

**CCL-EAR Committee Preliminary Review
Of Thomson Gale OneFile Package
2005**

Selected members of the California Community College Libraries, Electronic Access to Information Resources Committee (CCL-EAR) during 2005 undertook a “hands-on” study of the Gale OneFile online database package. During this time, Thomson Gale launched a new online interface which has now replaced the old interface in all Infotrac databases. The new interface performs “Power Searching,” the ability to cross search databases, a feature that is currently not available between Thomson Gale Resource Centers and some other database products, though Gale eventually plans to replace all of the Resource Center interfaces within two years.

The OneFile package includes the following products: Business and Company Resource Center, Columbia Electronic Encyclopedia and the World Almanac and the Book of Facts, Discovering Collection, Health and Wellness Resource Center, Infotrac Custom Newspapers, Infotrac Expanded Academic ASAP, Infotrac Military and Intelligence Collection, Infotrac Professional Collection, and Infotrac Religion and Philosophy.

REVIEW PROCESS

Selected members of the CCL-EAR committee, independently or in concert with other qualified professionals on their campus library staffs, reviewed and evaluated a beta version of the new interface as well as the current (soon to be old) versions and title lists of the products in the Onefile package. Though other staff may have helped in the review process, completion of the form was by the CCL-EAR committee(s) only and not transferred to others. Ratings were based upon the potential value of the proposal to the California Community Colleges as a whole and not solely on the needs of any specific campus.

Attributes of the information resource were assessed on a scale of 1 to 4 with 1 representing the “least value” and 4 representing the “most value”.

The following attributes were examined:

INFORMATION DATABASE

Consider its functionality, the appropriateness of format (bibliographic/full-text, the content of the information, the adequacy of coverage (retrospective, current), and its value to the California Community Colleges as a whole.

SEARCH INTERFACE

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?

USER SUPPORT SERVICES

If documentation is required for successful use of product, is it available, comprehensive, and well written? Is online help adequate and user friendly? Does vendor supply training if needed? Is a telephone help line available?

COST

If cost is available, does it seem reason in terms of comparable products/

ACCESSIBILITY OF SERVICE

Is access/connection to product reliable and stable? Is response time adequate?

OVERALL ASSESMENT

#1—No Support

#2—No support at this time. Future support conditional upon enhancements noted below in Comments Section.

#3—Support and Recommend proposal be forwarded to California Community College libraries for their acceptance or rejection. Would like to see enhancements in product noted below in Comments Section.

#4—Outstanding offer and opportunity. Recommend proposal be forwarded to California Community College campus libraries for their acceptance or rejection.

Information Database 2, 2, 2, 2.5

Consider its functionality, the appropriateness of format (bibliographic/full-text), the content of the information, the adequacy of coverage (retrospective, current), and its value to the California community colleges as a whole.

In its selection of products to include in this package, Thomson Gale follows a model similar to its two competitors. There is a major full text periodicals database, a newspapers database, a few databases devoted to particular subjects (in this package, there is one devoted to religion and philosophy, one devoted to consumer health, one devoted to business, a professional collection, a military/government intelligence collection, and some basic reference sources including an encyclopedia). Like its competitors, this package does not include a database devoted to literary criticism (though the Discovering Series does include K-12 reference sources on the subject).

In analyzing the title lists, the review team is rather struck by the considerable overlap of full text periodical titles in all of the databases with Infotrac OneFile. With the exception of Infotrac Custom Newspapers and the Discovering Series, the percentage of overlap is 88% and above. There are only eight full-text titles in Expanded Academic ASAP that are NOT in OneFile. The Military database has only six full text titles and The Religion and Philosophy database has only three full text titles not in the Infotrac OneFile product. Compared to its competitors, this overlap is rather considerable and makes the review team see these other databases more as select modules of Infotrac OneFile, and not as additions to the product.

The total number of indexed titles in all databases in the package is estimated by Gale to be 10,000, however based on a cumulative list the vendor sent to the committee, the total is 9,571 titles, not counting the Custom Newspapers (which contain 175 titles) or Discovering Collection (33 titles). Of the attempted cumulative title list, 5,526 titles are available in full-text for at least one year (roughly 58%). 1,327 full text titles are peer-reviewed (less than 25% of full-text titles and less than 14% of indexed titles, total). While the number of peer-reviewed titles is not as important for community colleges, the ratio is significantly smaller compared to Thomson Gale's competitors. Publishers of the peer-reviewed content are mainly Heldref, University of Chicago, and others. Prominent academic publishers such as Kluwer, Blackwell, Routledge, and Academic Press have titles that are indexed and abstracted but rarely appear in full text in the Thomson Gale databases. However, Thomson Gale has just signed an agreement that they will soon contain full-text content from Sage. At present time, a number of Sage titles are currently available in full text, but only until 1998 (some of which span only 1997 to 1998). This new agreement will hopefully fulfill the need of more recent full-text content, necessary for a community college. Less than 6% of the full text titles are embargoed; a total of 324. Gale does make a point to rapidly index material, and indexes almost all periodicals, including the top ten newspapers. Indexing will happen within days. On September 26, 2005, two days after Hurricane Rita struck, the review team found 824 entries indexed under the subject heading "Hurricane Rita, 2005." Neither ProQuest nor Ebsco had such a subject heading related to the individual hurricane at the time.

