

CCL-EAR COMMITTEE REVIEW
Lexis/Nexis Academic
September 2006

In September of 2006, selected members of the Council of Chief Librarians, Electronic Access to Resources Committee (CCL-EAR) undertook a "hands-on" study of Lexis/Nexis Academic (LNA).

Lexis/Nexis Academic provides access to the full-text of over 6,000 news, business, legal, medical, and reference publications.

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

NOTE: Prior to undertaking a full database review, vendors are asked to complete the CCL-EAR Committee list of additional criteria for database reviews. Lexis/Nexis did not respond to the Committee's request.

RANKINGS

#1 --- No Support

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

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

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

Following are the results of the CCL-EAR Committee's review. Unless otherwise indicated, all comments are for LNA only.

OVERALL ASSESSMENT 3, 3, 3, 3

Is the product suitable for community college students?

The strength of LNA lies in its news, business, and legal coverage, with less emphasis on reference and medical sources. Colleges supporting paralegal programs may have no choice but to subscribe, but LNA should not be considered a multi-disciplinary, aggregated journals database since its journal

holdings outside of the categories listed above are sparse. Other aggregated databases in this price range offer more breadth of coverage, particularly in the peer-reviewed category. (A Lexis/Nexis trainer was asked where/how students should search for peer reviewed journals; his answer was "In another database".) The depth of legal coverage may be far beyond what is needed in a community college but the convenience of all sources under one interface coupled with access to Shepard's citation service are plusses. At the same time, the interface is not very intuitive and actually quite challenging for community college students. Help screens and user guides seem more sophisticated, less basic, and are neither context sensitive nor intuitive. With the company making interface changes this year, the review team hopes for much improvement in these areas.

INFORMATION DATABASE 3.5, 3.5, 3.5, 3.5

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

LNA contains 4,324 titles in full text (which includes both one time publications and periodicals), 1,503 in "selected full-text" and the rest as abstracts, summaries or indexes of titles. "Selected full-text" is never defined. An online serials management resource such as Serials Solutions, which is supposed to list periodicals that have full text (and not select articles) and not single publications, only, lists full text titles in LNA to be 3,768, however, titles that appear in Serials Solutions include one time publications such as the 9/11 Commission Report and government publications that are simply updated such as state constitutions. A title that is "selected full-text" such as the San Jose Mercury News will not appear in the Serials Solutions listing.

Legal

LNA is the clear leader in its coverage of legal literature. It includes case law, codes, and regulations at the federal and state levels and some international, as well as tax law, patent information, and Shepard's citations for Supreme Court cases back to 1789. It also contains decisions from all federal court levels, court rules from all states and attorneys general opinions from all states, the IRS bulletin and tax regulations.

Lexis/Nexis also includes internal legal materials from Canada federal legislation, statutes and regulations of Canada, Alberta, British Columbia and Ontario, European Union law, Commonwealth and foreign nation case law, digests, reports, treaties and international agreements including Canada, Ireland, Australia, Mexico, GATT, Hong Kong, UK, South Africa. Users who want to

research patents will find all US Patents from 1971 to present. Also included are Martindale Hubbell law directory listings and law school directories.

Secondary sources include legal newsletters and law reviews.

Basic Legal Research

Secondary Literature

- [Legal News](#) Articles from legal newspapers, magazines, & newsletters
- [Law Reviews](#) Articles from law reviews

Case Law

- [Get a Case](#) Federal & state legal cases
- [Shepard's® for U.S. Supreme Court](#) Shepard's® citations of U.S. Supreme Court cases
- [Federal Case Law](#) Decisions from all federal court levels
- [State Case Law](#) State high court & appellate decisions
- [Area of Law by Topic](#) Cases on a variety of topics

Codes & Regulations

- [Federal Code](#) Federal code, U.S. Constitution & court rules
- [Federal Regulations](#) Federal regulations, agency opinions & US Attorney General Opinions
- [State Codes](#) Statutory laws, court rules from all states & Attorneys General opinions from all states
- [Tax Law](#) The IRS Bulletin, tax regulations & more

