

# 2018- 2020

NC LIVE  
Resource Updates

# 2018-2020 Selection Process



## Results

This year NC LIVE is proud to provide member libraries with a **twelfefold** return on investment, surpassing the sevenfold ROI of our last resource cycle. This means that for every one dollar that NC LIVE spends, North Carolina communities get access to twelve dollars of resources.

\$3.6 million spent

\$42.1 million gained for NC libraries

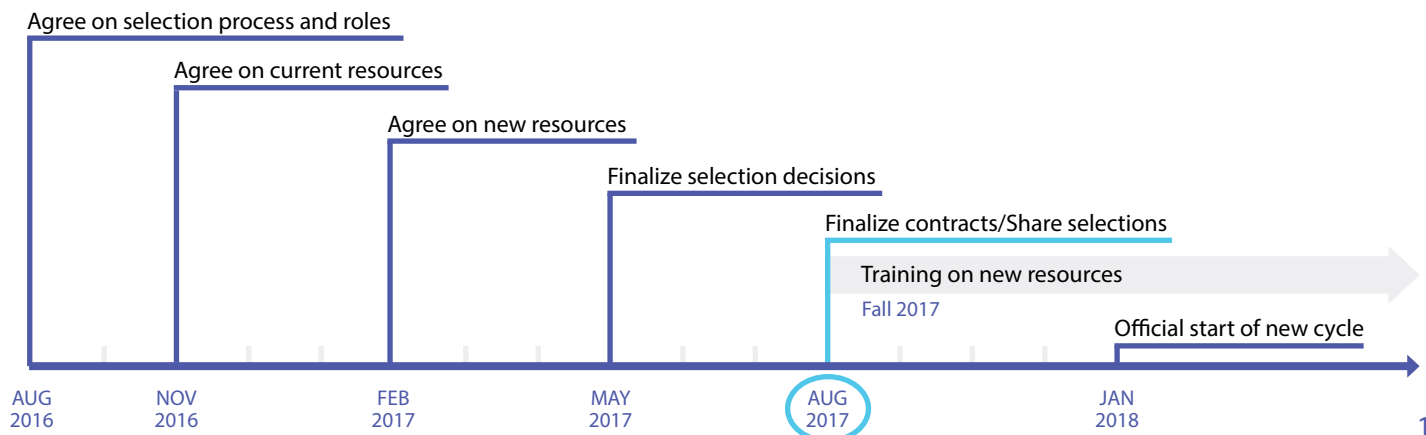
## Criteria

All selections were based on the following criteria:

- Value across COIs
- Quantity of content for \$
- Quality of content for \$
- Cost per use
- User experience
- Accessibility
- Change cost to community

## Process and Timeline

In order to ensure the best possible suite of resources for our communities, we selected resources based on community input and expert assessment. We solicited recommendations in a survey open to every library staff person at every member institution across the state. Every recommendation was considered and assessed by the Resource Advisory Committee (RAC), which consists of three representatives from each of NC LIVE's four Communities of Interest (COIs). Recommendations from the RAC were then reviewed and approved by the Librarians' Council (LC), which is comprised of COI representatives, committee chairs, and the State Librarian of NC. We are excited to report that we were able to add every resource recommended by four or more library staff members across the state.



# 2018-2020



## Additions

Resource	Description	Replaces	Rationale
Credo Reference	Premier virtual reference collection including encyclopedias, dictionaries, atlases, images, audio files, and videos in a wide expanse of subject areas.	Oxford Reference Online Premium	Credo offers a large quantity of high quality content.
Cypress	Easy-to-use résumé building tool with a built-in writing process and automatic formatting.		
EBSCO Automate	Reference database with authoritative and up-to-date auto repair and service information on more than 38,000 vehicles.		
EBSCO Biography Reference Center	A comprehensive collection of full-text biographies on popular and heavily-researched figures.		
EBSCO CINAHL Plus with Full Text	Premier database of nursing and allied health journals with additional materials that include nursing dissertations, conference proceedings, evidence-based care sheets, audiovisuals, and continuing education modules.		
EBSCO Consumer Reports via MasterFILE	Popular collection of product reviews and recommendations for cars, appliances, electronics, personal finance, and health information.		
EBSCO NovelList Plus	Readers' advisory resource covering fiction, nonfiction, and audiobook recommendations.		
Ferguson's Career Guidance Center	Career database that enables users to explore industries and careers, plan their education, and research best practices for résumés, cover letters, interviewing, networking, and salaries/benefits. Includes articles, career advice blogs, and streaming video.		
Gale Testing & Education Reference Center (TERC)	Testing and education preparation resource. Includes in-depth information on college, graduate, and professional programs, professional training, scholarships, and entrance tests alongside practice tests for entrance exams, certifications, and licensing exams.	Learning Express	TERC offers a strong user experience and high quality content.
Mango	Language learning software with courses in over 70 languages, including English.	Pronunciator	Mango offers a strong user experience and high quality content.

