

CCL-EAR Committee Review
NewsBank: America's Newspapers
Spring 2005

Selected members of the CCL-EAR Committee, independently or in concert with other qualified professionals on their campus library staffs, reviewed America's Newspapers. Though other staff may have helped in the review process, completion of the form was by the CCL-EAR committee member(s) only and not transferred to others. Ratings were based upon the potential value of the proposal to the California Community Colleges as a whole and not solely on the needs of any specific campus.

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

The following attributes were examined:

INFORMATION DATABASE: 3, 3

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

Review Committee Comments on the Information Database:

NewsBank, Inc. has become a familiar name in Community College libraries with its large but easily navigated newspaper databases. At the heart of their product line is the revamped product, America's Newspapers. Here, patrons have easy access to full-text articles from over 500 U.S. newspapers.

As the name implies, America's Newspapers is a collection of local and national newspapers, some that offer full-text as far back as 1977. This date can be deceiving, however, as actual full-text start dates vary greatly from publication to publication. A closer look at the source list reveals that, of the 535 titles in the database, the lion's share only go back to the early 2000s.

NewsBank Response: NewsBank has the full electronic edition of record for each paper in its database, not selected articles. Some papers began putting their data into electronic form earlier than others. NewsBank has more years of backfiles than any other newspaper resource. NewsBank lists the date range for each paper. Coming this fall, NewsBank will list more information about each paper in the 'source list' section of the database interface. This enhancement is based on input from your group and other customers.

Taken as a whole, America's Newspapers is clearly an impressive and unique database. Most metropolitan papers are included and every state in the Union is represented.

However, looking at the product for its usefulness in the community college setting, one has to question whether local newspapers (outside of California) are really of value to our students. For example, will local papers from Wyoming, Vermont or Missouri, etc. be used enough by our students to warrant paying for them? In answering that question, it occurs to us that America's Newspapers may be a better fit for larger public libraries. Many California community colleges meet the needs of their students by providing just national and the major California newspapers.

NewsBank Response: NewsBank has more than 100 California newspapers, more than any other vendor, with coverage of local, regional and state news and events for students attending CCL colleges. In addition, NewsBank has by far more full-text, cover-to-cover newspapers than any other vendor, with more than 635 newspapers in the U.S., and with more than 465 provided exclusively by NewsBank in the education/library market.

NewsBank usage statistics show that students are using America's Newspapers to meet their needs in three areas: 1) Seeking reprints – an article they saw in a paper, or that a friend/teacher told them about; 2) Researching a topic or issue or person or organization for an assignment from sources across the country because 'news happens everywhere' – (a Google-like search); and 3) Tracking a person, place or company for a school project or for seeking a job. While everyday use is most likely to happen in the local and regional papers within the product, as news happens across the country and assignments are being aligned with these events, having access to the full breadth of both small and large newspapers across the country will support cross curricular needs.

NewsBank's interface provides an easy search solution for each scenario: 1) students can locate, search and 'browse' by date a specific paper; 2) students can search any or all sources, by geographic area – local, regional, state, entire country; 3) students can select a 'custom list' of titles to narrow or expand their search. What is considered 'local' to one student is different for another. Further, each CCL member can customize the interface to meet both student and faculty requirements through the use of custom search 'shortcuts' and direct URLs to specific papers or group of papers.

Date coverage in America's Newspapers is relatively shallow in many cases (1 to 3 years), especially for all California papers - useful for current topics, but 9/11, for example, becomes history. The dropdown box in the search area allows you to limit to years as far back as 1977, but that is a de facto limit to a very few papers.

NewsBank Response: Again, NewsBank has more years of backfiles. The backfile dates are based on years of data the publisher is able to provide in electronic form. Coming this fall, NewsBank will list more information about each paper in the 'source list' section of the database interface. This is based on input from your group and other customers.

The blurb on the search page in front of papers from Knight Ridder implies that issues are available back to 1980 for any given paper, but this is not true for most papers from them. This would be a good place for less KR marketing hype and more information. For example, it would be nice to have hot links to websites or phone numbers where back issues can be obtained, with a warning if they are not free.

