

Sherif EBSCO Enhancement Group

11th November 2022

Meeting Theme: EBSCO Discovery new UI 2:00-4:00pm

Present:

Kathryn Halfpenny (KH), University of Liverpool - Chair

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

Nadine Edwards (NE), University of Greenwich

Peter Reid (PR), Bath Spa University

Gwen Kent (GK), Open University

Steve Giannoni (SG), EBSCO

Joseph Munzer (JM), EBSCO

1. Apologies for absence:

Beverley Delaney (BD), Open University

Susan Craig (SC), University of Sunderland

Helen Buchanan (HB), Imperial College London

Sarah Robbins (SR) Liverpool John Moores University

Emma Hollinshead (EH), Aston University

2. Minutes of the previous meeting, 6th April 2022 & Matters Arising:

The minutes of the previous meeting were agreed, subject to amendment of the list of attendees.

3. Enhancement/Issues raised by Sherif members / Feedback from EBSCO

EBSCO Platform	Issue or Enhancement	Description	Reported /Requested by	Status Nov 2022	Action
GOBI	Enhancement	License upgrade functionality	Queens University Belfast	Available in GOBI	Completed

GOBI	Enhancement	<p>OA ebooks - planned enhancement for GOBI & ECM to show OA titles in 'your collection'</p> <p>OA Monographs from the following publishers now available to order in GOBI (not ECM) Bloomsbury, De Gruyter, Duke UP, EBSCO eBooks, John Benjamins, JSTOR, Manchester UP, Project Muse, Taylor & Francis, World Scientific</p>		EBSCO's development concentrated on new EBSCO ebook platform.	New EBSCO ebook platform to be released to beta partners Nov 2023.
GOBI	Enhancement	<p>OA monographs from, T&F, OUP, CUP in GOBI (including metadata services) EBSCO OA Ebooks Collection now available to select in GOBI to enable metadata service. Not yet available in ECM.</p>		Available in ECM on request.	To set up access request via EBSCO & receive MARC records for collection.
GOBI	Enhancement	Cancel an order within GOBI.	University of Birbeck		Once ebook is purchased no refund policy. Different publishers may have different approach.
EBSCO Ebooks	Enhancement	The further requirement to register for & install an Adobe Digital Editions, create and log into an EBSCO profile, onerous and unusable and subject to	University of Liverpool / Observations from SHERIF Group	EBSCO mobile app does not require ADE. JM EBSCO accessibility goal to deliver DRM free content	JM to investigate instances where ADE is required.

		complaints and requests to obtain texts from other sources such as Vital Source. One institution reported they have switched off the option to download to ADE due to the issues it creates.		where possible. SG download DRM restricted chapters rather than the entire ebook.	
EBSCO Mobile App	Issue/Enhancement	Some experience of failure to link to content when successfully authenticated & logged into personal accounts	University of Liverpool	New version of mobile app tested by UoL & initial testing shows improvement	SHERIF group to test functionality of new app & report at next meeting.
EBSCOhost/EDS	Issue	Google sign in option is problematic for some; particularly due to library staff being unable to carry out user password resets.	Multiple institutions		EBSCO dialing back the prominence of Google sign in on user interface.
EDS	Issue	EDS administrators can no longer reset any user passwords, whereas previously this was possible for username/password accounts.	Teesside University University of Sunderland		EBSCO encouraging users to use 'forgot password' process.
EBSCOhost/EDS	Issue	Issues with exporting results from EBSCOhost databases to 3 rd parties such as Endnote were reported; including insufficient export limits and error alerts appearing to be more frequent.	University of Liverpool	Usually occurs with systematic reviews, max export limit is 25,000.	

EBSCOAdmin	Issue	EBSCO admin passwords requiring more frequent reset.	University of Liverpool	UoL had password change after 90 days.	Monitor frequency for next meeting.
EDS/EBSCOne t	Issue	Activation inaccuracies in EDS where there is integration with EBSCOnet.		Activation & deactivation still occurring.	EBSCOnet/EDS institutions to monitor at 2023 renewal season.

