

DRAFT MINUTES OF THE JIBS EBSCO ENHANCEMENT MEETING, 29 MAY 2014, UNIVERSITY OF BIRMINGHAM LIBRARY.

Present:

Sarah Beach, University of Exeter
Julie Cleverley, Leeds Metropolitan University
Wendy Evans, University of St Mark & St John
Steve Hill, University of Birmingham
Ann Siswell, Bath Spa University (Secretary)
Liam Sullivan, Edge Hill University
Sarah Thompson, University of York (Chair)
Heather Whitehouse, Aston University
Steve Giannoni, EBSCO Information Services
Andrea Davies, EBSCO Customer Service
Karen Kane, EBSCO Regional Account Manager

1. Apologies for absence

Apologies were received from: Barbara Gallagher (University of Greenwich), Nikki Green (Eduserv), Julie Neenan (Cardiff Metropolitan University), Sarah Robbins (Liverpool John Moores University).

2. Minutes of the last meeting

- **Present:** Correct Sarah Beach's name
- **Matters arising, Item 3(i):** EDS meeting in July: SG confirmed the date as 24 July at Liverpool University.
- **Matters arising, Item 4(x):** HBR articles: these had been sent to ST by someone at Oxford University who had read the minutes. SG said there are no plans to change the list in the imminent future.
- **Item 4(ii):** e-books logout: SG said that, if a user exits the browser or leaves the book, it now checks them out of the book which is much better.

3. JIBS Users' issues

Before the issues were addressed SG asked AD to talk about current support. She said that support functions are still mainly in the USA, due to their greater knowledge and experience, but there are five support staff based in Europe which should help mitigate the difficulties with time zones.

SG sees this as an important area since they are dealing directly with the customers, the challenge being that those customers are dealing with a global business and it is no longer possible to have named people to contact.

A portal whereby customers can see the progress of their reported issues is being tested in the USA. This was welcomed by the group. There are about 130,000 support cases a year dealt with by the company and Peter Landry was individually responsible for several thousand. HW commented that sometimes issues were taken up by library staff again and EBSCO staff did not know what they were referring to.

AD said that this is being dealt with by “buddying up” new staff so that they do not struggle and training issues can be identified.

a) Ongoing problems with losing access to all EBSCO resources (off campus) and Length of time to resolve problems logged on the helpdesk (University of St Mark & St John)

WE reported continuing problems with access to the A-Z and with some databases, which had been reported fixed, had then gone down again a few days or a few weeks later. The problem appears to be linked to authentication through Shibboleth which is managed for the University by Overt: they had contacted EBSCO but had no response. WE also commented that students were very disgruntled with the situation and that their NSS scores had been affected. The problem is also intermittent which makes it more difficult to resolve.

HW said that Aston had had similar issues some 18 months ago when they adopted OpenAthens. Other members of the group suggested using a proxy server which bypasses Shibboleth. SG said there had been problems with certificates with Shibboleth, one of which was resolved for all users, but this seems to be a legacy problem at St Mark & St John. AD reported that Regent’s University had had similar problems with OpenAthens: they had recorded a WebEx session so it could be seen as it occurred and suggested this may help here when the issue was being investigated by another EBSCO department.

In general terms, SG suggested that in an update from the helpdesk, it would be better to say there is nothing to report rather than try and make something up or use a standard reply which sometimes sounded patronising to customers.

b) Length of time to resolve problems logged on the helpdesk (University of St Mark & St John)

This was dealt with by AD’s comments above.

c) Feedback from Exeter University

Business Source Complete: currently, there is no linking between Company Information and Company Reports and SG reported that an enhancement request has been made to rectify this.

Exporting results: within EBSCO admin, there is now a switch to allow up to 25,000 records to be exported at a time to a reference management tool.

Combined title and abstract field: SG said that this has also been raised as an enhancement and SB reported that her users would be happy to beta test any such enhancement as they would find it very useful.

d) Feedback from Cranfield University

How many times an article has been cited: SG demonstrated that it depended on the database or whether Discovery was being used. Some have searchable cited references and, within EDS, WoS and Scopus are so searchable. EBSCO is also

developing a service called References Bank because the cited references in many publishers' content is not searchable: this will be part of EDS and libraries can purchase it. There will inevitably be some overlap but it is intended to provide something that will complement, not replace, WoS or Scopus.

