

Electronic Resources for Library Staff: A Survey by the Washington State Library

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Responses Collected 09/27/2010 – 11/05/2010

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Report available: <http://www.sos.wa.gov/quicklinks/EResource-Survey-Staff>
Complete survey: <http://www.sos.wa.gov/quicklinks/EResource-Survey-Staff-Complete>

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Introduction

In approaching a new contract for statewide database licensing in Washington State, we decided to create two surveys, one for staff at libraries of all types throughout Washington, and another for the users of public libraries in Washington. The following results comprise a summary of that first survey for public library staff.

The survey was administered by word of mouth and via email lists, in addition to being linked through the Washington State Library website and highlighted on the WSL blog. We encouraged all types of library staff, from all types of libraries, to respond to this survey, in the hope that we could determine how library databases are being used and valued in a number of contexts. This summary aggregates responses and comments from all users that started the survey. 588 library staff started the survey, with 74.1% (436 library staff) completing it.

Analysis

There weren't very many surprises in this survey, but we did get some valuable data. It is obvious that overall, libraries value the Statewide Database Licensing project (that provides subsidized databases to libraries in WA with the use of LSTA funds), and want it to continue. In fact, when given the choice, they would like us to provide more content through this project, even if it means, on their end, that they would have to pay more. I guess they see it as a deal to take advantage of, as much as possible.

Despite the fact that libraries would like more content, in general, there was also a heavy push for a more modular approach, where libraries could pick and choose which portions of a statewide package they could purchase. This makes the most sense from the standpoint of participating libraries, of course, but hasn't worked to date because it disperses the overall buying power of the project and results in less incentives for the vendors to provide excellent bulk discounts.

Comments about the project were very positive, overall. Some libraries would like the project to push away from journal/serial databases and look into online resources that are more service-based, namely those that provide language learning, job help, and car repair assistance. Public libraries would like to see more offered in terms of genealogy resources, while academic libraries would like a more robust academic package with more full text.

In general, the survey reflects that the SDL project has been a success, to date, and is well-regarded. We could do worse than continuing in a similar fashion though more content, and more modularity, would not go amiss, either.

I hope that this report will be useful to libraries throughout Washington State and beyond, and that it helps provide some insights into statewide database package purchasing in the 21st century library.

- Ahniwa Ferrari, Online Resources Consultant, Washington State Library -- (2/11/2011)

Page 1: Introduction

Thank you for taking the time to fill out this needs assessment survey. The Washington State Library is proud to assist Washington libraries in providing affordable, useful databases to their users.

Our contract with ProQuest will expire on June 30, 2011, and so now is the time to find out what you've liked and disliked about the current Statewide Database Licensing project, and for you to tell us what you'd like to see in the future for this project.

This survey also presents an opportunity to look at entirely different models for this project, and we look forward to hearing your thoughts.

The survey will take 20-30 minutes to fill out. We appreciate you taking the time to do so.



Statewide Database Licensing: Needs Assessment for Library Staff (2010)

1. Introduction

1 / 10

10%

Thank you for taking the time to fill out this needs assessment survey. The Washington State Library is proud to assist Washington libraries in providing affordable, useful databases to their users.

Our contract with ProQuest will expire on June 30, 2011, and so now is the time to find out what you've liked and disliked about the current Statewide Database Licensing project, and for you to tell us what you'd like to see in the future for this project.

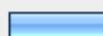
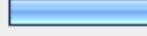
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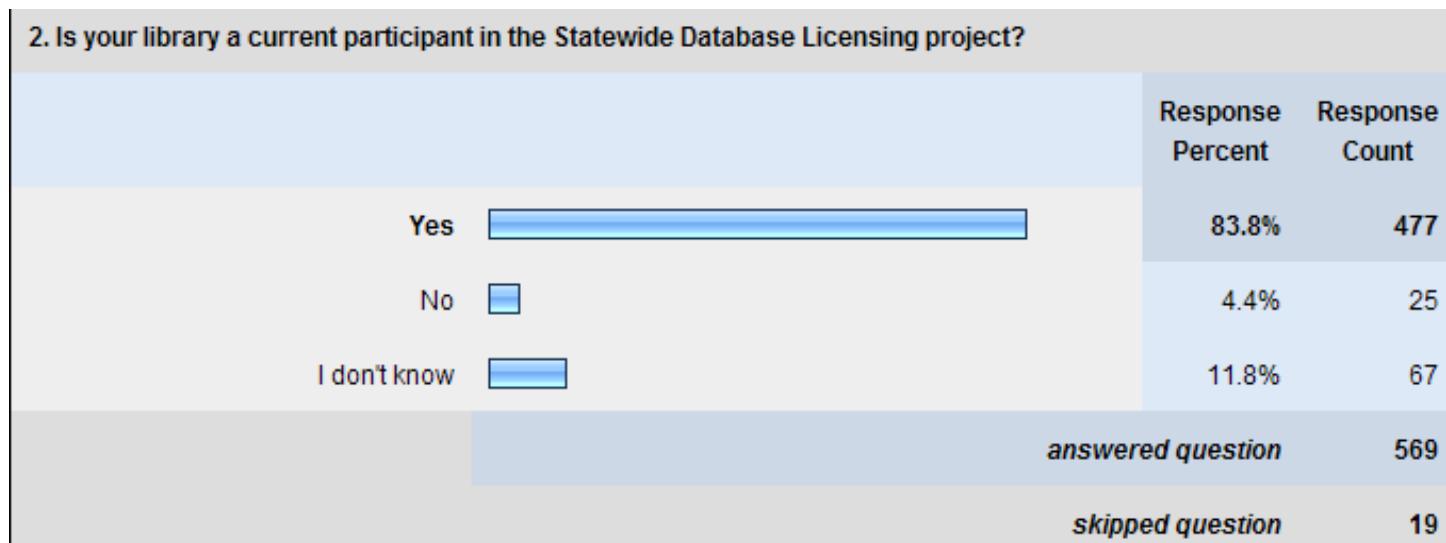
Page 2: Demographic Information - Library

Question 1: Select Library Type:

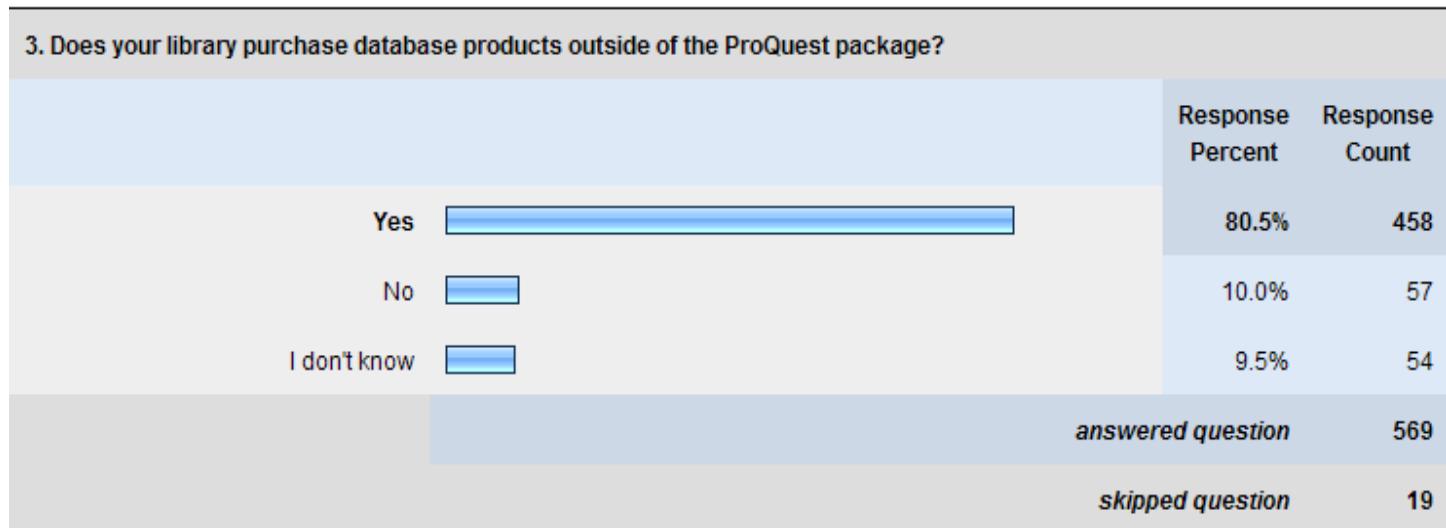
Select Library Type:		Response Percent	Response Count
K-12 (elementary / primary school)		10.5%	62
K-12 (middle / junior high school)		7.7%	45
K-12 (high school)		10.7%	63
K-12 (private or other)		1.5%	9
Public (population under 5k)		1.9%	11
Public (population between 5k - 25k)		5.8%	34
Public (population between 25k - 100k)		8.2%	48
Public (population over 100k)		16.2%	95
Higher Ed (community / technical college)		23.0%	135
Higher Ed (4-year public)		1.5%	9
Higher Ed (4-year private)		7.8%	46
Higher Ed (other)		0.9%	5
Special (medical / hospital)		2.7%	16
Special (business / law)		0.5%	3
Special (government)		0.7%	4
Tribal		0.2%	1
Other (please specify)		0.3%	2
		<i>answered question</i>	588
		<i>skipped question</i>	0

Page 3: Demographic Information - Databases

Question 2: Is your library a current participant in the Statewide Database Licensing project?



