Sherif EBSCO Enhancement Group

Meeting via Teams, 07th March 2025

Present:

Helen Buchanan (HB), Imperial College London (Minutes)

Allison Carroll (AC), University of East Anglia

Susan Craig (SC), University of Sunderland

Cara Darroch (CD) – Open University

Nadine Edwards (NE), University of Greenwich

Kath Halfpenny (KH), University of Liverpool (Chair)

Caroline Long (CL) – Aston University

Nicola King (NK), Teeside University

Geraldine O'Beirn (GO), Queens University, Belfast

Fiona Paterson (FP) – City University

Peter Reid (PR), Bath Spa University

Sarah Robbins, (SR)Liverpool John Moores University

Chris Atkinson (CA), EBSCO

Anthony DiZarro – (AD) EBSCO

Paul Donovan (PD)- EBSCO

Steve Giannoni (SG), EBSCO

Rachel Hally (RH) - EBSCO

Douglas Heintz DH Ebsco

Claire Honeybourne CH – EBSCO

Bonnie Leavitt (BL), EBSCO

Bethany Pelletier (BP)- EBSCO

Gareth Smith – EBSCO

Emma Waecker (EW) – EBSCO

Sherif EBSCO Enhancement Group

7th March 2025

Meeting: 2-4 pm (GMT)

Via Teams

Chair: Kath Halfpenny

Minute-taker: Helen Buchanan

Apologies for Absence

Bev Delaney at Open University and Emma Hollingshead from Aston University sends apologies

Welcome to Caroline Long who is attending the meeting for the first time.

4. EBSCO Response to Changes in the eBooks market. Update on Mosaic (SG) KH Starting with Item 4.

Due to the Clarivate announcement and their decision to withdraw from the print book and perpetual e-book Licencing market, and Ebsco's commitment to both print and the e-book. There was a long discussion on the announcement

Key points:

SG (EBSCO) Spoke about dealing with the fallout of the announcement of the last 3 weeks, the seismic nature and the surprise – EBSCO able to respond significantly. In the UK and Ireland dealing with three major framework providers - one in Ireland as the education Procurement Service Scotland is the advanced procurement for university and colleges APC and then in the UK or England, Wales and Northern Ireland for books. It's the SUPC southern universities and all these frameworks which are very similar. Responded to the Scottish and Irish frameworks due the way Proquest had been ranked.

EBSCO have been delivering a series of webinars, about what EBSCO is doing and to make sure libraries recognise the long term commitment to the sector, especially imprint and ebooks for perpetual access titles, as well as subscriptions which is a small part of what EBSCO do. Walking Libraries through the process of how to overcome the challenges.

Ebsco are ready to support Libraries, as necessary.

Ebsco are investing, positioning themselves in the market, for offering books and the platform, for both acquisition side and end user environment.

AC mentioned that Clarivate had extended the switch off period to June 2026, which has reduced the sense of urgency, but stated that institutions will still be planning for the changes. Commented that Ebsco was quick to respond and offer alternatives.

SG (EBSCO)commented that agreed and that there is strong feeling across Libraries the announcement of moving to 2026 has given Libraries a bit of breathing space. it's galvanised at a sense in some respects that there is now maybe a a clearer way to look at the motives of suppliers and and look at their actions and who it is they're trying to serve and what they're trying to deliver and how they're trying to do these things

GS (EBSCO) added there's been a degree of a stay of execution because the dates been moved somewhat, but people will still move quit quickly. I just wanted to reassure everybody because one of the first questions you'll have is, hey, do you do we have the resources say to manage your print capabilities and everything else? Well, we do because we, we'd set up the Didcot operation when we first got on to the SUPC contract. EBSCO rankings on the print framework meant they didn't pick up that much, but the resources are in place, and the capabilities are there.

SUPC Tender is taking place now – waiting the outcome.

BP and EW (EBSCO) Presentation on Gobi Mosaic

BP (EBSCO) Mosaic new storefront. It will eventually replace both Gobi and ECM as the new Storefront there to service all your needs
Long term plan been in place for several years with several more years to come.

Overview,
Last April launched live beta version of the Mosaic storefront, e-books only available limited to EBSCO, IGI,,T&F and JStor but are building out E supplier partnerships that match what Gobi has, plus some expanded ones, working on greater robust capabilitites. Have launched order templates. There will be firm ordering workflow from start to finish in Mosaic to be able to search discover.

Find those e-books, order them, get a cataloguing record, get your invoice, and we're working on iOS interoperability with Alma and other iOS is like Folio to follow. The Alma integration will be available by June

There are webinars where updates are given.

Key Functutionality

June 2025 working on international efforts. – currently only works to US customers and only works with USD$. Working on non USD currencies and support for non US customers, also working on print books in Mosiac.

Part of the road map, is to start selling print books in Mosiac. Building selector workflows and some advanced collection development workflows.