# 2018-2020



## Additions, cont'd.

Resource	Description	Replaces	Rationale
<a href="#">ProQuest eLibrary Curriculum Edition</a>	General reference collection of periodical and digital media content designed for school curriculum and research support.		
<a href="#">ProQuest Historic North Carolina Digital Newspaper Collection</a>	3.5 million digitized pages of historic newspaper content from the North Carolina Collection at UNC-Chapel Hill.		
<a href="#">ProQuest Research Companion</a>	Award-winning, cloud-based information literacy solution that enables educators and librarians to guide students through research projects efficiently.		
<a href="#">ProQuest SIRS Discoverer</a>	Articles, nonfiction books, images, activities, and websites curated for educational relevance, age appropriateness, and readability. Designed specifically for elementary and middle school students.		
ProQuest Summon	Discovery service to increase usage of library resources by offering patrons a contemporary search interface.		

# 2018-2020



## Renewals

Resource	Description	Replaces	Rationale
<a href="#">BiblioBoard</a>	E-book platform used to host NC LIVE's Home Grown eBooks Collection. BiblioBoard delivers all media types, works across desktop and mobile platforms, and offers a modern user experience.		
<a href="#">CQ Magazine</a> (formerly CQ Weekly)	News and analysis on how legislation is shaped. Weekly coverage of bills, votes, amendments, committees, and more.		
<a href="#">CQ Researcher</a>	Reports on issues shaping our world, with in-depth coverage of political and social issues, such as health, education, the environment, technology, and the U.S. economy.		
<a href="#">Films on Demand</a>	Thousands of high quality videos on business & economics, health & medicine, humanities & social sciences, and science & mathematics, as well as travel and fitness programming, home and how-to videos, indie films, and popular music performances. Includes Oscar, Emmy and Peabody award winning documentaries, interviews, instructional and vocational training videos, historical speeches and newsreels.		
<a href="#">Gale Literature Resource Center</a>	An extensive literature resource collection with articles, critical essays, topic overviews, full-text works, and biographies covering authors, their works, and literary movements.		
<a href="#">Gale Science in Context</a>	Reference content plus magazines, journals, news sources, experiments, and more. Covering earth science, life science, space, technology, mathematics, science history, and biography.		
<a href="#">Morningstar</a>	Investment research center that includes research and independent opinions on thousands of mutual funds, stocks, and hundreds of ETFs.		
ProQuest Custom Collection	Our current ProQuest aggregated collection, which covers general reference, education, entrepreneurship, global regions, library science, natural sciences, news, and numerous health and social science fields. Includes <a href="#">PQ Central</a> , <a href="#">ABI/INFORM</a> , <a href="#">ebrary Academic and Public Library Complete</a> (soon to be Ebook Central), <a href="#">HeritageQuest</a> , and many more databases. For a complete list, see page 9.		

# 2018-2020



## Renewals, cont'd.

Resource	Description	Replaces	Rationale
<a href="#">RBDigital</a> (formerly OneClickdigital)	Audiobook and e-book collection and platform.		
<a href="#">ReferenceUSA</a>	Reference and research tool providing instant, real-time access to accurate, in-depth information on 24 million U.S. businesses and 235 million U.S. residents. ReferenceUSA makes it faster and easier to find new business opportunities, research executives and companies, find news articles, conduct job searches, research papers, locate addresses and phone numbers, conduct market research and much more.		
<a href="#">SimplyAnalytics</a> (formerly SimplyMap)	Web-based mapping application that lets you create professional-quality maps and reports using demographic, business, and marketing data.		