Question 3. Does your library purchase database products outside of the ProQuest package?



Page 4: Demographic Information - Individual

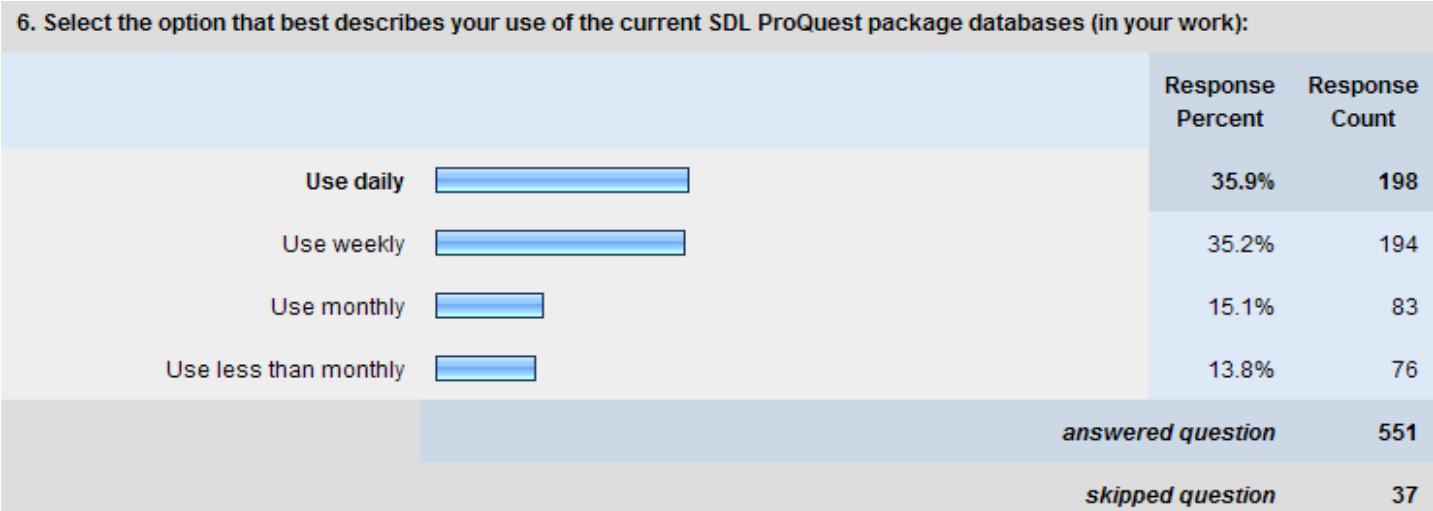
Question 4. Select the phrase that best describes your role:

4. Select the phrase that best describes your role:	Response Percent	Response Count
I'm directly responsible for selecting and purchasing databases.	22.9%	126
I influence selection and purchase of databases.	51.0%	281
I do not have any influence on selection or purchase of databases.	26.1%	144
<i>answered question</i>		551
<i>skipped question</i>		37

Question 5. Select the option that best describes your position:

5. Select the option that best describes your position:	Response Percent	Response Count
Teacher Librarian / Media Specialist	27.9%	154
Media Center Support Staff	0.2%	1
Adult Services Librarian	5.6%	31
Teen Services Librarian	0.4%	2
Youth Services Librarian	3.4%	19
Technical Services Librarian	2.2%	12
Library Support Staff	13.8%	76
Technology Coordinator / Specialist	1.3%	7
Electronic Services Librarian	2.5%	14
Library Director / Dean / Manager	14.2%	78
Reference Librarian / Subject Specialist	18.3%	101
Web / Projects Librarian	0.0%	0
Other (please specify)	10.2%	56
<i>answered question</i>		551
<i>skipped question</i>		37

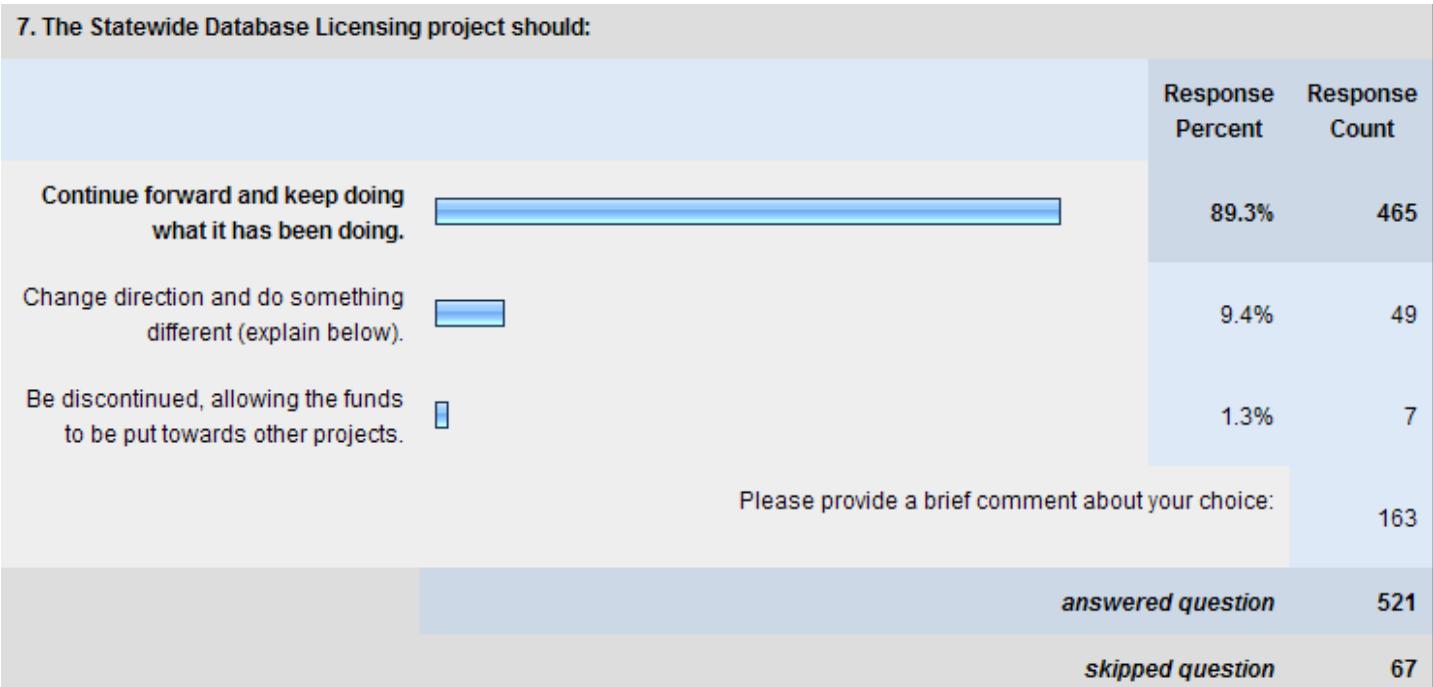
Question 6. Select the option that best describes your use of the current SDL ProQuest package databases (in your work):



Page 5: Determining Direction

In the current model, SDL uses federal funds to subsidize 50% of the cost of a statewide database package, with participating libraries covering the other 50% of the cost. Historically the project has focused on an educational (K-12) component, a general reference suite (periodicals collection) for public and academic libraries, and a newspaper database with strong Washington newspaper coverage.

