

Vendor's Response To CCL-EAR Review of OCLC FirstSearch

Information Data:

FirstSearch gives library users instant online access to more than 75 databases, including these valuable OCLC databases: OCLC WorldCat, OCLC FirstSearch Electronic Collections Online, OCLC NetFirst, OCLC ArticleFirst, OCLC PAIS International, OCLC ContentsFirst, OCLC PapersFirst, OCLC ProceedingsFirst, and OCLC Union Lists of Periodicals. Best of all, library holdings are displayed up front, so users can easily identify items in their own library's collection. Here is a link to a table of features for databases found in FirstSearch

<http://www.oclc.org/firstsearch/databases/index.htm>

Search Interface

With FirstSearch the user can jump from one database to another and link full text where ever it is found in FirstSearch. To move around in FS the blue menu bar on the left hand side gives the user the ability to go back, new search, previous searches. If the user wants to print the page, they would click on the print icon to format the page for printing. Users can change the interface to Spanish, French, or English.

USER SUPPORT SERVICES:

Users of FS can call for help at OCLC Pacific 1-800-854-5753 or OCLC at 1-800-848-5878 and ask for user support. Users can email their questions to pacific@oclc.org. Also, users can email questions right from the blue menu bar on the left hand side.

ACCESSIBILITY OF SERVICE

17,000 libraries are using FS around the world 24/7. Libraries can access FS through an IP address. For questions on setting up IP access please call the above help numbers. Also, users can access FS from home if they have internet connection and your autho and password by logging on to FS on OCLC server.

OVERALL ASSESSMENT & COST

Most of the databases can be accessed by subscription or on a per search bases. Per search allows you to give access to 65 databases and pay only for your use. Per search cost \$.64 per search. A user types in a keyword and hits the search button. That would be \$.64, they can view all the results. The cost comes when the search button is clicked. There is added cost if full text doc. Is accessed. To access a

full text doc. With per search the cost if 5 searches or \$3.20. Depending on use--subscriptions are another option.

FS is fully Z39.50

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Last Updated: Feb 15, 2001