International Legal Materials

- [Canadian Legislative Materials](#) Canada Federal Legislation (including Consolidated Statutes & Consolidated Regulations)
- [Canadian Statutes & Regulations](#) Statutes and Regulations of Canada, Alberta, British Columbia, and Ontario
- [EU Law \(CELEX\)](#) European Union law
- [Commonwealth and Foreign Nations](#) Commonwealth and Foreign Nations Case Law, digests, report, treaties and international agreements including Canada, Ireland, Australia, Mexico, GATT, Hong Kong, UK, South Africa

Patent Research

- [Patents](#) All U.S. patents from 1971 to present
- [Class](#) Patent Numbers By Classification

Business

Business sources include SEC filings and reports, Hoover's company reports, financial information from public and private sources, numerous newspapers, trade journals and many newsletters dedicated to particular industries. Lexis-Nexis would be an adequate resource for finding public and private company profiles. The review team should note that scope of coverage of business journals is not as extensive as with products such as ABI/Inform and Ebsco Business Source Premier. However, LNA does have unique titles when it comes to industry newsletters and a few accounting journals in comparison. The inclusion of many accounting reference resources from the American Institute of Certified Public Accountants (AICPA) makes LNA a handy reference tool for accounting students.

Business



News

- [Business News](#) Business articles from newspapers, magazines, journals, wires & transcripts
- [Industry & Market](#) News from over 25 industries

Accounting Literature

- [Accounting](#) Accounting journals & literature

Company Information

- [Company Financial Reports](#) Detailed financial data about companies
- [Company Profiles](#) Company information including executives, revenue and competitors
- [Compare Companies](#) Find companies based on a variety of criteria
- [SEC Filings & Reports](#) EDGAR filings, annual & quarterly reports & proxy statements

Business Resources

- [Directories](#) Contact and resource information for companies and industries

News

LNA is also a leader in its news coverage with the full-text of over 350 newspapers, both national and international including the New York Times back to 1980 and the Washington Post from 1977. Its coverage of the Los Angeles Times is limited to a 6-month rolling file, but it has extensive coverage of most California newspapers. For a great number of newspapers, coverage extends back 10+ years, while there is only select full text or a rolling archive of six months for other titles. Also included in the news category are college newsletters and news transcripts from PBS, CBS, NBC, and the BBC. Newswire coverage includes content from the Associated Press and Congressional Quarterly with strong international coverage that includes regional newswires (e.g. Europe, Middle East, China), some of which are in the native language. LNA does not have an electronic translation feature, so if a student wants to read an article from Le Monde the student would have to know French. There are also a good number of magazines, some which are in a rolling archive such as Time while others such as Newsweek go back as far as into the 1970's. Pictures are never included in articles and text is almost always only in HTML format (there are a few "Selected full text" journals available only in PDF). For more detail about LNA's newspaper coverage, please take a look at CCL-EAR's Newspaper Comparisons review at <http://www.cclibraries.org/reviews/Documents/Newspaper%20comparison.pdf>

Medical

Medical content in LNA is limited to "Medical News", which includes access to several weekly newsletters from a service called NewsRX, "Medical Journals", which searches 19 journals, half of which are business or law-related, and "Medical Abstracts", which provides access to Medline. The Medline feature is

actually unique as the user can limit a search to a particular field or discipline in medicine. For example, a user would select from the drop down menu “Dentistry and Oral Surgery” to find abstracts to articles related to dental hygiene. Citations are written in Medline abbreviations for journal titles, however.

Reference

The Reference category (see screen below) is broken down into six sub-categories.

- Biographical Information pulls content from 60 sources including some major newspapers (NY Times, LA Times, Times), trade journals, directories, and newswires.
- Country Profiles includes entries from the CIA World Factbook and Walden Country Reports. A search of “Iran” in the World Factbook retrieved nothing more recent than 2002. The entire Walden database has not been updated since 2002.
- Polls and Surveys pulls from the Roper Center for Public Research which includes polling from various sources such as the Gallup and Harris polls and various media outlets.
- The Quotations section uses only one source, Good Quotes for Speakers, 3,500, which has no content later than 1983.
- State Profiles are pulled from the World Almanac of the U.S.A. 1998 edition
- World Almanac is the current edition of the World Almanac and Book of Facts, even though the Source List record lists the edition to be 2003, which is incorrect. Search results are from the 2006 edition.