Question 7. The Statewide Database Licensing project should:



Comments from Question 7:

The comments listed are representative of those provided for Question 7 and sorted by library type.

From K-12 Library Staff -

- Access to these databases has been invaluable for our students, especially when working on their CBA projects. As a librarian I can teach students to use these to access reliable information quickly, rather than wading through Google hits.
- Change direction' please to allow something for elementary - eLibrary doesn't work well for us. Can World Book be added?
- Expand the choices available to K-12 and provide more options that are geared toward elementary students, for example PebbleGo.
- I do especially appreciate the CultureGrams subscription for elementary, but eLibrary in its current form doesn't seem very useful.
- I utilize eLibrary and CultureGrams with our 3rd - 5th grade students ever year and probably would not be able to purchase access to these databases if they were not part of the statewide database package.
- I would love to see a database that is usable with some of my lower readers. I don't have access to any database that I feel meets the needs of my fifth graders. I am using e-Library with 6th grade and SIRS Discoverer with my 7th grade. I never use ProQuest with students. It is too technical.
- K-5 really does not use many of the ProQuest resources.
- Our district benefits greatly by being able to access the resources provided through this program. The reduced cost gives us the opportunity to supplement these resources with other age specific databases.
- ProQuest is an excellent database and the first comprehensive one I used with high school students. I see it as a bridge to other powerful databases. Once students learn to navigate ProQuest, they more easily learn the next powerful database resource.
- Re-evaluate features and fit databases more directly to levels. For example, an elementary school doesn't have the same needs as high school, it is harder to use the databases and educate the groups to use them; kids can't really use it until 4th or 5th grade, teachers have to be trained.
- The cost/benefit ratio of the current package absolutely affordable for schools. We could not afford to purchase these databases on our own.
- These databases allow us to teach information literacy, research skills, and help decipher relevant information to all students across the state. This gives all districts regardless of economic standing an equal footing for students in WA. to learn. The cost to individual districts would prohibit us from using them.
- This is an integral part of library services, most important for schools and others, and should be continued. This is to library services what public transportation is to the highways and transportation system.
- We need some part of the license that is more accessible for elementary school students. Culture Grams is fantastic, but eLibrary is very difficult for elementary students to use, and not particularly helpful for something simple like writing an elementary report.

From Public Library Staff:

- Allow libraries to opt for smaller packages of their choosing.
- Especially for smaller libraries who are limited with their funds, having access to electronic resources for patrons' research is a necessary service.
- I rely on ProQuest for retrieval of magazine information. It is simple and has all the tools for retrieving and sharing articles with my patrons. It is easy to use. The Gale databases are helpful and I use them but I turn to ProQuest first.
- I think that it's time to assess both the product and the need. ProQuest has continued to lose content over the years and our users needs have moved beyond the traditional periodical/newspaper database product.
- I think this is most valuable for homework help resources and local newspaper content. Even at the subsidized pricing, I don't find ProQuest to be a valuable resource.
- I would like to see support for popular adult resources like Consumer Reports, auto repair, language learning, etc.
- It is helpful to have the schools using the same databases. It makes it easier to teach students and parent that way.
- Our patrons have been very happy with the information these databases provide
- ProQuest seems needlessly complex for most users - perhaps purchase another product. I have heard EBSCO's is more user friendly.
- Some of the products are great and not replaceable; others are really bad, would like a different configuration.
- Sounds like customers are looking for more tools for job searching, language learning, and downloadable audio and e-books--at least in the public library area.
- The current mix of K-12, periodicals and newspaper coverage is what we need most. I would like to see more adult testing available in our databases.
- The general reference suite does not provide enough research material. If you compare it to, say Academic Search Premier it comes up quite short. The newspaper coverage is okay but does not include our local papers.
- The most popular databases are widely used by staff and patrons. The discounted price may be the only way libraries can continue to afford to purchase a variety of databases.
- These are incredible tools for the public. Our problem is promoting them and having the time to explain them to the public.

Responses from Higher Ed Librarians:

- ProQuest is a key go-to resource for all kinds of student research needs- from elementary through college and across disciplines.
- Knowing that almost every library in the state has access to ProQuest is very helpful. I know that it's common ground for all students
- Having access to the ProQuest databases is a very important supplement to our small collection. I really hope that access continues in an affordable fashion (although we could afford to pay somewhat more than we currently do).
- Important for all libraries in the state to provide access to a core group of databases, the SDL model seems to work well.
- Would, of course, like more titles but happy with what you have been able to provide.
- I think it's really important for citizens of the state to have stable access to a multidisciplinary database of information throughout their lives. So I do think the emphasis on strong state newspaper coverage needs to expand and continue as well as access to a database like 'Research Library.' I'm less tied to other general reference materials being globally provided.
- The ProQuest databases are usually our students first choice. However, there are some features of the EBSCO databases that I prefer over those of ProQuest, such as the ability select only peer-reviewed articles and the ability to create an account to save research from session to session.
- Some of the content we license through the SDL is unique and we would likely need to try to replace it if the SDL stopped providing it. I'm sure that would be at a significantly higher cost. Other content is similar to that in other databases we offer. Overall, nearly 15% of our searches are through the ProQuest package, a significant number.
- For the most part, academic libraries have not benefited from this program. In fact, I thought we were excluded and our packages come from the CLP.
- The current content fits well with our academic, primarily undergraduate curriculum. We appreciate convenient access to Washington newspaper coverage in a user-friendly interface.
- Make offerings more flexible and maybe specific to educational level. For example, have some sort of "a la carte" system so different institutions could mix and match resources to best suit their schools.
- However, we would be very open to changing companies to EBSCO's Academic Search Complete.
- The SDL has raised the baseline of information available to the public and to college students. It is extremely beneficial to have these databases widely available across the spectrum of libraries.
- I think we should continue forward, but start a transition to a more "a la carte" model. The reason: I think that's what the database vendors are being forced into by the publishers. The days of a one-size-fits-all database are gone; now, the only such products that vendors have are huge and designed to replace ALL of your subscriptions. When they offer those to me, I tell them that I will not scrap all of my subs for their giant product for two reasons: it's still more expensive, and I feel obligated to buy widely as a way of ensuring I'm buying access to a variety of perspectives.
- Look at alternative projects - don't know if this is doable, but I would prefer a Gale general database to ProQuest's. (I don't have any investment in Gale; just prefer the interface, features, and content.) Actually EBSCO academic databases would be my preferred, but I realize they are very expensive.
- ProQuest Research Library is by far the most heavily used database in our collection. I also encourage retention of ABI/INFORM, Alternative Press Watch, and Ethnic NewsWatch, which we almost always search simultaneously with Research Library.
- Reduce ProQuest subsidy to 40% and use extra funds to subsidize some of a second database.
- We all use the basic databases - ProQuest is a great starter database. It is good to teach something in one place - like our school - knowing that students will be able to use it after they have graduated and that we are giving them a life skill. Because it's paid statewide, everyone has it and everyone knows about it, and they can use it whether they're in school or not. Good choice.
- I like the EBSCO products better - I think that they are easier to search and there are more journals.
- ProQuest's interface is one of the easiest for our students to use. I also use it for personal research and have had quite the success rate in searching for and finding information that I need.
- Excellent service, enables us to provide much more and better online services.
- Please expand the Washington newspaper coverage, especially to include historical newspapers.

Responses from Special / Other Library Staff:

- We find the ProQuest suite very useful and a nice way to supplement our journal collection, at an unbeatable price.
- This subsidized group purchasing model makes it possible for a smaller library like mine to provide access to high quality resources that we wouldn't otherwise be able to afford. PLEASE continue to offer this service/project!
- Without the assistance provided many of us would not be able to have these resources.
- If we get equal coverage of Washington State newspapers through Access World News, could consider changing our level of participation in the SDL.
- Option for special packages to cover additional needs
- We could not afford to have ProQuest without state support.

