

sherif Clarivate Enhancement Group

Monday 17th June 2024 14:00 – 17:00 UTC

Microsoft Teams

Minutes

1 Attendees

Sherif member libraries

Wendy Mears – Open University (Chair)
Amanda Quimby – University of Birmingham (Minutes)
Sarah Lowe – University of Brighton
Rachael Scott – University of Reading
Mas Sore – University of Northampton
Elie Vicente Tsarouhis – SOAS, University of London
Geraldine O’Beirn - Queen's University Belfast
Dita Krauze – City, University of London
Tasmin Thomas – City, University of London
Susan Foran - City, University of London

Clarivate

Jed Gilmore – VP Customer Care – Academia and Government
Stuart Beach – Director of Product and Platform Management
Tamar Ganor – Senior Product Manager, Content
Scott McCarthy – Director, Technology
Alexandra Follett – -Software Sales Manager, UKI
Christopher Rennie – Director, Product Management

2.0 Welcome and apologies

Wendy gave her thanks to Sarah Davies (University of Nottingham) who has left the group due to a change in roles. She’d been a member since 2020. A call for a new rep has been sent out.

Issues from member libraries

3.1 Item level linking delays for new collections: Jisc journal big deals on Ex-Libris (Birmingham, Brighton, Open and City Universities)

Tamar explained in general it can take 1-2 months for a new collection submitted by Jisc (or another service provider) to be added to KBs (Alma and 360). However, the quality of data received may cause delays in making it available.

Requests for new collections should be added to Ideas Exchange which are reviewed weekly. However, Jisc are responsible for sending Jisc agreement collections to Ex Libris and will not accept customers lists.

University members advised that there have been delays longer than 1-2 months for some Jisc electronic collections to appear (e.g. Wiley and Taylor and Francis collections) and Idea Exchange cases are not being responded to. More clarity is required as to how to escalate or find out when a collection may appear if there are delays.

Tamar confirmed that cases on the Ideas Exchange don't need to be based on number of votes to be addressed.

ACTION: Sarah Lowe to send Tamar case examples that haven't received a response.

Also for new electronic collections, the article level linking isn't always ready at the same time. It is very difficult to test when it is working.

ACTION: Tamar Ganor to review article level linking in 360, where article level linking is part of the workflow when new electronic collections are added to the KB.

3.2 Interoperability between Ebook Central, ExLibris 360KB and Summon CDI. City University. Tamsin Thomas

Dita Krauze (City) reported that links on LibCentral are correct but then in Summon CDI they have several links on the same entry. The link picked up on Summon is the lowest ID but seems to link to a link that is for North American customers, so users get an error that the book is not available. Links can not be edited by customers.

Jack Boettcher (Clarivate) explained that there are several links attached to a book for a few reasons such as they are discontinued titles, but a library may have purchased it in perpetuity, or geographical differences. 360KB can't distinguish between different links.

Workaround offered:

1. City need to turn off IEDL for EBC within Summon site.
2. Clarivate can also help with finding duplicate holdings and VlookUp correct link from EBC and then reupload this.
3. Future titles – may need to do this on a regular basis.

The outcome is that users will get an extra click but not an error. It was confirmed that Primo doesn't have this issue.

ACTION: City and Jack to set up meeting to go through details.

3.3 Refworks journal article formatting. City University.

Jed Gilmore (Clarivate) suggested City get support from the following routes:

1. UK RefWorks user group : lis-refworks-uk@jiscmail.ac.uk
2. Support.refworks.com
3. Can contact RefWorks Product Manager, Claudia Prokopczuk (Claudia.Prokopczuk@Clarivate.com) directly (post-meeting note: Wendy forwarded to City)

3.4. Web of Science development request: expand search boxes. Edinburgh University, Rowena Stewart.

ACTION: Jed Gilmore (Clarivate) to send details on how to request enhancement requests.

Clarivate: Users can request enhancements or support requests from others through our Web of Science and InCites products. [Steps to Submit Product Enhancement Request in Web of Science & InCites \(Clarivate.com\)](#) details how to submit requests or review others' requests.

[Status Update on Enhancement Request Submitted in Web of Science \(Clarivate.com\)](#) explains how to monitor progress on submitted requests.

Any other user issues?

None

4 Matters arising from the minutes of the previous meeting held 11th Dec 2023

- Item level linking delays for new collections - Sarah Lowe (Brighton) raised clarity of new processes for collections and article level linking. Ongoing conversations as per 3.1 highlighted this.
- Primo descriptions (and Summon) in Google- it works with Primo VE, but not a priority to be done for Primo UI and Summon. Birmingham and Brighton are not going to escalate it further.

ProQuest and ExLibris updates

Book and platform update provided by Stuart Beach

Q:Ebook Central App and accessibility

A: Stuart confirmed it has been designed to an accessible structure and it is being developed to WCAG 2.2 EU standards. Text to speech not available from launch but is compatible for users to use with other tools on their device.

Q: Ebook Central App and authentication

A: A user can register the app on up to 6 devices. When registering, the user will receive a code and once registered the user will then be authenticated via SSO as it links to Ebook Central platform.

ACTION: Tasmin Thomas requested Data Protection Privacy Statement. Stuart to send.

ACTION: Stuart and Sarah Lowe to meet to discuss further authentication queries.

Q: Open Access book Collection and how to opt in

A: Customers can enable it themselves within LibCentral. Access available immediately and MARC records are available.

Ex Libris updates provided by Alexandra Follett

ACTION: Alexandra to send Amanda (Birmingham) more information about new Primo interface being developed.

ProQuest content platform updates provided by Christopher Rennie and Scott McCarthy

Cristina Blanca-Sancho has now moved to AI team

AOB

None

Date of next meeting: Dec 2024 tbc – online