The Custom Newspapers database contains prominent national and international titles and some regional titles. Noteworthy titles include the Los Angeles Daily News (1996 to present), Fresno Bee (1996 to present) La Opinion (March 2002 to present), San Francisco Chronicle (1996 to present), Knight Ridder/Tribune Service (1996 to present), New York Times (rolling archive of past five years), Christian Science Monitor (1996 to present), the Independent (1996 to present), and The Times (London) (1985 to present). In general, most titles cover the past ten years. There are two Spanish titles, and international coverage mainly covers English speaking countries (especially England and Australia), plus one from Hong Kong and two years of the Korea Times (1999-2001). The Los Angeles Times and most regional newspapers of California are not included.

The package includes databases that feature famed Gale reference resources. They particularly appear in the Discovering Collection, Business and Company Resource Center, and Health and Wellness Resource Center. The principle of the "Resource Center" databases is that they feature reference materials, primary documents, and other unique materials. Those materials are usually featured prominently, and the periodicals are then added onto the primary reference focused products. The current interfaces of the Resource Centers highlight and feature categories for finding materials. For example, Health and Wellness Resource Center has main category buttons leading to Medical Encyclopedia, Media Dictionary, Drug and Herb Finder, Health Assessment Tools, Health News, selected Web Sites, and a search form on top that automatically searches periodicals along with the reference resources and health pamphlets. The review team wonders how the Resource Centers will adapt to the future interface which for some, will not convert for at least two years.

The Business and Company Resource Center contains mostly business periodicals, including trade publications from Infotrac OneFile as well as fairly up to date editions of many key, core reference resources including Brands and Their Companies, Business Rankings Annual, Encyclopedia of American Industries, Encyclopedia of Associations, Encyclopedia of Global Industries, International Directory of Company Histories (all volumes), Market Share Reporter, Publishers Directory, Ward's Directory of U.S. Private and Public Companies, and World Market Share Reporter. For most community colleges who have book budgets that cannot include business reference titles, this is a much welcomed resource, especially for colleges that have prominent business programs.

The Health and Wellness Resource Center contains in addition to consumer health periodicals and health/medical journals from Infotrac OneFile, around 600 pamphlets on diseases and health facts from government and health organizations, and core reference sources such as Consumer Health Information Source Book, Gale Encyclopedia of Cancer, Gale Encyclopedia of Childhood & Adolescence, Gale Encyclopedia of Genetic Disorders, Gale Encyclopedia of Medicine, Harvard Special Health Reports, Medical and Health Information Directory, Mosby's Medical, Nursing, and Allied Health Dictionary, the Patient's Guide to Medical Tests, various Physician's Desk Reference Family Guides, and USDI: Advice for the Patient. The database also includes two junior high school reference sources: Body by Design, and Healthy Living. As of October, 2005, the reference books are the newest editions, however of the pamphlets, the newest ones published are from 2003. The review team finds this database mainly satisfies consumer health needs but only somewhat meets the needs of students in Nursing and Allied Health Programs adequately, especially in comparison to the products offered by Thomson Gale's competitors. The review team also would like to see more than one reference resource that directly targets the nursing and allied health professions.

The Discovering Collection is primarily a K-12 database with titles introducing beginners to literature such as Discovering Authors and Exploring Poetry, and other reference sources targeted to the K-12 range such as the Junior Worldmark Encyclopedias, and titles published by UXL and Worldmark. There are some key reference sources that can be useful with respect to History such as American Eras, selections from the Encyclopedia of World Biography, the Gale Encyclopedia of Science, Math and Mathematicians, and History Behind the Headlines. However, the scope of this series seems mainly useful for second language, learning disabled, and "at risk" students. Otherwise, this database seems to contain material at a too simple level for community college students. The review team is also rather struck that the

database includes American Eras (periods of history of the United States from the beginning to 1900), but not its sequel, American Decades (1900 to the present). Thomson Gale has commented that American Decades is considered more of an academic work, while American Eras is more at a K-12 reading level.

Given the package as a whole, what Gale mainly provides is Infotrac Onefile which contains almost 5,530 periodicals in full text, and then other databases that contain academic level or subject level portions of Infotrac OneFile, 175 newspapers, 600 health pamphlets, and 72 reference books. The full text periodicals collection is less than 25% peer-reviewed, and a number of the reference books are at junior high school reading level or below. The review team finds this collection mainly satisfies public libraries' needs more than academic libraries'.