Page 6: The Big Questions

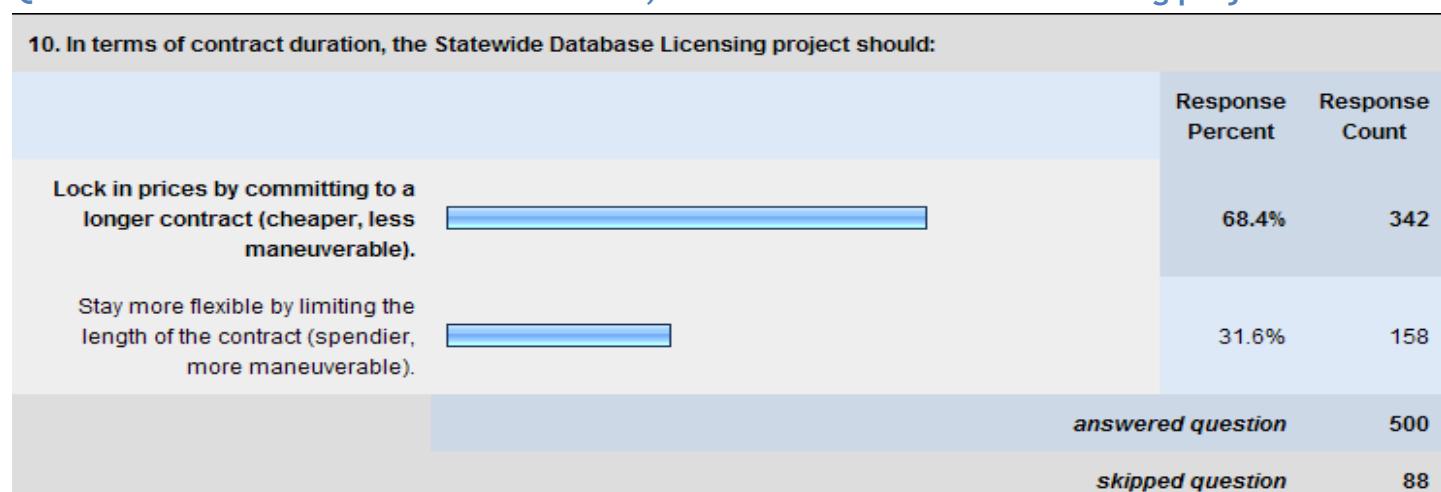
Question 8. The Statewide Database Licensing contract should offer:

8. The Statewide Database Licensing contract should offer:	Response Percent	Response Count
The same products to every library regardless of type.	10.2%	51
Different products based on the type of library.	21.2%	106
The option for libraries to pick and choose (and pay for) only the specific products they want.	64.4%	322
Other (please specify)	4.2%	21
	<i>answered question</i>	500
	<i>skipped question</i>	88

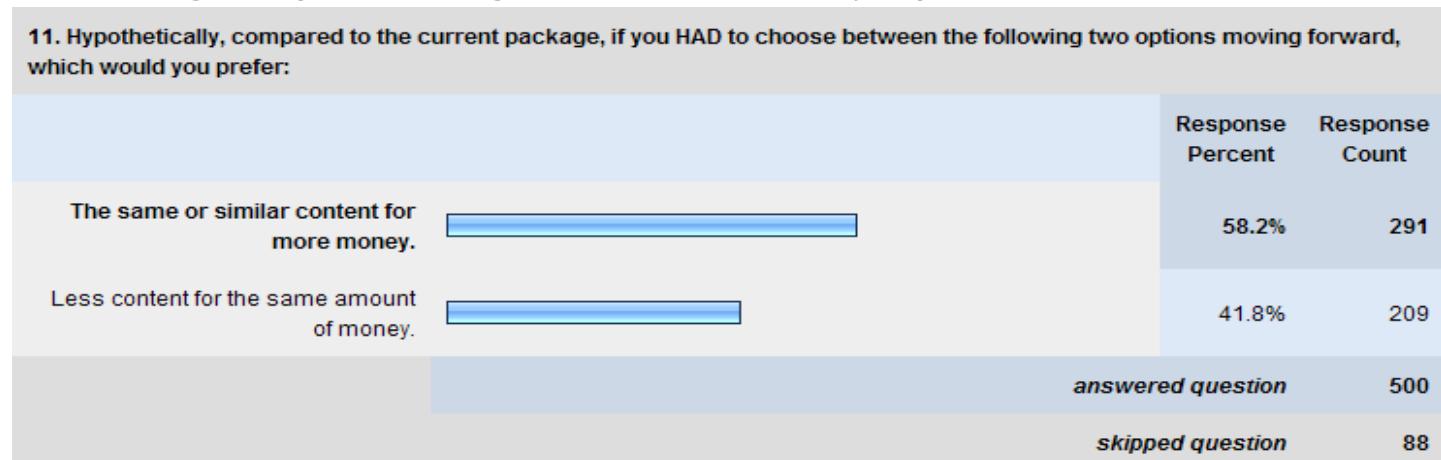
Question 9. The Statewide Database Licensing contract should offer:

9. The Statewide Database Licensing contract should offer:	Response Percent	Response Count
More database products from a single vendor (more content, fewer options).	58.8%	294
Fewer overall products, but from multiple vendors (less content, more options).	41.2%	206
	<i>answered question</i>	500
	<i>skipped question</i>	88

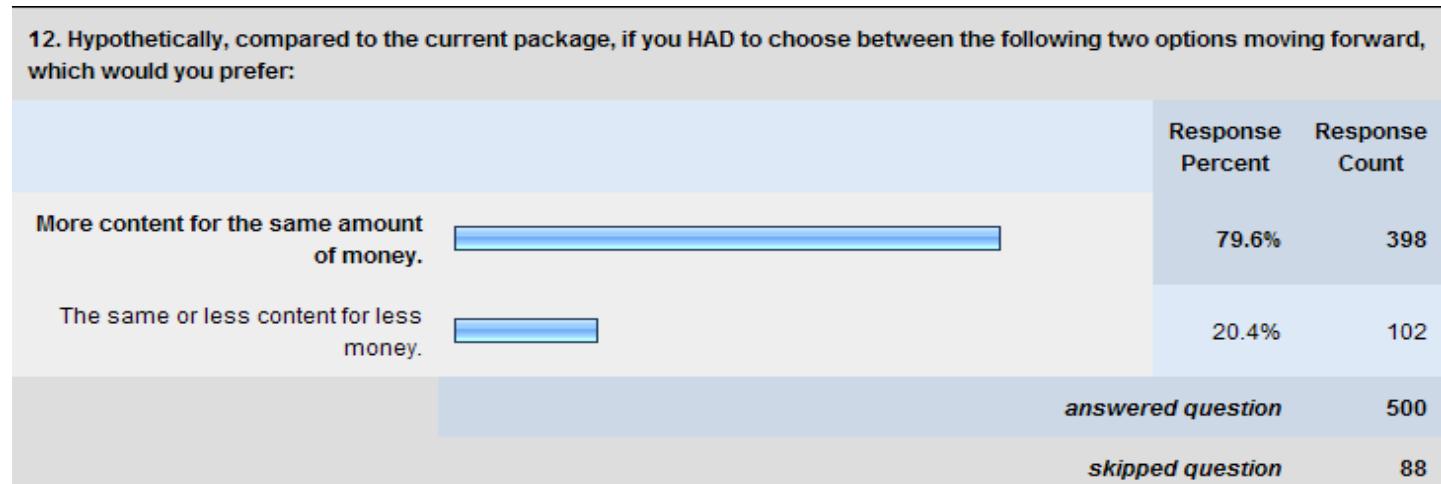
Question 10. In terms of contract duration, the Statewide Database Licensing project should:



Question 11. Hypothetically, compared to the current package, if you HAD to choose between the following two options moving forward, which would you prefer:



Question 12. Hypothetically, compared to the current package, if you HAD to choose between the following two options moving forward, which would you prefer:



Page 7: Wish List

Question 13. If money were not an issue, what would be your top three electronic resource choices?
This summary displays the approximate number of times that resources where listed as a first choice.

From K-12 Library Staff:

• ProQuest	46
• WorldBook	20
• eLibrary	15
• EBSCO	11
• Culture Grams	9
• ABC-CLIO	6

From Public Library Staff:

• ProQuest	48
• EBSCO	9
• Language Learning Software	7
• Ancestry.com	4
• Heritage Quest	4
• InfoTrac General One File	4
• Auto Repair Reference Center	3
• Consumer Reports	3
• NoveList	3
• Reference USA	3

From Higher Ed Library Staff:

• EBSCO: Academic Search Premier / Complete	53
• ProQuest	44
• JSTOR	7
• Web of Science	5
• ScienceDirect	4
• ABI / Inform Trade & Industry	2

From Special / Other Library Staff:

• DynaMed	2
• ScienceDirect	2

Page 8: The Current Collection

Product descriptions are available at <http://www.sos.wa.gov/library/libraries/projects/sdl/products.aspx> in the order they are listed below (right-click to open in a new tab / window).

