

EBSCO Sherif Meeting, (via WebEx)

30 July 2019

MINUTES

Present:

Sarah Thompson (ST), University of York - Chair
Julie Cleverley (JC), Leeds Beckett University
Tom Vause (TV), Leeds Beckett University
Helen Buchanan (HB), Imperial College London
Liam Sullivan (LS), Liverpool John Moores University - Minutes
Elizabeth Lowe (EL), University of Liverpool
Clare Miller (CM), University of Sunderland
Geraldine O'Beirn (GO), Queen's University Belfast
Nadine Edwards (NE), University of Greenwich

Steve Giannoni (SG), EBSCO Information Services
Bonnie Weissman (BW), EBSCO Information Services
Matt Trial (MT), EBSCO Information Services

1. Apologies for absence:

Sarah Robbins (Liam Sullivan at the meeting to represent Liverpool John Moores University)
Beverley Delaney, The Open University
Emma Hollinshead, Aston University

2. Welcome and Introductions; Membership update

ST welcomed ND, representing the University of Greenwich (replacing Cathryn Peppard), to her first meeting.

3. Sherif users' issues

A. *EBSCOadmin reports: Request for admin report on how many searches have been run from our advanced search versus our basic search, in EDS interface. ER 177863, raised by Liverpool and Queen's*

BW (VP Product Management): Admin reporting features will be covered later in the call. EBSCO are working on various improvements to EBSCOadmin and know that detailed reporting capabilities are important to customers.

EL was one of the requesters of this and currently uses some of the existing reports. Liverpool want to see how search features are used to help decide on what user education sessions are needed (such as if we need to teach advanced searching). Help to guide training. BW thought it was a good point and could see that it would be useful for us to see if everyone was using basic search. User research team will reach out to EL/Liverpool.

Action: BW/EBSCO user research to reach out to Liverpool (Update: Done)

TV reported that Leeds Beckett have created placards in EDS and they consequently want to know what people are clicking on. BW agreed it was important will look into this.

Action: BW to check whether there are plans for placard reports and report back

B. *EDS - footer: Suggestion to add EBSCO 'Accessibility Help' footer to EBSCOhost pages. EBSCO response was that they will consider the request for future development. ER 259217, raised by Liverpool and Queen's*

BW: Will consider for future enhancement.

EL mentioned that this was tied in with eBook accessibility work that Liverpool are doing. They are currently looking at their own website accessibility. EL thinks that people now expect an accessibility statement. BW happy to look at this.

Action: BW to look into including an 'Accessibility Help' footer

ST mentioned the [EU Accessibility Directive](#) which UK universities, and their online providers, need to comply with.

- C. *Fulltext Finder - export: EBSCOadmin > HLM > Links, the links for "Export reference in RIS format" and "Export reference to EndNote". Update in May was engineering team were hoping to have this addressed in an upcoming release. SI 135343, raised by Liverpool and Queen's*

BW: EBSCO are working on interface and back end enhancements to Full Text Finder in the next 12 months and have this request under consideration.

- D. *EDS - permalinks and subsequent search: If you follow a permalink and then do a search by overtyping in the search box, the results list both doesn't have the default 'library collections' limiter set, and has somehow selected the Academic Journals limiter (and without the ability to switch that one off). SI 267651, raised by Liverpool and Queen's*

BW: EBSCO are planning to overhaul the linking structure to help with link sharing permalink issues etc.

EL asked if that would include search limiters. BW confirmed that it would and that they are also looking to retain some authentication information in links.

- E. *EBSCOhost ebooks: Request for improving how ebooks are displayed, that are part of EBSCOhost databases. Currently they look like they're being made to fit into a template designed for journals, and there is a lack of clarity about how to open them, and what they are (see examples). As well as being the URL in HM for the title (i.e. in pub finder), this is also used for the 856 URL in MARC records via EBSCO MARC updates service i.e. being used a lot. ER 167618, raised by Liverpool. NB: this has been an ongoing issue raised by multiple libraries since (at least) 2015*

It was accepted that this is true and book records fitting into a Journal template. EBSCO are aware of this and will fix it in the upcoming platform changes.

BW: Will show screenshots in the demo and explain the time frames.

4. Feedback

- A. *EBSCOConnect providing access to cases past and present: really useful*

Further comment from the group that Search for SI number is a useful feature.

BW would love feedback and asked if more release notes would be helpful (rather than emails). Agreed.

BW explained that EBSCO are trying to make issues and enhancements more visible/public. The intention is to help us to add ourselves to cases and give more feedback. In the future there should be integrated logins for EBSCO admins sites etc.

BW is happy to receive more feedback.

B. *Desire to integrate Unpaywall with EBSCO full text finder (Queen's University Belfast have successfully integration Open Access Button into EDS)*

BW: EBSCO offers integration of Unpaywall and Open Access Button through a widget in EDS and Full Text Finder.

C. *Queen's University Belfast had help from Abid to set up the Report a broken link function and this now displays as an option in FTF link resolver menu. They have asked if the formatting of the submitted form can be improved, but overall the link works very well*

Regarding suggestions for improving the formatting, SG asked if we can collate feedback which he will then take back to Abid, who is able to make the changes.

