

Gale Pricing for IHLS and RAILS Schools FAQs

Gale is partnering together with RAILS and Illinois Heartland Library System. All of Illinois Heartland Schools will have **Janel Schnur** janel.schnur@cengage.com as their **Gale Consultant**. What an exciting way to bring rich content into school libraries and buildings across the state!

Below is a list of questions to help answer the ordering process and typical FAQs.

How would schools order?

Illinois Heartland will provide Gale with a list of schools and their databases selections. If your library is interested in participating, please contact Cassandra Thompson (cthompson@illinoisheartland.org) and let her know which databases your library is interested in.

Gale will send IHLS a quote for approval. Once IHLS confirms the quote, and within about 48 hours, schools would receive their Gale Access emails.

What support will our schools receive?

As always, every school will receive individual installation, implementation, access and ongoing support at no additional cost. We can customize training to meet your needs and work with your schools individually, if requested.

Two Ordering Options

Option 1: We would like to offer your members an “Early Adopter” discount. Essentially what this means is, if there are schools who are willing to commit by March 15th 2020, we will turn on access but would not bill RAILS/Illinois Heartland until July 1st 2020. This way they are getting 15 months for the price of 12.

Option 2: For any remaining districts/schools that choose to purchase after the Early Adopter deadline, we would ‘batch’ those orders/invoices, billed to RAILS/Heartland in a manner that best meets your needs.

What if some of our members already subscribe to these databases?

For those members who have these databases now, but would like to take advantage of the RAILS/Heartland discount package, Gale will prorate their current subscription and issue a credit to their account.

For individual member libraries (members of the consortium) which have an existing subscription to any specific databases licensed from The Gale Group or Gale division of Cengage (collectively “Gale”) through a statewide bid initiative, Cengage will offer a pro-rated credit based on the time and value remaining in the pre-existing subscription on the date of the new contract with Licensee. Cengage will identify and automatically cancel the individual subscriptions for the products included in the new contract, calculate the credit due, and contact the individual institutions involved to ascertain the disposition of the credits. No refunds shall be issued. Customers may use credits at face value to pay an outstanding Gale invoice, license or purchase access to new Gale products. Credits shall not be offered for prior purchase of access to Gale Virtual Reference titles

which are included in a statewide licensed contract. Credits may not be used to purchase or license third party content.

I am attaching some general information about each database above. I am also going to work on creating videos for your members so they can get a “virtual tour” of the databases that you can post on your websites or embed in your internal emails/newsletter for your members.

I am so excited to be starting this partnership with both RAILS and Illinois Heartland.

Please let me know if you have any questions, if I can be of any other assistance, and what next steps look like.

Thank you so much!



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