

**BSOL Academic Panel Meeting Minutes**  
**15 April 2016, 12 noon**  
**Chiswick Tower**

Attendees:

Michael Whitton (MW) – University of Southampton  
Alastair Sleat (AS) – UWE  
Elizabeth Martin (EM) – De Montfort University

Fergal Carroll (FC) – Product Manager  
Mirissa Ladent (ML) – Product Analyst  
Bob Shearwood (BS) – Marketing Manager  
Julianne Zhang (JZ) – Marketing Executive

Apologies:

Jenny Campbell (JC) – Newcastle University  
Helen Hathaway (HH) – Reading University  
Sara Candy (SC) – Head of Market Research  
Deborah Brown (DB) – Head of UK Sales

**Minutes of last meeting**

Discovery engines:

Investigation to determine how discovery engines would interact with 3<sup>rd</sup> party content added into BSOL was assigned to Rosmarie Matter, who has now left BSI. **ACTION:** FC to follow-up.

Search accuracy:

Several changes have been made to the search functionality on BSOL in the last year, including changes to the auto-suggestions logic.

Content abuse monitoring:

Measures to limit the abuse of content on BSOL have now been implemented. No negative repercussions noted as of yet.

Shibboleth investigation:

The authentication technology used by BSI's online products is not currently compatible with Shibboleth. FC in discussion with eduserv to assess whether their OpenAthens implementation could be used by BSOL to provide Shibboleth access to BSOL. Updating the authentication system is featured on the BSOL roadmap to become compatible with mobile authentication as well as Shibboleth – tentatively scheduled for end of 2017/ beginning of 2018 to be aligned with new eduserv cloud based authentication service coming end 2017.

Quick Viewer:

A new version of the PDF Viewer has been implemented on BSOL. This new version is browser agnostic and requires no plugins to be installed on the user's computer. MW asked if the PDF Viewer works on mobile devices. FC replied that BSOL is not designed to be compatible with mobile but experience suggests it should reasonably work on tablets.

Mobile compatibility:

A BSOL survey last year showed there was not much interest from the academic sector. MW noted that while it is important to ensure that the website works on a multitude of devices, responsive design should be enough. AS and EM both said they had not received any requests or complaints regarding mobile access to BSOL.

JISC international agreement:

No updates from MW.

## **BSOL product development update**

### 2015 product development

- Third party non-adopted content: ISO, ASTM, IEC content set added to BSOL last year. More content sets coming at the end of this year.

AS mentioned that out of subscription content is not flagged very clearly and that while it is great to have access to the bibliographic data for out of subscription documents, it may raise students' expectations and ultimately cause dissatisfaction. He added that it behaves differently from other academic subscriptions where only the content within the subscription is displayed to users. EM added that students may be confused and think the site is not working, or think they have to purchase the documents themselves. She clarified that out of subscription content is flagged on BSOL but not in the discovery engines used in academic libraries (eg. SUMMON or Library search). She agreed with AS that it could cause dissatisfaction among students.

FC replied that the BSOL team may be able to add messaging for users logging in via academic subscriptions to provide the students with more information, such as 'not available in your subscription – please contact your librarian'. He added that as of the May release, hardcopy-only documents will be flagged as such. He explained there are multiple reasons why a document may not be available as a PDF in BSOL, such as licensing restrictions, the PDF being too big to upload, or the document being over a certain age. In the latter case, he noted that subscribers can contact the BSI Knowledge Centre to request the document be scanned and loaded on the site.

