

2019

Hot Off the Presses: Results of a Statewide Survey on Online Access to Newspapers in Rhode Island

Chaichin Chen

Rhode Island Department of Administration, Chaichin.Chen@olis.ri.gov

Andrée Rathemacher

University of Rhode Island, andree@uri.edu

See next page for additional authors

Follow this and additional works at: https://digitalcommons.uri.edu/lib_ts_presentations

Part of the [Collection Development and Management Commons](#)

Recommended Citation

Chen, Chaichin; Rathemacher, Andrée; Kliever, Julie; and Holden, Julie, "Hot Off the Presses: Results of a Statewide Survey on Online Access to Newspapers in Rhode Island" (2019). *Technical Services Faculty Presentations*. Paper 66.

https://digitalcommons.uri.edu/lib_ts_presentations/66https://digitalcommons.uri.edu/lib_ts_presentations/66

This Presentation is brought to you for free and open access by the Technical Services at DigitalCommons@URI. It has been accepted for inclusion in Technical Services Faculty Presentations by an authorized administrator of DigitalCommons@URI. For more information, please contact digitalcommons@etal.uri.edu.

Authors

Chaichin Chen, Andrée Rathemacher, Julie Kliever, and Julie Holden

Hot off the Presses: Results of a Statewide Survey

Chaichin Chen, Office of Library & Information Services
Andrée Rathemacher, University of Rhode Island Library
Julie Kliever, Providence College Library
Julie Holden, Cranston Public Library

Introduction

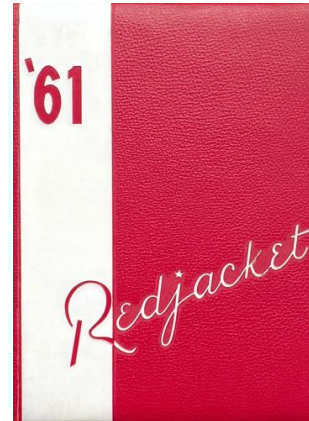
- Statewide [2018 LORI Technology Scan](#)
 - Hardware, E-Resources, Instruction & Learning, Decision-Making
 - Academic, Public, School, Special Libraries
- February 2018: the Office of Library & Information Services (OLIS) convened the ad-hoc **E-Resources Interest Group**

E-Resources continue to change the way we operate

What's Out There:

- Local archives - digitized (local papers, local yearbooks)
- National archives - digitized (DPLA, LOC)
- Streaming media
- eBooks
- Databases

- ★ Licenses & negotiations
- ★ User base
- ★ User access models
- ★ No more ownership



Vendor Roulette: That's not what they told me!

- What service model did the vendor provide?
- Is it fair?
- How can we support each other?
- How can we connect & share with each other?

Let's start with newspapers.....

June 2018: Survey of LORI member libraries

- Purpose: to ascertain if libraries acquire electronic newspapers in a fair and transparent manner.
 - Providence Journal
 - New York Times
 - Washington Post
 - Wall Street Journal
 - Other?