Question 14. The following list includes the products that we currently purchase through the Statewide Database Licensing contract with ProQuest. Please rate each product in terms of importance to your library and its community (1 to 5, with 5 being most important).

14. The following list includes the products that we currently purchase through the Statewide Database Licensing contract with ProQuest. Please rate each product in terms of importance to your library and its community (1 to 5, with 5 being most important).							
	Not important (1)	Somewhat important (2)	No Opinion / Not Sure (3)	Important (4)	Very important (5)	Rating Average	Response Count
eLibrary	18.5% (82)	18.7% (83)	21.8% (97)	26.8% (119)	14.2% (63)	3.00	444
eLibrary Elementary	41.9% (186)	11.9% (53)	25.5% (113)	11.9% (53)	8.8% (39)	2.34	444
CultureGrams	11.0% (49)	19.8% (88)	12.6% (56)	31.5% (140)	25.0% (111)	3.40	444
World Conflicts Today	20.0% (89)	17.3% (77)	32.2% (143)	22.3% (99)	8.1% (36)	2.81	444
Ethnic Newswatch	20.7% (92)	17.8% (79)	35.8% (159)	17.8% (79)	7.9% (35)	2.74	444
Alt-Press Watch	23.2% (103)	17.6% (78)	37.8% (168)	14.6% (65)	6.8% (30)	2.64	444
ABI/INFORM Trade & Industry	21.4% (95)	15.5% (69)	32.4% (144)	20.9% (93)	9.7% (43)	2.82	444
ProQuest Research Library	6.1% (27)	6.3% (28)	15.3% (68)	28.4% (126)	43.9% (195)	3.98	444
ProQuest Discovery	12.2% (54)	7.2% (32)	48.6% (216)	17.6% (78)	14.4% (64)	3.15	444
ProQuest Platinum	11.7% (52)	5.2% (23)	54.7% (243)	10.4% (46)	18.0% (80)	3.18	444
ProQuest Gold	11.9% (53)	6.1% (27)	55.6% (247)	12.2% (54)	14.2% (63)	3.11	444
National Papers 5 (legacy product)	13.1% (58)	9.2% (41)	44.6% (198)	18.9% (84)	14.2% (63)	3.12	444
ProQuest Newsstand (national papers)	6.5% (29)	9.2% (41)	17.1% (76)	33.1% (147)	34.0% (151)	3.79	444
Washington State Newsstand	5.2% (23)	7.9% (35)	16.4% (73)	27.5% (122)	43.0% (191)	3.95	444
					answered question	444	
					skipped question	144	

Page 9: Content Needs

What content areas / subjects best fit the needs of Washington library users?

Question 15. Please rate each subject in terms of importance to your library and its community (1 to 5, with 5 being most important).

15. Please rate each subject in terms of importance to your library and its community (1 to 5, with 5 being most important).

	Not important (1)	Somewhat important (2)	No Opinion / Not Sure (3)	Important (4)	Very important (5)	Rating Average	Response Count
Biography	7.1% (31)	18.0% (79)	9.4% (41)	42.5% (186)	23.1% (101)	3.56	438
Business & Investment	16.9% (74)	16.0% (70)	15.5% (68)	32.4% (142)	19.2% (84)	3.21	438
Career / College / Employment	8.0% (35)	13.2% (58)	7.5% (33)	35.8% (157)	35.4% (155)	3.77	438
Computer / Information Technology	7.1% (31)	16.0% (70)	9.8% (43)	41.8% (183)	25.3% (111)	3.62	438
Controversial Issues	6.8% (30)	14.8% (65)	12.1% (53)	29.2% (128)	37.0% (162)	3.75	438
Current Events	4.6% (20)	12.3% (54)	8.0% (35)	37.4% (164)	37.7% (165)	3.91	438
Early Learning	16.7% (73)	19.6% (86)	17.4% (76)	31.5% (138)	14.8% (65)	3.08	438
Economics	13.2% (58)	23.3% (102)	23.3% (102)	30.1% (132)	10.0% (44)	3.00	438
Environmental Studies	6.4% (28)	16.2% (71)	14.2% (62)	36.3% (159)	26.9% (118)	3.61	438
Foreign Language Content	13.7% (60)	21.7% (95)	21.5% (94)	29.7% (130)	13.5% (59)	3.08	438
Genealogy	35.2% (154)	13.7% (60)	16.7% (73)	14.8% (65)	19.8% (86)	2.70	438
General Periodical Content (magazines, journals)	4.3% (19)	9.4% (41)	5.3% (23)	30.8% (135)	50.2% (220)	4.13	438
General Reference (encyclopedias, dictionaries)	3.7% (16)	10.0% (44)	6.8% (30)	35.2% (154)	44.3% (194)	4.06	438
Geography & Multicultural Resources	5.0% (22)	13.0% (57)	9.6% (42)	41.6% (182)	30.8% (135)	3.80	438
Health & Medical (Consumer)	7.8% (34)	14.2% (62)	13.0% (57)	32.6% (143)	32.4% (142)	3.68	438
Health & Medical (Professional)	20.5% (90)	13.0% (57)	17.6% (77)	18.7% (82)	30.1% (132)	3.25	438
History	6.2% (27)	11.2% (49)	8.9% (39)	37.2% (163)	36.5% (160)	3.87	438
Language-Learning	11.0% (48)	19.4% (85)	12.8% (56)	36.1% (158)	20.8% (91)	3.36	438
Legal	17.6% (77)	23.1% (101)	16.7% (73)	29.7% (130)	13.0% (57)	2.97	438
Literature & Literary Criticism	11.4% (50)	15.5% (68)	11.9% (52)	34.5% (151)	26.7% (117)	3.50	438
Newspapers: Local & Regional	3.4% (15)	5.0% (22)	5.7% (25)	35.6% (156)	50.2% (220)	4.24	438
Newspapers: National	4.1% (18)	9.6% (42)	7.8% (34)	38.4% (168)	40.2% (176)	4.01	438
Science & Technology	3.7% (16)	13.2% (58)	8.2% (36)	42.5% (186)	32.4% (142)	3.87	438
Social Sciences & Psychology	8.4% (37)	18.5% (81)	13.7% (60)	31.7% (139)	27.6% (121)	3.52	438
Automotive Repair	34.2% (150)	9.4% (41)	12.8% (56)	19.2% (84)	24.4% (107)	2.90	438
Hobbies & Crafts	30.8% (135)	25.6% (112)	15.8% (69)	20.3% (89)	7.5% (33)	2.48	438
Reader's Advisory	20.8% (91)	18.3% (80)	14.8% (65)	29.7% (130)	16.4% (72)	3.03	438
Trade & Industry	17.8% (78)	21.5% (94)	19.2% (84)	29.9% (131)	11.6% (51)	2.96	438
Alternative Culture	18.3% (80)	24.0% (105)	24.9% (109)	24.0% (105)	8.9% (39)	2.81	438
Consumer Product Reviews	15.1% (66)	22.4% (98)	14.2% (62)	26.0% (114)	22.4% (98)	3.18	438
Education	5.9% (26)	13.9% (61)	12.8% (56)	42.2% (185)	25.1% (110)	3.67	438
Gender Studies	21.5% (94)	24.2% (106)	24.0% (105)	19.6% (86)	10.7% (47)	2.74	438
Politics and Government	6.4% (28)	15.1% (66)	15.3% (67)	39.0% (171)	24.2% (106)	3.60	438
Social Issues & Policy	7.1% (31)	16.4% (72)	12.1% (53)	32.9% (144)	31.5% (138)	3.65	438
Sports & Entertainment	19.6% (86)	29.2% (128)	16.2% (71)	29.0% (127)	5.9% (26)	2.72	438

Is there another subject that is very important to your library that we did not list?

