

JIBS-EBSCO Enhancement Group Meeting, 28 November 2011 at the University of Birmingham Library

Present:

Aeronwen Allison, University of Exeter
Wendy Evans, University College Plymouth St Mark and St John
Maureen Richardson, Edge Hill University
Sarah Robbins, Liverpool John Moores University
Ann Siswell, Bath Spa University (Secretary)
Susan Stevens, University of Birmingham
Sarah Thompson, University of York (Chair)
Sarah Vincent, Cardiff Metropolitan University
Seoud Bemath, EBSCO Information Services
Steve Giannoni, EBSCO Information Services
Tania Gibson, EBSCO Information Services

1. Apologies for absence

Gareth Smith, EBSCO; Nikki Green, Eduserv; Barbara Gallagher, University of Greenwich

2. Membership update

There were no updates to report.

3. Minutes of last meeting (24 May 2011) and matters arising

- **Matters arising item 3 (5(ii)):** MR has emailed the community but received few responses.
- **Matters arising item 3 (5(iii)):** SG believes this issue has been addressed.
- **Matters arising item 3 (6):** MR has re-sent the spreadsheet to GS.
- **Item 4(i):** this issue has not been resolved as yet.
- **Item 4(ii):** nothing has been heard back from EBSCO on direct linking.

***Action:** ST to follow up with GS.*

- **Item 4(iii):** this has been resolved.
- **Item 4(iv):** this is being addressed at the meeting with the Open University today.

***Action:** GS to be asked to report at next meeting*

- **Item 4(v):** a watching brief will be kept on this issue.
- **Item 4(vi):** this is an agenda item.
- **Item 4(vii):** the University of Birmingham have resolved this issue.
- **Item 6(i):** a number of issues on eBooks were raised. Licences are restricting the number of people who can view the full text of a particular eBook simultaneously. Also, if someone has downloaded an eBook, this prevents viewing of the full text by another user. SG indicated that any other functionality would be an enhancement.

As with other e-book suppliers, it was suggested that, when a library has multiple copies, one copy be “kept back” so that it could not be downloaded and, therefore, be available for use.

It was also commented that there is no logout button on the eBooks which has been causing a lot of turnaways. SG indicated there is an "Exit" button which can be switched on or off in the admin pages and a session is as long as customers wish it to be. There followed a query about the difference between logging out of a session and logging out of an eBook. What was needed was just a button to close a particular eBook not the whole session which is more than what is needed. It was considered that this is becoming a major problem and needs to be resolved.

MR said they have had many complaints from users and she was concerned that the eBooks that Edge Hill have purchased independently are being treated differently from those belonging to the NoWAL consortium: they had already had to withdraw them from EDS. SG indicated that the forthcoming EBSCOhost Collection Manager should recognise this and not turn users away and customers should be able to see what eBooks they hold and what restrictions were in place for that customer.

Action: EBSCO to report these issues back to Head Office.

4. JIBS users issues

- **Access to e-resources for collaborative partnerships and partner institution staff (UCP Marjon, Edge Hill):** WE and MR have met with GS to discuss students and staff on validated courses. GS has discussed the issue with their US legal service and has put forward a licence which he hoped to progress by the New Year.

MR reported that she had been told that 10%-20% of the fee would be required to cover the staff of up to 10 institutions which is considered to be quite a significant amount for the amount of use. WE is in the situation of having courses on which some of the students can access the resources and some cannot which is a difficult position to explain. SG reiterated that EBSCO are committed to finding a solution to this issue and said it may be a tiered fee depending on the number of people requiring access. WE repeated that they are under significant pressure about this from their institutions which simply see the libraries as being obstructive. MR gave an example of a partnership arrangement where their library already subscribes to many EBSCO resources and Edge Hill wants to give those staff access to resources they already had access to but through Edge Hill's authentication route on their VLE.

Action: SG will ask GS about this particular case.

Action: WE and MR will continue to pursue with EBSCO.

- **Plug-ins on Macs (Aston):** this issue refers to Macs preferring Preview to Adobe Reader for viewing full text. TG indicated that this was a work in progress: Aston are happy with the interim solution and EBSCO are working with Apple to resolve it.
- **Adding items to folders: could this be set so users are prompted to log in first? (Edge Hill):** MR reported that students are putting items into folders without signing in so that they lose them at the end of the session. She would like people to have to sign in before being permitted to add items to a folder. MR asked if something could be added to admin to allow them to enforce this. SG indicated that the folder button

could be removed and replaced with a sign in option but this was not thought to solve the problem completely. He also suggested a pop-up window reminding people to sign in which was considered a possible solution. It has been raised as an enhancement request by EBSCO.