NewsBank Response: Only NewsBank provides the Knight Ridder papers in the education/library market. The date ranges are listed next to each paper in the interface. However, in the fall release of enhancements to the ‘source list’ NewsBank will make this clearer, based on your input. The web site link is a good suggestion and NewsBank will take it under consideration for this release.

In order to find an inclusive list of California papers, small and large, patrons need to choose the second shortcut entitled California Papers. Here, one finds a much greater sampling of titles – over 70 in all. Each newspaper provides local and regional news including information about companies and industries, sports and cultural activities, and people in the community – paid advertising is excluded.

NewsBank Response: Each college in the CCL system can customize the interface to meet the needs of that college. For example, News Bank’s entire California collection of newspapers can be created and showcased on the left-hand tool bar; they can be searched as a group when a student clicks on the ‘shortcut’ search link. In addition, a single newspaper or group of newspapers in the database can be created as a ‘shortcut’ search link.

In addition, CCL members can create direct URL links from their library home pages to single newspapers or to their custom group of newspapers - so students can launch directly into a specific paper or group of papers, without having to go through the NewsBank Home Page.

In the end, unfortunately, whether one’s actual local paper is included seems to be more or less hit or miss. Those who hail from the small town of Willits will be pleased, while those from the larger Santa Barbara County much less so. On a regional note, geographic coverage does not extend to the Sierra Nevada or Foothill papers: The Grass Valley Union, Sonora Union Democrat, Auburn Journal, Truckee Republican, Placerville Mountain Democrat, Tahoe Daily World or Stockton Record would be nice-to-haves. These papers would probably be more appropriate for public library use, but having a couple of mountain papers would be useful for the forest, environment, wildlife and urban/wildland interface topics studied at mountain community colleges.

A second, potentially misleading, notion is the presentation of a link to local newspaper titles. For patrons in search of hometown news, it would only seem logical that a click on “local papers” would do the trick. However, the list is not necessarily local – instead, the so-called local papers are actually the major Northern California newspapers such as the Sacramento Bee, the San Jose Mercury-News, and the San Francisco Chronicle. Of course,

not everyone lives in a major city and this news would hardly be local in nature to many readers.

NewsBank Response: NewsBank has the fastest growing database of newspapers with new titles being added all the time, including from California. NewsBank now has more than 100 titles in California and the list is growing rapidly. In addition, each CCL college can customize the interface to meet the specific needs of that college, by selecting one newspaper or group of newspapers of their choice to showcase on the tool bar as a 'shortcut' search link.

Its interesting that America's Newspapers, which uses an American flag in its logo, includes newspapers from South America, Central America, and the United States, but not Canada.

NewsBank Response: The product that this reviewer reviewed included international content. NewsBank's Spanish-language newspaper module, Acceda Noticias, includes newspapers and wire content from the U.S., Central and South America, Europe and China. In addition, NewsBank has 140 newspapers from Canada. These can be added to the subscription for an additional fee.

The following questions were answered by the vendor:

- Title lists: how are titles counted, e.g. journals with title changes counted once or more than once? Are full-text titles counted only when content is current? How often are lists updated?
 - **Newspaper titles with name changes are counted one time**
 - **Newspaper titles are counted if they are current or defunct**
 - **Newspaper title lists are updated within the product and on the website (<http://infoweb.NewsBank.com>) on a weekly basis.**

- Is there overlap in content between this and other products by the same vendor?
 - **Sources may overlap between products, but the search engine, indexing and interface vary greatly and support different user needs. These would be considered complementary products.**

 - **America's Newspapers includes the full-text, electronic edition of record of each newspaper in the database and it contains more newspapers than NewsFile.**

 - **NewsFile is designed to be used as a database rich with issues and events of national importance. Its intent is for the student to search for these topics rather than by a particular source. The selection process provides only the articles relevant to these issues.**

- How many titles are embargoed? Are they accurately reflected in the title list?
 - **None of the titles are embargoed**
- How many, or what percentage of titles are in full-text?
 - **100% of the titles are in full-text, electronic edition of record**
 - **Only NewsBank provides this full coverage**
 - **Newspaper content is not from wire services nor selected articles**
- Does content accumulate or is there a rolling file?
 - **Content accumulates for each title**

SEARCH INTERFACE: 3,3

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

Review Committee Comments on the Search Interface:

Essential to NewsBank's claim that America's Newspapers is "the ultimate newspaper archive," is the ability of users to choose sources from all over the United States. Patrons will find no shortage of options when determining which newspapers they want to explore. The opening search page defaults to a search of the entire database (535 titles) but also offers a colorful image map which allows patrons to scroll over a state, click on the link, and see the list of newspapers for that state. The map is also color-coded to show the various regions (i.e. Pacific, New England, and South Atlantic) that may be searched as a whole.