Reference

- [Biographical Information](#) Politicians, business executives & more
- [Country Profiles](#) Concise facts & statistics about countries
- [Polls & Surveys](#) From the Roper Center for Public Opinion Research
- [Quotations](#) Over 10,000 quotes from the famous & not-so-famous
- [State Profiles](#) Concise facts & statistics about each state
- [World Almanac](#) Quick facts on any subject

LNA also has other unique content such as Facts on File World News Digest File (Under World News, North/South American), Policy Papers which have been either presented to United States Congress or a renowned non-profit organization (searchable in General News), and a rolling archive of the last two years of most titles that are available in the Contemporary Women’s Issues database. Such special files as the last one are most often available in select full text (CWI titles are actually found in the “Industry News” section of “Business

News” in LNA and can be limited to CWI if the user types “Contemporary Women’s Issues” as one of the search terms and selects “full text” from the drop down menu to the right. See below)

The screenshot shows the 'Guided News Search' interface with the following elements:

- Quick News Search** and **Guided News Search** tabs at the top.
- Step One: Select a news category -- Entry Required**: A dropdown menu showing 'Business News'.
- Step Two: Select a news source-- Entry Required**: A dropdown menu showing 'Industry News' and a link for 'Source List'.
- Step Three: Enter search terms -- Entry Required**: Three search input fields. The first contains 'contemporary wo'. Between fields are 'and' dropdown menus and 'in' labels. To the right is a dropdown menu with a list of search options: 'Full Text' (selected), 'Headline, Lead Paragraph(s), Terms', 'Headline', 'Full Text', 'Caption', 'Author', 'Company Name', 'Location', and 'Ticker Symbol'.
- Step Four: Narrow to a specific date**: Radio buttons for 'Previous two years' (selected) and 'From: [] To: []'.
- Step Five: Search this publication title(s) -- Optional**: An empty text input field.
- Search** and **Clear Form** buttons at the bottom right.

In the past, libraries who subscribed to LNA have voiced frustration of titles being dropped frequently from the database, most often deleting the entire archive as well as discontinuing new articles. However, in recent years LNA appears to be having more stable contracts with publishers. Titles are dropped less often, and more titles are being added by comparison. As of publication of this article, not one title has been dropped so far in 2006. For a look at additions and deletions from 2000 to the present, go to “Lexis-Nexis Content Report Updates” at <http://www.lexisnexis.com/academicmigration/viewpage.asp?p=5>

Overall, LNA contains hundreds of unique titles. An overlap analysis against all databases in the consortium’s current three major vendor packages (Ebsco California Package, ProQuest Bundle, InfoTrac OneFILE package), found that Lexis-Nexis still had 2,530 unique titles. However, some of these titles do come from government publications that can be found on the World Wide Web. The unique titles include a great number of secondary legal publications, campus

newspapers, television and radio news transcripts, newswires, industry newsletters, policy papers, and other unique sources.

SEARCH INTERFACE 2.5, 2, 2, 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?

Searching Lexis/Nexis is not intuitive and requires some training for students. Searching the database is done in two ways: **Quick News Search** and **Guided News search**. Quick News Search allows you to search for news in headlines, lead paragraph and terms content using natural language and will retrieve 125 of the most relevant documents. Limiting in this search is for the previous year, two years, six months, previous month, or previous week. The default is previous six months. When using the Quick News search, the user must search phrases in quotation marks, and the user is encouraged not to use Boolean connectors. In all other search forms in Lexis-Nexis, by contrast, quotations will not work and users **MUST** use Boolean connectors. "Quick News Search" is the only area where users can search across a great number of news files, otherwise in "Guided News Search" the user is searching only a particular file of resources. Not every resource appears in "Quick News Search" though all news-related sources are searched.

Cases can be searched by citation or party name. Searching for companies can be done using all companies, U.S. international, public, or private. On the left hand side of the screen is a left navigation bar, which allows the user to search content specific search forms by selecting a subject area. The following note is provided for the user: "for maximum search control and a deeper news archive use the full-text capabilities of Guided News."