Launched a few weeks ago some functionality that allows you to link from Mosaic out quickly and easily to Gobi to look at the look and purchase the print books. This is temporary until we have print available, This is on the roadmap.

2026 release will include the print books, some of those expanded collection development workflows, more interoperability and adding a lot more content suppliers, print and ebook suppliers..

2027 Building more advanced collection development workflows, the EBA, DDA. Gobi can service anything that you might need in that category.

EBSCO work with an international special interest Group Focus Group for Mosaic that has been meeting for the last since August. The group provides feedback on their needs and concerns. Ebsco present designs and receive feedback.

Mosiac content partnership general release 2025 – did include Proquest but that is not happening now

E-suppliers coming in June CUP, OUP and Bloomberg

New/unique to Mosiac

Casalini Libri (Italian), Mohr Siebeck (German – humanities and Social Sciences)

Print books work to start in June

2026

Print books and remain GOBI e-supplier partners

New/unique to Mosaic in 2026 target list – not confirmed.

Browns books (UK aggregator), Kortext (UK aggregator, Textbooks), Brepols (Belgium – Humanities), RCNi (Uk Nursing), American Chemical Society (USA, Chemistry); American Psychological Association (USA, Psychology)

US working with Ingram to ensure that our print book fulfilment speeds are faster and our availability is better. And just to note that they are currently building out their UK sort of ability for warehouse to bolster their print offerings there, also looking at Print on demand.

SG (EBSCO) commented that the 2026 list is a target list, not a commitment that all these providers will be in Mosaic.

EW (EBSCO)Talking about the E-book Roadmap

Time frame Jan-April 2025 – working on user experience,

Meeting the requirements of the European Accessibility Act, harmonised really nicely with the requirements for the USADA Title 2 adjustment, which goes into effect next April. Working on 2.2 AA compliance as requested.

Text to speech is also coming

UI will look the same with new features and functionality.

Going Forward

Addressing feedback on migrating to the new UI, working on that as well as some better consistency and back to results behaviour linking from the full text viewers back to the detail pages and losing some of that context

Replacing DRM Solutions, no longer requiring Adobe digital editions – no time frame as still working on agreements. Evaluating working with an open source DRM solution while still preserving those DRM rights, hoping to set up a couple focus groups to dig into that in a little bit more detail over the next couple of months.

PR asked Adobe Digital Editions Alternative you are working with.?

EW (EBSCO) Answer: I'm sure we are being recorded. So I'm just gonna say this is not a finalised decision, but we are reviewing very, very seriously LCPDRM, which is supported by EDR lab out of the EU. It's an ISO standard DRM solution and what it integrates with as a reader off the shelf is the thorium reader, which is based on the Radium tool kit. And so that is a very accessibility focused.

KH commented that having the accessibility metadata linking hopefully into Mosaic. In the future would be very useful, as most don't have time to check for accessibility as part of our purchasing decision

EW (EBSCO) Working on pulling through the percentage of the accessibility checks cheques that were passed as well. Some of the other permissions and format data.

BP (EBSCO) commented looking right now at their full book download chapter downloads. All those permissions is currently in our lower environment. Would expect to see in the live environment in the next you know month or so.

SG (EBSCO) asked about the content remediation that you referred to it as the modal that is that comes onto screen, it gives end users the ability to select whether they wanted a Word document apdf or an epub. Have you found that end users understand what epub is just as a descriptor, or whether there's a need to go further on that at all?

EW (EBSCO) replied I guess of users who understand what epub is and those who don't. PDF is still something everybody understand. Word is what everybody understands as well. Epub though, as a much more accessible format obviously is what we want to encourage people to use and request., I think we can probably add a little helper text there possibly that could let users understand for each of those formats, which might be the most accessible, most people ask for word files.

5. EBSCOhost New UI progress & development update (EBSCO team)

BL (EBSCO) Big push in January to move customers worldwide to the new UI for both EDS and EBSCO host worldwide still 30,000 to migrate.

RH (EBSCO) Initiative that we put forward late last year to give the result page for EDS, EBSCO, hosts and Explorer interfaces a little refresh after feedback, added numbered search results, the default was 10. The option for people using the interface to select from either 10/20/30 or 50.

Later in the summer there will be some user interface options, as well as library administrator options to set the default number of results.

Title record links will be changed from black to blue, to indicate the link that will link directly to the record page.

Changed from showing all subjects and authors, now condensed to four subjects and three authors, with links to show all if the user wants to see them all so it just tightens up the result card and gives a little more visibility to many results on the page.

The author publication and database up directly below the record title and we converted them more like this and generate AI insights from links to buttons.

BL (EBSCO)Enhancing around the systematic literature review process because we know that's an important. Process to have in place and functionality to have in place for academic institutions, the ability to bulk export up to 25,000 records.