www.PSDgraphics.com



39 Valid Responses

About the Data, I

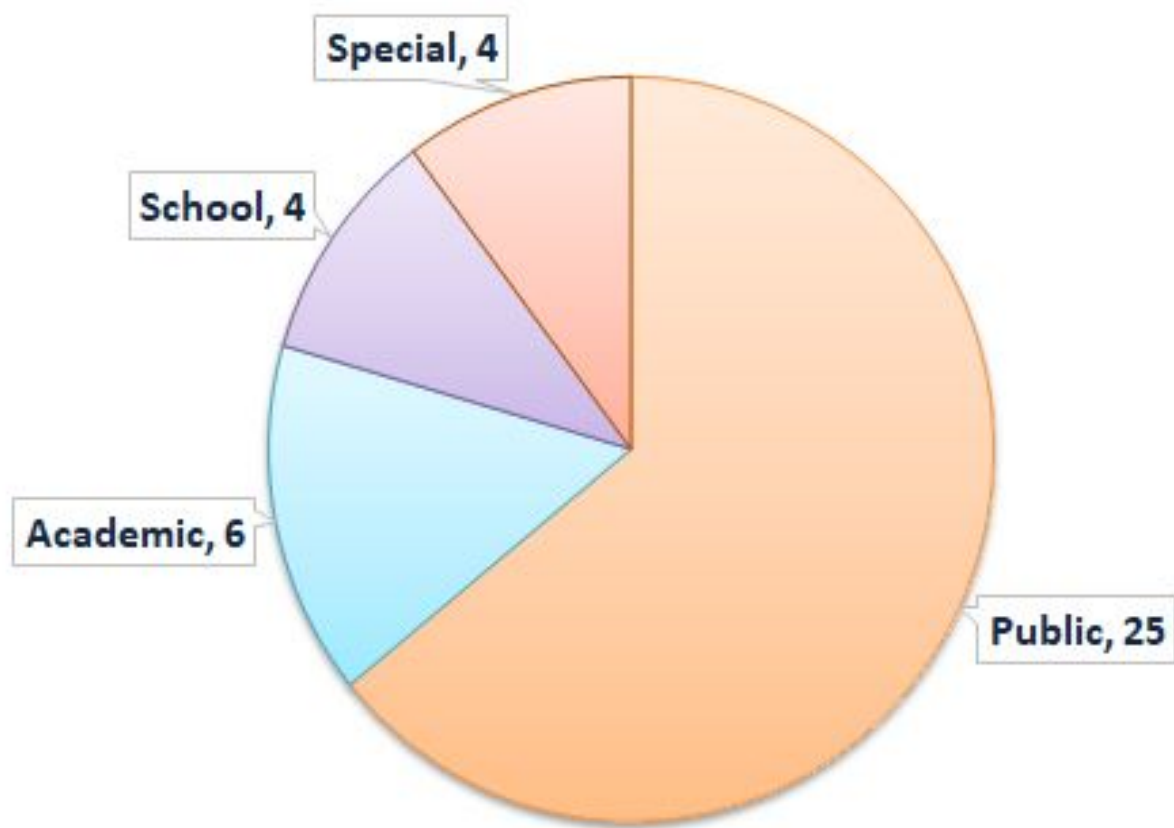
39/51

About the Data, II

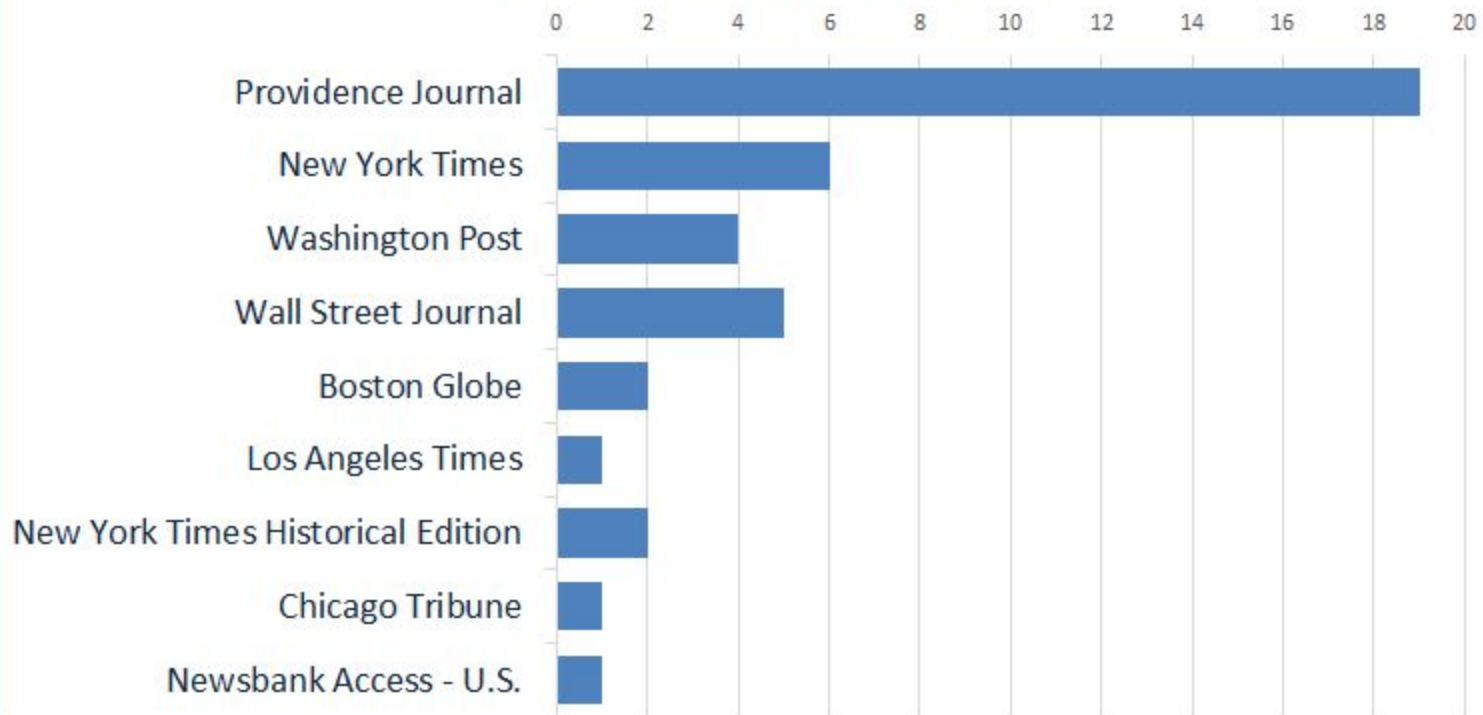
Subscriptions / Purchases



Libraries Responded to Survey



e-Newspapers Subscription



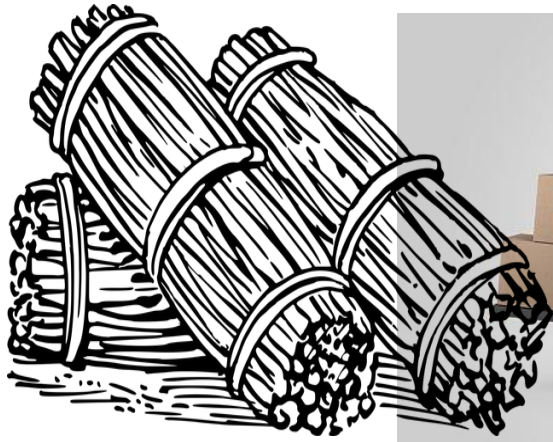
