

Key Contacts – North America

Search Assistance

If you want information about search strategies or our electronic product capabilities, we can help. With more than 75 years of combined search experience, our information specialists can be reached at 1-800-227-8431 or by e-mail at contentqa@iacnet.com.

System Status Notification

Occasionally, it's necessary to interrupt online service to perform maintenance on our systems. If you would like to be automatically notified about these maintenance periods, e-mail your name, company or institution, e-mail address, and your request to iacsupport@iacnet.com.

Customer Service/ Tech Support Phone Number

1-800-227-8431,
Monday-Friday,
8:00 a.m. to 8:00 p.m. EST

Customer Support E-mail Address

technicalsupport@iacnet.com

Customer Service/ Tech Support Fax Number

1-800-676-2345

Gale Group Headquarters

27500 Drake Road
Farmington Hills, MI 48331-3535
USA

1-800-877-GALE

Fax: 1-800-414-5043

Key Contacts – Rest of World

To inquire about Gale Group products or to set up a free product trial, send an e-mail to international@gale.com or contact your local Gale Group sales office shown below:

Asia Pacific

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All Other Areas

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Fax: +1 248 699 8064
E-mail: international@gale.com
Home Page:
<http://www.galegroup.com>

International Technical Support

For technical support on Gale Group products, contact globaltech@gale.com

Europe, Africa and Middle East

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Contact: Peter Reardon (for UK inquiries)
E-mail:
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Contact: Lynne Guthrie (for Continental Europe, Africa and Middle East inquiries)
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Greater InfoTrac functionality and flexibility with Year 2000 compliance

The Gale Group has exciting opportunities for customers to upgrade their current InfoTrac subscriptions to Year 2000 compliant interfaces that offer greater functionality and flexibility. A summary follows of the Year 2000 status for InfoTrac CD-ROM platforms and related equipment. Please read the section(s) that applies to your subscription and follow the steps needed to ensure uninterrupted product performance as well as opportunities to upgrade to new and improved interfaces.

InfoTrac® EF CD-ROM Platform for Windows 95

The Windows* 95/98 version will be automatically upgraded to be Year 2000 compliant and will be available by September 1999, at no charge to existing customers.

InfoTrac® EF CD-ROM Platform for DOS

Due to DOS not being Year 2000 compliant, we suggest customers upgrade to InfoTrac EF for Windows 95 or to InfoTrac Web, at no charge. While these DOS CD-ROMs will continue to work, the Gale Group will be unable to support this platform after June 1999.

InfoTrac® ES CD-ROM Platform for DOS and Macintosh

Neither of these platforms are Year 2000 compliant. We suggest DOS customers upgrade to InfoTrac Web or to InfoTrac EF for Windows 95. Macintosh users must convert to InfoTrac Web. There is no charge for upgrading. While these CD-ROMs will continue to work, the Gale Group will be unable to support their platforms after June 1999.

Leased Hardware Compatibility and Renewals

All hardware leases expire before December 31, 1999 and will not be renewed. Leased hardware is not Year 2000 compliant and will not operate correctly with Year 2000 compliant InfoTrac products. Currently leased hardware does not need to be returned. While this hardware will continue to work with non-compliant software, it will not be supported by the Gale Group after June 1999.

Regardless of platform, the Gale Group has an easy solution to ensure uninterrupted service. To upgrade, please contact your Gale Group Sales Representative at 1-800-877-GALE or your International Sales Office. For technical assistance, please call 1-800-227-8431. International customers can e-mail globaltech@gale.com. Regularly updated Year 2000 compliance information can be found at www.galegroup.com. Thank you for choosing InfoTrac and the Gale Group as your information solution.

* Windows is a trademark of the Microsoft Corporation.

The preceding statements are being designated as year 2000 Readiness Disclosures under the Year 2000 Information and Readiness Disclosure Act, enacted by the 105th Congress on October 19, 1998.

InfoTrac News

Information Access Company, Gale Research and Primary Source Media – Now Serving You as the Gale Group

For years, you've known Information Access Company (IAC), Gale Research and Primary Source Media as three separate leaders pursuing different publishing philosophies. IAC's InfoTrac® periodical retrieval interface, Gale's essay-based reference and the massive digitized document archives of Primary Source Media each occupied an important segment of the total reference solution.