Action: ST to coordinate feedback from the Group and send to SG

5. EBSCO Update

a) MT ran a live demonstration of the updates being made to the EDS interface.

- Clear simpler interface
- Accessibility is at core of the build. Looked at from beginning. Partnership with Carroll centre for the blind: Screen reader functionality etc.
- More responsive so will fit any device
- Multiple placards
- Publication finder placard
- Publication or Topic help to guide in research
- Simple easy to understand
- Bookmark
- Filter plan easier to use
- More modern look and feel
- Less training required
- Building in personalisation (Optional)
- Dashboard, bookmarks, saved searches, languages etc.

EL asked if advanced search would be replaced. MT replied that it would still be there to meet requirements of different types of user.

EBSCO use personas to try to explore how different users would interact with the system: Starting with Clare, a basic searching undergraduate, they will be looking at advance researcher in the future.

The new interface should do everything EDS does today but make it easier to use.

Timeline early Jan 2020 for the Beta programme followed by wider release in June. Please contact MT if you are interested in participating in the beta programme.

Action: ST to pass this invitation on via the Sheriff mailing list.

EL asked about local customisations and if they will be migrated over. The intention is to carry functionality over, but because of the span of time they might not be aware of everything. Some rewriting might be necessary. The group was invited to reach out to MT and he could connect us to teams at EBSCO to capture our needs.

EL asked whether there would be changes in the backend which affect how sorting and deduping work. Answer: the new interface is still sitting on the same infrastructure as the current EDS, so this would be unchanged.

SG asked about the difference between this and EBSCOhost in future. MT explained that they are driving to one common interface, but the new interface will start with EDS.

Further invitation to contact MT in Beta or have more questions.

- b) BW gave a demo of the new interface of Publication Finder which is coming in the Fall.

Will offer browse options and subject categories for databases.

EL asked about databases that don't have titles lists and how they would be handled. BW will take that back to check. Looking to migrate in Fall.

Action: BW to confirm how databases without title lists will be handled

- There will be more Integration with GOBI to facilitate the automatic population of new books. Visual Search Explore links topics now in Beta like a word cloud.
- Plan to add to EDS waiting for development completion for release. Will be looking for feedback.

BW asked if a LibGuide would be useful, it was thought that it generally would be a good thing. EL said that she likes to promote short videos.

- c) BW asked about how textbook provision in the UK, following a question from the group about the recent [Pearson announcement](#).

ST: York keeping watching brief on this. With the fee structure in the UK there is a general resistance to students paying for books. Managing expectation and providing textbooks is also financially impossible for many libraries. A small number of UK universities *do* provide students with all their key reading via the 1:1 etextbook model on platforms such as Kortext. BW mentioned a trend to have more open access books. EBSCO are looking at OER open education resources to see if they can make them visible in EBSCO products. ST expressed interest in this and mentioned that York are trying to encourage academics to write open alternatives to textbooks, but without any progress to date.

No group members on the call had any direct experience of Kortext.

- d) EL asked about the publication finder Fulltext Finder page resolver page and commented that it looks old fashioned. Is there a plan to upgrade that page. BW thought that it would be improved but further down the line. EL asked if it could be more dynamic, run active checks etc.

- e) A beta version showing search results in a more visual way

- f) Folio

BW: the first site, Chalmers, will have some elements from September.

Please see the Library is Open blog for further insight:

<http://libraryisopen.com/2019/07/23/folio-lisa-from-chalmers.html>

Alabama are one of the beta sites in early 2020. Full implementation for summer.

6. Minutes of the last meeting, December 2018

Previous minutes accepted as accurate record

Update on actions from the previous meeting:

ST to amend June 2018 minutes

Done

ST to chase up with Richard Bramwell as still awaiting an update on this from Richard

Outstanding

Action: ST will chase

All institutions to check on their admin email address and accounts

Done

AD to arrange for invitations for members to get access to the beta portal when it is available in February 2019

Superseded by Connect

SG to introduce TL to BD

Done SG will look to put Matt in touch with BD as well

'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.'

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

Outstanding

Action: ST to check

'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.'

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

Unsure if still problem

Action: SG check with TL

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

Outstanding

Action: SG to collate responses

'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.'

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

Action: unsure whether this was followed up, ST to check with HH whether it is still an issue

LS mentioned that LJMU had been advised to turn on extra databases in Primo Central to help with EBSCO discovery. This caused multiple search hits for owned ebooks (that didn't FRBRize or dedup) and resulted in some dead links from open access sources.

SG advised that EBSCO have a field based customer engagement team who were happy to visit libraries who may have integration issues with Primo and EBSCO products.

SG to email members about the EBSCO roadshow days

Done. SG reported 5 roadshows had been held. They went well and are a useful way to facilitate 2 way dialogue.

7. Date and Location of Next Meeting

Leeds suggested as a location by JC. November/December suggested for date, ST to send out doodle poll. **(Update: next meeting date will be 21 November, location Leeds Beckett University).**