Providence Journal



Pricing Model



Cost



Archival Access



- Up to 1829

12 other libraries, up to years between 1997 - 1983.



Providence Journal

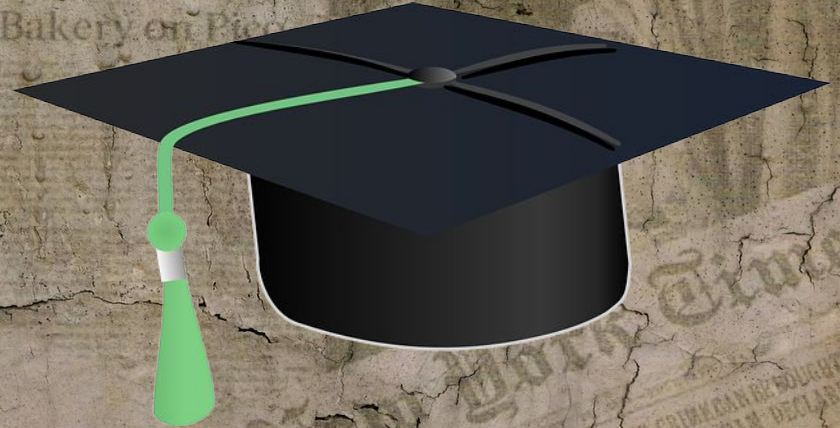
Together, the subscription from 19 Rhode Island libraries serve a total population of 411,181.