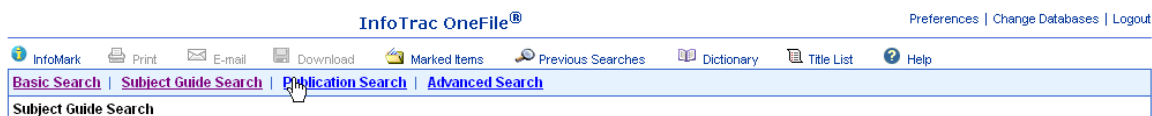
SEARCH INTERFACE 3, 3, 3, 3

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?

Gale's new PowerSearch interface, which allows cross-searching of multiple databases, is intuitive, easy to use, and quite promising. Its strength lies in cross-searching different databases while still providing the excellent controlled vocabulary for subject searching that Gale's team is known for (according to Gale, the newswires articles have not been assigned subject headings in an effort to provide instant access to these materials). The authorized hyper-linked subject terms, narrowing the search by viewing a detailed list of subdivisions and related subjects are especially helpful for the novice users. The Subject Guide sidebar with its alphabetical hyper-linked subject terms matching the user's search words, the various limiting options by date, refereed titles, publication title, documents with image, target audience and library holdings are just a few of the features in the PowerSearch interface. More instruction and training is needed from the Library reference staff for the less experienced users to explain Boolean searching in the advanced search option and the CCL command search. At the time of the review, Magazines and Journals were under one tab in the search results page. It would be more helpful to have a separate tab for general interest magazines and one for academic journals and provide brief annotation to their listed publications. Gale indicated they're currently working on separate magazine and journal tabs.

Users have complete control over which databases to select in their search. With this new feature, the user can select at least one or more available databases simultaneously from an alphabetical list of databases subscribed to by the library.

At the top of each page are icons for Preferences, Change Databases, Infomark, Print, Email, Download, Marked Items, Previous Searches, Dictionary, Title List and Help.



The user can set up the preferences at the beginning of a session, choosing the number of results per page (5, 10, 20, and 50), font color, font style and whether the search term (s) will be highlighted.

A dictionary link to the **Merriam-Webster's Collegiate Dictionary** is available. A search for a word in the dictionary will open up another browser window to enter your term. Looking up veils retrieved two entries for veil, then veiled and veiling.

The **Title** link at the top of the page will take the user to Thomson Gale's website which contains a title list of their online databases available in one or more of the following formats: Excel, PDF, Word, HTML format.

The **PowerSearch interface** is simple and easy to use. It offers a variety of limiters and search options.

There are four ways to search the databases: "Basic Search, Subject Guide Search, Publication Search, and Advanced Search."

On the **Basic Search** screen, and on every search page, the user is presented with a link to **More Search Options**. This option may not be noticeable to the user and may easily be missed at the beginning of a search.

Clicking the **More Search Options**, if enabled by the library, will expand the link to include different ways to limit or narrow your search to documents with full text, peer-reviewed publications, and documents with images, publication date(s), publication title, and library holdings. Users also have the option at this point to click **Hide Search Options** to hide the limiters from the screen.

Subject Guide Search

Find: **Search**

Browse Subject Terms that contain words you entered

Limit the results:

to documents with full text

to peer-reviewed publications

to document with images

by publication date(s) : All Dates Before On After Between

and

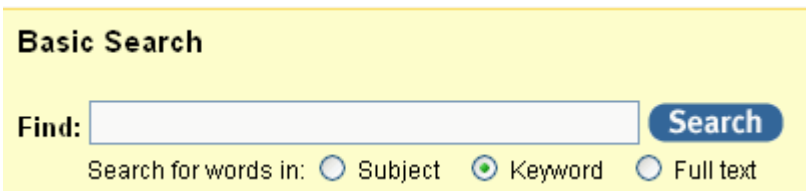
by publication title: [Browse Publication Title](#)

[Hide Search Options](#)

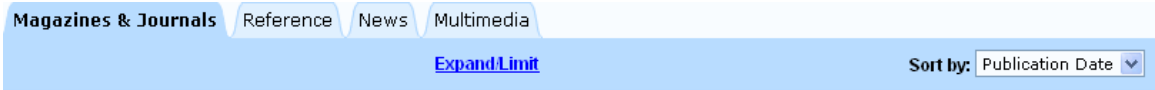
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Users who may have missed the **More Search Options** at the beginning of their search session are still able to limit their search results by clicking the **Expand/Limit** link at the top of the results list. The **Expand/Limit** link is not available however for all types of searches. If available, the limiters depend upon the format of the material. In other words, if you decide to limit your **Magazines & Journals** results, the options available are full text documents, peer reviewed publications, documents with images, date, publication title, article type and target audience. For the **News** search results tab, limiters are to documents with full text, publication date, publication title, and publication format and newspaper section.