Action: *to be followed up at the next meeting.*

- **Advice/questions on limiting searches to UK articles (Edge Hill):** MR gave examples of searches which differed in EDS and EBSCOhost: in EDS, a search for articles on dyslexia resulted in items from journals from Singapore and China coming up first whereas the results in ERC alone were completely different. SG commented that in some services, such as CINAHL, searches could be limited geographically but not in all of them. He explained that the geographical weighting comes from a scan of the first block of results and the results that MR was getting were presumably using relevancy ranking. SG said that he would need to see some specific results sets to comment fully and it was agreed to follow this up outside of the meeting.
- **50 record limit when saving search results to folders (York):** this issue has been raised before and ST wondered if there was any plan to resolve it. It was confirmed that there were no enhancements coming up that would alter this. ST emphasised that they would not be able to move any more databases to EBSCO until this limit was increased as it is a key requirement for their researchers.

Action: *ST to follow up with SB.*

- **UK EBSCO Discovery User Group: do EBSCO see this new group working in parallel with the JIBS Group?** ST outlined the situation and asked, for example, how overlapping issues would be dealt with. The initial meeting of the new group is being held today at the Open University. TG asked the JIBS Group how they saw this operating. It was suggested that the Chairs talk to each other and see what kind of issues the other group would be raising. SG said that GS would be involved with both groups and could perhaps share the minutes between them so everyone had an overview. ST suggested that the two groups needed to ensure they were moving in the same direction and not giving EBSCO mixed or contradictory messages. It would also be sensible to coordinate meetings so that they did not clash in the future. It was also important that the voices of those who subscribed to databases did not get lost in discussions about EDS.

Action: *ST to contact the chair of the new group.*

- **Persistent URLs not being persistent (Edge Hill):** MR reported that a number of URLs are now not “persistent” but have a sessional indicator in the permalink. It has been logged with EBSCO but there is no answer yet as to why this is happening.
- **CINAHL searching (Birmingham):** SS queried users not being able to see their search history as they went along which was causing some confusion. SG indicated that this could be turned on through EBSCO admin if it was required.

5. EBSCO updates

- SB introduced himself and said that he will be looking after training needs. There is now also a technical team including an engineer in Europe since business is growing here: this will help matters and reduce the frustration with having to send information back to the USA.
- Much technical expertise has recently been devoted to the eBooks platform and to the merger with Wilson. Most Wilson databases have now been made available on EBSCOhost and there remain only a few resources to be transferred. Wilson Web will cease at the end of the year but Wilson as an entity will continue to exist. Some customers have had renewal notices from Thompson Henry but these should be ignored. Resources with JISC Collections will need to be looked at again when they come up for renewal as, in the past, EBSCO has not been prepared to accept the JISC model licence.
- The European sales meeting will be held in February 2012 when new services will be disclosed. This is likely to remain the arrangement in subsequent years.
- In response to a query as to whether this group would be interested in developments in different areas of EBSCO (e.g. A-Z, link resolver, etc.), ST and MR confirmed that its remit was originally principally concerned with the databases. It was thought likely that information about A-Z would be relevant due to the synergy with the databases and ST will put it in the next meeting's call for issues. If there were such issues, then an A-Z expert could attend to respond.

Action: *ST to invite comments on A-Z and LinkSource as well as databases in next call for JIBS issues.*

- With regard to eBooks, when the new Collection Manager tool comes onstream, then management of the titles will be made easier. For example, at the moment, there are two places to look for new additions and title listings. If HE libraries want to purchase individual eBooks, there are currently a number of options which will be rationalised by the Collection Manager. SG confirmed that eBooks will continue to be viewed as a "database".
- MR asked if EBSCO intended to use EDI for invoicing for databases in a similar way to journal subscriptions through EBSCOnet. SG said there were no plans to implement this though he would raise it.

Action: *SG to raise EDI issues with EBSCO.*

- MR also asked why Edge Hill receive the MARC records for eBooks within 24 hours but are not able to access the eBook itself for another few days. SG said that he would check what the normal procedure was for eBooks.

Action: *SG to check procedures for delivering eBooks and MARC records.*

Various members of the Group commented on the effect on workflows that eBooks caused in comparison with other suppliers, meaning that they only went to EBSCO as a last resort. In particular, the lack of EDI for ordering and invoicing was considered a disincentive.

6. Any other business

- There was no other business and the meeting closed at 14.50.

7. Date of next meeting

- This will probably be in May but ST will confer with the EDS user group.