

## **DRAFT MINUTES OF THE JIBS EBSCO ENHANCEMENT MEETING, 10 JUNE 2013, UNIVERSITY OF BIRMINGHAM LIBRARY.**

### **Present:**

Irene Barranco Garcia, University of Greenwich  
Steve Bull, University of Birmingham  
Wendy Evans, University of St Mark & St John  
Caroline Gale, University Exeter  
Emma Hollinshead, Aston University  
Ann Siswell, Bath Spa University (Secretary)  
Sarah Thompson, University of York (Chair)  
Richard Crossland, EBSCO Information Services  
Matt Davis, EBSCO Information Services  
Steve Giannoni, EBSCO Information Services  
Costas Tsiamas, EBSCO Information Services

### **1. Apologies for absence**

Julie Neenan, Cardiff Metropolitan University; Nikki Green, Eduserv

### **2. Membership update**

The Chair has been in contact with Nikki Green who does want to remain a member of the group.

### **3. Minutes of the last meeting, 22 November 2012**

- i. Matters arising item 3(i):** EBSCO are looking to run another EDS users' meeting and it has been fed back from the community that Milton Keynes seems to be a convenient location so SG will look to pick this up with the Open University as potential hosts for the event.
- ii. Item 4(i):** WE queried the UK partnership statement. SG indicated that EBSCO had drawn up their arrangements for HE institutions' UK and overseas partners and have been working with Coventry University (as a pilot) on this which they will talk about later in the meeting. All these arrangements have to be looked at on a case by case basis.
- iii. Item 4(iii):** EH asked about customer access to account and support case information for EDS. SG emphasised that EBSCO wanted to achieve this as well but other issues had pushed it down the list of priorities as they are looking at these systems in-house at the moment across the company. Again, they will refer to it later in the meeting.
- iv. Item 4(iv):** SG asked whether the MARC fields from their catalogue that EH would want to hide are searchable and she confirmed that they are. SG understood that, if a field is searchable, it displays in EDS and that cannot be changed. He said that if there are fields that Aston do not want displayed they would have to discuss it with them in detail.
- v. Item 4(v):** CT confirmed that emailing search histories is still an enhancement request. He will forward the appropriate details to the Chair so that others can add their names to the request and raise its priority [This is ER #94726].
- vi. Item 4(viii):** with regard to eBook single sign-on, this functionality is anticipated to be available from October 2013. As a result of the recent merger of EBSCO Publishing

and EBSCO Information Services, Richard Smart has taken a new position as the UK National Sales Manager (serial subscriptions services). EBSCO are currently in the process of recruiting a new Director of eBook Sales for Europe.

- vii. **Item 6:** regarding alumni access, CG checked that they would need to be subscribing to the service to give alumni access and this was confirmed. SG said they were rarely asked for alumni access to full-text databases as opposed to the bibliographical ones: the only full text alumni databases that EBSCO provide are Academic Search Alumni and Business Source Alumni.

#### **4. JIBS users' issues (in order of response)**

- iii. **Reliability of EBSCOhost data in link resolvers (UEA)**

Often, the indexing in an EBSCO database is created when EBSCO license the full text from the publisher who provide a feed to EBSCO of the indexing and full text. A link resolver is context-sensitive so it is important to see actual examples of problems before attempting to explain what has happened.

- iv. **EBSCO EJS target within SFX still pointing to the old EJS platform rather than EJS on EBSCOhost (UEA)**

It was reported that Ex Libris have been reluctant to develop the links to EJD (eJournals Database) until EJS is retired. However, since EJS is not being retired imminently, Ex Libris need the additional information so they can link to both platforms. It was confirmed that Open Athens authentication to EJS is not being supported. Ex Libris have been provided with all the information they need from EBSCO in order to set up links to the eJournals Database as a target in SFX.

- v. **Quality of PDFs within EBSCOhost (Open)**

CT reported that the full text of the example provided is legible although it is a photocopy. He added that EBSCO had undertaken a project to upgrade their full text images but, due to flooding in 2006 in the USA, some of the original print copies are no longer available to make good PDF copies from. They have tried to source fresh originals but have had mixed results to date. He emphasised that customers were encouraged to contact their sales support staff if they were not happy with a response from customer service.

