

MINUTES OF THE JIBS EBSCO ENHANCEMENT MEETING, 15 JUNE 2015, UNIVERSITY OF BIRMINGHAM LIBRARY.

Present:

Irene Barranco Garcia, University of Greenwich
Steve Bull, University of Birmingham
Julie Cleverley, Leeds Beckett University
Wendy Evans, University of St Mark & St John
Emma Hollinshead, Aston University
Sarah Jones, University of Exeter
Ann Siswell, Bath Spa University (Secretary)
Sarah Thompson, University of York (Chair)

Steve Giannoni, EBSCO Information Services
Richard Crossland, EBSCO Regional Sales Manager

1. Apologies for absence

Liam Sullivan (Edge Hill University), Nikki Green (Eduserv), Sarah Robbins (Liverpool John Moores University), Andrea Davies (EBSCO Customer Services)

2. Membership update

There was nothing to report.

3. Minutes of the last meeting, 9 December 2014

Item 4(c): auto-complete causing search to run immediately: this is ongoing. The University of Salford also reported that terms were staying in the Find box after the search had been executed and a video has been sent to them to help them amend their configuration. SG undertook to share the enhancement number offered at the last meeting.

Action: SG

Item 4(f): SG reported that the BERA papers are not yet indexed although EBSCO are looking into searching BERA and bringing back results like a mini federated search.

Item 5(e): access to customer portal: this does not seem to be happening although EH reported contacting AD in January. SG was not aware of any UK customers using the portal and commented that there was a lot of information which was internal that needed stripping out before it could be made public.

4. JIBS Users' issues

Before the meeting, AD had added her comments to the issues raised to the paper on JIBS Users' Issues and these are also appended to each point as appropriate. Further, AD had emphasised to the Chair that it was important to continue to raise a case with Customer Support if problems occurred. SG agreed and queried the nature of the best issues to bring to these meetings so that both parties got the best out of the exchange. The Chair indicated that the kind of issues raised were in line with other groups under JIBS.

a) Feedback from UWE

Clear Find Field after Searching: this was an instance of the problem being individual to the institution and has been resolved with them through their configuration. SG stressed it was important to select the right profile within EBSCOAdmin or, for example, the databases could be affected when it was intended to change something in EDS.

Complex passwords for personal accounts: SG said that, due to the frequency of the hacking attempts and attacks made on EBSCO systems, it was felt necessary to ask for passwords to be stronger. Group members felt that single sign-on was the way forward here.

AD: I, personally, recognise the frustration caused by the strength bar on the passwords. Strong passwords have been put in place to protect your investments in our products. Suggestions for passwords that I have found work in the past include postcodes and car number plates - I recognise that these may not, on their own, be long enough but may provide a basis for something that might work.

Auto-complete triggering search: SG pointed out that auto-complete can be deselected in EBSCOAdmin. The Chair asked whether EBSCO contacted customers when an issue was raised a number of times and alerted them to a solution. WE suggested a monthly update and RC added that it could be the top five service issues. SG undertook to speak with AD about this. He added that Peter Landry had left a short notice and his workload was currently being handled internally: his replacement will be based in the UK.

Action: SG

*AD: There is a setting within EBSCOAdmin that can turn off autocomplete; our support site has a document that shows these settings:
(http://support.ebsco.com/knowledge_base/detail.php?topic=996&id=7258&page=1).
Autocomplete Keyword is a setting that is set to default as OFF.*

b) Feedback from Huddersfield:

Broken links on retrieval through Summon: differences in indexing and metadata have caused Summon users not to get through to news content, particularly on Business Source Premier. SG commented that newspaper pages may be in a section that is not indexed so a link resolver will not find the full text. He referred to a paper about failings in link resolvers and offered to share details with the group.

Action: SG

*AD: If you believe that a broken link is related to your **EBSCO setup**, please make sure that you report this to Customer Satisfaction, either by sending an email to support@ebsco.com or by using the "Email Support" link at the top right of the main page on our support site (www.support.ebsco.com). If you are unsure if it relates specifically to EBSCO, please work with your Discovery partner (if not EBSCO) to ascertain where the issue lies.*

As a company we do our best to ensure that our links are up to date and working. However this is sometimes out of our control. If a link is broken, please ensure that you report the issue having first consulted with your Discovery partner. We can then troubleshoot if we need to get in touch with the publisher or update our links internally or both!

c) Feedback from Bangor:

Timing out of searches: this had not been raised again prior to the meeting but, being an intermittent problem that no-one else in the group had experienced, it was difficult to resolve.

AD: More than happy to look at this particular site in more detail via a new support call. If at any time you don't believe that your case has been resolved, please make sure that you follow this up, ask for it to be escalated, request a telephone call to discuss. The team of support people I am responsible for are positively encouraged to engage at this level, as I have found that constant backwards and forwards of emails is not always the most efficient way of resolving some of the issues.

d) Feedback from Edge Hill:

Folder functionality: SG commented that the folder system was now quite old and becoming more difficult to maintain. It may be that EBSCO will not continue down this road but look to external services to provide the same functionality.

