# GALE

# Student-Centered, Budget-Friendly: Gale Research Complete

At Coconino Community College (CCC), Luke Owens wears many hats. As the sole librarian for a geographically vast, resource-limited college, Owens needed a digital solution that could meet students where they are. By adopting *Gale Research Complete* (GRC), CCC found a cost-effective, student-centered platform that redefined how library services are delivered at the two-year level.

## LUKE OWENS

**Senior Manager, Library and Instructional Support at Coconino Community College**

Luke Owens holds a master's degree in library and information science from the University of Illinois and has been with Coconino Community College since 2016, currently serving as the senior manager of library and instructional support.

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## ABOUT THIS RESOURCE

*Gale Research Complete* empowers users at all academic levels. The comprehensive resource covers more than 3,200 eBook editions, including award-winning encyclopedias and directories; more than 48,000 periodicals; an excess of 2.5 million items of literary criticism and full-text literary works; and over 13 million pages of historical primary sources from the thirteenth to the twenty-first centuries. The extensive collection provides a rich store of relevant information to enhance the instruction and research of all its users.

## THE CHALLENGE: CUTTING COSTS WITHOUT COMPROMISING STUDENT SUPPORT

The library at CCC is staffed by a single librarian, Luke Owens. Over the past eight years, subscription fees and administrative costs have gone up while library funding remained static. After years of canceling subscriptions one by one, Owens decided that—in the interest of optimizing student support—a top-to-bottom assessment of the library's expenditures was in order.

Coconino Community College serves a large rural region with three campuses, one of which is 2.5 hours away from the main hub. Without a physical library and a budget flat-funded for eight years, CCC needed a comprehensive, intuitive resource that could support various learners with limited staff support.

Complicating matters, the college had previously relied on electronic resources selected in collaboration with a neighboring university—resources that, while high-quality, weren't always aligned with the needs of CCC's student population.

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## THE SOLUTION: STREAMLINING CAMPUS RESEARCH WITH A SINGLE, LOW-COST SUBSCRIPTION

Owens led a comprehensive assessment of CCC's library services, surveying faculty priorities and evaluating existing database subscriptions with a focus on both usability and affordability. While identifying key savings opportunities, his top priority remained equipping students with the best tools to support their academic success.

*Gale Research Complete* quickly emerged as the clear choice. "It was the only resource I looked at that seemed to be designed with students at the center of every decision," Owens says. The platform's intuitive layout, topic pages, and contextual materials empowered students—especially those new to research—to build confidence and navigate the academic landscape independently.

The value was equally compelling. "We could get access to several dozen different databases, covering a broad range of subjects, for less than half what I had been paying," he explains. "It very quickly made a lot of sense to switch."

## PUTTING RESEARCH WITHIN REACH

With the new tool in place, Owens reimagined how CCC's library could serve students in a digital-first environment. Owens integrated *Gale Research Complete* deeply into CCC's digital infrastructure and instructional strategy, redesigning the library home page to center on Gale resources. The new layout offered a guided pathway from topic discovery to academic journal exploration—making research feel more approachable and intuitive.

In instruction sessions, Owens ditched the jargon. Instead of focusing on Boolean logic or complex search techniques, he emphasized real-world application. "Students usually responded intuitively and never seemed to get lost in the interface," he noted.

## TRANSFORMATIVE IMPACT: MORE VALUE, GREATER REACH

The transition to *Gale Research Complete* didn't just stretch CCC's library budget—it transformed what was possible. By cutting more than 50% of previous subscription costs, Owens was able to reinvest in valuable resources that had been cut due to budget constraints, including a local newspaper archive and a streaming media collection.

Beyond the financial impact, the shift also sparked deeper engagement from both students and faculty. With a rich, student-centered collection of content, *Gale Research Complete* made research more accessible and less intimidating—especially for those new to academic inquiry. "Hot topics are highlighted and browsable, so students who have never had to choose their own research topic before can comfortably get started in a low-stakes environment," Owens explains. "Gale products have topic pages, explainers, contextualizing commentary, and much more."

The change also laid the groundwork for a more strategic, data-informed approach. Owens also introduced systems to track usage trends and measure student outcomes, further strengthening the library's role in academic success. He regularly demos *Gale Research Complete* during class visits and faculty meetings, ensuring students and instructors alike are connected with the right tools at the right time.

## A SMARTER WAY FORWARD

Owens's experience highlights how small institutions can make big leaps with the right tools—and how student-first design can unlock success even in the most resource-challenged environments.

"Unlike the expensive resources we'd had for years, which were geared toward researchers in general, *Gale Research Complete* seemed to be designed to aid new-to-college students in every step of the research process," Owens says. Its intuitive design minimized the need for training and allowed students to dive in confidently. "Gale resources let students just get on with it and get resources that make sense to them at this stage of their education journey."

**Learn more about Gale Research Complete**

**GALE**

Gale, here for **everyone.**