Going forward in the new UI, we are going to require personalization to be able to export this number of results, and that the goal with that was for a security perspective. So if there's a bad actor in there who's downloading hundreds of thousands of results, we can easily pinpoint it to a specific user and block that user ID. Instead of having to look at restricting access to an entire IP range or to an entire site

Currently limiting the amount of downloads per day to 100,000, which looking at our data, the average was well below that on our classic UI.

There are safeguards in place to stop that before they can get the hundreds of thousands or millions of records.
For this functionality, we support exports into common types such as word or PDF, and also export into risk format to use in bibliographic management tools like Endnote.

Can export to excel

Search history MVP.

The majority of the functionality that you used in our classic UI is there, such as the sequential numbering for searches. The S123 the ability to combine those searches to create new searches. Also all the different detailed models so you can see what the queries are, what limiters and filters were applied and also the ability to combine searches.

Search and journal alerts available can be created under the My dashboard or also created when looking at the specific publication detail page or at the top of the search result page.

Any existing search and journal alerts will not be migrated over.

Users will still receive them through their expiration which is 12 months from the data creation.

SG (EBSCO) some questions

1. Reported export process can be slow about half an hour

BL (EBSCO) responded that they had a period of slowness which was reported to the development team, it usually comes anywhere between 5 and 15 minutes depending on the record set.

KH question on exporting 25,000 records under 20,00o records exported asked if this was down to deduplication?

BL (EBSCO) Responded that's two fold. There was some, deduplication differences and we're working on a connect document that outlines that. But there was also a defect in the back end of our system that was creating that difference that has been resolved and rolled out. So you should see them identically match if they are off by you know zero to 50, that's where the deduplication plays. But you shouldn't see the large gaps where you know one's 10,000 and one's 15,000.

SG (EBSCO) Question 2. is there a way to make this space a bit smaller on the search history screen? Can you edit the search terms like you do in the current interface

BL (EBSCO) Responded at the moment you can't edit the search terms. We have work that is in development now that will allow you to edit the entire search string in search history and that will release by July.

NK Basically what we have with health students is they need to evidence their search strategies in their documents, if someone takes a screen shot of something that is quite large - 40 lines, can it be made smaller or in the current interface you can get a print view that you can then copy and paste into word. If something like that's on its way. Might make it look a bit nicer in a written piece of work.

BL (EBSCO) Responded we are scoping the work now to offer a print view. There has been some feedback. We are working with our design team too to kind of consolidate some of that down or offer ways to expand certain areas or do things there. So we're considering kind of on both

SG (EBSCO) another question for the search history to do the search results, the number of search results and the safe search summary page. So I guess it's a numerical count that that's not been presented that's been requested.

BL (EBSCO) answered being added in July

SG final question can you export search history terms from the search history

BL (EBSCO) Feedback on systematic review process

Following feedback immediately prioritised to get on the road map ahead of that August deprecation, includes search history and combined searching, migration of all saved searches created by the user in their classic folder. Display search result counts in search history tab, this is coming by July. Support the ability to create search alerts based on combined search. Download option in July

Working on some corrections on displaying re and rerun searches including the ordering of combined search testing and the search history tab. Also honouring the database selections that you may have previously selected when conducting a search in EBSCO host from that choose databases model and then also for the APA Thesaurus

The explode functionality setting in config right now it's defaulted on for all customers.Will make sure the system is accurately honouring the on or off system

RH (EBSCO)Talked about taking quicker action on enhancement requests from customers. Between August 2023 and January 2024 94 enhancements related to the new UI were closed, average 15 month.
Few highlights lock searches and filters, in the new UI you can set customer limiters the same as you were able to do in the classic UI, the user to collapse the dashboard if they wanted to. Library administrators can set the default to either open or closed based the understanding of particular user groups.

Based on feedback that the publications link in the left hand navigation was not necessarily intuitive, can now be customised by the Library administrator. Changed the default to read publication Finder, this can also be renamed.

The old listserv has been migrated to a new platform, - new EDS Listserv, you will need to sign up to the new listserv.
BL (EBSCO) Noted that the listserv focuses on EDS Customers. Working on a newsletter for EBSCO host customers

Enhancements mentioned in the agenda have been covered earlier, first focus on editing search history as mentioned coming in July.

And then the second one focuses around the ability to create a persistent link, from the top of the search results page, can easily be copied and pasted and will retain search terms, limiters, and facets.

Aware that there is preference for a permalink just for that permanence factor of it, so that is something that our search teams are looking at and see if it's something that we can add

The last two that came up was that advanced search reverts to a single search box. Looking in to replicate if a site has defaulted to advanced search or users using advanced search that when they come into the search results those three search boxes persist and also ensuring that they persist on other pages. Where searching is available, such as the search history page, so that work is under consideration now. Make sure it is added to the roadmap.

