DRAFT MINUTES OF THE JIBS EBSCO ENHANCEMENT MEETING, 9 DECEMBER 2014, UNIVERSITY OF BIRMINGHAM LIBRARY.

Present:
Sarah Beach, University of Exeter
Julie Neenan, Cardiff Metropolitan University
Nikki Green, Eduserv
Sue Stevens, University of Birmingham
Emma Hollinshead, Aston University
Eric Howard, Leeds Beckett University
Ann Siswell, Bath Spa University (Secretary)
Sarah Thompson, University of York (Chair)

Steve Giannoni, EBSCO Information Services
Andrea Davies, EBSCO Customer Services
Richard Crossland, EBSCO Regional Sales Manager

1. **Apologies for absence**
   Wendy Evans (University of St Mark & St John), Liam Sullivan (Edge Hill University), Barbara Gallagher and Irene Barranco Garcia (University of Greenwich)

2. **Membership Update**
   The Chair welcomed a member new to the Group – Eric Howard, attending in place of Julie Cleverley for Leeds Beckett University. Sarah Robbins of Liverpool John Moores University is currently on maternity leave.

3. **Minutes of the last meeting, May 2014**
   - **Present:** correct Steve Bull's name
   - Otherwise, the minutes were accepted as an accurate record.

4. **JIBS users' issues**
   a) **Feedback from Aston, Leeds Beckett:**
   Downtime with A to Z and LinkSource: This issue was exacerbated by it happening during a busy time for working with students this term. AD reported that this had now been addressed so that downtime had been minimised or eliminated. She encouraged customers to put in a support call rather than comment on discussion lists: the more support calls reporting one problem, the more likely it is to be addressed more quickly. EH reported that they were still working around times when the A to Z was unacceptably slow, particularly when the USA came online.

   Full Text Finder: SG reported that this is running behind schedule and the release date has slipped. Also, EBSCO do not want to migrate libraries without providing some assistance through the transition. Unfortunately, a majority of libraries have not responded to EBSCO in this regard and a number of libraries do not wish to migrate until a later date so as not to confuse users who are currently familiar with the A to Z and LinkSource. RC reported that Full Text Finder would be available for Aston and Leeds Beckett in January in a "sandbox" mode.

Further difficulties had arisen because libraries may only have the A to Z and not LinkSource as they were not sold together. The development also involves EDS, the discovery service, the ERM, usage consolidation and the statistics link to JUSP.

EH is concerned that this does not slip again as they do not want to promise their customers something that does not happen. However, SG responded that it was impossible to guarantee the timing when things are not under their control. AD said that training videos were being loaded onto the support site at the moment and customers are advised to look at these. RC explained that there would be a test site, including Full Text Finder, and the knowledge base would be migrated first followed by some face-to-face training to ensure everyone was fully informed. SG added that it would be a phased transition, not a switch off of one service and switch on of Full Text Finder.

b) **Feedback from Leeds Beckett:**
Popular search terms: AD can raise an enhancement request to have this function within EBSCO Admin which EH supported. Currently, this kind of information can be manually found for customers but it is obviously labour-intensive and would be best limited to the Group members using EDS at present.

c) **Feedback from Salford, Middlesex, UWE**
Auto-complete leading immediately to auto-search: SG commented that the auto-complete is a new feature which has to be switched on. AD reported that EBSCO said it was behaving as designed and an enhancement request could be raised if required: this was supported by the Group as was SG's offer to share the enhancement number with the Group once it was available.

Action: SG

d) **Feedback from UEA**
EDS issues and enhancements: SG said that he was familiar with the comments that UEA were making as new EDS customers and he is already in dialogue with UEA about them. EH supported the request to make all journal materials one source type rather than broken down into magazines, academic journals, etc. which users found confusing. There was a general feeling in the Group that this would improve EDS significantly.

EH queried whether it was possible to see the list of enhancement requests but SG did not think this was the case. AD commented again that customers should use the support site to put in enhancement requests and the more there are asking for one enhancement the higher it will go up the list. Additionally, a lot of development effort has been going into Full Text Finder and once this comes online there will be capacity to start looking at other issues.

e) Feedback from Cranfield:

Export to Mendeley: RC reported that a request has already been raised (ER115371) to add Mendeley to the options for export. Mendeley is currently accessible through the 'Share' button but Cranfield would like it to be clearer.

f) Feedback from Exeter:

Export more than 50 results from a search: again, this is available through the 'Share' button but it has to be switched on by EBSCO for those customers that require it then up to 25,000 results can be exported.

