



LIBRARIAN CASE STUDY

Unlocking More for Less: Expanding Access While Maximizing Library Resources

How one librarian digitized resources and grew their collection from four to fifty databases, providing students across all four campuses with access through *Gale Research Complete*.



SUSANNA SMITH

As Assistant Professor of Library and Information Science at Georgia Highlands College, Susanna Smith expanded access to essential resources by transitioning the university to a comprehensive digital subscription.

THE RESOURCE

Gale Research Complete stands as the most extensive collection of primary and secondary sources available to libraries today. With over 13 million pages of content, including historical documents spanning from the 13th to the 21st centuries, it also includes more than 28,000 periodicals and newspapers, 1,900 eBook editions, and other content types. This comprehensive resource provides unparalleled access to nearly every research field, making it an invaluable tool for users ranging from undergraduate students to seasoned scholars.

THE CHALLENGES

Serving a small population spread across four locations, the librarians at Georgia Highlands College faced logistical challenges in providing equitable access to library content. Primarily a two-year transfer college, the main campus held print copies of most of the library's content, while one location entirely lacked its own circulating collection. With a small staff and limited funding, Susanna explored how *Gale Research Complete* could extend services uniformly across all campus locations.

In 2015, Susanna stepped into her role as an acquisitions librarian. At that time, the library's practice of buying two copies of each book—one for the main campus and another for a larger secondary campus—was proving to be unsustainable. Susanna explained, "We were paying a lot for duplicate print materials to go to our two 'large libraries,' but then our smaller locations weren't getting the benefit of that."

Susanna was tasked with maximizing their budget while ensuring students at four different locations had access to necessary resources. As part of the University System of Georgia, Georgia Highlands College had access to GALILEO, the system's virtual library. With most of the content funded by the



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state, Susanna worked to fill in the gaps, identifying which academic programs needed additional resources in the library.

To support this expansion, the library subscribed to *Gale In Context: Opposing Viewpoints*, *Artemis* (now known as *Gale Literature*), *Gale Literature: LitFinder*, and *Gale In Context: Global Issues* databases, but it was the introduction of *Gale Research Complete* that presented an opportunity to consolidate all these collections into a single subscription.

“This just happened to come at exactly the right time when I was revisiting all the subscriptions and the money we were spending. I was looking at usage and exploring if I could make financial adjustments that wouldn’t affect our budget but could significantly enhance what our students could access.”

THE OPPORTUNITIES

Susanna started by significantly reducing the number of new print materials ordered.

The savings from this move were redirected toward developing digital resources, thus broadening access for students at all campus locations. Although the library benefitted from subscribing to four Gale databases, it still faced challenges in adequately serving every academic program.

In her discussions with their Gale representative, Susanna discovered *Gale Research Complete*, a comprehensive solution that could integrate her existing databases while expanding the library’s overall collection.

“The big thing for us was that we were getting all these resources for the same price we used to pay for just four databases. That’s huge. Everyone was surprised. We were getting fifty databases for the price of four,” Susanna explained. “That was especially exciting for a small school like ours. We don’t have a million-dollar

budget, so with my modest budget, we were suddenly able to give our students access to so much more.”

In 2018, Georgia Highlands College switched from purchasing individual databases to gaining widespread access to 50+ databases through *Gale Research Complete*. Susanna’s next challenge? Teaching faculty how to effectively use this resource and integrate it into their students’ learning.

“I think the struggle with any academic library is always when you get a new resource: how do you get it into the hands of faculty who need it so they can then provide it to the students who need it?”

Faculty know what resources they want their students to use for their projects, and with access to *Gale Research Complete*, they can now direct students to an even broader range of materials. To create a simplified shortcut to these databases, Susanna developed a library guide, organizing all databases by subject. Now, faculty could easily see what resources were available for their program.

“We had a lot of faculty needing civil rights materials a few years back, so adding *Archives Unbound* through *Gale Research Complete* was a big deal. I could tell them, ‘If you need civil rights resources, this is the platform.’ The introduction of a popular culture database also gave students more engaging content, and faculty appreciated having access to a wider range of subject-specific resources that sparked greater interest.”

By adopting *Gale Research Complete*, Susanna maximized Georgia Highlands College’s budget and expanded digital access across all four campuses. This not only streamlined operations but also enhanced the academic experience, providing faculty with more diverse content and students with engaging, high-quality materials. Georgia Highlands College shows that even small schools can offer the same academic tools as larger institutions— all while saving money.

 Learn more about **Gale Research Complete**.



Gale, here for **everyone**.