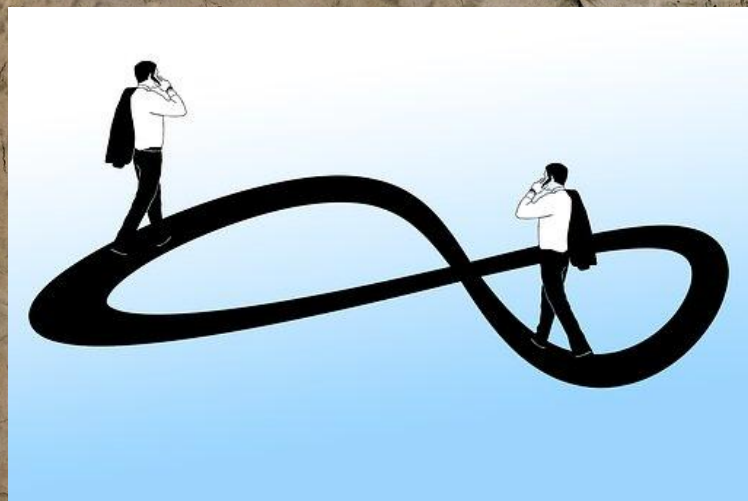
Regional or National Electronic Newspapers



Pricing Model



Access



Cost

New York Times Historical Edition, Annual Service Fees

- URI, approximately \$0.12 per user
Through “ProQuest Historical Newspapers” Database
- Warwick Public Library, \$0.08 per user
Direct Subscription

Local Newspapers



Comments, I

- No Digital Newspapers Subscription
 - Obituary information availables from other sources.
 - Canceled subscription due to budget cuts and low usage. “We have had few complaints.”
 - Patrons not interested.
- Wish List
 - ProJo
 - New York Times
 - Boston Globe



Comments, II

- Too Expensive!
- Can't afford.
- ...bundle... make it hard to reduce a subscription when budget cuts are needed.
- No viable option/solution for providing digital access to historical local papers
- Newspaper publishers more or less exclusive arrangements with one vendor benefits no one.
- Publishers are reluctant to supply a pricing model for full Image access.



Fair and Mild Today,
Clear and Cool Tonight

Tides:

Newsbank and the Providence Journal - what happened?

PROVIDENCE, RHODE ISLAND, WEDNESDAY, SEPTEMBER 1, 1954

PRICE FIVE CENTS 25 Cents Per Week
Delivered by Carrier

Hurricane Leaves 16 Dead, Scores Hurt, \$100,000,000 Damage Along R. I. Coast

Rhode Island Casualties

DEAD

RELAND, John W., 48, of 650 Pequot Drive, Ocean Beach, drowned.
GALLI, Catherine, 77, of 7 Palles St., Providence, drowned in Oakland Beach area.
GALLO, Francesco E., of Palles St., Providence, drowned in land beach area.
HERTEL, Mrs. F., 77, of Seven Oaks, Hope Street, Providence, drowned.
JACKSON, Matthew, of Gaspee Point Drive, Providence, drowned.
MARSLAND, Richard, 45, of 310 Broadway, Pawtucket, sudden.
HEPNER, Miss Mae, of Ocean Drive, died of heart attack while a cook for Mr. and Mrs. Van Alen.
HERVEY, William, 45, of 29 Farm St., Cranston, died at St. Joseph's Hospital after broken ribs and internal injuries suffered when blown off a roof in Cranston.
MCGOLDRICK, Frances, 24, dress, a chauffeur's wife, died at St. Joseph's Hospital.
O'BRIEN, Trooper Daniel L., Rhode Island State Police.