RH (EBSCO) Placards. Looking at re-imaging how they display as well as giving some more control to Library administrors on how and where they display. This is being combined with the advanced search.

Single search line because they both will affect how the results page looks and function. This is being looked at it holistically instead of looking at one thing at a time because it's all going to affect how the results page looks and function. Would welcome feedback

KH Commented on the export of bulk export feedback from a colleague was that it's quite well hidden, there's like a little drop down arrow Are there any plans to make that more obvious?

BL(EBSCO) Repsonded when a user first logs in, they will see what we call a signpost, which is a little bubble that pops up over that. So Blank cheque mark to say you know, click here to export results so they will see that. But we definitely have heard the feedback that it's not the most intuitive. We've heard that feedback with some of the other symbols. We have a new UI. I can make sure your site's added to the enhancement request for that.

SG (EBSCO) commented that members would be happy to engage and not just wait for the Sherif meetings.

BL (EBSCO) They would be happy email members of the group for feedback

AD (EBSCO) Business searching interface updates. Presentation on feedback from survey with beta customers in November.

Survey covered a variety of users, feedback generally good, modern look and feel, received recommendations on things that was missing or confusing. Creating plans for what would be implemented.

Moving in to the opt in period, should be seeing changes from the beta period.

Discipline specific publications have been moved to the top, had previously been tiles. Have also added a company profiles by country and in a company profiles by industry tiles to that square setlist

The discover popular topics had previously been at the very top but after feedback moved to the middle of the page. The non journal content is below.

Lots of request for an A-Z list for all company profiles.
Left hand side help on the research, help information general EBSCO host Quick Start guide more to be added
Industry pages company improved and enhanced
Links to reports on Business Source, click in and find the relevant PDF

But initially we're kind of targeting in early July migration for all who haven't made the switch can reach out to Ebsco support.

KH Question New Ebsco host UI, was just to clarify for libraries about the summer migration, what is what's the best, what do we need to do, do we contact our EBSCO Account manager to arrange a date. What's the best approach?

BL (EBSCO) Response Your best bet will be when you decide on a date for migration, just submit a support case to EBSCO support through CONNECT and they can also schedule a date farther out. So if you e-mail them, you know April 1st and say we want to migrate on July 7th, they can schedule that in advance for you.

2. Minutes of Previous Meeting & Matters Arising

EDS listserv: Was this refreshed? (was expected in 2024) (SG)

Longevity of link re-directs in new UI (SG)

Business Interface – progress update? (SG)

Covered in earlier presentations

3. Enhancement Group membership update (KH)

There was a well attended UKSG event in January 2025 where chairs from all of the SHERIF enhancements groups spoke, highlighting the work of the groups,
Received good feedback. It was good to be able to highlight the work that these groups do to the wider community

Membership updates. Dita Krause, who was from City University and has now left City. Welcome to Fiona Paterson from City University who will replace Dita on the group.

KH will be stepping down from the group at the end of this year. The SHERIF Committee have been informed. Anybody is interested in picking up the reins of the chair please contact SHERIF via info@sheriff.ac.uk.

6. Enhancement/Issues raised be Sherif members Covered by talks given

Platform/Service	Issue/Enhancement	Details	Raised by
EBSCOhost classic (Medline & CINAHL)	Enhancement – suggested for new UI	We would like the ability to be able to insert a line into the search history, in order to add in additional synonyms to the relevant part of a search. We know you can edit each line and add additional synonyms in that way (using OR to connect the terms), but that puts multiple terms on one line and we'd prefer to keep it to a keyword or a phrase per line. It is possible to insert a line in the Ovid database Embase and we like the way that works.	Teeside University (NK)
EBSCOhost classic (Medline & CINAHL)	Enhancement – suggested for new UI	We would like to be able to share a search, along with its search strategy. So, when you click on the search link, the search re-runs, the results are shown and the search strategy appears in the search history table just as it was searched (i.e. line by line). At the moment the permalink is patchy in whether it works or not (and if the search string is too long it won't work at all). When it does work, it combines all the search terms on one line. Again, this is available in Ovid Embase (you can send yourself an email, with a link to re-run the search, exactly as you had set it out (line by line), and the email even contains the search history in a nice table, perfect for an appendices) and we like how that works.	Teeside University (NK)

EDS (new UI)	Enhancement	Advanced search reverts to single search line (no persistence of AND/OR)	Portsmouth University
EDS (new UI)	Enhancement	Placards take up too much space resulting in user having to scroll down to see results. Particularly poor user experience on small screen devices	Portsmouth University

7. Next meeting date/theme

Any suggestions for topics at a future meeting later this year?

Previously suggested topic AI and EBSCO Passport

If anybody's got any ideas. If you want to drop KH an e-mail over the next few weeks.

Next meeting proposed early September

8. Any Other Business

None