4. a) Discovery/linking enhancements (PR). PR's work on assessing the accuracy of metadata and CustomLinks and challenges linking to content on EDS. PR to revisit statistics with SCONUL return. JM says if issue with CustomLinks to raise with EBSCO Support or it may be something the supplier needs to improve.

b) Enhancement Communications for roadmap, under the hood insight and recent developments.

SG shared several links:

EBSCO Release Notes

https://connect.ebsco.com/s/article/EBSCO-Release-Notes?language=en_US

New EBSCO Discovery Service - Release Notes

https://connect.ebsco.com/s/article/New-EBSCO-Discovery-Service-Release-Notes?language=en_US

EBSCO blog

<https://www.ebsco.com/blogs/ebscopost>

EBSCO Ideas Portal

<https://ebscobooks.ideas.aha.io/ideas>

It is possible to tailor push notifications preferences in the **EBSCO Preference Center**

<https://more.ebsco.com/preference-center.html>

c) Development work concentrated on EBSCO ebook experience in new ebook platform which is to be released to beta partners in Nov 2023. (SG)

d) To set up EBSCO OA Ebooks Collection in ECM request via EBSCO who will add package and provide MARC records for collection.

e) The option to cancel an order within GOBI - most publishers will have a no refund policy. Different publishers may have different policy.

f) Google sign in means Library staff are unable to reset passwords for users. EBSCO are dialing back the prominence of Google sign in.

g) EDS administrators can no longer reset any user passwords. JM says that by removing this functionality, password control is transferred to Library patron and users are encouraged to use the 'forgot password' process.

h) Exporting results to 3rd parties i.e., EndNote. An error is frequently experienced by those undertaking Systematic Reviews. 25,000 results are maximum number of search results that can be exported.

i) EBSCO admin password reset required for periods less than 365 days. UoL received admin password reset after approx. 90 days. Group to continue to monitor.

j) Activation issues in HM where additional content is activated or holding are removed from the knowledge base. EBSCO working with KB+ to improve accuracy of holdings data.

5. Demo of new EDS UI by Joe Munzer, EBSCO Library Services Engineer

The new UI will cover EBSCOhost databases, EDS, Explora and Publication Finder. It has a fully mobile responsive interface. It has Text-to-Speech functionality and can work with JAWS, VoiceOver and NVDA. All pages are permanent links and no longer incorporate a session ID. The redesign of EBSCOhost and Publication Finder will all happen at the same time and in early December it is expected that preview links will be available. There will be no hard push towards a new UI and there is no cut-off date for legacy interfaces to be retired.

'Supplemental Search Sources' is available in new EDS. It allows you to add resources that you want to promote and links to third-party platforms where it can pass the users' search terms. The name and description of resources is set up in the Configuration platform. The interface complies with WCAG 2.1 accessibility requirements.

Concept Map allows the user to preview and further explore semantically related terms, click on topics to expand and 'Add to search' if you want to add it to Search Builder, helping users build a complex search. 'See Full Results' to perform a search for topics on EDS. Concept Map can be viewed in 'Interactive Map' format or in 'Grid View' mode.

'Add to project' replaces the EBSCOhost folders. This can be accessed on 'My dashboard' personalization on the left side navigation. It is possible to set due dates for projects. Machine Learning live translations available in 116 languages. 'Copy citation' is available in a selection of citation styles. It is possible to share to cloud services. The interface allows for background colour changes, font customisation and incorporates zoom functionality.

'Holds & checkouts' manages EBSCO ebook borrowing and allows for LMS integrations (FOLIO or other LMS).

Publication Finder can link out to content i.e., Tallis Aspire, LibGuides, A-Z databases. It is possible to have custom placards appear at the top of the results. You can use these to promote particular books or direct people to specific content. It is very easy to transition the new UI, the preview turns on redirect and no preparation is necessary on part of the institution. EBSCOhost databases will follow a similar process.

6. Any other business

None noted

7. Next meeting April 2023. KH to circulate dates

Points to raise:

- Key points arising from previous meeting
- New EBSCOhost UI

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