Devastating Blow
High Tides Mash
Houses, Piers, Boats

By STUART O. HALE

morning in the wake of a devastating storm... minutes into shreds, mashed houses, docks and boats to splinters and left a mounting toll of dead and injured. ... persons were known dead and scores were injured. ... placed property damage at more than the \$100,000,000 hurricane of Sept.

- In 2015, NewsBank negotiated exclusive rights to provide online access to the Providence Journal, fully effective June 2015.
- NewsBank also gained exclusive rights to the microfilm edition.
- After June 30, 2015, no new content was added to other online platforms (ProQuest, LexisNexis).
- Several months later, older content was removed from these platforms.
- Like prior online editions, NewsBank offers staff-written articles back to 1981, but also AP wire stories, obituaries, opinion pieces, and website content.
- Eventually, NewsBank also offered a page image version from 2017 forward and digitized page-image backfiles from 1829-1981.

University of Rhode Island ProJo access

- Subscribed as individual subscription July 2004 through ProQuest.
- Staff-written articles only back to 1983.
- Text only, no image.
- Last price paid: \$2,275 (FY2015)



February - March 2015

Newsbank Rep: **Hey!** The Providence Journal will be becoming exclusive to NewsBank effective June 2015. I was hoping to schedule something about how the library wishes to handle this. I have already helped a handful of other colleges and universities in the state reach a solution.

The proposed “solution”:

- Access America’s News (>3,000 titles): \$22,000 / yr.
- Smaller subset of Access America’s News (~1,200 titles): \$14,900



February - March 2015

URI Reference Librarian: We could go back to a paper subscription like in the old days and keep them until the microfilm comes in. Not an ideal solution, but much cheaper.

URI Collection Management Librarian: I can't imagine that this kind of an increase, just to get the ProJo access, is a good idea. Why don't we agree NOT to get the NewsBank product and work on how we will maintain access to the ProJo.



June 2016

Newsbank Rep: **Hey!** I am just following up with you as we recently received a lead from Hannah D., a university student needing our content for her research on RI and Nationwide dam removals in the US from 1985 to current. I have cc'd [Head of Reference] on this as well.



July 2016

URI Reference Librarian: I just got a message from someone trying to access the ProJo via LexisNexis, and we now get a message from LexisNexis stating: Source Not Available.

I'll remove it from the LibGuides, but ugh!

It's annoying that they pulled it with no notice. Other libraries still have it listed on their various guides, so we're not the only ones caught off guard.



August - October 2016

Newsbank Rep: Hey!

- Access America's News (>3,000 titles): \$22,000 / yr.
- Smaller subset of Access America's News (~1,200 titles): \$14,900
- Even smaller subset of Access America's News (800 titles): \$13,175

This is absolutely as low as we'll go.

NewsBank and I have done the best we could to work down a price that is about 40% less than what was originally quoted to the library.

ProJo is no longer available elsewhere in the marketplace.



MATT GROENING ©

August - October 2016

THINK BIG WE DOSM



URI Reference Librarian: My instinct is that we just don't pay it... \$14K a year for one newspaper is unsupportable.