41

answered question

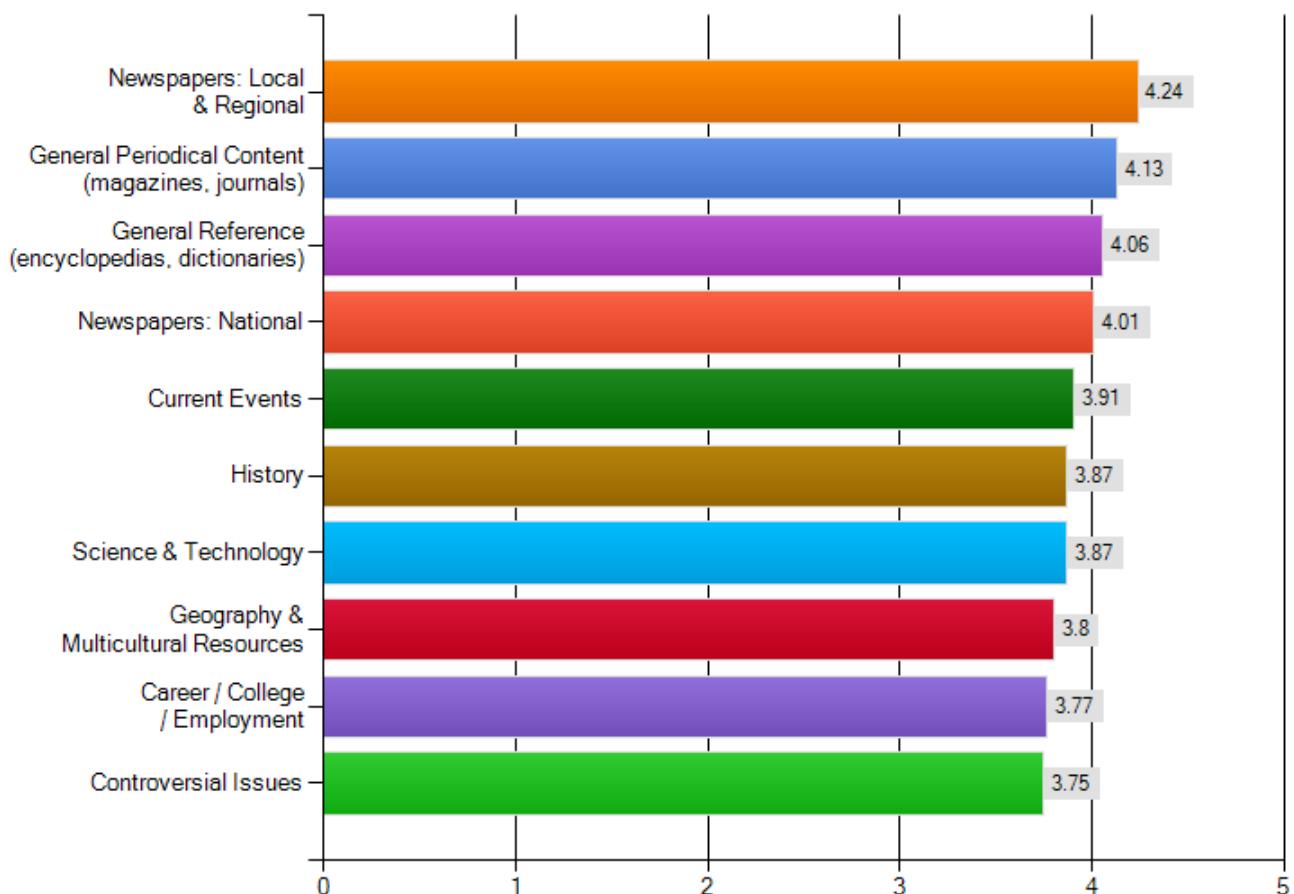
438

skipped question

150

Question 15: Top Ten Choices (Chart)

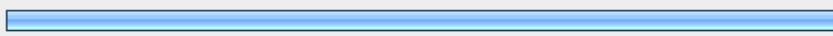
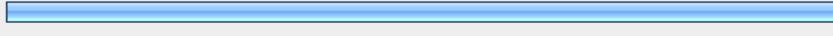
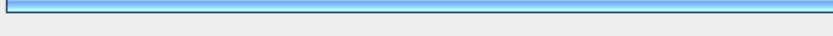
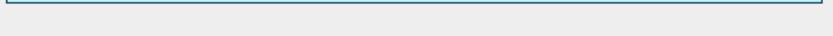
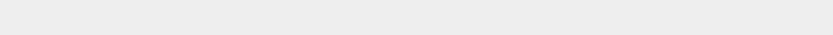
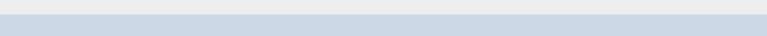
Please rate each subject in terms of importance to your library and its community (1 to 5, with 5 being most important).



Page 10: Almost Done!

Thank you for making it this far and sharing your thoughts. You're almost done! We would very much like the opportunity to follow up with you about your answers and comments. If you don't mind us doing so, please input your contact information below. We've also provided a comment box for you to share your thoughts. Go nuts!

Question 16. We may get in touch regarding your answers or comments in this survey. (optional)

16. We may get in touch regarding your answers or comments in this survey. (optional)		Response Percent	Response Count
Your Name:		98.5%	194
Your Position:		99.5%	196
Your Library:		98.5%	194
City / Zip:		97.0%	191
Email Address:		98.0%	193
Phone Number:		89.3%	176
		<i>answered question</i>	197
		<i>skipped question</i>	391

Question 17. Anything to add? Please share your thoughts in the box below. (optional)

17. Anything to add? Please share your thoughts in the box below. (optional)		Response Count
		99
		<i>answered question</i>
		99
		<i>skipped question</i>
		489

Comments from Question 17:

This is a representative summary of comments received, sorted by library type.

From K-12 Library Staff:

- If not for the SDL program, I would not be able to afford database subscriptions and my students would be limited to the morass that is the free web.
- Continued support of this program is necessary. It allows our district to add to the wonderful resources provided SDL, which means our funding dollars go further. Accessing these databases help our students learn academics, as well as, honing the skills they will need to efficiently access digital information.
- eLibrary returns too many "scholarly" articles. It is helpful to include the lexiles but kids often miss that feature and try slogging through legal or other professional language. We never use the transcripts or audio video features. We rely on the reference, magazines and newspaper sources HEAVILY.
- I hate getting abstracts when I am searching for information. Is there some way that we can eliminate that option in the future. It might be helpful to college students, but it's not helpful to high school students.
- I was part of the initial State Database planning committee and have always been a supporter of the efforts to provide consortium purchasing for all libraries in the state. There is power in numbers and the decision to use federal funds to offset the costs for libraries that otherwise could not afford the resources is very democratic. I strongly urge and encourage the continuation of the ProQuest contract. Most schools would not have this resource were it not for the reduced cost. The value to students is immeasurable.
- In my experience as both an elementary and secondary school librarian few of these databases are truly geared for elementary level students. eLibrary Elementary seemed little different from the version available at the high school level and the grade level delimiters never seemed to turn up materials truly written for the selected level. Unless there have been other developments in the last few years of which I am unaware, I think there is a long way to go in truly providing appropriate databases for younger students.
- My school is focused on preparing students for college. I use the scholarly journals in the databases extensively to reinforce the use of authoritative sources for research. I also use them as a way to introduce inter-library loan for citations. It would be a drastic blow for me to try to teach these critical thinking skills without the use of the databases.
- Parents, staff ,and students have been very pleased with the selection of Databases offered. The ability to be able to access them 24/7 has increased our students learning and interest in discovery. Many times they show up in my library during their recess times to "look something up-just because they want to know" and not because they have necessarily been "assigned" something.
- PLEASE continue to look for ways to save the school district money. Without the statewide database pricing, we would NOT have access to eLibrary and ProQuest. I would love to see a general encyclopedia added to the pricing structure. With my building budget, I'm paying for access to Britannica online, but the cost is so much less with volume pricing.
- State supported databases are essential to our research needs, especially the CBA's.
- To me, most important is keeping the cost as low as possible to make it affordable to school libraries. In these tough economic times, budgets are being cut and reference books are at a premium price. Having information available in database is crucial to providing schools with up to date resources for research projects.
- Up until this year my district purchased EBSCO along with ProQuest (we no longer can afford it due to cuts in budgets). I like EBSCO better than ProQuest. The student interface is more user friendly for a teen audience and the resources seem to be better than ProQuest.
- We use World Conflicts Today for our World History CBA and would HATE to see it disappear.

