, and over 30 books in addition to various publications from U.S. Government departments and agencies and identified famous authors. Keep in mind that since selections are made, articles from a specific title can be quite few in the SIRS collection. For example, only one article is selected from the title *19th-Century Music*. At times, numerous articles may appear from one particular publication or issue, yet months may go by before selections are again made from that publication.

Sirs Researcher contains graphics and full-text articles from more than 1500 domestic and international sources covering social, heath, and historic, business, economic, political, scientific and global issues. Some of the articles go back as early as 1974.   Full coverage dates back to 1988. SIRS Researcher includes an alphabetical listing of 100 "Leading Issues" that collates pro and con articles on the given topic.

Sirs Government Reporter contains current and historic government documents, recent U.S. Supreme Court decisions, in addition to information about agencies, federal departments and elected leaders. Some of the articles from selected publications may go back as early as 1966 and1974, even earlier for select historical documents and graphics. However, the real significant coverage begins 1990 forward. Included are profiles of countries with printable maps, a Federal Agency Directory providing background and contact information for US departments and agencies, in addition to over 200 full-text documents, treaties, speeches, and national archives documents.

Sirs Renaissance is comprised of full text articles, annotated bibliographies, and e-books in the Arts and Humanities. Selected full text articles are drawn from over 1,200 domestic and international publications covering topics related to radio, television, video, music, performing arts, religion, philosophy, architecture, and visual arts. Included in this database is a literary corner containing a guide to the study of major literary periods and regions, links to over 200 Internet based e-books, a glossary of critical terms, a new lifetime reading plan, and awards recipients. Some of the articles from selected publications go back as early as 1952 and 1963, Significant coverage begins 1993 forward. Articles in literary criticism are scant and searches in *SIRS Renaissance* demonstrate that SIRS is not the first choice database for this subject. A quick search of Toni Morrison as subject leads to only 17 articles. Overall, *SIRS Renaissance* seems to be geared towards high-school level students.

SKS WebSelect is an online database that provides links to websites selected by SIRS' Research team. Recognizing the evanescence of Internet publishing, SIRS employs a "sophisticated software" that identifies changes to sites that are

then temporarily removed to be personally reviewed by SIRS staff. The sites are reinstated if it is determined that they meet SIRS' rigorous standards. *SKS WebSelect* compares favorably to a similar web directory, *The Librarians' Internet Index* (lii.org). While a search on FEMA, for example yields over 30 sites in lii.org as opposed to *WebSelect*'s seven offerings, there is nearly complete overlap in the retrieval and the seven *WebSelect* sites as well as those retrieved in ill.org represent multiple viewpoints. The sites selected by *WebSelect* are suitable for the K-12 reading range while some of the lii.org sites are beyond the scope of school assignments. Other useful features of *WebSelect* are: the inclusion of linked subject descriptors; its incorporation into *SIRS Knowledge Source* so that students can simultaneously locate articles and web sites.

SIRS Interactive Citizenship includes three online interactive books: *What Citizens Need to Know about Government, What Citizens Need to Know about Global Affairs,* and *What Citizens Need to Know about Economics.*

"Spotlight of the Month" collates selected articles on a featured topic from the SIRS researcher to "encourage research and awareness of topical issues." These remain in the Spotlight of the Month Archive for a year. Also included are news stories and national and international headlines from Reuters.

Leading Issues in *SIRS Researcher* provides quick access to popular and most frequently researched issues or topics. Each leading issue includes an introductory overview of the subject, a brief pro/con discussion with hyperlinks to full text articles, and a "*MyAnalysis*" tab that guides students in their personal analyses of the topic and the preparation of research papers and presentations. The "Top 10 Leading Issues" are updated monthly. An interactive online poll that includes a summary of a social issue is updated on a regular basis, with links to more information. In addition, *SKS* provides links to today's news from Reuters, and two database features: "Focus on Terrorism" and "Natural Disasters." "Focus on Terrorism" covers historical background, key issues, and key figures in the U.S., Middle East, Afghanistan, Iran and India-Pakistan. This feature provides links to top stories and multimedia features.