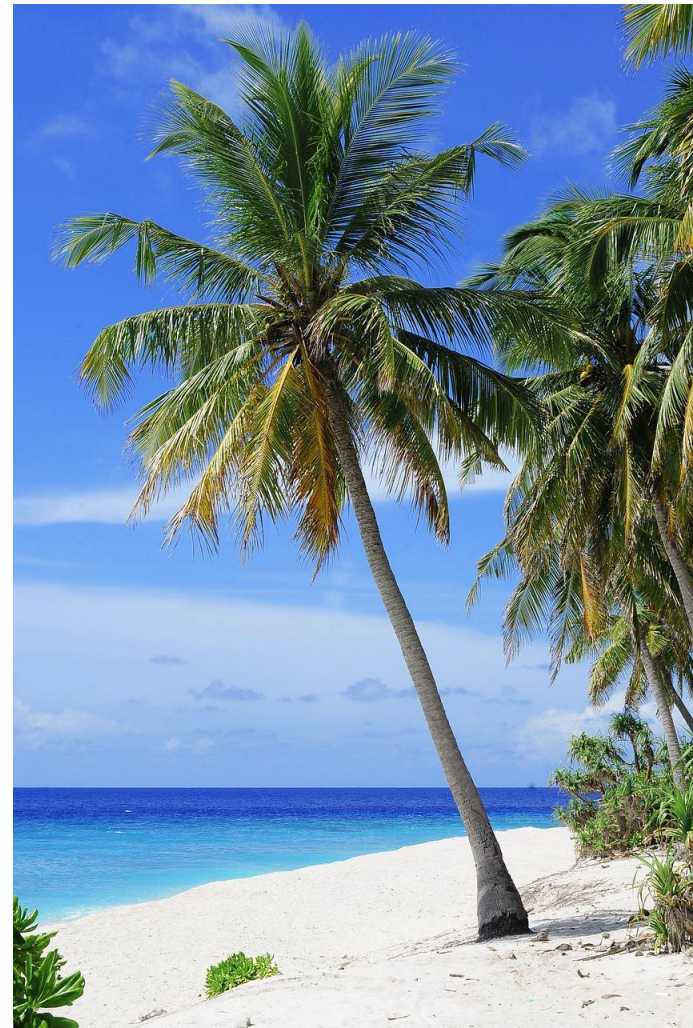
URI Reference Librarian: I heard that NewsBank is holding digital ProJo hostage in “negotiations” with PPL to the tune of \$950,000. So far PPL is holding out but they had to cancel their microfilm subscription because of the exorbitant price increase there too. PPL is referring patrons to us because it seems that we're the only ones in the state with a current microfilm subscription. Maybe we need to tell the NewsBank rep that if NewsBank remains greedy they'll end up with no revenue at all because libraries can't afford to pay even if it means there's no access to the content for their patrons.

March 2017

Newsbank Rep: **Hey!**

How's the weather up there? [NewsBank Rep is based in Naples, Florida.]

I just want to do my due diligence and relate all pertinent information to the library. The ProJo image edition will be included in our news package. It will be the full color page PDF that will come in daily and be fully searchable. If you think this is a more valuable option than your microfilm subscription, we could look at the possibility of converting this in.



March 2017

URI Reference Librarian: No archival holdings? I would say that we keep the microfilm. Besides, their model doesn't fit our criteria to own rather than lease. I hope that other libraries hang tough on this too.

URI Collection Management Librarian: No archive? Seems like we need to have an archival copy in some format.



October 2017



Newsbank Rep: **Hey!**

I am writing with exciting news, as NewsBank has just gained the rights for the full image edition (color PDF searchable) to be inputted into product. Currently URI is the only 4 year academic in the state who does not have access to this through us.

There is no perpetual access. Other institutions have expressed that concern with converting the film, and I let them know that there are 4 other academics in the state who maintain the film in their holdings.

This subscription (\$14,175 / yr.) would qualify you for the perpetual purchase of the historical archive for the ProJo which is 1829-1981.

“Hey!”

By this point, we were starting to feel like this scene from “Drunk History vol. 2.5 - Featuring Jack Black.”

[NSFW BTW]



October 2017

URI Collection Management Librarian: Pass.



July - August 2018

Newsbank Rep: Hey!

NewsBank film is becoming very expensive for us to produce, so we are trying to have our libraries come on board with a more feasible sustainable long term option of digital.

Digital Conversion Option: \$13,175

- PDF version of ProJo, same day delivery, 2017-
- ProJo text only back to 1981
- Set of 26 Rhode Island newspapers



July - August 2018

URI Acquisitions Librarian: But no perpetual access, right?

NewBank Rep: Correct. We do offer perpetual access... but it costs more.

URI Acquisitions Librarian: Wait... is this new?

NewBank Rep: Yes, this model is new for us and we are just beginning to roll it out. At the moment, all RI institutions apart from URI have the subscription/historical platform in place.