1. The **Basic Search** screen is clear and intuitive. In the basic search window, three options are available to the user: *Keyword, subject and full-text.*



Using the basic search window and searching for *veiling* as a keyword option in the OneFile package databases resulted in 1 reference document, 118 Magazines & Journals, 101 News, and no Multimedia. Search results are displayed as citations grouped by tabs. Each tab corresponds to a different format of material: Reference, Magazines & Journals, News, Multimedia, and Additional Databases.



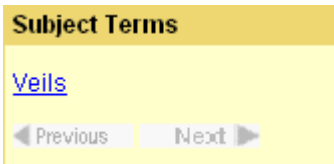
Limiting the results of *veiling* to full text and peer-reviewed journals resulted in 19 articles. Three of the 19 articles were relevant to the topic. Some of the results were either book reviews or short articles not relevant to the subject.

Redoing the search again but using the subject option from the basic search retrieved 19 articles (all book reviews) under the Magazines & Journals, 101 from News sources, 1 Reference citation from the Columbia Encyclopedia and no multimedia. Limiting *veiling* again to full-text and peer-reviewed publications resulted in 5 book reviews that came from journals. No newspaper/newswire documents matched the search. None of the articles found were relevant. This can be a good search option to begin researching a topic or find related subjects such as abortion, capital punishment, etc.

According to Gale, the keyword option searches for significant fields in the documents such as titles, abstracts, authors and subject terms. The subject option of the basic search searches for topics arranged in a hierarchical subject guide developed by Gale.

Performing the same search using the full-text option of the **Basic Search** retrieved 1351 Magazines & Journals, 941 News and no multimedia. Limiting my subject to full text and peer-reviewed publications resulted in 782 Magazines & Journals, 3 News documents. For using the search term *veiling*, the full-text option of the basic search provided the most relevant articles.

For certain types of searches, the user is presented on the left of the page with a **Subject Terms** sidebar that lists alphabetically authorized hyper-linked subject terms closely matching the user's search words. It is important to note that the sidebar appears only under Basic Search and Subject Guide search.



Clicking Veils from the **Subject Terms** sidebar performed a subject search and retrieved much better results and relevant articles than using the basic search. However, out of 46 magazines & journals, only 5 were full-text and peer-reviewed. In addition to performing the search, Power Search provides the user with related terms. In my search, the related term was headgear.

In all of the searches performed, no multimedia results matched the search terms. The multimedia tab has a link that connects the user to search Google for images on the web. According to Gale, the multimedia tab should provide significant images, maps and audiofiles once the Resource Centers are incorporated into the Power Search Interface in the future. Another tab "Additional Databases" is

available and lists additional databases that the user can use to continue his/her search, including databases that are currently NOT part of the PowerSearch interface (such as the Resource Centers).

Running a different search using *terrorism racial profiling* as a keyword option in the basic search window retrieved no reference works, nine magazines & journals and 22 newspapers, three full text periodicals and four full text newspapers. Using the subject option of the basic search retrieved the same results. Trying the full text option in the basic search retrieved no reference works, 80 magazines & journals and 69 news documents. Using the advanced search in this case retrieved the best articles: 54 magazines & journals and 39 news documents. When I limited my search to full text and peer-reviewed journals, I ended up with seven journals and one newspaper article, not enough to write a paper. All of the results came from the Expanded Academic ASAP.

2. The Subject Guide Search is excellent if the user has a broad subject and wants to browse subject terms containing the word. This is essentially a thesaurus linking the users to the articles that are indexed under that subject heading. The system tries to find the word you entered. If it does, the user will get a list of all the subject entries containing your word. In the help menu, users are advised to search for one or two words, entering the most important word first. A subject search for abortion without the use of limiters will take the user to an alphabetical list of subject terms starting with abortion and a link to subdivisions and another hotlink for related subjects. This is a great feature and essential for users who are looking for different ways to narrow and refine their search. The key here is to type a word that exists in the subject list.

Subject Terms	Results
Abortion Subdivisions Related subjects	5968

Clicking Subdivisions under Abortion will provide the user with a list of subdivisions to narrow the search.

Using veils in the subject guide was helpful and had some related subject terms such as headgear. Somehow, Islamic clothing, which is a related subject to veils, wasn't listed under related subjects and was only found by accident though some of the search results. The Islamic clothing subject heading retrieved better results than using veils. All articles except for the newswires are assigned hot-linked subject headings. According to Gale, the purpose is to provide instant access to this information.

3. The **Publication Search** method is straightforward and easy to use. One can use the publication search to find titles of journals, magazines, newspapers, reference works, newswires and other sources indexed in the databases, and retrieve the contents of these publications by date, starting with the most recent first. You can enter part or all of the title. Information provided by the system includes ISSN/ISBN, publisher, audience, coverage information, "refereed" status (Gale's terminology for "peer-reviewed") and the publication format (magazine & journals, newspaper, newswire, reports). There is not a description as to what the magazine, journal, or newspaper characteristically contains.

