

FAQ for VALE Libraries Participating in the New Jersey Knowledge Initiative

Content

Question 1.) What databases are included in the Knowledge Initiative and where can we examine their title lists?

Answer 1.) *The databases included in the NJKI are listed below with the URLs that lead to more information about their content and their title lists.*

Databases Currently Available:

- Academic Search Premier (Ebsco)
http://support.epnet.com/knowledge_base/detail.php?topic=953&id=2210&page=8
- Biomedical Reference Comprehensive (Ebsco)
http://support.epnet.com/knowledge_base/detail.php?topic=957&id=2202&page=10
- Business Source Premier (Ebsco)
http://support.epnet.com/knowledge_base/detail.php?topic=953&id=2205&page=1
- CINAHL (Ebsco)
http://support.epnet.com/knowledge_base/detail.php?topic=957&id=2207&page=10
- Pre-CINAHL
http://support.epnet.com/knowledge_base/detail.php?id=2208
- Medline (Ebsco)
http://support.epnet.com/knowledge_base/detail.php?topic=991&id=2296&page=5
- Nursing & Allied Health Comprehensive (Ebsco)
http://support.epnet.com/knowledge_base/detail.php?topic=957&id=2317&page=6

- Nature and Research and Review Journals Online
<http://www.nature.com/nature/index.html>
 Three new journals were just added to the existing suite of titles available through NJKI. These are:
 - Nature Chemical Biology
 - Nature Methods
 - Nature Physics

- Reference USA
<http://www.referenceUSA.com>

- Regional Business News
http://support.epnet.com/knowledge_base/detail.php?topic=991&id=2322&page=1

- Wiley InterScience Journals Online
<http://www3.interscience.wiley.com/aboutus/forLibrarians.html>

- Your Journals@OVID
<http://www.ovid.com/site/catalog/Group/870.jsp?top=2&mid=3&bottom=7&subsection=12>

Access

Question 2.) How long will the databases be available?

Answer 2.) *The databases will be available through June 30, 2007, except for the EBSCO databases which will run through September 30, 2007.*

Question 3.) How is access to the databases provided?

Answer 3.) *The databases are accessible in several ways, including IP authentication and on the VALE Web site database list. Three of the databases (Academic Search Premier, Business Source Premier and Reference USA) are also available on Jersey Clicks. They should be added to your Library's own database list provided that attribution to the NJKI is given to each.*

All resources are based on unlimited use with authentication for remote access. None of the resources are based on a fixed number of concurrent users.

Question 4.) Do the vendors already have my institution's IP ranges?

Answer 4.) Yes.

Question 5.) What attribution to the NJKI is required?

Answer 5.) Libraries should use the text, "Funded by the NJ Knowledge Initiative," and an NJKI database icon is available for downloading at: <http://www.njstatelib.org/ldb/njki>

Question 6.) What if we experience access difficulties? Whose role is it to troubleshoot?

Answer 6.) Please perform your usual trouble shooting activities, then contact the database technical support provided on the Database Summary Table below.

VENDOR	DATABASE	TECH SUPPORT CONTACT	VENDOR ACCOUNT REP
EBSCO	Academic Search Premier Biomedical Reference Collection Business Source Premier CINAHL & Pre-CINAHL Medline Nursing and Allied Health Collection Regional Business News	Chris Terlizzi cterlizzi@epnet.com 800-653-2726 x616	Nancy Gormley ngormley@epnet.com 800-653-2726 X 614
Ovid	Lippincott Williams & Wilkins High Impact Jrnl Collection	George Andrade 800-343-0064 / 781-763-2599 support@ovid.com	Elizabeth Hern ehern@ovid.com 212-568-0217
Nature Publishing	Nature and Research and Review Journals Online	institutions@natureny.com 800-221-2123 Clara Lee X 272 Linda Chu X 250	Chris Hurley churley@natureny.com 800-221-2123
Reference USA	RefUSA http://www.referenceusa.com	Toni - Tunica.Willms@infoUSA.com 402-537-7765 X 7765	Bill Loges Bill.Loges@infoUSA.com 402-596-8614
Wiley	Wiley Interscience Journals	Enhanced Access License Customer Service	Mark Rothenbuhler mrothenb@wiley.com

Authorized Users

Question 7.) Who are the authorized users? Are walk-in patrons authorized users?

Answer 7.) *Authorized users include your faculty, staff, students and walk-in patrons including members of the business community. Provide members of the business community with an application form to submit to the NJSL to determine their eligibility for remote access services. A link to the application form can be found at: <http://www.valenj.org/newvale/spotlight/njki-application-new-form.pdf>
(This form is also located on the VALE Web site).*

Remote (Off-Campus) Access

Question 8.) May we provide remote (off-campus) access to our faculty, staff and students? Will usernames and passwords be issued to VALE member institutions whose libraries do not authenticate via a proxy server?

Answer 8.) *Yes, using your existing methods of authentication, remote access may be provided to your authorized users including faculty, staff and students. If you need IDs and passwords for authentication, please contact the vendor listed in the Summary Table included in Question 6 above.*

NOTE: *Each library is responsible for administering its own vendor-supplied usernames and passwords.*

Question 9.) Are walk-in patrons permitted remote access? To whom should walk-in users be referred for more information about remote access eligibility?