- viii. **Saving documents to Mendeley (St Mark & St John)**

CT said that enhancement request ER19839 addresses this issue and it is important to add names to it to raise its priority. If users go to [mendeley.com/import](https://mendeley.com/import) and bookmark it on their own machines, this is a much quicker process. Mendeley cannot get access to anything that sits behind a pay wall, so one option is for users to save such items to their desktop first. However, this presents challenges when using library PCs and not the students' own machines.

- vi. **Strategy for linking to free content (Open)**

SG stated that OA publications are indexed in EBSCO databases and are sometimes indexed at customers' request. SG indicated that there were some 6,000 OA titles indexed in EDS, including arXiv.org, Bioline International, Biomed Central, DOAB, ERIC, Europeana, the Hathi Trust, Persée, etc. EBSCO work with OA partners to put a

custom link in place to these services so that they are linked directly to items in them. With regard to EDS, EBSCO have prioritised the providers and services that they are aiming to conclude content licences with from a customer-sourced list of some thousands. They encourage libraries to let them know about information resources that they would like to see indexed in EDS. EBSCO are also looking into additional formats that might be appropriate for EDS and are happy to hear from libraries about such services. Moving forward, EBSCO are looking at how link resolvers will be able to easily take the user to an OA article from within a hybrid publication which the library may not have access to.

**vii. Integration with Talis Aspire (Stirling)**

This is a known problem that affects other customers as well as Stirling and is being worked on as a service issue, SI#63688 - Talis Aspire.

**viii. E-resource access and partner institutions (St Mark & St John)**

WE reported that they had been unable to use the JISC Collections decision tool and have been working with a template from EBSCO which they have found much easier. This template assumes that those individuals/groups that require access to EBSCO resources are not covered by the existing licence agreements. WE felt quite positive about the process and hopes that their issues will be resolved by the autumn term. She asked a supplementary question about granularity if a partner needed access to a limited range of databases and SG indicated that EBSCO would prefer this approach.

MD reported that they were happy to send the template to customers for them to provide EBSCO with details of their partners who are not entitled to currently subscribed EBSCO services. In general and when needed, the contract extension has worked out as a very small charge, something of the order of less than 2% but does not include Licensed Secondary Databases, such as EconLit or PsycINFO, services which EBSCO simply host. SG said that if more than 25% of a partner institution needs access to a service then a separate subscription would be required.

In answer to a query from the Chair, SG also indicated that they were still interested in talking to JISC Collections about certain databases where they own the content. They have also looked at the closed archival indexes, mostly from Wilson, and have taken the view that they would like to offer them to libraries at a reasonable price which they will also be talking to JISC Collections about.

**ix. Harvard Business Review 'top 500 articles' (Birmingham)**

SG indicated that HBR had restricted 500 articles out of more than 12,000 to read-only due the actions of a few libraries that might have misused the content in the EBSCOhost Business Source databases. Libraries will not be permitted to save these articles to their VLEs and libraries have to pay an additional charge to use them outside of research purposes. The list of articles has been published and can be provided if necessary. CT also added that the permalinks to these items have been turned off. The individual user can still open and read all PDFs from the HBR.

**x. IP addresses (Greenwich)**

Some users off campus were logging into Greenwich portal and are connected to the New York Public Library interface. SG asked that the IP ranges be checked and CT undertook to look into the problem.

Also, some partner institutions were trying to use the Greenwich resources but their institutions' IP ranges were overriding those from Greenwich so they cannot access the University resources only the partner's. Again, CT undertook to look into the problem.

**i. Sharing of metadata with ProQuest and Ex Libris (UHI)**

**ii. What determines the order of search results in EDS (Eduserv)**

SG indicated that EBSCO had been trying for some time to clarify with customers their position on discovery services. He stressed that more than 50 of the 55 major subject index providers do not participate in the discovery landscape, e.g. not providing any metadata for Primo Central customers. SG explained that, while nearly all subject index providers prefer not to be in discovery services, most make an exception for EDS for a variety of reasons.

