

BSOL Academic Panel Meeting Minutes 18th February 2015

Attendees:

Michael Whitton (MW) – University of Southampton	Fergal Carroll (FC) – Product Manager
Alastair Sleat (AS) – UWE	Rosmarie Matter (RM) – Head of Licensing
Helen Hathaway (HH) – Reading University	Deborah Brown (DB) – Head of UK Account Management
	Maya Heath (MH) – Online Products Trainer
	Mirissa Ladent (ML) – Product Analyst

Minutes of last meeting

Discovery Engines

MW reported that the issue persists with discovery engines not differentiating between in-subscription content and out-of-subscription content. He advised that module information needs to be provided to the discovery engines by BSI. RM mentioned that this may be something individual universities need to liaise on directly with the discovery engines. MH added that some hardcopy only content also sits within modules and so is marked 'out of subscription' even if the university subscribes to the specific module. HH flagged an issue whereby BSOL book collections within her subscription do not surface in the Summon discovery engine.

ACTION: FC agreed to check whether module numbers and book collections are currently sent to discovery engines in BSI data feeds. RM to investigate whether some individual setup between universities and discovery engines might also be needed.

UPDATE: RM has found that this issue only applies to customers that do not take the full BSOL collection. MW identified the university which reported the issue and DB has arranged for contact to be made with their account manager to investigate further.

Search terms

Searches within BSOL for the terms 'Eurocode' and 'Eurocodes' produce different results.

FC confirmed that the search logic is being reviewed and that changes will be coming in the next few releases.

Advertising BSOL on campus

AS mentioned he does not think he received the marketing material discussed at the last meeting.

ACTION: DB to check that the marketing material was sent to all panel members.

BSOL product development update

Recent BSOL improvements

- Document viewer: improvement in display and speed.
- My Downloads: reminder of T&Cs added as pop-up; file name has been changed to standards number and date of download.
- Logout button bigger and more visible.
- Search results: title of standards in search results are more detailed.
- Bibliographic information page: pricing details now displayed for IP and blind login users; normative and informative references now listed separately.
- Basket: modified to adhere to EU VAT regulations.
- Content: bibliographic information for 5,000 historical standards added – PDF scans available via the BSI Knowledge Centre (free of charge if the document is within subscription).

Short term development pipeline

- 3rd party content: to include ASTM, non-adopted ISOs and non-adopted IECs in phase 1. Release expected in late spring/early summer. Modules and custom collections will be publisher-specific and thus separate from BSI content.
 - AS asked how this will work with discovery engines in light of the earlier discussion regarding the flagging of in-subscription and out-of-subscription content. MW noted that custom collections are likely to be difficult to handle, but that full content sets should be feasible.

ACTION: RM to liaise with discovery engines to find out how to send 3rd party information to them and whether this would clash with information they might already be receiving from the concerned publishing bodies.

- Search auto-suggestions algorithm to be rewritten and optimised.
- System monitoring tools to be implemented to improve stability of BSOL and speed of response from BSI in case of issues.
- Amazon-like 'look inside' feature to make sure users know what they are purchasing. Will be part of the bibliographic information and be available for all documents, even those outside of user's subscription. To potentially include the ability to copy and print text. Slightly different rules for ASTM content set to be agreed on with the publisher.
- PDF download alert to stop abuse of BSOL content. Our aim is to detect programmatic downloading of our documents that could indicate that our content is being pirated. An email will be sent to BSI account management when such an event is identified. Possibility of email being sent to subscription owner, and of blocking downloads for the account temporarily.
 - HH expressed interest in receiving these emails as there is a strong possibility that the user in question could be abusing several other products in the library catalogue. MW noted that while it would not be desirable to block downloads for the entire university, it would be beneficial, if possible, to block the specific IP address used as the investigation conducted within the library could take weeks to identify the guilty party. FC explained that the download limit will take expected user behaviour into account, for example in the case of a classroom of students all needing the same document for a lecture or assignment, and that the specified limit will be appropriately high so as to only flag actual abuse.

Long term developments

Longer-term developments under consideration include:

- Phase 2 of 3rd party content, dependent on success of phase 1, to include content from more publishers.
 - Better explanation of links between standards.
 - A pipeline view of standards development work.
 - Improvement in document status definition (current/work in hand/withdrawn, etc).
 - Rebuilding the in-browser viewer.
- MW asked if Shibboleth compliance/implementation was being considered. FC explained that IT was nervous about using Shibboleth because of extra resources needed compared to OpenAthens. MW noted that it might be possible to use OpenAthens and be Shibboleth-compliant and advised to look to the UK federation for details.

ACTION: FC to investigate possibility of becoming Shibboleth compliant using OpenAthens.

BSOL customer research 2014

FC gave an overview of two pieces of research conducted in 2014 relating to digital content needs, and customer satisfaction with BSOL.

- FC noted in particular that the interest in a mobile site was quite low amongst respondents, and asked the panel for their views on the matter. MW noted that most sites are now mobile friendly and although not indispensable, it is good to have it. HH mentioned that she finds students commonly work across many devices with both laptops and tablets open on their desk. AS said that, given the choice, most students still prefer print over digital copies and are particularly reluctant to use ebooks.

JISC Academic Agreement

DB and RM gave a quick overview of the rules regarding international users and partner colleges. With these, wholly-owned overseas campuses would benefit from add-on pricing, while franchised courses and part-owned institutions would be required to take on an individual BSOL subscription.

- MW commented they needed to be told how much it would cost and how this would be calculated. HH said she made an enquiry last year and the price was calculated by total number of add-on users. She stated that her main concern was gauging the interest in British Standards in non-UK campuses.
- ACTION:** DB will ask the relevant account managers to follow up with MW and HH on potential add-on pricing and also reach out pro-actively to other universities that could be interested.

Update from the Academic sector

No updates from the panel.

AOB

Next meeting tentatively scheduled for November 2015.