Here users must be careful to use the regional legend on the left – any clicking on the map itself will result in a single state list. Yet another feature to limit newspapers is the left-hand list of "search shortcuts" – allowing patrons to choose local papers (whatever that may mean), California titles, or National titles.

NewsBank Response: Again, each college in the CCL system can customize the interface, including the tool bar, to meet the needs of that college. Any single newspaper or group of newspapers in the database can be created as a 'shortcut' search link. Each college can create the name of their choice for their 'shortcut' grouping. This is a new feature to NewsBank and as new orders / renewals are placed, options will be discussed with each member.

NewsBank created this unique customization based on customer feedback. NewsBank has been told that this feature is one our key benefits. Some examples of 'shortcuts' include: "Major U.S. Metro Papers," "State Capital Papers" (NewsBank has 42, including D.C.), "Key National Papers," "Northern California Papers," "Southern California Papers," "Farmland Papers," "Major Sports Team Papers," "Book Review Papers," "Major Military Base Papers" and "Snowbird Papers." These are all examples of custom 'shortcuts' that NewsBank customers have requested – in other words the customer can drive both the content in the 'shortcut' as well as the name of the 'shortcut.'

It is not clear whether the California Titles option would disappear if the subscribing Library resided outside our state. Once into the shortcut, users may also choose one or more specific titles. Again, users must be cautious when using the shortcuts, as a search of the National Titles, does not include any of the California papers. For some, a misguided click and they will miss out on an important segment of National news sources. By and large, however, the ability to limit by region or title is useful, especially for those who carefully choose the region and resources they wish to peruse.

NewsBank Response: See above examples.

After patrons have chosen the newspapers they desire, searching becomes easy and relatively straightforward. There is a basic search box where patrons enter one or more keywords. A timeframe may be chosen using the drop down menu or by inserting a custom date. Again, here the user needs to be aware of how far back his desired newspaper goes.

NewsBank Response: Again, coming this fall, NewsBank will list more information about each paper in the 'source list' section of the database interface; this enhanced feature is based on input from your group and other customers.

One may also choose to see results by Best Matches First, or by the default Most Recent Matches First. This option occurs before the search but not once the results are returned. To re-sort, however, it is necessary to do another search.

NewsBank Response: Coming in late August, NewsBank will have better relevance rankings. NewsBank is launching a new search engine that does a superior job of putting "best matches first" based on the search criteria, so CCL students and faculty can find even more articles of interest.

In addition, NewsBank will have a "oldest matches first" option. Power searchers can now retrieve results that accurately list references chronologically (according to publication date), enabling them to effectively research events or topics that follow a specific timeline. This is an ideal tool for students seeking the history of events, such as both Gulf Wars and the terrorist bombings happening in different locations around the world.

Patrons also have the choice to do an advanced search. Here they may search two fields of the document using AND, OR, and NOT. This includes but is not limited to All Text, First/Lead Paragraph, Headline, and Index terms. The option to sort results disappears with the advanced search, which seems to make little sense.

NewsBank Response: In late August, News Bank's new search engine will include "stopwords." Most search engines remove very common "stopwords" ("the", "a", etc.) to improve speed. NewsBank's new search engine includes them for greater searching accuracy, without impacting speed. For example, a search for the phrase "the number of" will retrieve articles likely to include valuable statistical references.

Finally, keywords within each resulting article are highlighted in bold. Patrons may at this point print the article, save it to a folder, or e-mail it for future use. A folder for search history is automatically generated for each search session.

Overall, the search interface is simple yet malleable – offering users a variety of searching options and useful features.