The "Guided News Search" gives the option to search the full-text for all available dates. However, if a search will retrieve more than 1000 documents, the search is interrupted and a message appears instructing the searcher to edit the search with suggestions for how to do so. NOTE: this limitation will be modified to allow more retrievals in the new version/interface expected in summer of 2007.

The Guided News Search page requires students to limit a search by category and source. The categories include General News, U.S. News, World News, etc. with no obvious explanation of each (e.g. is this news about the U.S. or only from US sources?)

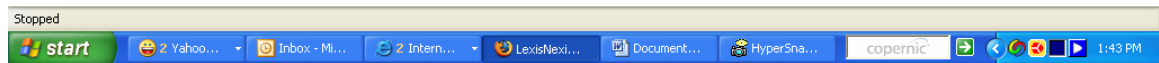
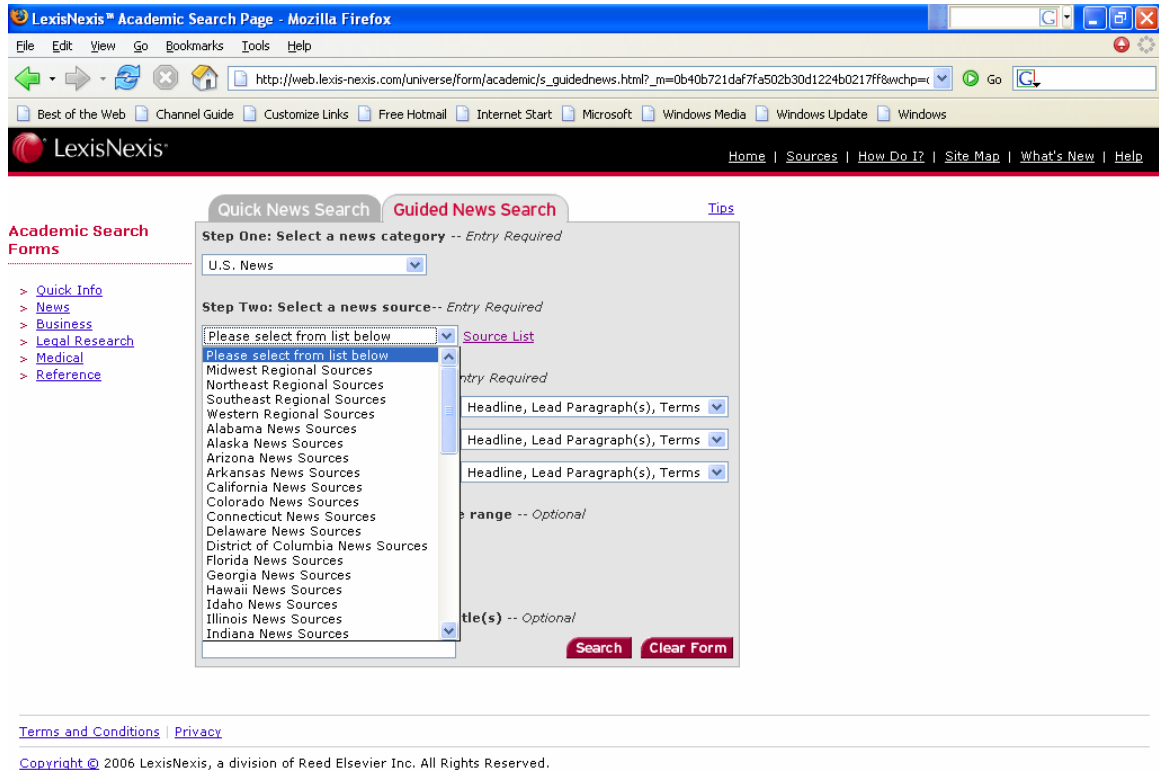
Searches NEED to include Boolean operators though an “Advanced search form” does appear in “Guided News Search” with Boolean options available on the side of each search bar. (See below) Truncation requires an exclamation mark for more than one letter.

