DATABASE CONTENT/FORMAT
Consider functionality, appropriateness of format, database content, adequacy of coverage (retrospective, current), and value to the California Community Colleges as a whole.

Sharpe Online Reference provides access to 12,000 articles from 29 Sharpe e-Reference titles on history and culture (assuming all collections or titles are purchased). Titles, such as *Encyclopedia of the Gilded Age & Progressive Era* and *Encyclopedia of American Folklore,* have been deemed essential in Choice Reviews for Academic Libraries and are available for inclusion. All the titles included have been reviewed positively for school, public, and/or college libraries by various publications. Additional content includes access to 4,000 images, primary documents, and the ability to browse the titles as you would print materials to access a title's glossary and chronology.

SEARCH INTERFACE
Consider the functionality and ease of use of the interface. Is it intuitive or is an excessive amount of training required? Are any crucial features missing from the search interface?
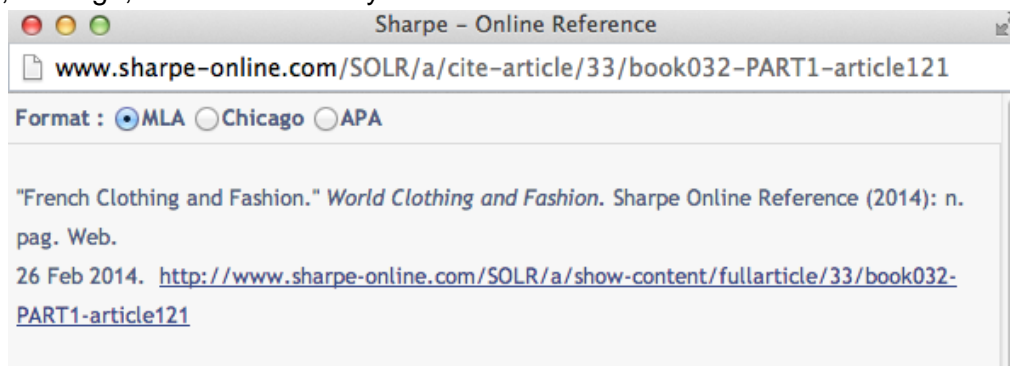
Sharpe Online Reference has a quick search available at all times. The quick search has the option of selecting "search exact term" that searches a single exact term without any variation. Users can also select advanced search that allows for searching within a specific collection or a customized list of titles. Both the quick search and advanced search allow for Boolean and phrase searching to make searching easy. Articles listed in a user's results are chosen based on finding the user's search term(s) found in an article's text (the body of the article itself), its cross references, and further readings fields.

Once a user has a list of results those can be narrowed to type of resource (article, primary document, image, map, etc.). The results screen shows type of entry, title of entry, and a sample of the text showing one or all of the keywords entered. Article entries include a list of hyperlinked cross references and further readings (books, websites, etc.).

There are several features that could be helpful for students, including the ability to print, email, bookmark, and create notes. Users can select the size of text they would like to read. Articles

also feature a link to cite, which results in a pop up window where the user can select MLA (default), Chicago, or APA citation styles.

USER SUPPORT SERVICES

What types of customer and technical support are available for end users and library administrators?

Sharpe Online Reference provides a toll-free number and an email address within the database. There is an online help option which provides tips on searching, ways to save searches and edit the user profile. Sharpe Online Reference provides usage statistics for the librarians.

COST
If cost is available, does it seem reasonable in terms of comparable products?

A library can purchase an entire collection for a set price or several titles from different collections at a discounted price.

AVAILABILITY/ACCESSIBILITY OF SERVICE
Is access/connection to product reliable and stable? Is response time adequate? Is product accessible to users with disabilities?

The content of Sharpe Online Reference is partially accessible to users with disabilities. Users can select the size of text or use the screen zoom feature on their computer. Images have text labels and audio has transcripts, but videos are not closed-captioned.

FINAL RECOMMENDATION

The reviewers suggest a full review because the content is community college subject and audience appropriate.

OTHER REVIEWS OF THIS PRODUCT

Choice Reviews for Academic Libraries February 2012 (49-3013)

Choice Review for Academic Libraries April 2012 (47-4197)

Library Journal March 1, 2012 "Best Reference: 2011" (pages 38-46, with Sharpe on page 42)

Library Journal October 1, 2011 (page 100)