Overall, America's Newspapers page layout is superior to NewsFile. It shares the common problem of having to scroll to the right on a monitor set to 800x600. The page layout on both the results and article pages contains a large tool bar on the left-hand side of the screen. The tool bar takes up too much space for the information included.

Two nice features included in America's Newspapers are the ability to save an article to a list. Saved articles can be emailed all at once. The recipient receives a single email with all the articles included. The second feature is the ability to email a single article directly from the article display page.

The drop-down timeframe limiters in America's Newspapers are much better than they are in NewsFile. In America's Newspapers, from the basic search screen, one is able to choose any year (back to 1977) as well as yesterday or today, past week, 3, 6, or 12 months. America's Newspapers also has a custom date search box with one clear example of how to fill it in properly on the basic search screen.

Like NewsFile, there is no citation builder to help students correctly site resources. There is good information in the Help section giving examples of correct citation in various formats.

NewsBank Response: NewsBank is considering adding citation builder tools to its products. NewsBank welcomes more feedback from CCL members on this topic.

In-depth reviews of NewsBank products appeared in 2002 in both the Charleston Advisor and on SEIR's website (California State University – System Electronic Information Resources). SEIR's product reviews contains both a thorough review of NewsBank and vendor response at <http://seir.calstate.edu/reviews/index.shtml>. Some search interface features that were troublesome to the SEIR reviewers have been addressed by NewsBank and some have not depending on the individual database.

Neither America's Newspapers nor NewsFile have made a change that was promised by the end of the second quarter 2002: to create a link from the newspaper name to find information about the paper – publisher, dates covered, circulation, etc.

NewsBank Response: Again, coming this fall, NewsBank will list more information about each paper in the 'source list' section of the database interface; this is based on input from your group and other customers.

The vendor answered the following questions:

- Does the database have an administrator module? If so, what features are available? How much customization is supported?
 - **Currently the database does not have an administrator module.**
 - **However, News Bank's Customer Services Department will work with each CCL library to customize the interface by allowing each library to pick and**

choose individual titles or groups of titles that can be showcased on the left hand side of the interface via a 'shortcut.' See above examples.

- Does the database allow downloading? Emailing? Printing?
 - **Yes, the America's Newspapers database allows downloading, emailing and printing**
- Does printing work from both the browser and the vendor interface?
 - **Printing currently only works through the browser**
- Does product require special computer configuration or equipment? (E.g. headphones, specific monitor resolution, etc.)
 - **No, only a computer with Internet access and a Web browser and system meeting the MINIMUM requirements detailed in the chart below are needed.**
 - **Enhancements provided by meeting the RECOMMENDED requirements include increased viewing area (less scrolling required) and more easily accessible controls such as buttons, drop-down fields, and dialog boxes.**
 - **Requirements Minimum Recommended:**
 - **Netscape Navigator 4.7, 6.0 or newer**
 - **MS Internet Explorer 5.0, 6.0 or newer**
 - **Safari 1.0, 1.2**
 - **HTML Tables X X**
 - **Certificates X**
 - **Cookies Enabled X X**
 - **Java Enabled X**
 - **JavaScript Enabled X X**
 - **Screen Resolution 640 X 480, 800 X 600**
 - **Colors Depth 256 Color, High Color**
 - **Additionally, NewsBank offers a text-only version of the interface suitable for use with Lynx over dumb terminals.**
- Are links to local holdings available? (E.g. Serials Solutions, SFX, Open URL, etc.)
 - **NewsBank works with link resolving vendors to provide the current and accurate source lists for the full-text newspaper databases.**
 - **These are updated monthly to reflect all changes in the database.**