BERA conference papers in BEI: Leeds University had a licence to include the BERA content in BEI and SG needs to put forward a case for adding this content to their service. EBSCO are currently looking at a search which returns BERA content from BERA itself although this would not be as good as inclusion. SG will update the Group again at the next meeting.

<div align="right">*Action: SG*</div>

5. **Updates requested by JIBS Users**
   a) *EBSCO OpenAthens partnership (Aston):* EBSCO acts as a "reseller" in some countries for OpenAthens and this is being extended globally.

   SG also reported that single sign-on will be used, for example, in EDS and other EBSCO products to seamlessly make available users' folders, etc. This should be available in 2015. The Group felt this was a good step forward.

   b) *Lack of metadata sharing with Ex Libris and ProQuest*: SG reported that EBSCO now have a non-disclosure agreement with ProQuest which prevents further discussion on this topic.

   He also said that EBSCO will share the metadata/databases that they can with other discovery providers. Naturally, they are looking for a quid pro quo with those providers and are also working with LMS suppliers, such as SirsiDynix and Capita, to ensure EDS works with their systems. However, customers with Aleph, Alma and Voyager are currently doing their own development work so that their catalogues work with EDS and EBSCO would like to be able to offer this if Ex Libris would work with them. EBSCO do not feel that they are asking for anything Ex Libris has not shared with other discovery providers.

   c) *Full Text Finder* – see above

   d) *New combined Admin interface (Aston):* SG said that, once A to Z/LinkSource become legacy products, there will only be one EDSCO Admin.

   e) *Customer portal (Aston, Leeds Beckett):* AD reported that, if customers wanted access to their cases information, to contact her with details of who should have access. It will take some weeks to set up because it is in beta testing but it is possible. AS asked

whether this included support calls raised with EBSCO as subscription agents: AD did not think was currently the case but she would check.

Action: AD

6. **EBSCO Update**
   - The situation with Swets' bankruptcy has had considerable impact on EBSCO although they had been expecting it. In order to cope with the outfall, EBSCO needed to increase their staffing in the subscriptions area and had recruited Swets staff (who are still in Abingdon) who are working on moving customers' subscriptions.
   - The Chair asked whether this would have a knock-on effect on existing subscription business or other aspects of the company. SG said that he and other staff had been taken off other projects to deal with the Swets situation but he was confident that service levels had not suffered. Staff have been working evenings and weekends to ensure subscriptions are entered in time for 1 January. The increase in business is likely to have other effects further down the line, e.g. development of EBSCOnet. RC reiterated that he was confident that the EBSCO offering could only be strengthened by what had happened.
   - JN asked if there was an idea of the percentage of Swets' business and SG thought it was something like 80% of the value. Some libraries had consequently decided that they no longer needed an agent. EBSCO is currently the sole supplier to HE in Ireland and Scotland and has also picked up much of the government work.
   - SG also thought that the sustainability of the subscription business would come under scrutiny since the landscape had changed so significantly and EBSCO clearly do not want their business to mimic Swets.
   - The Philosopher's Index with Full Text is due for launch in January.
   - Plum Analytics: this manages and tracks metrics from outputs of an organisation. SG suggested talking about it at a later meeting since there were no customers in the UK at present.

Action: SG

   - Flipster: this enables delivery of digital versions of journals, available title by title.

7. **Any other business**
   - JN asked about key titles that were withdrawn from packages and whether there was any mechanism for checking such changes. SG suggested looking at the title lists on the website but for completely up-to-date listings, EBSCO Admin could provide a report that lists all included titles in a package. Also, the title change report will help monitor title withdrawals, etc.
   - After a query from the Chair, SG reiterated that title change information is sent out monthly to link resolver providers.
   - EH asked about EDS and catalogue records and having to upload it and wait 48 hours which means it is inaccurate. SG said that this currently requires the LMS to push information towards EDS when it would be better if EDS could pull it in when needed.

8. **Date of next meeting**
   This will take place in May 2015. Date to be confirmed.