4. The **Advanced Search** method is designed with pull down menus to help the user create a search using Boolean operators. The interface is simple to use. **Advanced search** is effective if the patron knows how to use it. It is designed with pull-down menus using Boolean Operators (AND, OR, NOT) and allows the user to build a search statement using multiple indexes provided by Gale. Users can search their topic in one or more of the following indexes: keyword, abstract, document title, author, word count, document number, start page, publication title, publication date, publisher name, ISSN, ISBN, issue number, volume number, subject, person name, company name, place name, named work, brand name and previous searches.

A search for *vervet monkey* in the subject field/index AND combining it with *aggression* in the subject field/index resulted in no hits in all of the databases that were searched. Using the same search terms in the keyword fields/indexes retrieved three citations, not available full text. Redoing the search but

selecting full text indexes for both search terms retrieved 13 Magazine/Journal documents and no news documents. Limiting the search results by clicking the [Hide/Expand](#) to full text and peer-reviewed journals retrieved 10 good articles. My best results were found searching my topic in the full text indexes and not the subject or keyword for this particular topic.

Students may need some help and training using the advanced searching feature of PowerSearch. The default is three indexes available to the user; however, one can add additional indexes by clicking the **Add a Row** link.

Another search for Texas AND Statistics AND capital punishment in the subject indexes resulted in 4 magazines/journals and 25 news articles that were relevant to the topic and right on target.

Another option that is available in the Advanced Search is the **CCL Advanced Search**. According to Gale, it is aimed at those who “prefer to search more like programming code instruction.” CCL stands for command control language and allows the patron to choose indexes from a drop-down menu or enter the 2 character abbreviations. This feature is not intuitive and is difficult to use.

Performing the same search for Capital Punishment AND Statistics AND Texas selecting the subject indexes retrieved the same results. However, the system generated the first command for the subject index but didn't generate the 2nd and third 2-character abbreviation for my subjects. This feature can be useful for librarians and experienced searchers who are used to entering commands with Boolean operators but not intuitive enough for high school students and some community college students.

Limiting features:

The library must enable search limits. Limiting the search term(s) to documents with images is a great feature added to the limiters fields for those who are working on preparing a visual display or need graphics/pictures for a slide presentation. Users are cautioned to search for specific terms. The system will perform a search on your topic to find documents with graphics. Documents are available either in

HTML format, PDF format or both. A search for *veils* in the subject guide, and limiting it to documents with graphics, retrieved one image. A search for *hijab* in basic search as a keyword retrieved 16 that had graphics and only 3 out of the 16 were on target and useful. The limiting feature option if enabled by the Library is available on all search types (Basic Search, Subject Guide, Publication Search, Advanced Search and CCL Advanced Search)

In addition to this limiter, and under the **Multimedia** tab, a link is provided to the user to search **Google** for images. When the user clicks Google, the system will perform that search and retrieve results from the web on that image. The Multimedia tab will lead to significant images and audio files once the Resource Centers, which have such features, are incorporated into the PowerSearch interface.

The system keeps track of your searches. By clicking the previous searches button on the toolbar, users will find a history of their searches that they perform during the last session. The display lists the most recent at the top with no more than 50 sets displayed.

Search Results:

Search results are displayed in descending date order. Gale indicates the type of format that an article is available either by visual icon or in print.

Users can change the order in which their search results are listed by selecting an option from the sort pull-down menu at the top of the results page. There are several options for sorting (alphabetical by document title, chronological by publication date with the oldest documents listed first, alphabetical by source, chronological by year of publication, relevancy) but not *all the* options are available for all tabs.

Search results are displayed as citations grouped by tabs: Reference, Magazines & Journals, News, Multimedia, and More Databases. Each type corresponds to a different format of material. The **More Databases** tab lists hot links to additional databases that the user may want to use to continue his/her search.

Search histories are available when clicking the **Previous Searches** icon at the top of the page

Each article lists its subject headings in addition to links to other articles on the subject. Each search result citation is clear and includes the document's title, author, source, publisher, and publication date, which database it comes from. Below the citation are links to abstract, full-text, or full-text with graphics in HTML and PDF format, if available. Hotlinks are also available for the user to find additional information on: [About this publication](#), [how to cite](#), [and library holdings](#) if it has been enabled by the library (up to three holdings links may appear), [WorldCat Resources](#), [Interlibrary Loan Request Form](#), [Open URL resources](#). The **OpenURL**, if enabled by the library, will link the user to look for relevant materials in third party electronic resources, online catalogs of other libraries and citation databases. The user may also be able to initiate an Internet search using a search engine such as Google or Yahoo according to the help information.

