

JIBS-Ebsco Enhancement Group meeting, 22nd November 2012

Birmingham University Library

Present:

Sarah Thompson, University of York (Chair)

Sue Abbot, University of Exeter

Barbara Gallagher, University of Greenwich

Steve Bull, University of Birmingham

Liam Sullivan, Edge Hill University

Sarah Robbins, Liverpool John Moores University (Minute-taker)

Costas Tsiamis, EBSCO Publishing

Steve Giannoni, EBSCO Publishing

Richard Smart, EBSCO Publishing

1. Apologies for absence

Wendy Evans (University College Plymouth St Mark and St John), Ann Siswell (Bath Spa University), Julie Neenan (Cardiff Metropolitan University)

2. Membership update

Nikki Green has not attended the last few meetings. Julie Neenan is back from maternity leave and will hopefully attend the next meeting. Richard Smart is the newly appointed director of EBSCO's ebook division outside North America and is very keen to receive feedback on Ebsco ebooks (see item 5).

Action: ST to check that NG still wants to be a member of the group

3. Minutes of the last meeting

- i. Matters arising item 3(iii):** The Open University is keen to host another Ebsco EDS meeting in 2013 for UK customers if there is enough interest. The group responded positively to Milton Keynes as a suitable venue for this forum. It would be an opportunity for Ebsco to learn more about their customers' enhancement requirements, and for customers to share ideas and offer feedback, rather than being an opportunity for Ebsco to sell their services. The worldwide user group meeting in Boston is still also planned for 2013.
- ii. Matters arising item 3(iv):** SG indicated that where customers have chosen to display their institution name in the top-right corner of their profile, clicking on the link disconnects the session. Furthermore, CT explained that a more recent enhancement to the e-books platform means that if a user undertakes a new search on Ebscohost this should "free-up" the ebook for use by another user.
- iii. Matters arising item 3(vii):** This is on the agenda.
- iv. Matters arising item 3(ix):** SG confirmed that EDI invoicing is now very high on the agenda at EBSCO. They do not want to re-invent the wheel so will draw on

the technical expertise of EBSCO colleagues on the subscription side of the business. There are no firm dates, but it is a priority.

- v. **Item 6(ii):** SG confirmed that they share information with all providers and that the speed of ingestion into 3rd party services was now slicker. Content is updated daily by Ebsco, but only exported monthly to 3rd party services. There are no plans to increase this frequency.

4. JIBS User Issues

- i. **Access to e-resources for collaborative partnerships & partner institution staff (UCP Marjon, Edge Hill):** SG explained that licensing arrangements for this scenario are complication but that JISC is driving things forward. The JISC decision tool may make life easier in this regard and SG is currently working with LJMU to see how this might work in practice; however it is proving very difficult for the library to obtain all of the information from their institution in order to document the relationships that are in place. SG recently attended the JISC AGM where discussions took place around improvements that might be made to the decision tool. It is believed that the JISC decision tool is a step in the right direction, but not a complete solution yet as the right questions are not necessarily being asked. SG explained that EBSCO's position as an aggregator of content further complicated the issues around licensing as publishers are concerned about the loss of revenue overseas and therefore it may not be in their commercial interests to extend access to partners outside of the UK. For this reason Ebsco may decide to offer access (at a fee) to UK partners only. Access could be managed through the use and implementation of Shibboleth entitlements. SR explained that in principle this was all positive, however in the case of LJMU (and possibly other institutions), the introduction of fees and FE colleges now offering degrees in their own right meant that they were exploring avenues for more overseas partners and fewer UK ones.
- ii. **Requirements to add large numbers of results to folders in one go (London School of Hygiene and Tropical Medicine):** SG explained that there was insufficient demand to expand the number of results added to folders in one go from the 50 it is set to at present. There was an acknowledgement that researchers require lots of content; however they make up only 9% of users globally. An alternative was offered in the form of the number of records to be exported. In EbscoAdmin, on the delivery options tab, the maximum number of records to be exported can be set to 5000. Once that has been done the user can select Alert/Save/Share and export up to 5000 results to bibliographic software tools, which bypasses the folder.
- iii. **Keeping track of open EDS support cases: can an online account interface be developed? (Aston):** SG reported that they use a CRM system but there is no way to share this with the customers. Ebsco are reviewing how it can be rolled forward and whether the system they have in place can be configured or

whether something new is required. The group discussed their requirements for such a system. Some of the ideas included an FAQ of common problems and solutions. SG confirmed that the EDS Wiki is currently the best forum for this sort of information, and that EBSCO will be consulting with the community to see what is required.

- iv. Can libraries choose which MARC fields they display from their catalogue records in EDS? (Aston):** SG confirmed that the specific requirements of libraries can be met in terms of which fields display. Any fields which are exported to EBSCO that don't display are still searchable. Terminology is sometimes an issue as fields may be used within libraries for recording different data.

Action: SG to clarify with Aston which fields they are having difficulties with
- v. Emailing search histories (Salford):** SG demonstrated how this might be possible. Open the Search History, select Search/Save search. Once logged into the personal Ebsco account, the persistent link can be saved. However, if the user selects the Alert/Save/Share option this will also provide a persistent link to the search. E-mail alerts are possible either as an RSS feed or with a personal Ebsco account.