The image shows a web interface for "Guided News Search". It has two tabs: "Quick News Search" and "Guided News Search" (which is active). A "Tips" link is visible in the top right. The interface is divided into five steps:

- Step One: Select a news category -- Entry Required**
A dropdown menu labeled "Select a News Category" with a downward arrow.
- Step Two: Select a news source-- Entry Required**
A dropdown menu labeled "All Available Documents" with a downward arrow and a link labeled "Source List".
- Step Three: Enter search terms -- Entry Required**
Three search rows. Each row consists of a text input field, the word "in", and a dropdown menu with options "Headline, Lead Paragraph(s), Terms". The rows are connected by "and" dropdown menus.
- Step Four: Narrow to a specific date range -- Optional**
A radio button selected next to a dropdown menu labeled "Previous six months". Below it, another radio button is next to "From:" and "To:" text boxes.
- Step Five: Search this publication title(s) -- Optional**
A text input field for publication titles.

At the bottom right, there are two buttons: "Search" and "Clear Form".

Once a category is selected, one must choose from a drop-down list of sources. For example, if the news category is “U.S. News”, the sources are either regional or state-specific.



Only after making these selections can search terms be added. The user must follow all required steps, which is not intuitive for a student who is used to entering search terms and then pressing the “enter” key on the keyboard. The Guided News Search interface is further confusing because students may not carefully read that not all steps are required and feel they must fill them all. If one wants to search for articles in a particular publication, it is still necessary to select a news category and source.

The main search page includes a link to “Sources” where one can enter a title or browse the alphabetical list. Unfortunately, the list itself does not indicate coverage dates. For that information, you must click on the “About this title” link for each title. (For a complete list of titles with dates, go to: <http://www.lexisnexis.com/academicmigration/viewpage.asp?p=5>)

Sometimes full text of brief articles are bundled together and cannot be found by a simple headline search. Sometimes what LNA takes as a headline may not

follow the characteristic format of citing articles. Therefore, whenever users are searching for an article based on a citation, they should be encouraged to search the title in full text rather than just “headline, lead paragraph, and terms.”

Also on the main search page is a link labeled “What’s New?” which doesn’t appear to have been updated since February of 2005.

Search forms in the Business category include many different options, from searching news stories, searching stories limited to particular industries (Industry & Market), Accounting, Company Information (searching either financial information, company profiles, company comparisons, SEC filings & Reports), and various different Directories. The Directories feature includes pull-down options to business opportunities as well as a NAICS-SIC code directory. The company comparisons search form allows one to compare companies by Sales, Net Income, number of Employees, and Location. It is unfortunate that there is no option available to compare companies by industry, trade, SIC or NAICS codes.

The brief search form for finding legal cases is searchable by citation or party name while company information is searchable by company name and can be limited by date and by public/private/international company type. Links to more detailed search forms are also available from the home page for business, legal, medical, and reference categories.

The options for doing legal research in LNA are numerous, ranging from case law, to codes, to tax law, and legal news sources (see page three). As noted above, a substantial part of the database would probably never be used by community college students (e.g. EU Law, Canadian Statutes, etc.) but for those assignments that ask students to research a famous case or find articles on current, legal issues, this database would serve them well.

A “help” link is available on every page providing search tips and samples, source information, research assistance but no concrete examples.

Results

The screenshot shows the LexisNexis search interface. At the top, the search terms are 'roe, wade'. Below this is a 'FOCUS™' search box with a 'Search Within Results' button. To the right are links for 'Edit Search', 'Print', and 'Email'. The results are displayed in a list format, with tabs for 'Document List', 'Expanded List', 'KWIC', and 'Full'. The 'Expanded List' tab is selected. The results are sorted by citation. Three results are visible, each with a checkbox and a brief description of the case, including the case name, court, and date.

The results page has a search option called FOCUS where the users can enter more search terms and then click search within results to refine their search

Once a search is performed, the results displayed offer four options: a Document List sorted by relevance or date, an Expanded List, KWIC and Full document.

Display Formats : the following explanations are from the vendor's Knowledge Base:

There are four formats in which you can view the results of your LexisNexis® Academic search:

Document List Displays basic information, in a numbered list, about the documents in your search results. The information includes the case name, title or headline, author or byline, source, and date. Other information may appear, depending on which sources you search.

Expanded List Displays a numbered list with each search word in context surrounded by approximately five words.

Full Provides the complete text of the documents in your search results.

KWIC™ Displays documents in the **Key Words In Context** format, showing each of your search terms surrounded by a window of text of approximately 20 words of text. The KWIC format helps you quickly determine whether or not a document applies to your research topic.

