

EBSCO Sherif Meeting, Aston University

6 December 2018

MINUTES

Present:

Sarah Thompson (ST), University of York - Chair
Emma Hollinshead (EH), Aston University – Minutes
Tom Vause (TV), Leeds Beckett University
Helen Handley (HH), University of Birmingham
Helen Buchanan (HB), Imperial College London
Beverley Delaney (BD), The Open University
Liam Sullivan (LS), Liverpool John Moores University
Elizabeth Gillespie (EG), University of Liverpool
Clare Miller (CM), University of Sunderland
Geraldine O'Beirn (GO), Queen's University Belfast

Steve Giannoni (SG), EBSCO Information Services
Andrea Davies (AD), EBSCO Information Services (via WebEx)
Tim Lull (TL), EBSCO Information Services (via WebEx)
Sara Earley (SE), EBSCO Information Services (via WebEx)

1. Apologies for absence:

Sarah Robbins (Liam Sullivan at the meeting to represent Liverpool John Moores University)
Julie Cleverley (Tom Vause at the meeting to represent Leeds Beckett University)
Cathryn Peppard, Kerry Hadaway, Nikki Rowe, Tania Gibson from EBSCO Information Services

2. Welcome and Introductions; Membership update

ST welcomed CM, representing a new institution (University of Sunderland), to her first meeting. She also welcomed HH as the new representative for the University of Birmingham

3. Minutes of the last meeting, June 2018

AD mentioned that Anna Palmujoki also attended the previous meeting from EBSCO information services. ST agreed to amend the minutes to reflect this.

Action: ST to amend June 2018 minutes

Other than this the previous minutes were agreed.

Update on actions from the previous meeting:

3.2 Re: limiters. **Action:** ST to chase up with Richard Bramwell as still awaiting an update on this from Richard

3.3 Email Sherif list regarding Flipster – **Done**

3.6 Amend previous minutes regarding multiple institutions – **Done**

4c Investigate whether a notification enhancement request is possible regarding the expiry of Admin passwords – AD stated that admin passwords will be expired after 365 days and an email of expiry will go out in advance to the admin for each institution. AD advised that institutions should all ensure that the admin email address for their institution is current and if an institution has multiple administrators it is best practice for each one to have their own admin account rather than to share one. **Action:** All institutions to check on their admin email address and accounts

- 5 Review of minutes and feedback errors to ST so they can be published – **Done**
- 5 ST to supply AD list of Sherif members so that CRM access can be granted – **Done**
- 5 AD to create logins to CRM for all members – AD stated she has set up accounts but they can't be added to the CRM as a new beta portal is now in place and due for release in mid-February. The accounts can be added to this new beta portal in February and members sent an invitation to access – **Action:** AD to arrange for invitations for members to get access to the beta portal when it is available in February 2019
(Later in the meeting TL agreed to arrange for everyone at the meeting to be given details of their own enhancement requests and Sis, and for them to be added to the customer portal in February 2019 – Action: TL)
- 6 EH to speak to Jill Power from EBSCO regarding keyboard navigation - **Done**

4a. Sherif users' issues (see separate document)

This item was covered in conjunction with EBSCO staff from the US who joined via a WebEx – Tim Lull and Sarah Earley

University of Liverpool had brought a number of enhancement requests to the meeting to find out if others were interested. ST asked how to find out what is the most popular in terms of enhancements.

TL said that EBSCO products need a facelift to further improve the UX. He felt that there should be a better way to report enhancements and asked if customers could build a case for each suggestion, including screenshots. Could the group highlight the top 4 or 5 enhancement requests to be considered to be included?

SE stated that a lot of work has been done at EBSCO around the placard and research starter but wants to do more. TL said there is currently a conflict between the Research Starter and Journal Placard so EBSCO are looking to build a knowledge graph to be able to display both. He was also able to give the group a demonstration of a beta display of the new Research Starter and obtain some initial feedback from the members at the meeting. EG from Liverpool said that she wouldn't want additional content to overtake the core academic content. TV from Leeds stated that he would want stats on what was being used in knowledge graph to show relevance. TL says that this is something they are currently looking to include in the designs. It has been included in the EBSCO trials and have been able to start identifying the important features which can be fed into the UX design by the team.