Graphics when included in the results list may be printed out but not emailed (though you can Email a citation which will include an InfoMark link back to the record that contains the image). When printing documents with graphics, the images are enlarged to full size and integrated with the text. Full-text of articles are either available in PDF format, HTML format or both.

The PowerSearch interface is powerful in terms of functionality, and ease of use, and the various search options it presents to the users. Some options may require some training by librarians to the users to effectively use the database (s). The availability of Subject headings with their subdivisions in addition to the Subject Guide sidebar adds to the strength of the interface and its searching capabilities.

The **More Search Options**, which is present on every search page, is not obvious at the beginning, and could be easily missed by the user.

Separating magazines from journals would have been an added bonus. Right now they are grouped together under one tab: Magazines & Journals. Still, the user has the option of limiting their search to peer-reviewed publications.

MLA, APA and Plain Text with Bibliographic Tags are the citation options provided. Citations can be exported to EndNote, ProCite or Reference Manager.

E-mail

Articles may be e-mailed by clicking on the e-mail link at the top of the page. The user may select whether the e-mail is sent as HTML or Plain Text. In addition, if a pdf version is available, the user may select that format. All different methods of e-mail were tested and most performed well. However, it should be noted that if the Plain Text with Bibliographic Tags citation option is selected, the full-text will not be sent. If there is a pdf version available, the attachment may be sent instead.

Print

The print link is clearly shown at the top of the page. Selecting this link, allows the user to print a reformatted version of the full-text with extraneous matter removed. The citation information is automatically included at the top of the article.

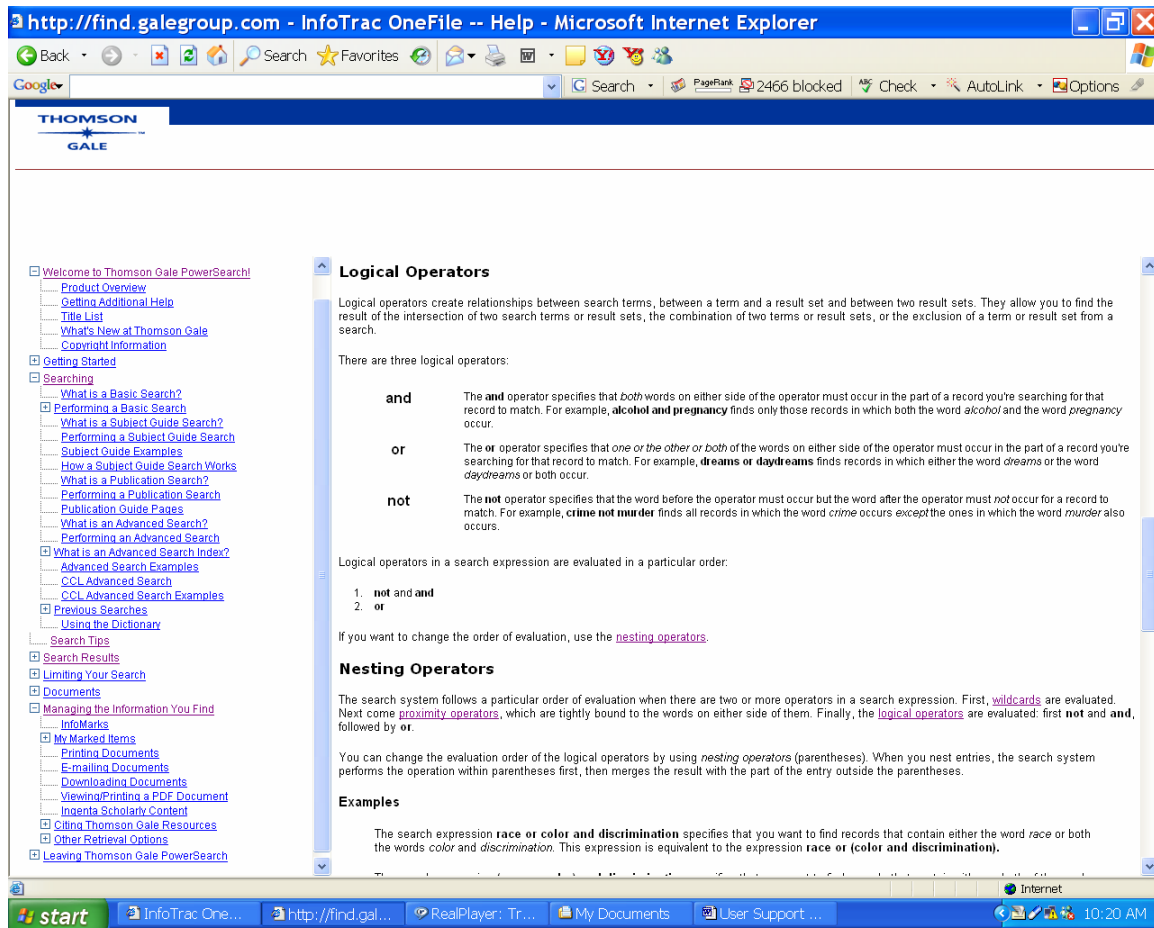
Download

Articles can also be downloaded in either HTML or Plain Text formats.