The *"Leading Issues"* are featured on the welcome pages for both *SIRS Knowledge Source* and *SIRS Researcher*. This list of the most popular ten "*Pro vs. Con*" topics also includes a link to *"More Issues,"* an alphabetical listing of an additional 100 topics. This list of subjects is a boon to students who are grappling with selecting a manageable topic. Clicking one of these subjects will lead to the section on that topic. For example, clicking on "*Abortion*" will bring up three tabs: *Overview, Pro/Con, and MyAnalysis.* Right below is the list of the search results. The *Overview* tab contains a brief, objective introduction to the issue with links to primary source documents (in this instance, the decision of the case of Roe v. Wade) and news articles. The *Pro/Con* tab provides a brief overview of the controversy surrounding the leading issue. Hyperlinks to full text articles are provided for each of the described positions. The *MyAnalysis* section includes

guides to assist the student in developing critical reading skills that include developing basic knowledge on a topic and understands differences of opinion, identifying bias, and separating fact from opinion. Also included are links to guides for writing the research paper, creating a PowerPoint presentation, and creating a debate outline.

Relevant articles follow the introductory frame. The default sort is by date, but results may also be sorted by Lexile score to "match reader ability to text difficulty." For example, the Lexile scores for the articles retrieved on abortion range from a low of 700 (falling in the range delimited for 4th grade) to 1600 (near the uppermost limit of 12th grade). The criteria for determining Lexile scores are described on the ▇Educators' Resources page.

Figure 1. Navigation bar for search results.

SEARCH INTERFACE   3, 3, 3

Consider the functionality and ease of use of the interface. Is it intuitive or is an excessive amount of training required? Are any crucial features missing from the search interface?

The *SIRS Knowledge Source* (SKS) search interface is functional and easy to use and offers four search options: *"Quick Search," "Advanced Search," "Topic Browse" and "Database Features."* Users are able to search one or multiple databases in one search interface and retrieve a single result list.

Quick Search takes the user to a screen without graphics. The default is to a *Subject Headings* search but *Keyword/Natural Language* searching is also an option. *Quick Search* allows the use of Boolean and truncation operators.

Figure 2. Quick Search screen.

When the subject terms entered in the text box are found, the student is led to a listing of Library of Congress/Readers' Guide subject headings, all of which may simultaneously be searched. Each article is assigned several descriptors/subject headings derived from Library of Congress subject headings. The assigned

subject headings tend to be general with subdivisions but still useful. For example, a search for "Global Warming" yields subject headings starting with:

□ Global warming
□ Global Warming Conference (See: United Nations Conference on Climate Change)
□ Global warming, Government policy
□ Global warming, Research
□ Warming, Global (See: Global warming)

Students often begin their research ineffectively with excessively broad subject headings. The inclusion of subtopics or an extensive display of subtopics (for example, *causes of, economic aspects, environmental aspects, history,* etc.) in the subject heading menu could reduce information overload.

A search for *"Capital Punishment, Statistics"* brought up an impressive list of 91 graphics which included graphs and tables about *"Count of Executions," "Federal Laws for the Death Penalty," "Prisoners Sentenced/Outcome," "Executions by Jurisdiction," "Executions by State/Method," "Persons Under Death Sentences/Race, Persons Executed 1930 –2004."*

If the terms selected are not found, the user is greeted with the following error message:

> No Subjects Found
> Retry search using one of the following methods:
> Alternate spelling
> Singular version of the word or phrase
> Keyword search

Keyword/Natural Language searching allows the students to search their keyword terms in any order and, like an Internet search engine, is tolerant of phrases. The search terms entered as keyword appear in bold type when viewing the full text of the resulting articles.

Quick Search allows students to sort their results by relevance, date or Lexile score in ascending or descending order.

The *Advanced Search* method is designed with pull down menus to help users limit their search using *Boolean Search, Proximity Search* and *Search Captions in Graphic Titles.* Boolean searching includes options to search in full text, author and title. The proximity search allows the user to find their terms within a range of five, ten, or fifteen words. The default is to the full text field, but author and article title are other options. Unfortunately, a search may not be limited to the

publication source or by date. A student in search of a specific journal article might be frustrated unless he also knows the author and title of the article.

Figure 3. Advanced Search screen.

Advanced Search allows students to sort their results by relevance, date or Lexile score in ascending or descending order. Additionally, there is also the ability to limit results to a particular Lexile range.

The final search method is *Topic Browse.* Students are presented with broad subjects where they can either select a broad category or a sub-category, which will lead them to a list of articles or to an alphabetical listing of subject headings. The topic browse is helpful for users who may not have a topic in mind or who want to narrow their subject to a more specific area.

