

Sherif EBSCO Enhancement Group

8th February 2024

Meeting 2.00-4.00pm (Recorded)

Chair: Kathryn Halfpenny (KH), University of Liverpool

Minute-Taker: Allison Carroll (AC), University of East Anglia

Present:

Suzanne Beck (SB), University of Liverpool

Susan Craig (SC), University of Sunderland

Beverley Delaney (BD), Open University

Nadine Edwards (NE), University of Greenwich

Helen Hall (HH), University of Liverpool

Nicola King (NK), Teeside University

Geraldine O'Beirn (GO), Queens University, Belfast

Peter Reid (PR), Bath Spa University

Sarah Robbins (SR), Liverpool John Moores University

Carly Sharples (CS), University of East Anglia

Steve Giannoni (SG), EBSCO

Bonnie Leavitt (BL), EBSCO

Hilary Oakley (HO), EBSCP

Bethany Pelletier (BP), EBSCO

Emma Waecker (EW), EBSCO

Caroline Zappasodi (CZ), EBSCO

1. Welcome & Membership Update (KH).

KH welcomed Nicola King from Teeside University to the group.

2. Apologies for Absence

Emma Hollinshead (Aston University); Helen Buchanan (Imperial)

3. Minutes of the Previous Meeting & Matters Arising

The group accepted the minutes of the previous meeting (28th April 2023)

4. Accessibility in EBSCO eBooks: Roundtable discussion

EW instigated roundtable discussion around formats. BD raised importance of different formats for different needs and that non-digital-born content was most challenging. Highlighted tables and formulae remained a problem and that keyboard users were disadvantaged. HH mentioned that Word document versions were being requested by students. CS said that Word documents (and PDF to Word) were required for visually impaired patrons using JAWS. BL informed the group that library staff can request a remediated Word copy to be supplied within 2 days https://connect.ebsco.com/s/article/Accessible-Content-Remediation-Requests?language=en_US

BD shared that Open University carry out a full audit (can take between 2-5 hours) against WCAG standards and share the report with the publisher/service provider. There is a cross-campus Accessibility & Evaluation Team, with an Accessibility Champion for each module. Open University have created 3 videos to highlight the importance of accessibility. PR raised the question whether poor accessibility standards would prevent a subscription/purchase, but group agreed that they would probably still proceed as heavy workloads and lack of alternatives, meant that would not be an option. BD suggested link-up with Jisc licencing to include accessibility. KH agreed that a centralised service would reduce the duplication of effort across institutions.

Update on Mosaic, new ebook ordering platform (CZ)

CZ demonstrated the Beta Mosaic platform. Developing with partner libraries and small group of ebook publishers initially. New platform will improve accessibility and ordering workflows, including quick turnaround of orders and availability of links, MARC records and invoices. Ordering API and ILS/LMS integration to follow.

BD suggested including eBook licence terms with the eBooks e.g. copying, course packs, inclusion in VLE etc.

Update on EDS and EBSCOHost new user interfaces (BL)

BL made the group aware of the “Voice of the Customer” programme (with weekly triage meetings) to improve the Enhancement Request process. EBSCO aim migrate all users on the new EDS UI by August 2024, and the new EBSCOHost UI by August 2025 (parity with current EBSCOHost will be reached by January 2025). Institutions will be assigned a migration date with 4 months’ notice but can opt out.

Folders (now called “Projects”) will be migrated to new UIs, but nested subfolders will not. Data suggests that 2%> of users have nested folders (these users can not be identified). Saved searches will not be migrated to the new UI. PR suggested posting a link from the new to old EDS UI for users to retrieve saved searches and nested folders.

Roadmaps available https://connect.ebsco.com/s/article/EBSCO-Platform-Roadmap?language=en_US

Accessibility and Adobe Digital Editions (ADE) (EW)

EW shared alternatives to ADE for eBook downloads, with the group. The group agreed that no third-party software, and less steps for users, would be the ideal. PR asked about open-source eBook Readers that are being developed with Folio.

Action: EW to circulate follow-up questions on eBook DRM and ADE, to the group.

5. Enhancement/Issues raised be Sherif members / Feedback from EBSCO

EBSCO Platform	Issue or Enhancement	Description	Reported/Requested by	Status Feb 2024	Action
Pidgeon Digital content on EDS	Enhancement	Add Pidgeon Digital content to EDS		Pidgeon Digital content not currently available for EDS customers	EBSCO to liaise with provider. BL to update at meeting in May.

6. Date of Next Meeting

15th May 2024 (to include update on the new EDS and EBSCOHost UI).

7. Any other Business

None