# 2018-2020



## Subtractions

Resource	Description	Replaced By	Rationale
AccessScience	Science encyclopedia with video and images.		Did not meet cost-per-use criteria.
D&B Business Browser (formerly OneSource)	International and US businesses reference resource.		Did not meet cost-per-use criteria.
Gale InfoTrac Newsstand	Contemporary newspaper content.		Significant overlap with PQ Newsstream (current resource).
Learning Express	Practice tests and self-paced courses for students & adult learners. ASVAB, GED, GRE, SAT, and resume and cover letter writing courses.	Gale Testing & Education Reference Center (TERC)	TERC offers a strong user experience and high quality content.
Natural Medicine	Reviews of dietary supplements and complementary and alternative medicine therapies.		Similar information available freely online.
Oxford Reference Online Premium	Reference titles in core subject areas, including quick reference articles, illustrations, photographs, line diagrams, maps, and tables.	Credo Reference	Credo offers a large quantity of high quality content.
Pronunciator	Language learning tool.	Mango	Mango offers a strong user experience and high quality content.

# Frequently Asked Questions

## General FAQs

### **MY LIBRARY HAS ITS OWN SUBSCRIPTION TO ONE OF THE NEWLY-ADDED RESOURCES. CAN I GET A REFUND NOW THAT NC LIVE IS PROVIDING IT TO THE WHOLE CONSORTIUM?**

We have negotiated with vendors to ensure that any existing subscriptions that member libraries hold to new NC LIVE resources will be prorated and refunded appropriately. You can contact your vendor directly to initiate this process.

### **CAN LIBRARIES GET EARLY ACCESS TO A RESOURCE BEFORE IT LAUNCHES ON JANUARY 1?**

NC LIVE libraries already have complimentary, early access to Historic North Carolina Digital Newspaper Collection, ProQuest Research Companion, eLibrary Curriculum Edition, and SIRS Discoverer from Proquest. Some additional resources may be available prior to January 1. If early access becomes available, we will notify member libraries.

### **SOME OF THESE RESOURCES ARE NEW TO ME. WHAT OPPORTUNITIES ARE AVAILABLE FOR TRAINING ON THE NEW RESOURCES?**

Our Instruction Librarian is in the process of organizing the following instructional opportunities for our membership and will announce them as they become available:

- Vendor webinars
- Online hands-on training
- In-person training events

You can always check on current instruction offerings at [nclive.org/instruction](http://nclive.org/instruction) or sign up for the [NC LIVE listserv](#) to receive announcements about new training opportunities.

### **HOW LONG ARE THE CONTRACTS FOR?**

Six years for all ProQuest resources (see list on page 9), and three years for all other resources.

### **I USE EZPROXY TO ENABLE OFFSITE ACCESS TO NC LIVE RESOURCES. HOW/WHEN/WHO WILL CONFIGURE MY EZPROXY TO ENABLE THESE NEW RESOURCES? Will I get MARC records for the new resources?**

As we get closer to launching the new resources, we'll be sending out an email for each new resource with proxy information and MARC records.



# FAQs, cont'd.

## General FAQs, cont'd.

### **I UNDERSTAND THERE ARE OPTIONS FOR THE CREDO REFERENCE COLLECTION. WHAT ARE THEY, AND WHAT'S THE DIFFERENCE?**

The choices for the Credo Reference collection are [Academic Core](#) or [Complete Core](#). Academic Core is comprised of around 700 titles with a focus on academic general reference for college and university settings. Complete Core is comprised of around 1,000 titles and includes all the content of Academic Core as well as content geared toward general-interest patrons and younger audiences in a public library setting, e.g., juvenile reference, test prep, parenting titles, DIY books, etc. Public libraries will default to Complete Core; academic libraries will default to Academic Core; and existing customers will default to their current selection. Any library can switch to another version upon request. NC LIVE and Credo will be in touch with each member library to implement your Reference Core choice.

### **WILL THERE BE ANY CHANGES IN NC LIVE'S PERPETUAL ACCESS COLLECTIONS?**

NC LIVE will continue to provide perpetual access to the following collections of own materials:

- ABC-CLIO E-book Collection
- American Slavery: A Composite Autobiography
- eBooks on EBSCOhost
- Gale Virtual Reference Library (GVRL)
- Home Grown eBooks Collection (hosted on BiblioBoard)
- MyiLibrary
- NC LIVE Video Collection
- RBdigital (Note: Individual libraries add about 1-2 books a month to this collection for use by patrons at any NC LIVE library. Please see our [MARC Records](#) for the most up-to-date records).

