

JIBS EBSCO Meeting, University of Birmingham

Wednesday 17th May 2017

Present:

Emma Hollinshead, Aston University
Elizabeth Gillespie, University of Liverpool
Sarah Robbins, Liverpool John Moores University (Secretary)
Amanda Quimby, University of Birmingham
Helen Buchanan, Imperial College London
Steven Bull, University of Birmingham
Liam Sullivan, Edge Hill University
Sarah Thompson, University of York (Chair)
Geraldine O'Beirn, Queens University Belfast
Beverly Delaney, Open University
Cathryn Peppard, University of Greenwich
Tom Vause, Leeds Beckett University

Richard Bramwell, Ebsco Information Services

1. Apologies for absence

Julie Cleverley (Leeds Beckett University), Wendy Evans (University of St Mark & St John), Nikki Green (Eduserv), Kerry Hadaway (University of Southampton), Steve Giannoni (EBSCO Information Services)

2. Welcome and Introductions; Membership Update

Wendy is standing down from the group and is moving to Ebsco. We thank her for her contribution and wish her well in her new role.

The group discussed numbers of people and institutions represented within the group, and it was agreed that the balance was about right for the time being.

3. Minutes of the last meeting, 17 November 2016

The minutes of the last meeting are a true record and no amendments are required.

Item 3, 3,5(e): (CRM) RB reported that the portal to view enhancement requests and support cases is in process

Action: RB will obtain details from everyone around the table to progress their access

Item 3, 4: Re: Limiters for print and e-books

Action: RB to clarify regarding limiters for print and e-books

Item 3, 5: Re: Flipster. RB reported that Ebsco's publisher relations person in the UK is speaking to publishers and getting content added.

Action: ST to create a Google doc for everyone to contribute to

Item 4: Re: Usage Consolidation

Action: SG still to share slides. RB to check

Item 5: Re: Enhancement requests. RB reported that the new CRM functionality should help institutions manage which enhancement requests they are signed up to

4. Demos from member libraries

4a LJMU experience of the Ebsco API with Primo (SR)

LJMU's experience of the API has been mixed. While it is really useful to have Ebsco results in the Primo interface (which wouldn't be there without the API), they still appear when limiting results as the limiters do not work with the API. This is frustrating and misleading.

A discussion followed once again about Ebsco and Ex Libris (Proquest) working together to share information for the good of their customers

4b Birmingham University experience of Ebsco Analytics (AQ)

Analytics is a cost per use tool to match cost and usage data. The base fee for Analytics includes 5 platforms so Birmingham chose the top 5 for Ebsco to undertake on their behalf. Analytics covers 1200+ titles, 300+ publishers across 90+ platforms.

JR1 reports are obtained from publisher platforms and uploaded to EbscoAdmin. Currently Birmingham have 52 platforms uploaded in total. Usage at title level is available in Ebsconet.

Ebsco are currently reviewing how to do this for packages at title level where there is a core spend.

4c QUB experience of iFrames in EDS (GO'B)

Users were getting a blank screen instead of being directed to the publisher. Adam Walsh at Ebsco assisted QUB in putting a fix in place.

5. EBSCO Update

Nancy King (NK) – Director of Product Management

Devon McArdle (DMC) – Customer / Head Trainer FTF

Jill Power (JP) – Accessibility

Sara Early (SE) – Director of Product Management, Academic Content

5.1 Usage consolidation.

The group was asked if there were any questions around usage consolidation. Birmingham are not using it for packages due to the issues of cost per use which are not truly representative of the cost to libraries. DMA clarified that this is related to invoicing, and how it's pushed into Ebsconet.

Also, for Birmingham, standing orders aren't showing correctly

Action: DMA to follow up

Amanda queried the difference between zero usage and no usage. DMA demoed this. A blank result shows where there is no use collected. If a 0 is shown there has been no use reported.

5.2 Ebsco Roadmap (NK)

NK presented a 6-12 month UX roadmap for EDS and EbscoHost, divided into 4 sections:

5.2.1 Hyperlink Databases names

This will provide researchers with direct access to subject indexes although it doesn't take any initial search query with it, this would need to be re-run. Scheduled for release in the summer. Medline will link to PubMed, allowing users access to functionality such as MESH headings. Search terms will then be passed from EDS to Pubmed and the search query taken with it.

It was noted within the group that not everyone would welcome Pubmed linking, or prefer a different version of Medline. Currently there is no customisation option – it is either on or off.

5.2.2 GSuite for Education Integration

This will provide authentication support to end users and give them the ability to create an account using Google accounts from Oct/Nov 2017. The first time they will be required to authenticate via the institution (by IP or Shib/Athens login).

From June/July 2017 a GoogleDrive icon should appear under Tools to download articles or metadata if not FT direct to GoogleDrive. The only restrictions will be DRM

5.2.3 Accessibility improvements

Ebsco is working to WCAG 2.00 Level AA compliance, and section 8 compliant. They are taking a page by page approach starting with the search results page and the top tool bar. User testing was completed in March with blind and partially sighted customers. It has generally been well received by the visually impaired. Consumers want something that is Google-like with simple and clean lines. Research suggests that hovers are confusing.

Currently Ebsco are not tackling any issues for text disabled (dyslexia) users. It is on the agenda, but no dates have been set.

5.2.4 Publication finder improvements

Browse by Database vendor will be added as an option in the next 12 months. Users will have the option to export citations from FTF to citation managers. Customers can choose to select which disciplines to use for browsing (General, Medical, and LoC etc.)

5.3 After the call, the group talked about how useful this is as a forum, however the info shared by Ebsco within the group should be shared more widely within the sector. Perhaps through a monthly product management newsletter

5.4 RB reported a number of updates:

5.4.1 Folio Day would be taking place on 25th May

5.4.2 A decision is imminent for the National Book Framework Agreement, a number of institutions have been set up with access to GOBI

5.4.3 Ebsco are committed to internationalism and supporting outside of the US

5.4.4 Ebsconet will be enhanced in the coming months with a big driver to improve functionality. This will be demoed in a couple of weeks

5.4.5 The serials change report is now being pushed out as an alert in an approach by Ebsco to be more proactive, including new alerting functionality.

6. JIBS users' issues

The list of issues was shared with Andrea in advance of the meeting. Some highlights:

6.1 Trying to find out the unique number of results when performing a cross-search. A number of people round the table felt that this is an important feature, especially as many students will be exporting results and not want duplicate entries.

Action: If there are any enhancement requests of interest to multiple institutions, log them with EDS and record the case reference and link back to the GoogleDoc.

6.2 Users expecting to click on a title and link directly to fulltext. This is a much wider issue within the group (and we suspect the wider community)

6.3 Having a report/error button for failed links. Again the group wanted to highlight this as a very valuable addition

6.4 Emma asked whether in the event of an EDS timeout/error message whether this could redirect to a new search