From Public Library Staff:

- I would prefer that you look into EBSCO's product that is similar to ProQuest. I think EBSCO's products are more user friendly than ProQuest. Even with training, the staff have a hard time finding something in ProQuest quickly.
- If there were any way that searches among databases could be federated it might increase their use.
- Our print collection is being reduced drastically. We are relying on the online databases to help our public library patrons for everything in their lives. We also see considerable use from college and k-12 students for assignment help.
- Seems like a good system, please continue if possible.

From Higher Ed Library Staff:

- Access to the Seattle Times through ProQuest Newspapers would be extremely helpful.
- At this point, considering the budget issues we're facing I can't afford an increase, so I'd live with less content. Hopefully the vendors will realize everyone is hurting financially and will adjust pricing so they don't lose our business entirely.
- Having one database that covers most subjects has been helpful to our community college population: they can increase their confidence with this resource before moving on to more specialized databases.
- I feel the service the Washington State Library provides to the citizens of our state is vital. I worry that budget cuts will impact that service and have my fingers crossed that we will continue to be able to purchase the necessary databases with the help of the WSL and the federal grants.
- I strongly favor staying with a ProQuest package if feasible.

- It is invaluable to us to get these databases at a significant discount! Thank you for your work on this!
- Other states have more comprehensive statewide online library resources - I wish we could also, but it seems incredibly unlikely given our tax structure and culture.
- Using statewide buying power to broker lower prices for academic databases for all state funded third level education would be ideal. This might allow community college students to begin to use (at least some of) the databases that will be useful to them after they transfer to 4 year institution. Currently community college librarians have responsibility for articulation (preparing students for transfer to 4 year schools) without having access to the databases needed for that training.
- Very difficult choices. I think it is sad, sad, sad, that the Governor vetoed the item in a bill a couple years ago that had money for more databases for community colleges. I feel it is treating community college students like second class citizens. As I mentioned, with the addition of 4 year degrees such as nursing and engineering, our students more and more need access to information that the UW has!
- Would like to have more specialized databases (or simply more access to full text) for our students who are transferring to four year institutions.

From Special / Other Library Staff:

- Group purchasing arrangements are vitally important to all libraries as we face stagnant and declining budgets. We cannot individually negotiate with vendors for anything close to the pricing available through our groups. Please do not discontinue the group purchasing programs. Although A&I products are of value, the greatest value to our users is access to full text content.
- We don't use the ProQuest database very much since it is a general database and does not include very much content for our specialized library. It is a reasonable price so we keep our subscription, but if it were any more expensive, we would have to drop it.
- We utilize the ProQuest database as it fills in areas that we are lacking in our other electronic and print resources.

Appendix A: Appearance of Survey to Respondents

WASHINGTON STATE LIBRARY

 *Washington*
Secretary of State
SAM REED

Statewide Database Licensing: Needs Assessment for Library Staff (2010)

1. Introduction

1 / 10  10%

Thank you for taking the time to fill out this needs assessment survey. The Washington State Library is proud to assist Washington libraries in providing affordable, useful databases to their users.

Our contract with ProQuest will expire on June 30, 2011, and so now is the time to find out what you've liked and disliked about the current Statewide Database Licensing project, and for you to tell us what you'd like to see in the future for this project.

This survey also presents an opportunity to look at entirely different models for this project, and we look forward to hearing your thoughts.

The survey will take 20-30 minutes to fill out. We appreciate you taking the time to do so.

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2. Demographic Information - Library

2 / 10

20%

* 1. Select Library Type:

- K-12 (elementary / primary school)
- Higher Ed (community / technical college)
- K-12 (middle / junior high school)
- Higher Ed (4-year public)
- K-12 (high school)
- Higher Ed (4-year private)
- K-12 (private or other)
- Higher Ed (other)
- Public (population under 5k)
- Special (medical / hospital)
- Public (population between 5k - 25k)
- Special (business / law)
- Public (population between 25k - 100k)
- Special (government)
- Public (population over 100k)
- Tribal
- Other (please specify)

Prev

Next

Statewide Database Licensing: Needs Assessment for Library Staff (2010)

3. Demographic Information - Databases

3 / 10

30%

* 2. Is your library a current participant in the Statewide Database Licensing project?

- Yes
- No
- I don't know

* 3. Does your library purchase database products outside of the ProQuest package?

- Yes
- No
- I don't know

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Next

4. Demographic Information - Individual

4 / 10

40%

* 4. Select the phrase that best describes your role:

- I'm directly responsible for selecting and purchasing databases.
- I influence selection and purchase of databases.
- I do not have any influence on selection or purchase of databases.

* 5. Select the option that best describes your position:

- | | |
|--|--|
| <input type="radio"/> Adult Services Librarian | <input type="radio"/> Teacher Librarian / Media Specialist |
| <input type="radio"/> Electronic Services Librarian | <input type="radio"/> Technical Services Librarian |
| <input type="radio"/> Library Director / Dean / Manager | <input type="radio"/> Technology Coordinator / Specialist |
| <input type="radio"/> Library Support Staff | <input type="radio"/> Teen Services Librarian |
| <input type="radio"/> Media Center Support Staff | <input type="radio"/> Web / Projects Librarian |
| <input type="radio"/> Reference Librarian / Subject Specialist | <input type="radio"/> Youth Services Librarian |
| <input type="radio"/> Other (please specify)

<input type="text"/> | |

* 6. Select the option that best describes your use of the current SDL ProQuest package databases (in your work):

- Use daily
- Use weekly
- Use monthly
- Use less than monthly

Prev

Next

5. Determining Direction

5 / 10

50%

In the current model, SDL uses federal funds to subsidize 50% of the cost of a statewide database package, with participating libraries covering the other 50% of the cost. Historically the project has focused on an educational (K-12) component, a general reference suite (periodicals collection) for public and academic libraries, and a newspaper database with strong Washington newspaper coverage.

7. The Statewide Database Licensing project should:

- Continue forward and keep doing what it has been doing.
- Change direction and do something different (explain below).
- Be discontinued, allowing the funds to be put towards other projects.

Please provide a brief comment about your choice:

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Next

6. The Big Questions

6 / 10

60%

* 8. The Statewide Database Licensing contract should offer:

- The same products to every library regardless of type.
- Different products based on the type of library.
- The option for libraries to pick and choose (and pay for) only the specific products they want.
- Other (please specify)

* 9. The Statewide Database Licensing contract should offer:

- More database products from a single vendor (more content, fewer options).
- Fewer overall products, but from multiple vendors (less content, more options).

* 10. In terms of contract duration, the Statewide Database Licensing project should:

- Lock in prices by committing to a longer contract (cheaper, less maneuverable).
- Stay more flexible by limiting the length of the contract (spendier, more maneuverable).

* 11. Hypothetically, compared to the current package, if you HAD to choose between the following two options moving forward, which would you prefer:

- The same or similar content for more money.
- Less content for the same amount of money.

* 12. Hypothetically, compared to the current package, if you HAD to choose between the following two options moving forward, which would you prefer:

- More content for the same amount of money.
- The same or less content for less money.

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7. Wish List

7 / 10 |  70%

* 13. If money were not an issue, what would be your top three electronic resource choices?

First:

Second:

Third:

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8. The Current Collection

8 / 10 |  80%

Product descriptions are available at <http://www.sos.wa.gov/library/libraries/projects/sdl/products.aspx> in the order they are listed below (right-click to open in a new tab / window).

* 14. The following list includes the products that we currently purchase through the Statewide Database Licensing contract with ProQuest. Please rate each product in terms of importance to your library and its community (1 to 5, with 5 being most important).

	Not important (1)	Somewhat important (2)	No Opinion / Not Sure (3)	Important (4)	Very important (5)
eLibrary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
eLibrary Elementary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CultureGrams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
World Conflicts Today	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnic Newswatch	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alt-Press Watch	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ABI/INFORM Trade & Industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ProQuest Research Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ProQuest Discovery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ProQuest Platinum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ProQuest Gold	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Papers 5 (legacy product)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ProQuest Newsstand (national papers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Washington State Newsstand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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9. Content Needs

9 / 10

90%

What content areas / subjects best fit the needs of Washington library users?

* 15. Please rate each subject in terms of importance to your library and its community (1 to 5, with 5 being most important).

