

BSOL Academic Panel Meeting Agenda
April 27th, 12pm
BSI, Chiswick Tower

Attendees:

Simon Powell (SP) – Director of Product Management
Robert Dunn (RD) – Product Manager
Morgan Stolliday (MS) – Assistant Product Manager
Tatiana Luboshnikova (TL) – Marketing Executive
Bob Shearwood (BS) – Marketing Manager

Fiona Bowtell (FB) – The Open University
Alastair Sleat (AS) – UWE
Elizabeth Martin (EM) – De Montfort University
Paula Anne Goodall (PG) – University of Birmingham
Linda Gilbert (LG) – STFC Rutherford Appleton Laboratory
Clare Whittingham (CW) – Teesside University

Apologies:

Deborah Brown – Head of UK Sales
Alban Smith – Head of Licensing & Partnership

BSOL roadmap and development update:

Recent feature updates include ASTM content set (12,500 standards), PDF annotations and a re-brand for a slicker and more intuitive user journey.

BSI are looking to understand more about what content sets customers want within BSOL. BSI are potentially looking at ASME, API and SAE but it is all at the exploratory stage at the moment. There is a complexity in offering new content and as ASTM has recently been added BSI will be monitoring how that is received before looking further. Sherif asked if it would be an extra cost for the 3rd party content sets - if these were to go ahead that would likely be the case.

EM enquired about users getting access to bibliographic information for 3rd party content sets even if it isn't in their subscription. *MS* confirmed that all users get access to bibliographic information as part of any BSOL subscription however the download functionality would be limited.

For 2017/18 BSI are looking at Family Tree's and recommendations to help provide more bibliographic data to users as well as content fragmenting and mobile platform optimisation.

Shibboleth development is currently being looked at. *AS* inquired about when this would be delivered. *MS* explained it is currently TBC but BSI are hoping to make progress in 2018. There is a technical difficulty in ensuring BSI can offer both Shibboleth and Open

Athens and BSI want to make sure that Shibboleth isn't being implemented at the sacrifice of OA.

At the end of May BSI are undertaking a pilot for expert commentary and tracked changes for the fire module (GBM08). Expert commentary is where commissioned industry experts add commentary explaining the standard and what the changes mean. Tracked changes, similar to other industry products, provides a visual key to show changes in new standards. Circa 40 documents will be provided and the trial is currently estimated to last for 3 months but may potentially be extended. *AS* noted that the pilot should run to the end of the year to ensure the best exposure to academics. *SP* explained how the goal of the project is to test if BSI can produce the content and understand if it brings value to users. The c40 standards are composed of recent publications, controversial standards and popular standards. *RD* explained how BSI Essentials use the concept and commentary in an already established product.

SP explained how the roadmap will evolve over the next 12 months. BSI are currently waiting for a senior PM to join the business and assume responsibility for BSOL. BSI hope to have someone in place in the coming months.

Marketing update:

TL explained what marketing are already doing for educational institutes. This includes guest lectures, BSOL training, case studies and free materials. There is also a newsletter that goes around including product updates as well as digital training and blogs. All of the materials and lectures are free to BSOL customers.

For 2017/Q1 2018 *TL* outlined that they are planning on doing BSOL usage videos to help support and train individuals. They will also be doing road-shows during the fresher weeks as well as joining post grade students to understand how BSI can help and interact with them. *TS* is going to be getting in touch with universities in the coming months.

TS also introduced a research challenge which there will be more details on next year. *LG* mentioned for PhD students the period of engagement would be weeks rather than months.

BSI are at the concept stage for a BSOL education platform that offers additional features tailored at students. Suggested changes were; revised modules based on academic curriculum, standards trees, optimised viewing modes and more international content including books, references etc. The feedback from Sherif is that they would rather BSI prioritise other features such as Shibboleth / Email notifications over a new platform.

Sherif update on BSOL usage

AS/ UWE – They tell users about BSOL particularly in the final year. Don't get many questions from users. Their discovery service highlights the standards and takes users to BSOL directly.

EM / De Montfort – Their usage this year is higher than the last 2 years. They promoted BSOL to last year's students and are aiming to teach PhD students as well. *EM* believes they are getting value from BSOL as it costs less than an inter library loan. Undergrads typically find BSOL via their library search.

PG / Birmingham – They teach BSOL at the beginning of the year to all types of students using in house resources. Typically students go direct to the document, forget they used

BSOL and then just search through the library service instead of BSOL. They get occasional queries around content and where to find it.

CW / Teesside – Students don't use discovery within BSOL they search through the library database for British Standards. They like the usage of stats as it helps them justify their subscription. They get queries on why certain standards are not available and why some are only available as CD Rom vs. PDF/Hard copy (*MS* will follow up directly on this and liaise with *CW* on this)

FB / Open University – They have a different set up as a lot of students are remote working. There is no set induction but they offer teachings for BSOL i.e. for the first engineering module students are taught how to use BSOL. They also use Primo. For PhD students and engineering masters they get face to face training. All other users are training online with online embedded activities.

Questions / feedback from Sherif

FB was looking for more personalisation features such as alerts. *MS* explained how BSI are looking at alerts for academic institutions at the moment however it is challenging as we have no way to define individual users at this stage. BSI may potentially look at associating email addresses with certain lists to avoid students needing their own accounts but this needs further investigation.

JISC have received a new deal from BSI and there should be more details on that soon. There was feedback to include more flexibility for overseas users and partnerships.

The statistics that come via email are in a spread sheet and difficult to interpret. BSI will look at other ways they can display their data in a more valuable format to ensure it is easily digestible and in line with other reports Sherif receive.

EM asked what effect brexit will have on standards. *MS* explained that it is business as usual. Standards are an important part of the British economy and that is unlikely to change. We provide ISO with a lot of their content so we are a big player globally as well.

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