Sherif/EBSCO Enhancement Group meeting

6 December 2017, 12pm

The Barnes Library (in the Medical School), Birmingham University, Academic Skills Centre

Attendance

Richard Bramwell, EBSCO	Sarah Thompson, University of York
Emma Hollinshead, Aston	Amanda Quimby, Birmingham
Geraldine O'Beirn, Queens	Sarah Boucher, EBSCO
Helen Buchanan, Imperial	Elizabeth Gillespie, Liverpool
Liam Sullivan, Edge Hill	Steve Gianonni, ESBCO

Chair – Sarah Thompson

Notes – Beverley Delaney

1. Apologies for absence: Julie Cleverley, Kerry Hadaway, Cathryn Peppard, Sarah Robbins, Nikki Rowe.

2. Membership update: University of Birmingham have restructured some of their teams, meaning that responsibilities have changed. Sue Stevens and Steve Bull are therefore stepping down from the group, and Amanda Quimby will take their place.

3. Minutes of the last meeting May 2017
   CRM is in place for parts of the business but a software review may change things. There is a manual element to permissions and it may not be possible to give access.
   Action: The Group repeated their requested to be set up with access to the CRM and reiterated the important for customers to be able to keep track of what's reported and requested. This is very difficult at present.

   Problem with limiters facet only shows print books. Suggestion was to use "Custom stackable limiters". Use the App from EBSCO App store. Location limiter can also be used.
   Action: RB to check the App store does have this tool.

   Flipster –
   Action (carried forward): ST to put call out on Sherif list for UK title suggestions.

   The group are trying to identify overlapping and duplicate enhancement requests from multiple institutions; ST has devised a spreadsheet to try to facilitate this, which is the list of issues and requests shared with the group. EBSCO repeated that they need either case numbers or enhancement numbers in order to find issues and requests in their system.
   Action: ST to continue to develop the tracking spreadsheet, and ask for reference numbers from libraries who ask for items to be discussed.

4. Sherif user issues

   Action: Steve to improve the process for other users and EBSCO to feed in

It was discussed if some sort of ranking could be allocated as users do not know whether an issue is a "quick fix" or needs more time.

The following User Issues were discussed.

eBooks – chapters are displayed almost as journal issues – this is confusing and not helpful. Discussion around using publication finder, title finder – if support required to set this up please contact Abid or Adam.

Usage data for ebooks can be different. JUSP want more usage data for ebooks. BR1 books owned, BR2 usage inside the db – chapters. SCONUL: BR1 – full book, BR2 – chapter. Business source complete – db has chapters split. EBSCO reported that there is currently an enhancement slated for book chapter downloads. Other providers treat BR2 differently and may count page turns. It must be consistent to be comparative. Extremely important that Counter and providers work on this.

BioOne is incorrectly named in the EDS source database as "BioOnline", and this feeds through to the user interface.

EBSCOadmin passwords expire after 365 days – we asked whether a reminder could be sent in advance. NB – passwords must be robust. Attempted hacks.
Action: Submit as an enhancement. Steve G investigate notification

The suggestions for a 'search within abstract' advanced search option and re-naming 'Also search with the full text' have been submitted.

Changes in EBSCOadmin taking longer to show: EDS activation is quick but not EBSCO admin.

Ebook admin settings don't allow for holds to be presented to users when reading online if downloads are not enabled. This creates issues for single user ebooks if libraries have these set to not download. Other ebook platforms provide more flexible settings. We would like concurrent licences to be displayed on the platform along with publisher permissions for printing rights etc.

5.   EBSCO update

New features include:

- Highlighting of search terms in pdf's.
- Displayed terms relevancy.
- Ebooks and links with google drive.

Accessibility – ebooks and screen readers
Action: BD to contact Jill Power and send Costas the OU's Accessibility report and requirements.

EBSCO asked whether the group would like to become more of a Library Advisory board. This could enable more sharing developments, more sessions online, more engagement of production development etc but it would necessitate members signing a confidentiality agreement. Members felt uncomfortable with this idea and felt there was already professional understanding over which discussions are confidential. There was a discussion around the make-up of the group and links to the wider Sherif user community.

Action: ST to check with the Sherif committee for their views on this.

EBSCO Product Management Webex

Joined by Sara Earley – Director of product management, Nancy King – Product manager (agile), Jean Shan – Product manager (global market), Jill Power – Product manager (accessibility), Emily Midruga Customer Satisfaction Team

Sara Earley gave presentation on Change & evolution and change development at EBSCO. Embracing new culture of agile.
Build – measure test – release – why, learn – Build   Circular
More experimentation and engaging with customers.
Input channels
- Customer meeting
- Advisory boards
- Groups
- Sales team

Ask customers for immediate feedback.

Nancy King
New release schedule – every 2 weeks software.
New platform will give more flexibility for change.
Using a data driven approach.
Aim to improve communication with customers. Asking what customers want is most effective.
- Banner
- Emails
- Alert feed

Will the releases have communications?
Discussion on best way to communicate. Requests
- Rough guide or alert on releases
- Product release – who is set up for these
- Need the level of detail to understand changes
- Need to know if changes are opt in or opt out
- Need to know when anything will look different in preparation to help students
- If everything is changing is there an out of the box?
- Updates tested against accessibility, as often this is not done up front on updates

Emily Midruga
What information do customers need to know?
Would value more input and feedback. More information into pre-product.

Jill Power
EBSCO had a hard look at accessibility.
Very focused especially online. Usability study 1 year ago.
- engaged partners in industry to ensure working forward
- holistic approach
- Worked with local organisations in USA centre for the blind

After study

- Accessibility panel with students
- Jaws testing MDBA
- Product development checklists

Next 6-12 months

- Improving pdf's
- Working with publishers on accessible formats – screen readers and learning disabled (HTML)
- Heading tags and navigation improved
- GPATS
- WCAG 2 AA

EDS Api

- Very focussed look at this – follow up in a breakout meeting
- Development faster than native experience
- Increased developers to work with Api
- Hyperlink db names in the next release

Update – 48 hour updating time
Action: SG to report that this is too long for updating.

Content Protocols

- Working on enhancing search result page context from the place they are coming from
- Question – what would we like shown? What types of content?

Update within meeting – BioOne issue reported has been corrected.
Customer portal – service issues Sherif to be added to the consortium groups for enhancement tickets lodged. This is global.

Customers with Encore/duet

- Warwick, Bradford? City?
- Glasgow Encore/Summon

6. AOB

Licensing

- Advance notice of when licensing deals end if not going to renew.
- When large publishers pull content – communicate with customers
- Content requests – are these topic driven?

Harvard Business Review

- Additional licence discussions push for the customer
- Meeting planned
- Very led by Boston

Support from Abid really good – Thank you

Pleased to see moving towards user centric, user journey but with the library focus still there.