- **NewsBank currently works with Serials Solutions and ExLibris and will soon be working with others and are willing to work with any vendor as needed.**
- **NewsBank is OpenURL compliant.**
- **As stated above, NewsBank provides title-level linking information to link resolver vendors, (such as Serials Solutions), and NewsBank provides OpenURL-compliant persistent links on every displayed article/document.**
- Are MARC records available? If so, fee or free? Can vendor provide sample MARC records?
 - **Yes, NewsBank provides fully compliant MARC cataloging records for each of the titles in the full-text newspaper database for use in library catalogs and other systems that utilize cataloging information at no additional charge.**
 - **A key feature of these records is a title-specific URL link (in field 856) that will take users directly to the search page for a specific source in the database.**
 - **The records will match the list of newspaper sources in a subscription.**
 - **The records can be easily downloaded by customers by going to a URL designed for this purpose and logging in with your customer account number.**
 - **NewsBank will provide sample records upon request**
- Does the database have persistent links to articles?
 - **Yes, NewsBank provides OpenURL-compliant persistent links on every displayed article/document.**
- Does product work well on both Windows and Macintosh and with all browsers?
 - **Yes. Please see the above noted Web browser and system MINIMUM requirements for additional information.**
- Is the full-text of the articles searchable? (e.g. PDF)
 - **The full-text of the entire ASCII article is searchable.**

COST 3,3

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

Review Committee Comments on Cost:

America's Newspapers is competitively priced in comparison to other major vendors.

USER SUPPORT SERVICES: 3, 3.5

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

Review Committee Comments on User Support Services:

The Help function within America's Newspapers is one of the most thorough I have encountered. Available from every screen in the database, the Help page offers users important information on searching, sorting, and citing newspaper articles. Product descriptions start from very little knowledge of the product, which will make them useful to new students. It also provides examples of popular searches – with handy tips on how to locate everything from recipes and book reviews to obituaries. There are helpful hints for searching by topic and by specific newspapers. The Simple and Advanced Search functions are explained and the examples are clear and concise.

A list of their 35 stop words is given, and this seems like a moderate number. None of the words look like you would miss them much.

NewsBank Response: Again, in late August, NewsBank's new search engine will include "stopwords." Most search engines remove very common "stopwords" ("the", "a", etc.) to improve speed. NewsBank's new search engine includes them for greater searching precision, without impacting speed. For example, a search for the phrase "the number of" will retrieve articles likely to include valuable statistical references.

The nice feature is that you can use single quotes to force the search to look for any of the stop words. For those venturing into the help screen, the scope and detail of this content is impressive.

NewsBank Response: NewsBank's new search engine does an even better job of including the plural forms of words, resulting in fewer "false hits."

Some of the headings were ambiguous in the "Table of Contents" to the Help Screens, or did not indicate what was really discussed under them. The "How to Cite" heading was clear as to what was contained, but a couple of them were less clear:

- “Results Sorting Tips,” for example, was where I found out they use AND as the default when searching more than one word.

- I’m not sure people would expect to find the excellent list of search examples under the heading “Getting Started.” Great examples of how to find obituaries, book reviews, etc. is very clearly presented, but somewhat hidden under that heading.

- “Working With Articles” turned out to cover printing, saving, emailing and search history. I wouldn’t have thought to look for this information under that title.

“How to Cite” using MLA and PLA styles looks very useful. (I showed it to a student, and she really liked the show-by-example format.)

- I checked the citation examples against our documentation of MLA styles, and as far as I looked, they differed only in the comma versus a colon after the date year.

- The source (a style manual by Li and Cranes) is given for the styles shown. I think that shows a commitment to good information practice.

- There were lots of useful examples, like how to cite wire service reports, radio and speech transcripts, etc.

- The abbreviation par. is used for paragraph, but since I have been asked a few times what that abbreviation stood for in a citation, I think it should be spelled out.

NewsBank Response: Good suggestion.

- Footnoting and parenthetical cites are covered. Nice brief overview of parenthetical cites in the text, now heavily used in scientific papers.

A second tier of user support worth noting is customer service. In the process of evaluating the NewsBank products, certain questions arose that provided useful fodder for testing the Customer Service and Technical Support Group. Located on the Help page, the Contact NewsBank link provides users with a link to the company’s website, a toll-free phone number, or an email address to send questions or concerns.

In several cases, emails to the company received a speedy response (in less than 12 hours). Telephone service is also prompt and knowledgeable. It is easy to talk to a “real person.” I called at mid-day on a Monday, and they picked up on the third ring. That shows a commitment to no waiting. However, when I asked for information about back files on two of the papers (one from a big news company, one a small independent), I was referred to the websites of the newspapers, with no offer to give me the website URL or the phone number of the newspaper.