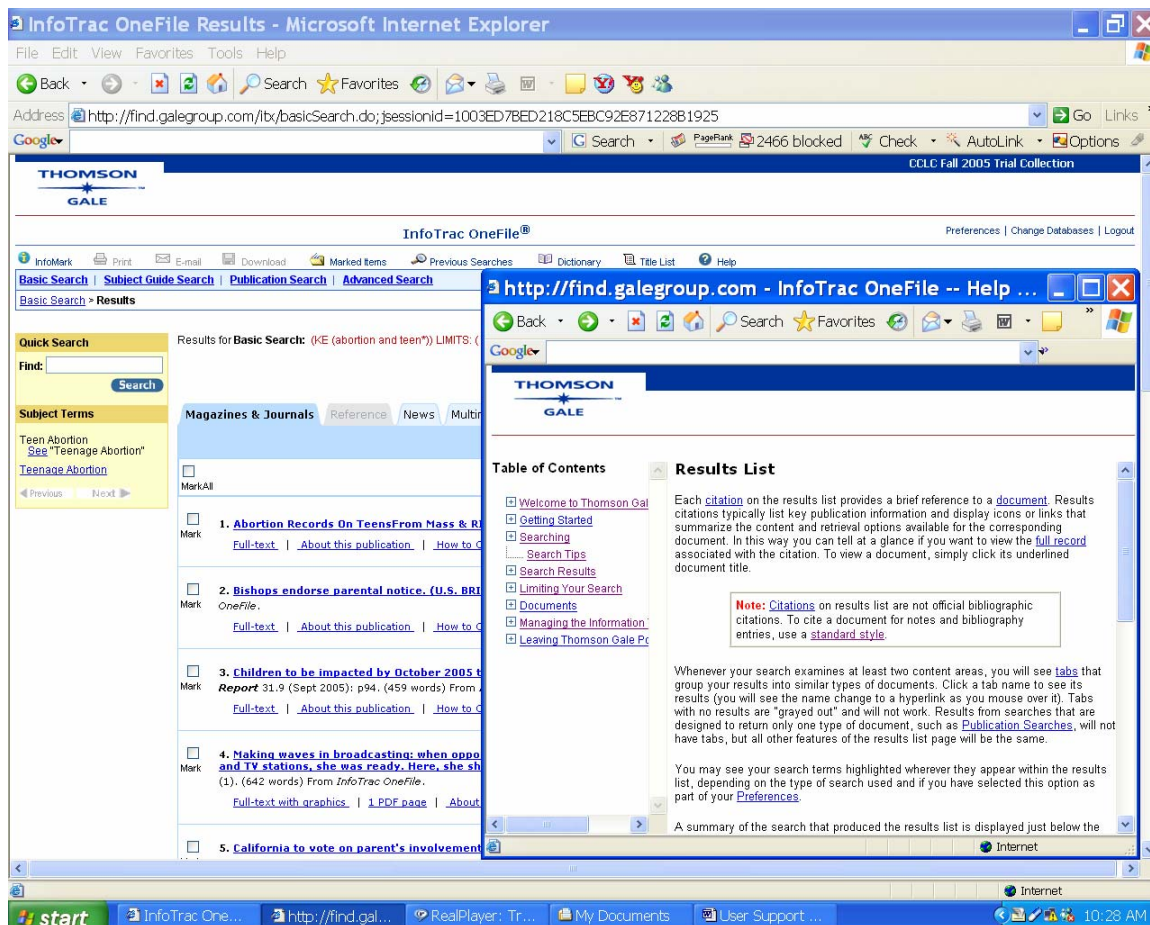
USER SUPPORT SERVICES 3, 3, 3, 3

If documentation is required for successful use of product, is it available, comprehensive, and well written? Is online help adequate and user friendly? Does vendor supply training if it is needed? Is a telephone helpline available?

The “Help” icon is located at the left side of the upper icon banner on every PowerSearch web page. Basic Search, Results List, and Document Display with related topic hyperlinks are accessible from respective search, results, and document pages. The “Help Table of Contents” web page is accessible from every help web page. It is both context-sensitive and a dynamic table of contents that provides hyperlinks to useful information such as: Product Overview, Title List, What’s New, Searching, (including Basic and Advanced Search and Boolean), Search Results, Limiting Your Search, Documents, and Managing the Information You Find (InfoMarks, My Marked Items, etc.).



Instructions are clear and easy to follow. There are numerous examples on Help screens, but not on search screens. Help is available in a separate browser window so users can read instructions while trying to follow them.