# FAQs, cont'd.

## Six-Year ProQuest Resources

### WHAT SPECIFIC RESOURCES ARE INCLUDED UNDER THE SIX-YEAR RENEWAL OF NC LIVE'S PROQUEST CUSTOM COLLECTION?

ABI/INFORM Collection	ProQuest India Database
African American Poetry	ProQuest Latin America & Iberia Database
American Poetry	ProQuest Library Science Database
Canadian Business & Current Affairs Database	ProQuest Linguistics Database
Canadian Newsstream	ProQuest Middle East & Africa Database
ebrary Academic and Public Library Complete (Ebook Central)	ProQuest Military Database
English Poetry	ProQuest Nursing & Allied Health Database
Faber Poetry Library	ProQuest Political Science Database
HeritageQuest	ProQuest Psychology Database
International Newsstream	ProQuest Public Health Database
New York Times (*part of US Newsstream collection)	ProQuest Religion Database
North American Women's Letters and Diaries	ProQuest Research Library
ProQuest Accounting, Tax & Banking Collection	ProQuest Science Database
ProQuest Arts & Humanities Database	ProQuest Social Science Database
ProQuest Asian & European Business Collection	ProQuest Sociology Database
ProQuest Australia & New Zealand Database	ProQuest Telecommunications Database
ProQuest Biology Database	ProQuest Turkey Database
ProQuest Business Market Research Collection	ProQuest U.K. & Ireland Database
ProQuest Career & Technical Education Database	Sanborn Maps North Carolina
ProQuest Central	SIRS Government Reporter
ProQuest Computing Database	SIRS Issues Researcher
ProQuest Continental Europe Database	SIRS Knowledge Source Package
ProQuest Criminal Justice Database	SIRS Renaissance
ProQuest East & Central Europe Database	SIRS Researcher
ProQuest East & South Asia Database	Statistical Abstract of the United States
ProQuest Education Database	Twentieth-Century African American Poetry
ProQuest Entrepreneurship Database	Twentieth-Century American Poetry
ProQuest Environmental Science Collection	Twentieth-Century English Poetry
ProQuest Family Health Database	US Newsstream
ProQuest Health & Medical Collection	Wall Street Journal (*part of ABI/INFORM)
ProQuest Health Management Database	

### WHAT SPECIFIC RESOURCES HAVE BEEN ADDED TO NC LIVE'S PROQUEST CUSTOM COLLECTION FOR THE SIX-YEAR CONTRACT?

Historic North Carolina Digital Newspaper Collection	SIRS Discoverer
ProQuest eLibrary Curriculum Edition	Summon Discovery Service
ProQuest Research Companion	

# FAQs, cont'd.

## Summon FAQs

### **WILL MY LIBRARY HAVE TO PAY FOR SUMMON?**

No. NC LIVE has negotiated Summon into our agreement with ProQuest. Summon is available to your library at no charge.

### **WHEN CAN I IMPLEMENT SUMMON?**

If you are interested, you can begin implementation of your instance of Summon as early as November 2017.

### **HOW DO I IMPLEMENT SUMMON?**

You can [sign up](#) for a preferred implementation spot.

### **WHAT DOES THE NC LIVE SUMMON DEAL INCLUDE?**

Summon, 360Link and E-Journal Portal.

### **WHAT IF I ALREADY HAVE SUMMON?**

Contact your ProQuest representative with any questions. You will no longer have to pay for Summon beginning January 1, 2018, but it is prudent to contact your rep to discuss any details about your current contract.

### **WHAT IF I ALREADY HAVE ANOTHER DISCOVERY SERVICE LIKE EDS OR WORLDSHARE?**

You can continue those, or adopt Summon. The choice is up to you.

### **DO I HAVE TO IMPLEMENT SUMMON?**

Although Summon is available to all 205 NC LIVE member libraries, whether you choose to adopt it is entirely up to you. Some libraries may not see the value in a discovery service. Other libraries may already have a discovery service that they prefer. Implementing Summon is entirely optional.

### **WHO CURRENTLY USES SUMMON IN NORTH CAROLINA?**

North Carolina libraries like [NCSU](#), [Wake Forest](#), and [Surry Community College](#), to name a few, currently use Summon. Also, NC LIVE has used Summon since 2015. The prominent search boxes on all of these webpages are entry points to Summon.

### **WHERE CAN I FIND ADDITIONAL INFORMATION ON SUMMON FOR NC LIVE MEMBER LIBRARIES?**

Visit our website (<https://www.nclive.org/summon-for-nclive-libraries>) to view a recorded webinar with ProQuest covering an introduction to Summon, next steps in the implementation process, and an open Q&A with NC libraries.