'Find more like this': SG demonstrated that, if you go into a full record, there is a link to "Find similar results" on the left hand side.

e) Feedback from Salford University

Re-running a search: there is a setting in EBSCO Admin to clear the 'Find' box once results are displayed or not. It is also possible to re-run a specific search in a different database.

'Cited by' option: SG indicated that different citation styles are available. It was commented that universities had a variety of different styles and different versions of Harvard, etc. which made this problematic.

Much of what Salford were asking about was possible to configure in the Admin site so perhaps some training was required to clarify what can be done.

Help screens: many customers had configured their search screens with their own logos, etc. and the help screens are generic. It was suggested that it should be possible to link to the customer's own help pages, suitably badged.

f) Feedback from Queen's University Belfast

Packages on A-Z: this is possible to configure but packages can change with renewals, etc., the system therefore does not select the correct package, e.g. NESLi2, and shows the incorrect titles. This process is automated and this makes it more difficult to rectify. SG agreed that there could be some training issues for EBSCO staff who are renewing packages: they may be unwittingly overriding what other customers have that is correct, making their title listings incorrect, which is then not discovered until someone reports not being able to access a title that has appeared on the A-Z. SG would attempt to find out what is happening and how this can be resolved.

g) Feedback from Leeds Metropolitan

Searching customised records: there was a delay in being able to search customised records which Peter Landry does know about.

Loss of access: JC reported that the A-Z Admin site is often lost or hanging for a long time around midday which could be when the USA comes online. SG explained that this is a legacy product which will be replaced by the general EBSCO Admin screens and this should make a lot of difference. This should happen towards the end of 2014. LS commented that uploaded Swets records do not appear for over 24 hours and AD confirmed that the time delay had got longer recently which was partly exacerbated by EBSCO staff being moved from A-Z to Full Text Finder.

Tracking queries: this was discussed earlier.

4. EBSCO update

Regional sales managers' accounts for HE and government: they now deal with databases, journals subscriptions, discovery, etc. There is no change in the customer service contacts (in brackets):

- Karen Kane (Sarah Hajistilly): Northern England, Northern Ireland and Scotland
- Richard Crossland (Sarah Hajistilly): Midlands
- Matt Davis (Andre Powell): West and Wales
- Costas Tsiamas (Tina Foote): London and South East

- a) **Metadata sharing policy:** EBSCO launched this in April. They have been communicating with other providers, particularly Ex Libris, about sharing resources. For example, of institutions using an Ex Libris LMS, more are using EDS than Primo so there are issues that need to be addressed. This led to the policy being put together for other vendors as well, indicating what EBSCO can supply and what they would expect reciprocally.

The policy is meant to provide fairness, transparency and create openness to demonstrate EBSCO's commitment in the discovery space. ProQuest have indicated that they are willing to enter into discussions and there has been a positive response from OCLC. The policy also allows EDS customers the opportunity to benefit from reciprocal agreements such as enhanced content indexing and OPAC functions in the EDS environment. Customers are encouraged to speak with their vendors and encourage them to move in this direction. HW commented that what they wanted was better integration between EDS and their Innovative LMS, e.g. reservations information, rather than using Encore.

- b) **British Education Index:** EBSCO has committed to attempt to provide BEI through JISC Collections at the end of the current agreement so a new package is being constructed which will contain five databases – BEI, ERIC, and three others. Almost all subscribers will have the same or lower pricing than currently. Smart linking will be activated so there will be full text links to other EBSCO databases.
- c) **'CAM' (Concurrent Access Model) ebook acquisition model, ebook profiling within ECM:** EBSCO e-books can be purchased through OASIS or GOBI and the CAM model is similar to buying through DawsonEra, e.g. 365 accesses/credits. There were comments from the group that students were alienated by turnaways and that 1 or 3 users were inappropriate, for instance, for large groups of students who have to read a particular chapter in one week. There was also a query about when prices would appear in the ECM in sterling or other currencies but SG was unable to give a firm answer on this. WE commented that they appeared in OASIS in sterling when you added them to the basket but then had to be removed if they were not required. ST asked about the time delay between ordering e-books and them being available which SG agreed to pursue. ST queried whether it was possible to go into ECM and see how many accesses were left on titles: SG will look into it and into providing alerts when accesses approached zero.

5. Any other business

SG was interested to know whether the JIBS remit would now extend to the whole EBSCO repertoire (databases, EDS, subscriptions, etc.) and ST confirmed that this was the case where the issues were inter-related.

6. Date of next meeting

To be decided.