Customer Service department closes at 4:00 p.m. Pacific Time, too early for Californians, especially evening classes. Only Eastern time is mentioned, so that someone from here might assume that they can call up until 7:00 p.m. Maintaining a list of all the information about their newspapers' archives would be expensive and time consuming.

But providing phone numbers and/or web links in their help screens would be a nice-to-have for libraries open outside of the limited NewsBank Customer Service phone center hours.

NewsBank Response: This is a good suggestion and NewsBank will take it into consideration when expanding the information it will include in the 'source lists' for each newspaper.

The following questions were answered by the vendor:

- Is documentation required for successful use of product? Where is it?
 - **No documentation is required for successful use of the product as our interface is user friendly.**
 - **However, NewsBank currently provides access to all NewsBank user aides and product training information online in a printable format to help aid and enhance the user experience.**
 - **All customers will have access to the following training materials at no additional charge:**
 - **Welcome Letter - Includes Access Information and Customer Service Contact Information.**
 - **Access to the Use Booster Web Site - Unique to NewsBank, this website provides ideas and tools to showcase NewsBank products in CCL libraries and to increase usage.**
 - **Product "Help" Link - Within each product, CCL members will find a blue HELP link on the black bar located at the top of the SEARCH page. The help index contains detailed assistance for both novice and experienced searchers.**
 - **Note: All training materials are available for download from the HELP files.**
 - **Usage Statistics - This website allows CCL members to monitor the number of times News Bank's products are used in your library.**

- **Online Orientation - This orientation is designed to CCL members become more familiar with NewsBank, the value of primary source information, and search techniques that will help find information quickly and effectively.**
 - **NewsBank promotional posters are available upon request.**
- **Is online help available? Is it context sensitive?**
 - **Yes online help is available.**
 - **News Bank's products provide online help screens on how to use, cite and support the database as well as access to News Bank's Orientation Workshop.**
 - **News Bank's online help is context sensitive by product.**
 - **Please see the above answer for additional details.**
- **What types of user training are available? Fee or free?**
 - **Please see the above answer to "Is documentation required for successful use of product? Where is it?"**
 - **For the free training options and contact NewsBank for pricing on any other desired training.**
- **What types of technical support are available? (E.g. telephone, email, hours available)**
 - **News Bank's Customer Support is available through the Customer Service Support Desk at (800) 243-7694 from 8:30 AM to 7:00 PM (EST), Monday through Friday.**
 - **The Customer Service Support Desk is a full service department, whose phones are answered by a live person able to answer questions about the product, its use and for troubleshooting technical problems.**
 - **News Bank's Customer Service Support Desk can be reached as follows: Phone: (800) 243-7694, Fax: (802) 875-2904, E-mail: CustService@NewsBank.com**

- How does the vendor alert subscribers to changes in the database?
 - **Customers are notified of changes in the database via phone, fax or e-mail as needed.**
- Is there a vendor or product listserv or user group?
 - **Not available**
- Where can the license agreement be accessed?
 - **Institutions can contact the customer service department to obtain a copy of the license agreement.**
 - **News Bank's Customer Service Support Desk can be reached as follows: Phone: (800) 243-7694, Fax: (802) 875-2904,**
 - **E-mail: CustService@NewsBank.com**

ACCESSIBILITY OF SERVICE 3,3

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

Review Committee Comments on Accessibility of Service:

I experienced no problems with the connection to the database. The response time was adequate and NewsBank supports remote authentication.

Connection speed was adequate and the product was stable.

NewsBank Response: With the launch of its new search engine in late August, the speed will be even faster.

The following questions were answered by the vendor:

- Is the database ADA/Section 508 compliant? If not, what is the timeframe for compliance? Is there a “text-only” version?
 - **NewsBank interfaces, to the best of our knowledge, are ADA compliant, though we have not formally validated them (i.e. using 3rd party tools).**
 - **News Bank’s products conform to Section 508 Guidelines, however, NewsBank has not checked for compliance with the W3C guidelines.**
- Is remote access available and, if so, what forms of authentication are supported? (E.g. IP, referring URL, username and password, etc.)
 - **America’s Newspapers allows remote access for more than 90% of the collection. Due to publisher restrictions some titles may not be available remotely.**
 - **NewsBank uses the following authentication methods for both on-site and remote access:**
 - **IP Address Range(s)**
 - **Username/Password authenticated by NewsBank**
 - **HTTP referral (Referring URL) from a known, secure authenticated site.**
 - **NewsBank can host a library card authentication page and NewsBank verifies library card numbers. In order to implement this, the library must provide NewsBank with a "pattern" describing valid library card numbers, e.g. 15 digits, first 5 are digits are "45782".**