First, EBSCO believe that the EDS relevance algorithm is much better designed (than other discovery services) to take advantage of detailed subject indexing. Subject index providers are not ignorant about discovery; they have actually looked carefully at each of the major discovery services and come to obvious conclusions after seeing the way they work. In addition, EBSCO's marketing practices are preferred: i.e. EBSCO does not distribute misleading reports to libraries that make it seem like subject indexes are covered well even if they are not purchased by the library. The use of these reports has been a large obstacle between other discovery service vendors and subject index providers. Further, there are many other things that subject index providers prefer about EDS (e.g. index names are shown on the result list, etc.).

SG stressed that EBSCO content was not favoured in EDS. Instead, emphasis is placed on retrieving the best results for a particular query (i.e. properly leveraging subject indexing, regardless of where that indexing comes from). He quoted EBSCO's President, Tim Collins, who said that favouring any content other than that which is the best result to a query would be the quickest way for EBSCO to alienate its customers and content partners and, specifically, they have absolutely no bias toward any particular content source.

EDS is seen as having "superior relevance ranking" which includes full text searching for completeness, combined with subject indexing for better accuracy (precision). SG outlined studies conducted by other universities to illustrate this point. Other discovery services find articles that contain the search terms used by the researcher. Subject headings allow EDS to find articles about the search terms which place them higher up the results list as they are more relevant.

The Chair commented that not all libraries were pushing all their users towards using the discovery tool: this was seen principally a way of bringing academic resources to the undergraduate who may prefer using Google and/or Google Scholar. The thinking is that researchers or undergraduates doing dissertation work will normally use the native interfaces of the relevant databases as they are looking for all available information on a particular subject. That said, SG believes that EDS is in a much better position to serve those users because it often includes those very databases as well as many other sources not found in any particular databases.

There followed a discussion about students' methods of searching and about content and non-competitive content. The librarians present were concerned that libraries would end up cancelling databases useful to their communities because their content was not surfacing in their discovery service. There were also comments about students not moving beyond page 2 of a results list.

## **5. EBSCO updates**

RC reported on EBSCO issues:

- EBSCO Publishing and EBSCO Subscription Services have merged as EBSCO Information Services. It was emphasised that this was not because of any financial issues but that it was a decision to pool resources and enhance the services provided.
- Customers will still communicate with the contacts that they have at the moment and support teams will remain intact.
- SG reiterated that the merger was a result of closer working between the divisions due to the move towards electronic provision. Jan Donnelly has moved on which is why RS has moved back to journal subscriptions due to his experience in the area. Gareth Smith is now Vice President of Sales in the UK for all products (databases, discovery, eBooks and journal subscriptions). Ian Middleton, who has been General Manager of EBSCO in UK and Ireland for many years, has recently left and Paul Harwood has taken over as GM.
- EH asked for a structure chart to make it clearer who was responsible for which area. SG responded that a revised organisational structure had been issued internally and, as the merger starts officially on 1 July, the divisions will come together soon and will hopefully be able to address this issue.
- The merger is one reason why the CRM issue has not been addressed and EBSCO is now looking at all the systems in use in the various sections of the company. For example, it was suggested that it would be ideal for customers to renew databases online as they do their journals, rather than via the laborious paper procedure used at the moment.
- The EBSCO e-book service is now available through Ingram-Coutts. This will encompass books for single or multiple user access: unlimited use will become available in the next phase. Dawson-Bertram have acquired the customer list for Blackwell library supply: Blackwell had the rights to YBP's GOBI print and e-book search product which has not been particularly well known in the UK. EBSCO e-books can also be acquired through GOBI which will probably be much more visible henceforth. SG asked if it would be of interest for EBSCO to be talking to Dawson about EBSCO e-books and the group agreed that this would be helpful.

**6. Any other business**

- Southampton University have asked to be members of the group which the Chair will consider outside the meeting.
- One member asked about having a discussion or forum between meetings.

**7. Date of next meeting**

The Chair will circulate the group in the second half of September about the next meeting which is due in November 2013.