AD: There was an open Service Issue regarding application exception errors occurring when patrons were accessing their MyEBSCOhost folders and saved searches. The service issue was resolved with a service fix on May 20th. If there are still concerns, please don't hesitate to raise a support call. I also appreciate very much that this problem happened at the very time of the year that most of your patrons would have been most active with their saved searches.

Generally we are working hard within Customer Satisfaction to ensure that our support site becomes your first point of call for support issues. There are specific links on the support home page to RSS feeds on system wide service issues, we also have, for those with EDS, the EDS Listserve that is actively managed, and all feedback on this is taken on board and fed to the relevant departments.

e) Feedback from Cranfield

Shibboleth login not carrying over to SFX: this only seems to occur if customers are using Shibboleth with SFX. EBSCO are continuing to investigate.

AD: This is an open support case: 1762942 and is being investigated.

Development issues: the Chair queried how these issues could be taken forward. SG was interested in how the community could be involved in prioritising enhancement requests. EH said that their LMS provider asked the community to vote on enhancements and the top five were then included in the next upgrade. The Chair added that Ex Libris did something similar but the burden of the voting was taken on

by the international user group. SG responded that it would be difficult to progress improvements which were important but not critical if such a system was implemented but he would discuss the proposal with colleagues whether they could suggest anything or if it was happening elsewhere in the world.

Action: SG

He also asked the community to be mindful of the staff time needed to service enhancements and that it was important for customers to add their voice to enhancement requests in order to build support for them.

Regarding issue 3 in Cranfield's development list, EH thought there was an indicator which would be put in 008 field that distinguished theses and dissertations. SG thought this should be in the EDS documentation on the support pages.

AD: I believe that we have active enhancement requests open for most of Helen's points. With regard to point 5, as previously mentioned, this can be done. Please raise a support call requesting that the case management portal be set up for your institution. The information we require to do this is: Customer ID and the names and email addresses of those people that you would like to have access to the portal. The case portal will enable you to see: what cases you have raised in the last 12 months, regardless of their status; request updates to open cases; raise new support cases.

f) Feedback from Queen's University, Belfast

EBSCO A-Z and hidden titles: SG reported that the migrations to Full Text Finder have now started and the intention is that all customers will be migrated as soon as possible. This means that many A-Z queries will become redundant.

AD: I will investigate Geraldine's queries regarding A-Z and the knowledge base. If there are active support cases being worked on, I think it unfair to comment on these in this forum. However, if there are issues regarding how the cases are being handled, or a response is not forthcoming, then I am happy to be contacted as a point of escalation.

EDS: SG thought the e-journal links were a configuration issue. It could also be something has changed at the publisher end so the custom link has broken. On the source type issue, there is an enhancement request concerning this and SG was interested to know if similar requests were made of other providers. Members of the Group said that the undergraduates just wanted a result to their query or they would go to Google while the postgraduates are more likely to appreciate the granularity. On the other hand, it is also quite difficult to explain this to students. SG suggested that one heading, e.g. 'Periodicals', could appear but the granularity could be a subset of that.

AD: I am aware that a survey was recently sent out to many customers. I would urge all members to fill these questionnaires in, as they very much influence the direction that the team takes with regard to responses to cases / case handling / communication. All responses were read within the management team of Global

Customer Support, and customers that required a response, where contact information was given were contacted.

g) Feedback from St Mark & St John (verbal)

Ovid and similar sites via LinkSource: this does not go direct to the full text and users do not know where to look to find their article. SG thought there was a function in LinkSource where notes could be displayed so WE will take this back and look at the configuration.

EDS & Academic Search Complete: this is not listed in the content providers and therefore can put subscriptions at risk. SG and WE will follow up outside the meeting.

5. EBSCO update

- The SUPC recently went out to tender and EBSCO was chosen as a vendor with very similar terms to previous years. There was an outstanding issue with publishers who did not give a discount to agents or even individuals so EBSCO was losing money with them: these are now listed clearly.
- EBSCO has acquired YBP and its Gobi platform. The platform can be used to buy content from any provider not just EBSCO e-books. ProQuest recently acquired Coutts but EBSCO do not intend to withdraw their e-books from the Coutts platform. The Chair queried whether YBP would be included in the UK book framework and SG responded that he had been in contact with consortia to ask whether, being part of EBSCO now, YBP could be accepted.
- Plum Analytics was acquired by EBSCO in 2014. They are working with research institutions to assist in grant applications and applications for other funding through research outputs since it can take quite some time for citations to appear. Plum aggregates all kinds of metrics about research (Twitter, blogs, repositories, tracks DOIs, etc.) and measures what is happening to an institution's research. In use by some funders who track research invested by their money.

6. AOB

There was no other business.

7. DONM

To be confirmed.