- Does the vendor’s definition of “Authorized Users” include full and part-time faculty, students and staff affiliated with the subscribing library as well as walk-in users?
 - **Yes. NewsBank defines an Authorized User as “limited to administrators, staff, faculty, and patrons/students of the Customer's institution or organization as well as other users of the Customer's on-site computer facilities (walk-in users).”**
 - **Please see the NewsBank License Agreement for additional details <http://www.cclibraries.org/rights-restrictions/Newsbank.html>.**

- If the database is cancelled, is access available to earlier content to which the library subscribed?
 - **No, the content is only available to subscribing customers**

- Does the vendor allow interlibrary loan of subscription content?
 - **Not available**

OVERALL 3, 3

Review Committee Comments:

America's Newspapers provides every day's full-text articles from the electronic editions of record for 535 U.S. papers less than one interface. Much of the content in America's Newspapers is unique local coverage that provides students and faculty with the possibility of researching issues city-to-city, state-by-state or region-by-region. Users may also just want to read their hometown paper (if it is among the local papers included.) However, as was mentioned earlier, America's Newspapers may be a product more suitable to larger public libraries than to California's community colleges.

News Bank's Response: News and events happen everywhere. NewsBank's user statistics show that students search for news where it happens from newspapers that provide the first-hand coverage. The interest factor, the opinion, the point of view and the attitude of a story and subject matter varies from paper to paper. A local perspective of a story compliments the regional, national and international views of the same story. There is interest among students in U.S. and world events, including the terrorist bombings in London, the Iraq War, the Middle East Crisis, U.S. Supreme Court Nominations, in topics such as AIDS, smoking and drinking, the environment, military service, in conducting research to complete a course assignment, and in job hunting. America's Newspapers supports all these needs.

In addition, NewsBank has more California newspapers than any other vendor, more than 100 and growing, and it has more newspapers from across the U.S. than any other vendor, all the full-text electronic edition of record, so students will find the information they are seeking.

Although much improved, the search interface and page layout is still somewhat cumbersome and distracting. Many of News Bank's competitors have simpler and more appealing search interfaces and page layout.

News Bank's Response: By each college having the ability to utilize NewsBank's customization features, NewsBank thinks this issue will be moot.

NewsBank has added the ability to email articles but lacks a citation builder, which is a handy feature in an academic setting.

NewsBank Response: NewsBank is considering adding citation builder tools to its products. NewsBank welcomes more feedback from CCL members on this topic.

The product is reliable and stable, and response time is adequate.

Customer support is very good, despite the fact that hours are limited for customers on the west coast.

The addition of a link from the newspaper to find information about the paper – publisher, dates covered, circulation, etc. would be an important improvement to the product.

NewsBank Response: Again, coming this fall, NewsBank will list more information about each paper in the ‘source list’ section of the database interface. Again, this enhancement is based on input from your group and other customers. We thank you for your feedback on this item.

MY CAMPUS 2, 2

Review Committee Comments:

My campus subscribes to three other databases containing newspaper articles. We would not be inclined to add the NewsBank products in lieu of one of our existing subscriptions. My campus finds it most economical to subscribe to the major national newspapers and a few of California’s bigger papers. There is no need at my campus for local newspapers from across the United States – America’s Newspapers has content that would be a luxury purchase, not an essential one.

NewsBank Response: NewsBank has more California newspapers than any other vendor, more than 100 and growing rapidly. NewsBank also has more newspapers from across the U.S., more than 635 newspapers in the U.S., and with more than 465 provided exclusively by NewsBank in the education/library market. All are the full-text electronic edition of record.

NewsBank’s usage statistics show that when students have access to this content, they conduct searches in all newspapers from across the U.S. to find the information they are seeking.

Also, see response above.