NOTE: You can print or save your documents in any of these formats.

To print the document, the user gets a button that says "Display Document." When clicked, the text is reformatted without the toolbars and other graphics. The user is then prompted to use the browser's print function. An email option is available. However, for the few PDF articles in Lexis-Nexis, the Email option is not available for them.

A related link to citing references is available for MLA and APA documentation. Example citations are provided for magazines and newspapers, Supreme Court cases and U.S. Code.

Source List: Lexis-Nexis provides a source list for its 6,387 sources which the user can look at to get information about an individual title or use it so they can search one individual title. These include one time sources such as the Policy Papers and other pamphlets, sources that have abstract or index only such as the Wall Street Journal, as well as sources that appear in either selected or full text. The Source List is particularly valuable in providing the user detailed information about a particular publication. When finding a title from the Source List, the user can click on "About this Title" or "Search This Title." "Search This Title" will bring the user to the search form in the category the individual title fits as shown below:

Quick News Search **Guided News Search** [Tips](#)

Step One: Select a news category -- Entry Required
U.S. News

Step Two: Select a news source-- Entry Required
Western Regional Sources [Source List](#)

Step Three: Enter search terms -- Entry Required
 in **Headline, Lead Paragraph(s), Terms**
and in **Headline, Lead Paragraph(s), Terms**
and in **Headline, Lead Paragraph(s), Terms**

Step Four: Narrow to a specific date range -- Optional
 Previous six months
 From: To:

Step Five: Search this publication title(s) -- Optional
"The San Francisco Chronicle" **Search** **Clear Form**

When clicking “About this Title,” the user gets the title of the publication, ISSN number, Coverage, Frequency of the publication, online availability, the publisher, a description about the publication and data format. Below is an example of a model citation listed in About This Title

<i>BusinessWorld</i>	
Issn	0116-3930
Coverage	From January 7, 1997 through current
Frequency	Daily; Monday - Friday
Online Availability	Within 1 day of publication
Publisher	BusinessWorld Publishing Corporation
Description	Access to certain freelance articles and other features within this publication(i.e. photographs, classifieds, etc...) may not be available. BusinessWorld, Philippine's leading business newspaper, represents three decades of professional economic journalism. The paper provides updates on a variety of business happenings around the world.
Data Format	Full-text

The data format section can especially be valuable to let the user know readily if “Full text” is available vs. “Selected Full Text.”

Sometimes, the details in description or of coverage can be quite extensive. Mention will be made if certain days did not appear, and below data format, mention may be made about Exclusions that do not meet the merit of what Lexis-Nexis may consider “Selected Full Text.” Unfortunately, nowhere does Lexis-Nexis clearly define what “Full Text” and what “Selected Full Text” means. Furthermore, while listed above is a model citation, the quality of the descriptions to individual titles can vary and sometimes be hard to read or be rather skimpy, at best. For example, a number of records have quirky spacing and words will often run together. The description of “Arizona Daily Wildcat” only has in its description “Access to certain freelance articles and other features within this publication (i.e. photographs, classifieds, etc...) may not be available.” Nowhere does the description mention that it is a college newspaper, written and published by students at the University of Arizona. In fact, the publisher is not listed in its record so the user would not have a clue they may be looking at a college publication.

Another drawback to the descriptions of these titles is that the few peer-reviewed sources are not always designated as such.

While in general, Lexis-Nexis is a database of mainstream media newspapers and magazines and publications dedicated to business, industry, and law, the identification of scholarly materials would be particularly valuable. There are signs that records are not necessarily maintained well. While Lexis-Nexis identifies some discontinued titles as “Archived Only,” other titles are not

indicated as such. Some titles are identified to be “Temporarily Suspended,” however for “California Journal” that message has been posted for this title for over a year and a half, the last new title archived coming from December, 2004, but the coverage listed on top states “From October 1989 through Current.” When a user wants to search a title that has been discontinued, the default date range is still the “previous six months,” even if the title may have been discontinued for over two years. Sometimes the descriptions can also be quite deceptive. A title listed as “Abstract-Summaries-Briefs” may actually have content available in PDF format, but one would not see that until he or she actually gets to the article level, and then a link will appear that says “Get Full-Text PDF version (web users only).” This is especially true for any of the titles from Lawrence Erlbaum Associates, Inc.