URI Acquisitions Librarian: We would consider this if we had a written contract saying NewsBank would host perpetual content even after cancellation, for free or for a nominal hosting fee.

September 2018



Newsbank Rep: **Hey!** Here's our offer:

1. Access Rhode Island from America's News (subscription) with Providence Journal Digital Annual Archive (perpetual)

- **\$17,472 / yr.**
- **Providence Journal searchable page image (2017-present) with same-day delivery; Perpetual access to page image from 2019 forward**
- **Providence Journal, text only 1981-present**
- **26 Rhode Island news sources, text only**
- **If subscription canceled, 5% annual fee to access perpetually-owned content on NewsBank platform (~ \$874)**

September 2018



Newsbank Rep: **Hey!** Here's our offer for the archives:

2. Providence Journal Historical Archive (perpetual license)

- \$76,500 one-time purchase
- Providence Journal page image (1829-1981)
- If subscription canceled, annual fee of 5% of purchase price to access perpetually-owned content on NewsBank platform (\$3,785)
- Subscription required to be “eligible” to purchase archive

September 2018

URI Acquisitions Librarian: Should we do it? Has NewsBank finally broken us? I feel like they did give us what we asked for.

URI Reference Librarian: If they can give us everything that we want and we have the funds, I think that we should go for it. It's a basic resource for us.

URI Reference Librarian: I'm starting to get requests. ("RIC has it. Why doesn't URI?")



September 2018

R.I.P Grumpy Cat (2012-2019)



URI Acquisitions Librarian: You can go ahead and send the invoices, but know that we are giving this a try and are not committed to continuing the subscription if we are dissatisfied with it. In short, I'm not happy with NewsBank. I feel that the company's practices are extortionist. The products are overpriced. And the metadata they provide for control of the subscriptions is inadequate. So, yes, NewsBank will be able to boast that they now have all RI libraries subscribing to the ProJo, etc. But you certainly don't have happy customers who will speak well of your company.

Newspapers held hostage by Newsbank: A national epidemic?...



...or is this just a
“Rhode Island” thing.



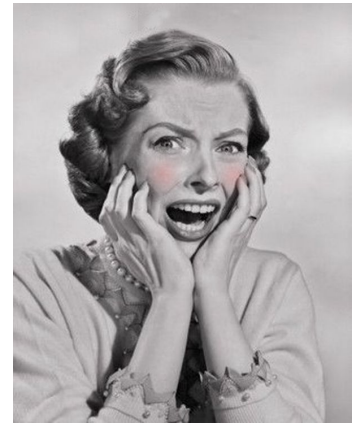
Horror story #1: Kentucky



- A university library had access to their local paper via both Proquest and Newsbank.
- The library decided to cancel Newsbank access, since Proquest was cheaper. Newsbank (allegedly) informed the local paper that they were violating a contract agreement by continuing to work with Proquest.
- Local paper pulled out of Proquest agreement.
- Newsbank then tried to get the Library to re-subscribe.
- Library worked out a direct deal with the paper to purchase logins for web version.

Horror story #2: North Carolina

- A university librarian reported dissatisfaction with Newsbank prices and licensing. Negotiation has been ongoing for months, with no agreement yet.



“One concession they did offer is a deep, deep discount on Access World News, offered (they said) because our campus was closed due to Hurricane Florence for a month. It’s only for the first year, of course. Then the price will go up dramatically.”


Horror story #3: Oregon



- A college in Oregon had access to The Oregonian via Lexis-Nexis.
- After the paper was acquired by Newsbank in 2011, they were asked to pay \$5800 for direct access. They declined.
- In 2015, Newsbank moved The Oregonian to their Access World News platform. Subscription cost was \$21,775.