TL said that EBSCO were capturing data at the moment and looking to run data experiments on different segments of market to see what works in Europe v the US. EBSCO can also run a pilot with different interfaces for students to get data on what works.

TL gave a presentation via PowerPoint to the group on a report which was based on investigations into user experience, including eye movement on screen. He suggested it would be possible to engage with libraries if they were interested in doing similar research with their users.

BD asked whether the work that EBSCO are doing on UX will also feed into the development path with regards to accessibility. TL confirmed accessibility was one of the key drivers for this change to user interface so accessibility is at the forefront of development rather than as an afterthought.

SG confirmed that EBSCO are designing with 'accessibility first', shown by EBSCO eBooks coming out top in a recent JISC accessibility report. He agreed to put BD in touch with TL following the departure from EBSCO of Jill Power to continue her work with the Open University.

Action: SG to introduce TL to BD

On the members list of enhancements there was a request for a report that shows how many advanced searches and how many basic searches run in EDS interface. Work is being done on the EBSCO interface to help answer this question. There was a discussion in the meeting on how the interface is used can help to make decisions.

Enhancement regarding the EDS results page permalink – EBSCO are looking to revamp the way that permalinks are built. The aim is for the link structure to be more intelligent and take in any limiters so that when it is shared includes exactly what people have searched for and want to share.

Exporting search strategy – ST asked whether this was being looked at. TL confirmed that it is being actively worked on and feeds in to the current UX work.

Action: ST to go back to other users who have raised this issue, put a case together for this issue and email it to TL

Personalisation/folders in EDS and SSO problems – several customers have reported items that have been saved to folders going missing when users log back in to their account at a later date. TL agreed to investigate this with EBSCO colleagues.

Action: TL to investigate this issue with the authentication team and other within EBSCO and report back

4b Additional Questions from Group Members

(i) Integration of Unpaywall with EBSCO full text finder – EBSCO have had some conversations with Impactstory on how to include Unpaywall within EDS rather than just as a widget. The intention is for EBSCO to work with Unpaywall. The widget is currently available to add to the system and the longer term aim is to include it as an option within Full Text Finder to find an OA version if available

Action: EBSCO to keep members updated on developments on Unpaywall developments

(ii) Report a broken link function for Full Text Finder – TL didn't know if anyone was using this but thought it was something that Adam Walsh had developed in response to a request from a customer. EG and the rest of the group felt that there is a difference between broken links and links that work but don't take people to the correct article due to things such as incorrect metadata in the OpenURL link resolver. TL agreed with this assessment and explained that this type of error is sometimes due to feeds from the packages in Full Text Finder which are from publishers and so outside EBSCO's direct control. SG advised if anyone wanted to have the report a broken link widget installed on their system to contact customer support.

Action: Group members to contact customer support if want to have the report a broken link function added to their system

(iii) EBSCO adaptor API set up in Primo but article results sourced from the API don't filter out when you filter to a type such as journal – This was raised by University of Birmingham.

TL said he can arrange for this issue to be investigated further if Birmingham can send a screen capture of what is happening to pinpoint where the issue is.

Action: HH from Birmingham to email TL with a screen capture and relevant screenshots. Email address tlull@ebSCO.com

5. EBSCO update

After TL and SE left the meeting SG advised that EBSCO were also doing a lot of work on the customer portal and UX for their products. Openweb is another big area that they are planning to focus on, with a view of trying to get people from the web in to EBSCO databases and Discovery product

6. AOB

EBSCO roadshow days. SG agreed to forward email about these, including dates and content, to the group. The agenda was expected to be out later in the week.

Action: SG to email members about the EBSCO roadshow days

7. Date and Location of Next Meeting

To be advised by email.