In spite of these options to search the Source List, the titles are not categorized in any other way, unless one goes directly to a search form, and then under “Step Two,” click on “Source List.”

LINKING TO LEXIS-NEXIS

With lots of information hidden or buried underneath categories or subcategories (in the form of drop-down menus), a librarian may want to link to particular search forms so the user is not lost trying to perform a specific search. While such a feat is possible, when it comes to including drop-down menu limiters, the feat is complicated, does not always work, and always includes long URL's. Link resolving solutions are limited. LNA cannot be linked at article level. Link resolvers either through Serials Solutions or SFX technology can only link to a search form that includes the periodical title listed in the “Search this Publication Title” as a limiter. LNA does not organize publications by issues, meaning browsing is not available. Some of these concerns are hopefully being pursued with the planned future interface for Lexis-Nexis.

USER SUPPORT SERVICES 3, 3, 2.5, 3

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

There is a well-organized and thorough set of “subscriber resources” at: <http://www.lexisnexis.com/Academic/1univ/acad/subscriberResources.asp>

This series of web resources is geared to librarians and includes promotional materials, usage statistics, information on remote access, and user guides. Some of these materials can train a librarian or a serious researcher how to perform specialized searches such as segment searching, and less often used search symbols, but are not really useful or understandable to community college students who are just becoming acquainted with libraries and database searching. In addition, there are instructions for signing up for the subscriber newsletter and listserv. Training is available either in person or via webinar.

From within the LNA interface, the “help” link, which is available through the database and on every page, leads to the “Knowledge Base”:
<http://support.lexisnexis.com/academic/default.asp> . This site includes research assistance, document management, technical assistance and troubleshooting, and information on citing. However, much of the information included in the “Knowledge Base” is generic, and is neither context sensitive or intuitive. For example, a section on doing industry research gives definitions and advice on doing industry research but does not link this information to the database itself. The help screens also rarely offer concrete examples of searches. There are rarely any sample screens available and directions are told more in linear step-by-step process that may not always be clear.

LNA should consider adding to this feature examples of how to search the database for the specific type of information. Many CCC users (students) may not have the technological savvy or search sophistication to be able to find these help tools. Efficiency and ease of searching would greatly be enhanced only through user training.

Toll-free technical support is available to librarians at subscribing institutions. Technical assistance is also available via email. A non-librarian user who clicks on a link to *Contact Customer Support* will eventually be directed to contact a librarian at his/her home institution. It would be helpful to add the contact number under technical assistance center and also on every page on the top navigation bar instead of going to customer service center.

COST 3, 3, 3, 3

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

For its news, business, and legal content, the price is quite reasonable, although it is a flat rate per FTE.

AVAILABILITY/ACCESSIBILITY OF SERVICE 2.5, 3, 2.5

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

As the interface will be changed next year, the review team did not test for ADA Compliance but The California State University Systemwide Electronic Information Resources Committee’s review in April 2002 found ADA compliance to be adequate at that time.

A major drawback for campuses without a proxy server or automated authentication system is that, unlike other major vendors, Lexis/Nexis will not allow remote access using passwords, even if they are changed each semester.

There are no limits on the amount of simultaneous users. Access is provided 24/7. Access and connection to this product are highly reliable and stable. Accessibility options are available through users' browsers only – e.g. LNA provides instructions on how to increase browser font-size, but this function is supplied by the browser and the user cannot “set” preferences for larger font size or customize interface.

OTHER REVIEWS OF THIS PRODUCT

Barmakian, Deanna. “Lexis-Nexis Academic Universe.” *Library Journal* 125.3 (Feb.15, 2000): 207.

The California State University Systemwide Electronic Information Resources review (April 2002)

http://seir.calstate.edu/acom/ear/reviews/lnexis_aca_univ_rev.shtml

Council of Chief Librarians California Community Colleges

Electronic Access and Resources Committee (CCL-EAR). “Comparison of Newspaper Databases.” (Spring 2006)

<http://www.cclibraries.org/reviews/Documents/Newspaper%20comparison.pdf>