	Not important (1)	Somewhat important (2)	No Opinion / Not Sure (3)	Important (4)	Very important (5)
Alternative Culture	○	○	○	○	○
Automotive Repair	○	○	○	○	○
Biography	○	○	○	○	○
Business & Investment	○	○	○	○	○
Career / College / Employment	○	○	○	○	○
Computer / Information Technology	○	○	○	○	○
Consumer Product Reviews	○	○	○	○	○
Controversial Issues	○	○	○	○	○
Current Events	○	○	○	○	○
Early Learning	○	○	○	○	○
Economics	○	○	○	○	○
Education	○	○	○	○	○
Environmental Studies	○	○	○	○	○
Foreign Language Content	○	○	○	○	○
Gender Studies	○	○	○	○	○
Genealogy	○	○	○	○	○
General Periodical Content (magazines, journals)	○	○	○	○	○
General Reference (encyclopedias, dictionaries)	○	○	○	○	○
Geography & Multicultural Resources	○	○	○	○	○
Health & Medical (Consumer)	○	○	○	○	○
Health & Medical (Professional)	○	○	○	○	○
History	○	○	○	○	○
Hobbies & Crafts	○	○	○	○	○
Language-Learning	○	○	○	○	○
Legal	○	○	○	○	○
Literature & Literary Criticism	○	○	○	○	○
Newspapers: Local & Regional	○	○	○	○	○
Newspapers: National	○	○	○	○	○
Politics and Government	○	○	○	○	○
Reader's Advisory	○	○	○	○	○
Science & Technology	○	○	○	○	○
Social Issues & Policy	○	○	○	○	○
Social Sciences & Psychology	○	○	○	○	○
Sports & Entertainment	○	○	○	○	○
Trade & Industry	○	○	○	○	○

Is there another subject that is very important to your library that we did not list?

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10. Almost Done!

10 / 10

100%

Thank you for making it this far and sharing your thoughts. You're almost done! We would very much like the opportunity to follow up with you about your answers and comments. If you don't mind us doing so, please input your contact information below. We've also provided a comment box for you to share your thoughts. Go nuts!

16. We may get in touch regarding your answers or comments in this survey. (optional)

Your Name:

Your Position:

Your Library:

City / Zip:

Email Address:

Phone Number:

17. Anything to add? Please share your thoughts in the box below. (optional)

Prev

Done

Appendix B: Survey Answers by Library Type

This breakdown summarizes results from the survey by library type. As displayed, this information will be most useful when viewed alongside the full questions (see Appendix A).

1. Respondents	# of resp.	% TOTAL
k-12	179	30.4%
public	188	32.0%
higher ed	195	33.2%
special	26	4.4%
TOTAL	588	100.0%

2. Current Participant	yes	no	don't know	% YES
k-12	150	10	13	86.7%
public	152	3	29	82.6%
higher ed	158	8	23	83.6%
special	17	4	2	73.9%
TOTAL	477	25	67	83.8%

3. Purchase outside PQ	yes	no	don't know	% YES
k-12	118	44	11	68.2%
public	154	4	26	83.7%
higher ed	168	6	15	88.9%
special	18	3	2	78.3%
TOTAL	458	57	54	80.5%

4. Your Role	resp.	inf.	none
k-12	52	98	18
public	27	72	79
higher ed	36	102	46
special	11	9	1
TOTAL	126	281	144
% TOTAL	22.9%	51.0%	26.1%

5. Your Position	k-12	public	higher ed	special	TOTAL
teacher librarian	150	1	3	0	154
media center support	1	0	0	0	1
adult services	0	28	1	2	31
teen services	0	2	0	0	2
youth services	1	18	0	0	19
technical services	0	2	10	0	12
library support	4	40	31	1	76
technology coordinator	1	4	2	0	7
electronic services	1	3	9	1	14
director / dean / manager	3	33	35	7	78
reference / subject specialist	0	24	71	6	101
web / projects	0	0	0	0	0
other	7	23	22	4	56

6. Frequency of Use (PQ)	daily	weekly	monthly	less	
k-12	47	66	31	24	
public	50	72	30	26	
higher ed	95	51	15	23	
special	6	5	7	3	
TOTAL	198	194	83	76	

7. SDL Should: *	continue	change	discontinue		
k-12	144	21	0		
public	147	14	5		
higher ed	158	12	1		
special	16	2	1		

8. SDL Should Offer:	same prod.	diff. prod.	options	other	
k-12	20	44	91	10	
public	11	22	118	4	
higher ed	17	38	102	6	
special	3	2	11	1	

9. SDL Should Offer:	more cont.	more opt.			
k-12	109	56			
public	72	83			
higher ed	106	57			
special	7	10			

10. Contract Duration	longer	shorter			
k-12	119	46			
public	87	68			
higher ed	124	39			
special	12	5			

11. Same or Less Content?	same	less			
k-12	102	63			
public	79	76			
higher ed	101	62			
special	9	8			

12. More or Same Content?	more	same			
k-12	131	34			
public	119	36			
higher ed	134	29			
special	14	3			

13. Top 3 Resource Choices?					
* see comments					

14. Rate Current PQ Products	k-12	public	higher ed	special	
<i>(lists rating averages, 1-5)</i>					
elibrary	3.51	2.75	2.75	2.19	
elibrary elementary	2.99	2.55	1.56	1.25	
culturegrams	4.08	3.43	2.81	1.75	
world conflicts today	3.24	2.77	2.55	1.38	
ethnic newswatch	2.52	2.46	3.38	1.50	
alt-press watch	2.40	2.45	3.21	1.44	
abi/inform trade & industry	2.14	2.65	3.68	3.06	
proquest research library	3.68	3.65	4.57	4.19	
proquest discovery	3.19	3.41	2.91	2.75	
proquest platinum	3.27	3.22	3.06	3.06	
proquest gold	3.18	3.22	2.94	3.06	
national newspapers 5 (legacy)	2.78	3.20	3.46	2.69	
proquest newsstand	3.26	4.00	4.20	3.44	
washington state newsstand	3.46	4.19	4.33	3.31	

15. Rate by Subject	k-12	public	higher ed	special	
<i>(lists rating averages, 1-5)</i>					
Biography	3.80	3.89	3.22	1.69	
Business & Investment	2.19	3.78	3.77	3.25	
Career / College / Employment	3.21	4.29	4.11	1.94	
Computer / Info Technology	3.31	3.55	4.07	3.19	
Controversial Issues	3.81	3.20	4.35	2.19	
Current Events	4.17	3.40	4.28	2.44	
Early Learning	2.85	3.50	3.06	2.06	
Economics	2.67	2.79	3.65	2.25	
Environmental Studies	3.81	2.85	4.23	2.56	
Foreign Language Content	3.14	3.25	2.99	1.81	
Genealogy	2.04	4.48	1.84	2.00	
General Periodical (magazines)	3.98	4.28	4.25	3.31	
General Reference (ency., dict)	4.32	3.93	4.02	3.06	

Geography & Multicultural	4.17	3.36	4.00	2.19	
Health & Medical (Consumer)	3.25	4.34	3.54	3.63	
Health & Medical (Professional)	2.31	2.81	4.53	4.38	
History	4.23	3.46	4.04	2.25	
Language-Learning	3.09	3.95	3.29	1.81	
Legal	2.09	3.61	3.35	2.81	
Literature & Literary Criticism	3.44	3.19	4.02	1.88	
Newspapers: Local & Regional	4.05	4.45	4.36	3.38	
Newspapers: National	3.81	3.92	4.38	3.31	
Science & Technology	3.89	3.26	4.38	4.06	
Social Sciences & Psychology	3.25	2.82	4.48	3.25	
Automotive Repair	1.92	4.66	2.49	1.50	
Hobbies & Crafts	2.51	3.36	1.74	1.56	
Reader's Advisory	3.21	3.92	2.14	1.81	
Trade & Industry	2.21	2.92	3.84	2.63	
Alternative Culture	2.68	2.47	3.37	2.00	
Consumer Product Reviews	2.64	4.36	2.74	2.69	
Education	3.70	3.32	4.13	2.19	
Gender Studies	2.40	2.28	3.60	2.00	
Politics and Government	3.64	3.08	4.16	2.44	
Social Issues & Policy	3.60	2.98	4.42	2.88	
Sports & Entertainment	2.99	2.93	2.38	1.56	

16. Contact Info (NA)

17. Anything to add?

* **see comments**