Answer 9.) *No, the database licenses do not include remote access for most walk-in users. However, walk-in users employed by businesses participating in or eligible for NJKI may be eligible for remote access. An application including eligibility requirements is available. Please distribute the application form located at the following link to potential remote access users:
<http://www.valenj.org/newvale/spotlight/njki-application-new-form.pdf> (This form is also located on the VALE Web site).*

Training

Question 10.) Will training on the databases be provided for my library staff?

Answer 10.) *Yes, vendors are being contacted to provide demos, training sessions and publicity materials. Training activities will be coordinated by the New Jersey State Library and VALE.*

Question 11.) Are we required to provide training to walk-in users? If so, how much depth?

Answer 11.) *Yes, your staff should provide the amount of instruction/training they routinely provide to any walk-in user. Staff should be encouraged to welcome all walk-in users, but especially those from the business community since meeting the information needs of New Jersey businesses is fundamental to the success of the NJKI.*

The Memorandum of Understanding between VALE and the New Jersey State Library that you signed in order to participate in the NJKI stipulates that libraries will "provide the level of instruction routinely given to assist citizens in effectively using these scholarly resources."

Licenses

Question 12.A.) May we fill interlibrary loan requests from content included in these databases?

Question 12.B.) May we link to specific articles in the databases for electronic reserves?

Question 12.C.) May the content be used to answer Q&A questions?

Answer 12.A., 12.B, 12.C.) *The NJKI License Terms Table appears below and provides this information in summary form.*

VENDOR	RESOURCE(S)	Y=Yes	N=No	U=Unspecified		
		Walk-In	Authenticated Remote	ILL Print	ILL Online	E-Reserves
EBSCO	Academic Search Premier Biomedical Reference Collection Business Source Premier	Y	Y	Y	Y	U

	CINAHL & Pre-CINAHL Medline Nursing and Allied Health Collection Regional Business News					
Ovid	Lippincott Williams & Wilkins High Impact Jnl Collection	Y	Y	U	U	U
Nature Publishing Note: ILL Print only permitted	Nature and Research and Review Journals Online	Y	Y	Y	Y	Y
Reference USA Note: Remote access by IP only; No usernames and passwords	RefUSA http://www.referenceusa.com	Y	Y	U	U	U
Wiley	Wiley Interscience Journals	Y	Y	Y	Y	Y

VALE Memorandum of Understanding

Question 13.) I recall signing a VALE MOU indicating my institution's willingness to participate in the NJKI. What were its terms?

Answer 13.) *A copy of the MOU can be viewed at:*
<http://www.umdj.edu/librweb/newarklib/NJKI.pdf>

Financial Information

Question 14.) What are the effective beginning and ending dates of the NJKI database contracts?

Answer 14.) *The effective contract dates for all NJKI databases are April 1, 2005 through June 30, 2007, unless otherwise stated.*

Question 15.) What procedures should I follow to initiate a refund or credit for identical content already purchased by my library? Do I have a choice of a refund or credit?

Answer 15.) *ALL Knowledge Initiative contracts require that vendors provide either prorated credits or refunds for the unused portion of existing subscriptions to identical content. Each vendor determines if credits or refunds are provided. If you purchased CINAHL through VALE last year, Judy Avrin coordinated the credit back to you.*

If you purchased other identical NJKI content, please contact your vendor representative. Contact information is available in the chart in Answer 6.

Publicity

Question 16.) Am I responsible for local publicity about NJKI?

Answer 16.) *Yes, please help ensure the success of the NJKI by publicizing the program in a variety of ways, such as handouts, signs, newsletter articles, etc. Publicity materials will be provided by the vendors and by the NJ State Library. The promotional packet for each participating college or university will consist of posters, bookmarks, brochures and rack cards. Delivery will be sent through US Postal Service on or about January 17, 2006.*

If your local publicity about NJKI is printed, please notify Susan Kaplan (email: skaplan@njstatelib.org) at the NJ State Library and send her copies.

Assessment

Question 17.) How will usage statistics be made available to me? When? How often?

Answer 17.) *Each vendor will provide monthly online usage reports and the NJ State Library will receive aggregated NJKI usage data. We are currently working to obtain individual library use statistics which will be provided to each participating VALE member library.*

Question 18.) What other kinds of feedback/evaluative statements do we need to obtain?

Answer 18.) *Users are encouraged to provide testimonials and other feedback about the importance and value of the NJKI. All local efforts to capture such input should be communicated to the NJ State Library. A feedback email box is available on the NJKI Web site titled "Tell Us What You Think." Encourage users of NJKI resources to send their feedback. Success stories are needed!*

Future NJKI Support?

Question 19.) How can we contribute to efforts to continue NJKI support in the future?

Answer 19.) *It is in the best interests of NJ higher education and the participating business entities to ensure the success of the NJKI through local publicity and training. Local steps to ensure this success include:*

- *Provide a welcoming and knowledgeable interface to all users and particularly to walk-in business users.*
- *Ensure that all staff are knowledgeable about the various aspects of the NJKI.*
- *Create public awareness of the program and emphasizing its source as the NJKI.*
- *Post and distribute publicity materials provided by the NKI and by the vendors.*
- *Send testimonials to Susan Kaplan (email: skaplan@njstatelib.org) at the NJ State Library*
- *Update your library Web site with the NJKI logo or attribution*
- *Be sure to promote NJKI electronic databases in all of your teaching and training programs*