Figure 4. Topic Browse Screen.

The *Database Features* tab displays subject guides unique to each database as licensed by each community college. It can also function as a guide to featured articles in the individual database. For example, *SIRS Researcher* contains links *to Leading Issues* (the above mentioned 100 hot topics), *Today's News, Spotlight on…* and *Suggested Research Topics* among others. In *SKS WebSelect,* the *Database Features* tab serves much the same function as the Topic *Browse* with additional links by format, such as dictionaries, e-books, and U.S. historic documents.

Display of Results. When using the *Subject Headings* search, the default is for the search results to be displayed in chronological order with the most recent at the top of the list. The default for a *Keyword/Natural Language* search is to display by relevance with articles containing the highest numbers of keywords at the top of the title list. In both *Subject Headings* and *Keyword/Natural Language*, the results can be sorted by descending chronological order, descending relevancy, and ascending or descending reading Lexile score.

Figure 4. Citation display in "Show" mode.

☐ Obesity: A Weighty Issue for Children
Environmental Health Perspectives Oct. 2003; Lexile Score: 1380; 29K, SIRS Government Reporter
Summary: "In a disturbing worldwide trend, the number of overweight and obese children is rising dramatically. Obesity impacts children's health in a number of ways, both physically and psychologically, and it is fast becoming a leading cause of death and illness. Obesity researchers are working to pinpoint definitive risk factors behind this increase. Changes in urban planning are contributing to a decline in walking and bicycling among children that may influence the rise in obesity, but few studies have examined this theory, though a concerted effort is underway to bridge this gap. Changes in eating patterns--larger portion sizes and the wide availability of cheap, high-calorie foods--are being studied to determine their part in the rise of obesity, as is the role of genetics." (*Environmental Health Perspectives*)
Descriptors: Children, Health and hygiene, Food, Caloric content, Obesity, Obesity in children, Obesity, Genetic aspects, Exercise, Health aspects, Food portions
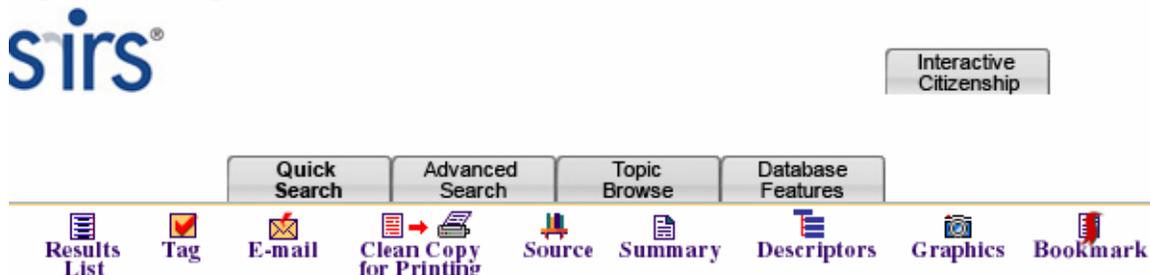
Figure 6. Citation display in "Hide" mode.

☐   Obesity: A Weighty Issue for Children 📊 📄📑
Environmental Health Perspectives Oct. 2003; Lexile Score: 1380; 29K, SIRS Government Reporter

The default display, or "Show" mode, is preceded by a check box and includes: the title of the article or document, the title of the source, publication date, Lexile score, file size, database title, summary of the article, descriptors, graphics and database. The availability of graphics as a separate tab makes it appealing to users who are seeking pictures, charts, or tables to enhance a presentation or research paper. Lexile scores match reader ability and text difficulty. Suggested keywords and cross-references to additional headings are beneficial to our users and can redirect them to variant terms to find relevant articles. The brief display, or "Hide" mode, omits the summary. Neither "Show" nor "Hide" display includes the author and page numbers, data that can be found only when clicking on the article itself. The CCL-EAR review team has concerns over this approach to citations.

With the exception of the PDF guides for the *Leading Issues* documents, all articles are available only in HTML format. Graphics for printing purposes are available in PDF. On occasion, when conducting a full-text search and the user starts scanning through the search results, once the user selects "the next 25 results" there is a glitch where the user is suddenly lead to thousands and thousands of results.

Figure 7. Navigation menu for full text article view.