**ACTION:** FC to investigate improving messaging around out of subscription documents for academic users.
- Search and discovery:
  - A new 'look inside' feature has been added, giving users access to the scope and content pages for all current documents whether they are within their subscription or not. This feature is not available for ASTM documents due to licensing restrictions.
  - The logic behind search auto-suggestions has been reviewed to make them quicker and more accurate.
  - Search filters are now listed individually on the search results page so they are more visible, and can be deleted one by one. NB: this has been implemented for username and password users, it will be made available to academic users this year.
  - An issue occurring when users entered keywords containing hyphens has been corrected.
- Back Office:
  - Email alerts are now triggered when someone attempts to abuse BSOL content. If a user downloads over a specified number of documents within a short period of time, downloading rights for the subscription will be suspended. However, to allow for cases where many students have been assigned a specific document to read, multiple downloads of the same standard only count as 1 and will not trigger the monitoring system. The limit is configurable and can be changed by contacting the BSI technical support team.
  - A confirmation pop-up is now displayed when the user clicks on the download button. This is to acknowledge the user's request, if the PDF is slow to begin the download, and to improve the accuracy of our usage reporting. NB: this has been implemented for users logging in via username and password. It will be made available to IP, blind and Athens login users in July 2016.
  - Multiple improvements have been made to the messaging on the site. Tooltips have been added to explain the reasoning behind some documents not being eligible for custom collections. The FAQs have been updated. The basket icon is now disabled for users who do not have purchase rights. Links to the BSI group site containing information about standards have been added to the homepage.
  - Work has been done to improve our usage reporting so we get a better image of how customers use BSOL.

### 2016 development plans

Three main strands to the 2016 BSOL development roadmap:

- More standards
- Better usability
- More value added

Projects under development/consideration:

- Website rebrand, including a redesigned home page & login page.
- Federated search.
- Commentary & redlining pilots.
- A tool to allow users to send feedback on published standards to committees.
- Adding visibility of the standards development schedule.
- Email alerts becoming available for users who do not log in using via IP, Blind or Athens.

MW asked if third party content was available through separate subscriptions from the BSI content and whether the pricing was different for the academic market. FC replied that each separate third party content set requires a distinct subscription and that where the price list from the third party provider contains academic pricing then it is used by BSI, otherwise standard pricing is used.

FC showed a mock-up of the new login page design for BSOL. MW noted that 'institutional login' would refer to Shibboleth authentication, or may at least imply that the option is available. He noted that the link may cause confusion at universities which do not use Open Athens as it contains no information to redirect users who use IP or blind login to access BSOL.

FC showed a mock-up of the new home page design for BSOL. MW, AS and EM all commented that having all content sets listed on the homepage, including third party content, regardless of the user's subscription may raise expectations and cause dissatisfaction in users who then find that they do not have access to some of these publishers' content. MW asked what the uptake was for third party content.

FC replied that ASTM documents were proving more popular than ISO and IEC sets. He added that ASTM sales are entirely Custom Collections while ISO sales tend to be modules. AS asked how, if ASTMs are only provided in partial sets via Custom Collections, can the BSOL interface ensure that out of subscription content is flagged as such on the homepage?

**ACTION:** FC to investigate flagging out of subscription content on the new home page design.

#### **Update from the Academic sector**

MW said that the feedback he has received has mostly been around students not being able to find what they want when using BSOL. AS mentioned he received more requests than before for non-British standards this year. EM described different searching behaviour depending on the type of students, with undergraduates usually looking for a specific standard from a reading list and research students doing exploratory searches by topic or area. She added that although BSOL has been promoted this academic year, she has noticed that usage figures are going down. ML noted that depending on the source of the usage data, this may be caused by changes to how BSOL collects usage data. FC offered that BSOL training could be organized on site to ensure academics and students were comfortable using BSOL. He agreed to put the panel members in contact with Lee Purkiss to arrange it. EM said that the session could also be recorded and uploaded to the library website to ensure it is widely available.

**ACTION:** FC to put panel members in contact with Lee Purkiss.

AS asked if it was acceptable for a specific standard to be linked to from within the university's virtual learning environment. EM replied that she checked with her university's licensing team and was told it was acceptable as long as it was only made available to people who are included within the library's BSOL subscription. MW added that if the link was to BSOL and the user was prompted to login using the library's login method, then it should be fine.

AS mentioned that the refinement search box in the left hand side of the search results page could be mistaken for the main search box and cause confusion as people think they are running a new search when they are not.

**AOB**

MW announced he was stepping down as chair of this panel due to a change in his role. A new chair is to be appointed before the next meeting.

It was agreed that an email would be sent out to agree on the date of the next meeting, so people who were not present today could give their input.

Once a new chair is appointed, the panel will seek to recruit an additional panel member from the JIBS community.