Accepted terminology is used on search and Help screens and there is adequate explanation for technical terminology. Vendor contact information is available via the [Thomson.com](#), [Thomson Gale](#), and [Contact Thomson Gale](#) hyperlinks located at the bottom of every interface web page. Toll free phone help is available. Technical phone support is available Monday through Friday, 5:00 am – 8:00 pm PST. E-mail support is available. Response time for search and technical support is adequate.

Statistical reports are provided monthly via e-mail for internal and external usage in .txt format. Gale Usage Reports: summarize monthly activity (Inside/Remote/Total Usage) for Total Sessions, Total Connect Time (min), Average Session Time (min), Total Fulltext, Total Retrievals, Total Searches, and Total Turnaways; summarize usage by database (subscribed by Gale); number of sessions by time of day and day of week; usage for each journal ranked by retrievals; and, glossary of terms used in reports.

Gale notifies subscribers of product changes via vendor home page, What's New at Thomson Gale hyperlink (PowerSearch interface), email, and vendor exhibitions. There is also a listserv available for news, system problems, and reports of upcoming server upgrades. Subscribers can also contact Gale technical support for this information by telephone, fax, or e-mail when the interface cannot be accessed from respective browser locations.

COST 2, 2, 2, 2

If cost is available, does it seem reasonable in terms of comparable products?

The overall pricing only seems fair when considering the prominent business reference resources in the package. Otherwise, the lack of peer-reviewed content, and a number of reference resources being mainly at junior high school level or below is disappointing, as well as a number of titles having its full text

content discontinued in the 1990's. The collection also seems more focused towards public libraries than academic libraries. Like Thomson Gale's competitors, this package certainly does not meet all core needs for a community college library's electronic collection. However, the OneFile Package is significantly less adequate as a core package compared to its two chief competitors.

ACCESSIBILITY OF SERVICE 2, 3, 3, 3

Is access/connection to product reliable and stable? Is response time adequate?

The committee reports that at present time the new interface is not ADA compliant. The product was tested with AccVerify DS2005 Professional, JAWS (screen reader), and Zoom Text (screen magnifier). The first program, which verifies compliance with international and U.S. federal accessibility standards for web content, was only able to run the main search form page (the results pages could not be read). Several images did not contain alternative text and several input images did not contain the alt attribute or use a label. JAWS was unable to link to PDF files, graphics found in the database were not found to have alternative text, and was unable to skip navigation to search results. When viewing PDF files, ZoomText's magnification levels were often very pixilated and blurry.

The browser works well from Internet Explorer 5 to 6, Netscape 4.7 to 8, Mozilla, FireFox, Opera, and Safari.

During the times we trialed the product, we found the response time was very good and fast from the campus network, a little slower from DSL connection at home. The email feature was immediate. Even retrieving documents with graphics was not bad. We did get an application error twice for two different searches when retrieving the results from News sources.

OVERALL ASSESSMENT

#1 --- No Support

#2 --- No Support at this time. Future support conditional upon enhancements noted below in Comments Section.

#3 --- Support and Recommend proposal be forwarded to Library Directors for their acceptance or rejection. Would like to see enhancements in product noted below in Comments Section.

#4 --- Outstanding offer and opportunity. Recommend proposal be forwarded to Library Directors for their acceptance or rejection.

Overall Assessment 2.5, 2.5, 2.5, 2.5

"Once you look beyond the databases and notice the considerable overlaps, The Gale OneFile package is mainly Infotrac Onfile with some newspapers, health pamphlets, and reference books added on. The only justification we see for its price tag is the access to core business reference books, otherwise we think it is overpriced, when comparing this product to its competitors. We wonder why Gale did not include products that may have been more welcoming and useful such as Literature Resource Center or Opposing Viewpoints Center, two key databases that definitely meet the needs of community college research assignments. We are especially disappointed in how the health database does not come close to meeting the needs of our nursing and allied health students. Its new PowerSearch interface looks very promising, and we very much welcome the opportunity to cross search different databases, and to have a unified subject index available that can be clearly seen in the databases' search results. Their rapid indexing to new subject terms such as "Hurricane Rita" right as the event has just happened is impressive. We wish there were separate tabs for magazines and journals in its search results and that the records for publications had a description what the title characteristically contains."

"This bundled package includes access to full-text periodicals, Custom Newspapers, Discovering Collection, Business and Company Resource Center, and Health and Wellness Center. While the scope of coverage is good, there is less peer-reviewed content in this bundle than its competitors'. We would prefer to have Literature Resource Center and/or Opposing Viewpoints Resource Center included in the bundle. We believe either of these would be more useful for community colleges than Business and Company Resource Center.

The new PowerSearch interface will be a welcome advance since it will allow for cross-database searching; however, it is unfortunate that the results screen does not provide separate tabs for magazine and journal articles."

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