When the full text of the article is viewed, a navigation menu heads the page. The reader may return to the results list or tag an entry for inclusion in a bibliography which can be emailed or printed. This "tagged list" list may be reformatted as a bibliography and then emailed or printed. The print version includes templates for citing SIRS articles in MLA and APA style, but does not reformat the citations to suit these style conventions. The article may be emailed in its entirety. For printing, SIRS provides a clean copy where the text is re-formatted for printing and boldfaced keyword markers are removed. Clicking on *Source* reveals a complete bibliographic citation while *Summary* leads to an abstract. Clicking on *Descriptors* produces a hyperlinked list of the subject headings used to describe the article. Many full text articles include graphics that will be included as attachments when the student clicks on E-mail and includes the graphics, using the E-mail option. *Bookmarking* allows users to create a favorites list in Internet Explorer using the bookmark icon at the top of each full-text article. According to ProQuest, the URL link is valid for 60 days. The administrator may disable this feature. IP authentication is required to access the article again. Many students opt to download database articles to their IPods or portable USB drives, but SIRS does not have a link for downloading nor is there a link for exporting citations to bibliographic management software.

The headers in both search and display screens are constant and this is a major factor in the database's ease of use. The folder tabs for the four search modes dominate the header, but the links above are also useful for navigation or further assistance. In addition, there is a box on the top right containing links to help screens, a citation guide, to a dictionary and a thesaurus.

Figure 8. Header for search and display screens.

The top screen includes navigational links such as back to SIRS home page, and a "back" link to allow the user to go back to the previous screen. The other links require that the user hover the mouse over them to see further options. "My

Research" leads to three links—one to the users' tagged list of marked entries, the user's search history, and the option to save a session where the user can save one's search history and tagged entries for up to 30 days A note is listed at the bottom of the page indicating that usernames and passwords are case sensitive and cannot be supplied if lost or forgotten. "Educator's Resources" leads to a link to educational standards, retrievable from *ProQuest's eLibrary* database (this material does not require subscription) and to a whole list of guides for educators or librarians to print our or use. Toolbox leads to handouts for students, and the box on the top right leads to links to context sensitive Help screens; a search engine of *American Heritage Dictionary*; citation guidelines to the MLA, APA and Turabian formats; and a search engine of *Roget's II Thesaurus.*

SKS provides an administrator module to its subscribers. Options include determining defaults for search methods; results list details, search field, and article sorting method. The advanced search screen can be customized and the administrator can choose to disable email, session save, search history, print button, bookmarking and Lexiles.

While the *"Tagged List"* is a nice feature that allows users to save search results, create a bibliography and email the results it is not intuitive. After checking items and selecting the "Update Tagged List," it is not apparent that results have been saved. Users must scroll up to the top of the page and hover over the

 icon to reveal the *"Tagged List"* link. Clicking *"Tagged List"* reveals a list of possible options: Delete, Email, Create/Print Bibliography and Include Citation Guidelines. Again, users will have to select the items from the tagged list before taking any action.

USER SUPPORT SERVICES   3.5, 3.5, 3.5

What types of customer and technical support are available for end users and library administrators?

ProQuest has a technical support site available at http://www.proquest.com/techqupport/. Technical support is available via a toll free number from 8:00 a.m. to midnight, Eastern Standard Time, seven days a week, 365 days a year. Requests can also be submitted via E-mail and FAX with ProQuest often responding within the same day. A detailed FAQ gives explanations and answers to questions regarding logging In/Remote Access, Features, For Account Administrators, Linking, Search, and Training Information. The FAQ list is updated quarterly. SKS Administrator's Options feature is very easy to use and allows libraries to customize their default search method, results list, portal/quick search default and advanced search and special functions.

In the database itself, SIRS has context-sensitive help available. User support services are clear, easy to use and well organized. A *Dictionary/Thesaurus,"* *"How to Cite" and "Help"* buttons are available at the top of each page. The Online help includes easy-to-follow instructions on quick and advanced searching to saving a session, emailing and printing articles.

The *"Educators Resources"* link at the top of each page provides an impressive list of information literacy training materials for librarians and students: What's News, Standard Correlations, E-Mail Bulletins, Research Guides, Reference Toolbox, Source List & Directory of Publications, Library Promotional Materials, System Administrator Options, Frequently Asked Questions, and Links to Web Resources for Teachers and Librarians. Materials are available in different formats such as PDF, ppt, doc. and html. Under general information and support, users may find the Source List, the Directory of Publications, FAQ, information about SIRS selection process, and SIRS Help. Link to contact information for customer service or technical support is available at the bottom of each page.

