

Statement to Council of Chief Librarians re: article on content suppression within GVRL

Gale appreciates CCL's important reviews of products and wants to take the opportunity to provide background, clarity and context on content within *Gale Virtual Reference Library* (GVRL), our ebook platform.

Through GVRL, Gale strives to publish eBooks that include every word and image that appear in the print version of our titles. As more customers and users transition from print to electronic reference collections, this is an important priority for the company.

Gale has been working to improve our licensing and publishing processes and as a result, we have reduced the incidence of content suppressions by 93% over the past four years. Today, just 2.4% of the total titles loaded to our platform since 2012 contain suppressed content.

For background, Gale's editorial staff works with subject matter experts across a wide range of fields to have original content created for our titles, and we also source other unique content from library and publishing partners. Content is typically suppressed within Gale titles only when electronic rights cannot be secured from the third party contributor. As a standard rule, our editors make every effort to secure print and digital rights for all of the content we publish and curate. Gale strives to adhere to a policy that eBooks containing less than 85% of the print content are not loaded to GVRL, and the eBooks we distribute on behalf of our publishing partners do not contain any suppressions.

It is important our customers are aware of suppressed text within GVRL. Currently, we note content omissions within our catalog at either the title or series level. We are now working to ensure this information appears at both the title and series level for all impacted titles.

As part of our publishing policy, Gale representatives are provided with quarterly omission lists so they can advise of any suppressed content as a part of the customers' decision making process. In addition to providing these lists, we also offer customers the ability to instantly trial/preview any eBook title available on GVRL in advance of purchase through custom trials or by logging into our website at www.gale.com.

Customer and user satisfaction drive everything we do here at Gale. We welcome an open dialogue with our customers about this and any other topic which may improve the quality and accessibility of the content we provide. If you have feedback for improvement, please contact us at 1-800-877-4253 or gale.customerservice@cengage.com.