

WELCOME TO GALE

FREQUENTLY ASKED QUESTIONS FOR KANSAS LIBRARIES

What do Gale resources provide?

The Gale package of resources available through the State Library of Kansas support users from young learners to Academic researchers, faculty, educators, and public library patrons with general inquiries.

Within the resources users have access to:

- Academic and scholarly journals
- Audio selections
- Biographies
- Case studies
- Creative works
- eBooks
- Full-text newspapers and periodicals
- Images
- Infographics
- Literary works
- Maps
- Primary sources
- Reference works
- Statistics
- Videos

Subjects and areas of study include:

- Business
- College studies
- Elementary interests
- Entrepreneurship
- General interest periodicals
- Health and medicine
- High school studies
- Homework help
- Legal information
- Literature
- Middle school studies
- Reader's Advisory
- Scholarly research
- STEM research
- Small business support
- U.S. and World history

What is the difference between *In Context* and *OneFile* resources?

Gale In Context resources provide a variety of content types including periodicals, reference works, primary sources, multimedia, and eBooks that are curated for age appropriateness and grade level. The resources deliver subject focused portals where users can access overview essays that introduce topics and provide prompts for further thinking and discussion. **Gale OneFile** periodical resources offer newspapers, magazines, and journals to support a variety of interests, disciplines, and grade levels.

Do all libraries have access to all content?

The agreement with the State Library of Kansas provides access to the Gale core collection offered in the package for all participating libraries.

How do I get access?

1. Linking to the State Library webpages to use the geo-authenticated access points provided (such as <https://library.ks.gov/az.php>). When a patron's location cannot be verified to be in Kansas, patrons can enter their Kansas Library eCard credentials to gain access. These access points are based on the settings administered by the State Library and the usage is reported under the State Library's account.

2. Using the local library specific geo-authenticated links provided at <http://support.gale.com/kansas> by searching by library. When a patron's location cannot be verified to be in Kansas, patrons can enter their Kansas Library eCard credentials to gain access. This option allows libraries to manage settings locally and gather usage statistics for their specific library. If a library is not found when searching the website above AND would like this type of administrative access, **please email Gale Digital Solutions directly at gale.digitalsolutions@cengage.com**
3. Libraries can set up or continue to use their local authentication methods and gather their usage statistics through their library's Gale administrative account. If a library would like this type of administrative access, **please email Gale Digital Solutions directly at gale.digitalsolutions@cengage.com**

How do Gale resources work with discovery services?

Details regarding Gale's discovery services can be found here: <https://www.gale.com/discovery-services>
For information on integration with Aspen Discovery visit: <https://support.gale.com/doc/discovery-Aspen>

How will the new Gale eBooks affect hosting fees?

To maintain your institution's individual collections renewing your hosting fees is required. The inclusion of the subscription eBooks included in this package will not affect hosting fees.

What if I'm already subscribing to a Gale database that is new to the Kansas program?

If your institution currently subscribes to any one of the new databases (excluding eBooks), your Gale/Cengage representative will reach out to you with details on a prorated credit that is effective for use on August 1.

Will there be training and marketing support?

Yes, the Gale Training Team will provide training for all resources available in this program. You can register for training [HERE](#). Training, marketing, and promotional materials will be available at: support.gale.com/kansas. Be sure to follow the Kansas listservs for additional training updates. To learn more register for the [Discover Your New Gale Resources: An Overview for Kansas Libraries](#) training session on July 30th at 2:00pm CT.

For additional support, who can I reach out to at Gale?

Gale/Cengage Customer and Technical Support are available to address your questions.

Customer Support: Monday through Friday, 8AM – 5PM EST at 1-800-877-4253 option 4
<https://support.gale.com/customer/>

Technical Support: 1-800-877-4253 option 3 <https://support.gale.com/technical/>