With the Internet, came the expectation by users that a single online search could answer all their reference questions in an instant. Until now, it was impossible for librarians to meet this challenge.

Now that IAC, Gale Research and Primary Source Media are the Gale Group, librarians can confidently guide users to Internet-based products that offer reliability, comprehensiveness and time-tested relevance. By combining our talents, we offer products that are more powerful, more intuitive and more targeted toward your expectations than ever before. As an InfoTrac product user, you'll find a growing scope of increased benefits as a Gale Group customer.

The first example of how the Gale Group integrates data from its three component companies comes in the form of Resource Centers.

Designed to offer researchers wide-ranging search results in a single session, Resource Centers are a new kind of Internet-based reference, integrating hand-selected elements from the entire range of Gale Group databases. To make Resource Centers even more comprehensive, we've begun to license reliable third-party databases and integrate them into the interfaces. For ultimate access, we're releasing upgrades throughout 1999 that offer more Web site links, OPAC links, audio and video components and e-mail options.

One of the first offerings is the Biography Resource Center. Available now, the Biography Resource Center includes content from nearly 50 databases as well as 250 full-text periodicals. It provides access to more than 142,000 full-text biographies, more than 1.2 million biography-related articles and much more. New and updated materials are now added every 2-3 months with monthly updates occurring

during 2000 and beyond. Look for 10,000-15,000 related Web site links as well as library holdings links.

A recent partnership arrangement with Marquis, publisher of the *Complete Who's Who* will provide additional biographical information. The inclusion of this classic reference will offer more than 900,000 brief entries to the Biography Resource Center's in-depth, full-text essays. Libraries can subscribe to the Biography Resource Center with or without the *Complete Who's Who*.

Literature Resource Center, another of the Gale Group's Resource Centers, combines the Gale Group's acclaimed literature resources with detailed entries on more than 90,000 authors of fiction, nonfiction, poetry, drama, history and journalism. For more information on the Biography Resource Center or the Literature Resource Center, please call your Gale Group Sales Representative at 1-800-877-GALE. Outside of North America, contact your International Sales Office listed on page 4. ■

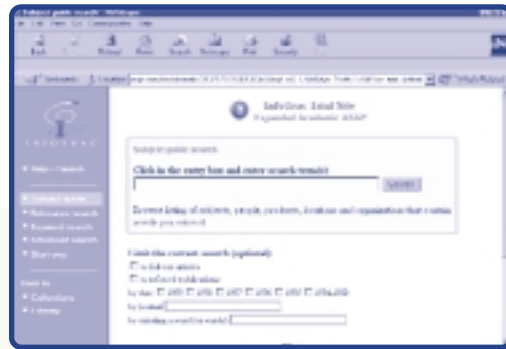
InfoTrac® Web — A Revolutionary New Interface in a Full-Text Search Engine

The world's best full-text periodical search engine, InfoTrac® SearchBank, has been transformed into a more powerful, customizable interface — InfoTrac Web. Available to all SearchBank subscribers as of March 1999, InfoTrac Web retains all the SearchBank essential subject indexing vocabulary, authority control and familiar user interface features. However, the upgrade revolutionizes the interface by allowing you to create the look and the feel, even control how the results of your online searches will display.

Perhaps the most important new feature of InfoTrac Web is our exclusive InfoMarks utility, which allows users to simply bookmark a URL to save a query.

InfoMarks execute even the most complicated searches in seconds and can be pasted or copied into an e-mail, an intranet page or word processing application.

The new InfoTrac Web interface is now available to all SearchBank subscribers. To find out more about this revolutionary FREE upgrade or how to begin your full-text periodical subscription, contact your Gale Group Sales Representative at 1-800-877-GALE or your International Sales Office listed on page 4. ■



InfoTrac Total AccessSM

InfoTrac Total Access offers real electronic solutions for your library's reference needs, covering all the bases in the critical areas of content, access and total performance. With a customizable interface and the ability to retrieve answers from a multitude of sources, InfoTrac Total Access is your portal to the digital library.