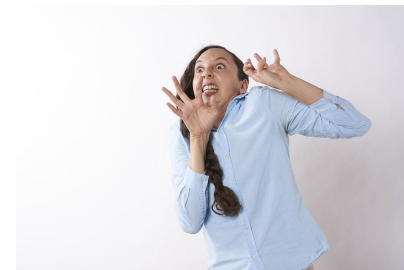
Horror story #4: Texas



- A Dallas university (with ~10K FTE) had access to the Dallas Morning News via Newsbank.
- In 2014, DMN and Newsbank got into a licensing spat over both microfilm and online publication rights. University to lost access to both.
- (DMN is owned by Belo Corporation  previous owners of ProJo.)
- In 2015, librarian contacted DMN/Belo directly. Was told that DMN was aware of steep cost of access via Newsbank, and was willing to provide access directly. However, DMN rep had never heard of institutional licensing. Thought librarians could simply hand out daily access passes to students.

Horror story #4 continued: Texas

(so good, it takes 2 slides)



- Librarian reached out to DMN/Belo rep again in 2016, was told by DMN that online version had been licensed to **PressReader**:
“`Pressreader is a scam, and what they do is scan copies of papers/magazines that cruise ships have on board, but which aren't supposed to leave the cruise ships'. (I kid you not, I could not make this stuff up).”
- “She invited me to come tour Belo's new facility in a fancy-ish highrise. I declined, but invited her to come to our library to see, in person, what someone interested in conducting scholarship in Dallas history would have to go through.”
- “There are worse fates than Newsbank for a local paper, at least in our case. I would love to overpay Newsbank for something I could reliably deliver to my campus.”

Horror story #5: Wisconsin



- The Milwaukee Journal and Journal Sentinel had been made freely available via Google News Archive project.
- On Tuesday, Aug 16 2016, these resources vanished from the Google News Archive pages. No advance notice was given.
- Google's response when questioned by local journalist:
"Google News Archive no longer has permission to display this content."
- Milwaukee Journal Sentinel's response when questioned by local journalist:
"We have contracted with a new vendor (Newsbank.) It is unclear when or if the public will have access to the full inventory that was formerly available on Google News Archive."
- Newsbank was going to charge the City Library \$1.5 million for 1841-1960 archives
- As of December 2017, content was back on Google. It appears that the MJS folks grew disenchanted with Newsbank ("work with the new vendor has stalled").

Horrific Archive Prices #1:

- Public library in Lincoln, IL offers access to the State Journal-Register from 1831 to present.
- Made possible by using \$250,000 out of a \$340,000 gift from a reference librarian who passed away in 2011.
- “There are opportunities for local businesses to sponsor parts of the archive.”
- Omaha Public Library offers access to Omaha World-Herald and its predecessor, Omaha Daily World, from 1885 to present via Newsbank.
- “Thanks to \$700,000 from Omaha donors” (Omaha Public Library Foundation)
- “The foundation’s record \$1.2 million campaign was boosted by efforts to buy the archive from NewsBank Inc., a Naples, Florida, company that scanned and processed the newspaper pages into a searchable database.”



Horrific Prices #2:



- **Columbus Metropolitan Library** trustees agreed to pay NewsBank Media Services **\$932,970** for lifetime rights to the Columbus Dispatch from 1871 to 1985.
- **The San Francisco Public Library** paid NewsBank **\$395,000** for The San Francisco Chronicle content for a similar period. It paid an additional **\$900,000** to extend its content from 1985 to 2015.
- **The Dallas Public Library** bought the rights to the Dallas Morning News (1885-1984) for **\$875,000**.
- **The Cleveland Public Library and Cuyahoga Public Library** separately purchased Plain Dealer content (1845-1991) for **\$367,000** each.

So whaddaya think?

- What might be libraries' next step to encourage everyone to cooperate when negotiating with vendors?
- Which other electronic resources might be candidates for collaboration?
- How can we learn to be good negotiators?
- Is there interest in a future meeting?



Thank you!

Chaichin Chen, Office of Library & Information Services
Andrée Rathemacher, University of Rhode Island Library
Julie Kliever, Providence College Library
Julie Holden, Cranston Public Library