**JIBS EBSCO Meeting, University of Birmingham**

**Thursday 17<sup>th</sup> November 2016**

**Present:**

Emma Hollinshead, Aston University
Julie Cleverley, Leeds Beckett University
Wendy Evans, University of St Mark & St John)
Elizabeth Gillespie, University of Liverpool
Nikki Green, Eduserv
Kerry Hadaway, University of Southampton
Sarah Robbins, Liverpool John Moores University (Secretary)
Sue Stevens, University of Birmingham
Liam Sullivan, Edge Hill University
Sarah Thompson, University of York (Chair)
Geraldine O'Beirn, Queens University Belfast

Steve Giannoni, EBSCO Information Services
Tania Gibson, EBSCO Information Services

1. **Apologies for absence**

Helen Buchanan (Imperial College), Cathryn Peppard (University of Greenwich)

2. **Progress Update on FOLIO (US/UK)**

Richard Burkitt gave a web presentation entitled "FOLIO: a new open source collaboration", a summary of which is below:

Libraries need to be able to support the virtual as well as the physical needs of users. FOLIO is believed to be a modern system that will be truly extensible with new futures / functionality being able to be added seamlessly and replaced as and when needed with little / no disruption to those services being delivered by the Library.

Primarily, FOLIO aims to eradicate the software cost of an LSP, leaving instead, hosting and management services which should significantly reduce the TCO, total cost of ownership, of a next-generation library system.

FOLIO encourages and empowers the community to work collaboratively to solve problems, whilst giving libraries choice. FOLIO is supported by EBSCO and other suppliers such as Sirsi Dynix, Index Data and Kuali.

FOLIO is an OpenSource LSP delivered under an Apache2 licence so no commercial vendor will own the code.

20% of libraries will have the IP infrastructure to host and support this themselves for free, however the rest could choose to use the support of a 3<sup>rd</sup> party service provider.

Early 2018 will see the launch of traditional apps such as acquisitions, cataloguing, circulation etc. This will extend in 2019 and beyond into new areas such as data mining, institutional repositories, research data, and predictive analytics to name but a few.

Anyone interested in FOLIO is encouraged sign up at folio.org or www.futureisopen.org.

Thousands of individuals are currently signed up to receive regular updates and increasing activity is being seen as a community of SIGs (Special Interest Groups) become more active and involved in the FOLIO project.  EBSCO stressed that they support FOLIO but that this is in no way an EBSCO created library system.  As a Community Partner, EBSCO are encouraging other Library-centric groups such as RLUK and JISC to engage with the FOLIO community in order to give a UK-voice to the development of FOLIO.

### 3.   Minutes of the last meeting, 18 May 2016

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

**Item 3, 3,5(e):** SG reported further that 8 institutions are configured to use CRM in order to have visibility of reported service issues etc.  The feeling within EBSCO was that few libraries have ever shown an interest in the portal, although numerous libraries know about it through discussions with EBSCO sales / support staff.  The service portal is still in Beta testing.

**Action: SG to set everyone in the group up with an account to review it so it can be discussed further at the next meeting**

**Item 4:** SG confirmed that 'Standards' is now a source in the Source Type facet.  EG requested limiters for print books and print journals.

**Action:  SG to clarify if this can be done and report back**

**Item 5:** Re: Flipster

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

### 4.   Support for Usage Consolidation
SG gave a presentation of the usage consolidation service from EBSCO

Usage consolidation pulls together all the usage data in one place and allows institutions to merge cost and usage data where subscriptions (financial data) are managed by EBSCO.  The management of Usage Consolidation is now located within EBSCOAdmin's Holdings Management.

A hopeful future development will make it possible for Libraries to add subscription cost data for content that EBSCO doesn't manage but for which SUSHI / Counter usage reports can be generated within the reporting interface.  SG stressed that EBSCO staff would not be able to see this information.

EBSCOAdmin's Holdings Management features may also be developed to house licence details, terms of use, contacts and could allow elements of these to be displayed within the user interface, e.g. Full Text Finder.  Cost per use analytics allows for the evaluation of collections compared with their related costs, and can be analysed down to fund code level if required.  This is currently shown in EBSCOnet (Analytics).

Usage consolidation can be accessed via an annual subscription and whilst historically, Libraries often cite their access and use of JUSP as a reason not to pay for additional analytic tools, more and more Libraries are now subscribing to the product in order for EBSCO to present cost and usage data across their wider collections.

**Action: SG to check whether he is able to share the slides with the group.**

5. **JIBS users' issues**

The group asked SG how the enhancement requests work, and whether they should be made "public" so they can be voted on. The more popular an enhancement is, the more likely EBSCO would be to deliver it.

The spreadsheet the group is developing should allow us to circulate the enhancement requests on the JIBS list so UK institutions can "get on board" with them.

**Action: SG to clarify what enhancement requests an institution is signed up to**

The group talked about the fact that EBSCO have no set method of how customers are fed back to when something has been fixed.

There are also reports of enhancements being turned on in institution's live profiles without discussion. Aston have had instances where things have been switched off (guest access, incorrect proxies added etc.). Customers should be informed when changes are made.

We acknowledge that sometimes 'EBSCO Support' may need to change things in order to test our profiles, but we would like to be informed when this is happening so we can monitor the impact more closely.

6. **EBSCO Update**
   a. EBSCO and ProQuest: SG stressed that EBSCO wants to work with ProQuest. EBSCO want libraries to have choice in the marketplace. They have created a metadata sharing policy as a means to find a way for PQ to access EBSCO content in return for offering support for EDS customers using PQ library systems. EBSCO have developed an Alma API for GOBI to help Alma customers with their workflows.
   b. YBP have changed their name to GOBI Library Solutions from EBSCO.
   c. SG would like feedback on what EBSCO can and should do re: pricing synergy for databases, books, ebooks and journal subs. For example, is there a need to influence how framework agreements are written?

7. **Any other Business**

WE asked about the ILL form; the copyright declaration is US and can't be customised. This is already an ER but she wondered if there was any timeframe?

**Action: SG to check and report back to WE**

(SG Update: EBSCO's Library Service Engineers have confirmed that the changes sought by WE can be accommodated and that arrangements to make the changes are being progressed).