InfoTrac Total Access brings together all your electronic resources from your Library's own OPAC to the Library of Congress — from the familiar InfoTrac databases to offerings from other licensed third-party

vendors — to the best of the Web — all searchable with a single query. It then illuminates the path to all of your internal or external databases. You decide what's available, adding and deleting sources, tailoring the collection for your users. The result is integrated information that produces what users really want — the right answer, right now. To find out more, call your Gale Group Sales Representative at 1-800-877-GALE or your International Sales Office listed on page 4. ■



Gale Group InfoSuites

Gale Group InfoSuites allow you to select the best of Gale Group full-text periodical and reference databases at a substantial discount. You'll appreciate how you can customize your database purchases, selecting only the components most beneficial to your users. Begin

with as few as one periodical and one reference database from a broad range of Gale Group databases, then apply your discount to individual titles as your needs grow.

When you order by December 15, 1999, you'll also qualify for a substantial discount on InfoTrac

Total AccessSM. With InfoTrac Total Access, your InfoSuites will merge seamlessly with other electronic databases, the Internet — even your own OPAC — to form a single gateway where users will have access to the ultimate in range and scope of information. Call your Gale

Group Sales Representative at 1-800-877-GALE or your International Sales Office listed on page 4 for more information. K-12 customers interested in learning more about Gale Group InfoSuites to meet their needs are also asked to call their Sales Representative for details. ■

Periodical CHOOSE ONE:	Reference CHOOSE ONE:	Or CHOOSE TWO:
<i>General Reference Center Gold™</i>	Biography Resource Center	<i>Associations Unlimited</i>
<i>General Reference Center</i>	Literature Resource Center	<i>Biography & Genealogy Master Index</i>
<i>Expanded Academic ASAP™</i>	<i>Gale Business Resources (all modules)</i>	<i>Contemporary Authors®</i>
<i>Academic ASAP™</i>	<i>Gale's Ready Reference Shelf</i>	<i>Contemporary Literary Criticism Select</i>
<i>General BusinessFile ASAP</i>	<i>Health Reference Center™</i>	<i>Dictionary of Literary Biography</i>
<i>Business & Company Profile ASAP™</i>	<i>Health Reference Center Academic™</i>	<i>European Business ASAP</i>
<i>PROMT®</i>		<i>Gale Business Resources (any module)</i>
		<i>Gale Directory of Databases</i>
		<i>Gale Database of Publications & Broadcast Media</i>

About Your CD-ROM Subscriptions

Thank you for making Gale Group information products a part of your library. You may have been notified about the discontinuation of selected CD-ROM products. The chart below will tell you which CD-ROM products cannot be renewed and those that will have final releases. Following final

release, these CD-ROM products will no longer be available for renewal. For your convenience, recommended substitute selections are indicated on this chart that can provide the research benefits to which your users are accustomed. Please call your Gale Group Sales Representative at 1-800-877-GALE or your International Sales Office

listed on page 4, with any questions about these CD-ROM products and to learn how their new format and features can enhance your collection. All recommended alternative products are available on a 30-day trial basis. Call your Gale Group Sales Representative for details. ■

CANCELED CD-ROMS	SUGGESTED ALTERNATIVE PRODUCTS		
	ONLINE	CD-ROM	PRINT
CPI	CPI.Q	CPI.Q — Windows format	Canadian Periodical Index
CPI.Q — DOS format	CPI.Q	CPI.Q — Windows format	Canadian Periodical Index
CPI.Q Young Adult — DOS & Windows formats	CPI.Q	CPI.Q — Windows format	Canadian Periodical Index
DIScovering® Careers & Jobs DIScovering® Careers & Jobs Plus	Peterson's Undergraduate Search; Peterson's Graduate Search		
Market Share and Business Rankings Worldwide	Gale Business Resources: U.S. Industry Module		Market Share Reporter; Business Rankings Annual
CD-ROMS AVAILABLE ONLY THROUGH 1999			
Gale Business Resources (last release 6/99)	Gale Business Resources		
SuperLCCS™ (last release 7/99)			SuperLCCS™ (also available in microfiche)
Biography & Genealogy Master Index (last release 9/99)	Biography & Genealogy Master Index		Biography & Genealogy Master Index
Gale's Ready Reference Shelf (last release 9/99)	Gale's Ready Reference Shelf		
Companies International (last release 10/99)	Gale Business Resources: U.S. Industry Module; Gale Business Resources: International Industry Module; Company ProFile		
What Do I Read Next? (last release 10/99)	What Do I Read Next?		What Do I Read Next?