Also under the "Educators Resources" are links to podcasts of SIRS, links to register for free online training, SIRS Email Bulletins Archive and signing up for product updates, Monthly Spotlight Topics, Challenge Quests, or Teachable Moments Newsletter. Library promotional materials such as press release template, SKS Screen Saver and SIRS Researcher Bookmarks are also provided

COST: 3, 3, 3

SIRS Knowledge Source is a good package of databases offered at an attractive price. The value of the add-on databases must be determined by the needs of the individual college. The cost of *SIRS Researcher/SIRS Government Reporter* is a good bargain and appropriate for most community college students. *SIRS Renaissance* can provide some news reporting and basic reference-level materials for the arts and humanities at large, but may not satisfy the requirements for the wide range of literary criticisms assignments that require the use of peer-reviewed publications. *SIRS Government Reporter* and *SKS WebSelect* provide a good, user-friendly interface for both, but in many cases, a lot of the content is available on the Web and in major periodicals databases. In the case of *SKS WebSelect*, its scholastic focus and vocabulary control does dignify it as a good web portal, but when results are similar to free portals such as LII.org, we have to question whether the add-on cost can be justified by the inclusion of selected web sites sitting side by side of selected articles in the SKS interface.

Through CCL, libraries can purchase *SIRS Researcher* and then any of the other three databases in combination or purchase *SIRS WebSelect* as a package (which also include *SIRS Interactive Citizenship*). There are no simultaneous use restrictions. Colleges which subscribe to any SIRS database can have

unlimited access at any time by students, staff, faculty, and employees of the college. This also applies to satellite or off-campus centers at no additional change.

AVAILABILITY/ACCESSIBILITY OF SERVICE   3, 3, 4

Is access/connection to product reliable and stable? Is response time adequate? Is product accessible to users with disabilities?

SIRS Knowledge Source bundle was available 24/7 and at every attempt at use. It had very usable interactivity speeds on the campus wide network and from a DSL connection. It wasn't tested from a home modem.

Colleges which subscribe to any SIRS database can have unlimited access at any time by students, staff, faculty, and employees of the college. This also applies to satellite or off-campus centers at no additional change. ProQuest indicate on their web site that they will assist in providing remote access to colleges, but the colleges are responsible for all telecommunications and authentication.

Overall, The Knowledge SIRS bundle has been addressing ADA compliance issues. Their web accessibility statement link is available on the bottom of each page. It contains ProQuest commitment and adherence to U.S. government and industry guidelines regulating Web accessibility which includes Section 508 of the Rehabilitation Act and Priority one standards of the World Wide Web Consortium's Web Content Accessibility Guidelines. According to ProQuest, compliance was tested utilizing standard evaluation tools, including the Web Accessibility Initiative checklist and the Bobby analyzer. ProQuest also claims that the database meets all Priority 1 checkpoints of the World Wide Web Consortium (http://www.w3.org/) There is no "text only" interface available for any of the SIRS databases at this time.

Computers work with a minimum of Netscape 6.01, Internet Explorer 5.01, FireFox 1.03, and Safari 1.02. They need to have the following plug-ins: Adobe Acrobat Reader, a media player (such as QuickTime or RealPlayer), a Flash player, javascript enabled for students to read some of the handouts in the tutorial center, and plugins to read Microsoft Word and Microsoft PowerPoint.

Remote access is available and ProQuest provides a number of solutions: institutional ID/password, embedded ID/password, IP Authentication, Referring URL, authentication via ProQuest (by barcodes, etc.), proxy server, and authentication done by individual institutions. ProQuest also provides what is called "Cascading authentication" which allows a laptop user to connect while at the Library and then be able to connect again without having to be remotely authenticated again when away from the Library.

OTHER REVIEWS OF THIS PRODUCT

Glantz, Shelley. "SIRS Researcher." *Library Media Connection* Jan. 2007: 94.

Golderman, Gail, and Bruce Connolly. "Government Information Online: Tools for Democracy." *School Library Journal NetConnect* 48.11(2002): 50-55. *Ebsco Academic Search Premier*. Shasta College Lib., Redding. 14 Nov. 2006 <http://library.shastacollege.edu>.

Siler, Freddie Bush. "SIRS Researcher." *Charleston Advisor* Oct. 2000: 35-40.