Action: SG to check why e-mail is not an option
- vi. EBSCOhost databases not fully indexed in Primo Central (Salford):** Example given of Harvard Business Review and the fact that the other Discovery providers are only able to show a small percentage of the articles indexed as they haven't approached HBR directly to licence the content (as Ebsco have). Ebsco have partnered with some vendors (Innovative Encore, WorldCat, Dynix, Capital (Talis) and others), but not Ex Libris or Summon as there is no reciprocity from the other provider (Serial Solutions won't licence ProQuest resources to Ebsco, and Ex Libris won't share their knowledgebases). ST made the point that collaboration should be easy where there are mutual customers.
- vii. Consistency in EBSCOhost Databases (Bath):** There is some confusion as to why some databases have an index and others do not. SG demonstrated that all databases have an index, and if this is not displaying in the menu tabs at the top of the screen, this could be because there are too many options. If this is the case, there will be a "More" drop-down which will include the Index. Some databases also have no publications list as there is no full list of journals available within the collection.
- viii. E-book issues (Open):** Single sign on is being looked at to link Athens/Shibboleth accounts to the personal folder. There is a massive driver to do this, but Ebsco want to get it right first time. The toolbar can be customised – "Sign in" can be changed to "Sign in the save work", and similarly, "Folder" to "Temporary Folder" as a short term solution to the issues with personal accounts.

Post meeting note from Ebsco: We are working on an SSO solution for the Autumn 2013 timeframe. We will also be supporting the ability to automatically create and log into MyEBSCOhost accounts with Shibboleth credentials.

Cardiff had an issue with e-books being on hold for 3 days. They tried to override this in Admin and limit it to one hour, but it couldn't be done retrospectively till all the requests have been fulfilled (so 9 days).

Action: Richard Smart to get someone to look at this

5. EBSCO Updates

There have been changes to the UK office (EBSCO Publishing). Gareth remains the Sales Director for the UK & Ireland but will be focusing on growing the corporate and medical markets. Steve is now responsible for the field sales staff working in the Academic, Public and Government Sectors. Costas Tsiamas is the Regional Sales Manager for the South East Universities, Matthew Davis for the South West and Richard Crossland replaces Steve in the North (inc Scotland and Ireland). Chris Watchous is now a Training Specialist alongside Richard Crooks.

Due to licensing issues in the past, Ebsco and JISC have not worked collaboratively. Since JISC has relaxed elements of their licensing, Ebsco are now looking at an agreement to licence their "super databases" (known as the Source databases) for 2013. They are also in discussions to integrate some of the JISC content into EDS.

The mobile app version of Ebscohost is not configurable at institutional level, however the mobile website is now configured so that a dialogue takes place with the device so that the screen can be appropriately rendered to the user. As this works for both EbscoHost and EDS the recommendation would be to remove the option to link to the App from EbscoAdmin.

Ebooks from Richard Smart

RS is responsible for everywhere outside of North America. There are still established teams in each country to work with customers. NetLibrary has been fully integrated and the collection tool launched. Further development is required to break down barriers in terms of technical capabilities and framework agreements etc. RS sees his role as being to identify the barriers in each region and work to resolve them. He would like to form a usergroup, to include health librarians to feed in to this process and would ask that we find out what might be possible via JIBS.

Action: ST to raise this with the JIBS community

Developments:

- * Early 2013, ECM v.2 - patron driven loan element will be available, including loans upgrading to auto purchase

- * EDI invoicing/ordering and local currency support is a high development priority

- * Investigating a move to a credit system model if demand is there from customers (and it appears that there is)

BR2 stats are being looked at and are on the roadmap for development (in response to a question from LS)

Ebsco titles are on GOBI (YBP's database), along with EBL and ebrary.

The group were asked whether a single document including all renewals could be considered, possibly also synching renewal dates of subscriptions. The feeling of the group was that rationalising things would be good, but auto renewal would not be welcome.

6. Any Other Business

AOB Exeter. T&F content being withdrawn from Ebsco? Some yes, but not everything – mutual discussion over what was retained and what was dropped. The support site lists what has been withdrawn.

AOB Exeter. Alumni access – are any more resources available? Ebsco produce specific alumni versions of certain products and willing to consider others on a case-by-case basis. Anyone interested should speak to Matt Davis.

AOB Exeter. Some ejs from databases like Business Source Complete are not appearing in the EbscoHost ejournals database: is this a wider issue with other libraries? Exeter are offering the ejournals interface as a main search database, but in fact it only includes subscribed ejs rather than titles in aggregated databases.

AOB Birmingham. Creating online video clips from Ebsco databases – is this OK from a copyright and licensing point of view? The advice is always to ask SG re: specific cases. Look at Ebsco channel on YouTube to see anything already exists on there; if it does, it should be OK if mimic what's already out there, but do check with SG first.

AOB Greenwich. Are publicity posters available? Yes, they can be downloaded or ordered from the support site Promote your Resources section. Libraries can also ask for something bespoke to be created.

Post meeting note from Ebsco:

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7. Date of next meeting: to be arranged for May 2013